

**DIMENSIONS OF QUALITY**

**RESPECT**

Honouring a person's choices, needs and values

**SAFETY**

Avoiding harm and fostering security

**ACCESSIBILITY**

Ease with which health and wellness services are reached

**APPROPRIATENESS**

Care that is specific to a person's or community's context

**EFFECTIVENESS**

Care that is known to achieve intended outcomes

**EQUITY**

Fair distribution of services and benefits according to population need

**EFFICIENCY**

Optimal and sustainable use of resources to yield maximum value

**INDIVIDUAL PERSPECTIVE**

**SYSTEM PERSPECTIVE**

**OPTIMIZING THE EARLY YEARS**

Advancing early development and maternal health and wellness

**STRENGTHENING HEALTH & WELLNESS**

Promoting well-being and preventing injury, illness and disability

**RETURNING TO HEALTH & WELLNESS**

Getting better when faced with acute illness or injury

**LIVING WITH ILLNESS OR DISABILITY**

Care and support for living with chronic illness and/or disability

**COPING WITH TRANSITION FROM LIFE**

Planning, care and support for life-limiting illness and bereavement

**AREAS OF CARE**

	RESPECT	SAFETY	ACCESSIBILITY	APPROPRIATENESS	EFFECTIVENESS	EQUITY	EFFICIENCY
INDIVIDUAL PERSPECTIVE							
SYSTEM PERSPECTIVE							
OPTIMIZING THE EARLY YEARS							
STRENGTHENING HEALTH & WELLNESS							
RETURNING TO HEALTH & WELLNESS							
LIVING WITH ILLNESS OR DISABILITY							
COPING WITH TRANSITION FROM LIFE							