

BC HEALTH QUALITY MATRIX



DIMENSIONS OF QUALITY											
←		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					
AREAS OF CARE											
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 ⁴											
		EQUITY Distribution of health care and its benefits fairly according to population need				EFFICIENCY Optimal use of resources to yield maximum benefits and results					
←						→					
DIMENSIONS OF QUALITY											

⁴ Descriptor reflects direction of the Ministry of Health and input from the Provincial End of Life Standing Committee.

In 2008, the BC Health Quality Matrix was developed in collaboration with the members of the Health Quality Network which included BC's Health Authorities, Ministry of Health Services, academic institutions and provincial quality improvement groups and organizations.