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DIMENSIONS OF QUALITY

AREAS OF CARE

	ACCEPTABILITY	APPROPRIATENESS	ACCESSIBILITY	SAFETY	EFFECTIVENESS
	Care that is respectful to patient and family needs, preferences, and values.	Care provided is evidence-based and specific to individual clinical needs.	Ease with which health services are reached.	Avoiding harm resulting from care.	Care that is known to achieve intended outcomes.
STAYING HEALTHY Preventing injuries, illness, and disabilities.					
GETTING BETTER Care for acute illness or injury.					
LIVING WITH ILLNESS OR DISABILITY Care and support for chronic illness and/or disability.					
COPING WITH END OF LIFE Planning, care and support for life-limiting illness and bereavement.					
<p> EQUITY Distribution of health care and its benefits fairly according to population need.  </p> <p> EFFICIENCY Optimal use of resources to yield maximum benefits and results.  </p>					

The BC Health Quality Matrix was developed in collaboration with the members of the BC Health Quality Network which includes health authorities, the Ministry of Health Services, the Ministry of Healthy Living and Sport, academic institutions and provincial quality improvement groups and organizations.