

**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**

**AREAS OF CARE**

**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

	RESPECT	SAFETY	ACCESSIBILITY	APPROPRIATENESS	EFFECTIVENESS	EQUITY	EFFICIENCY
	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							