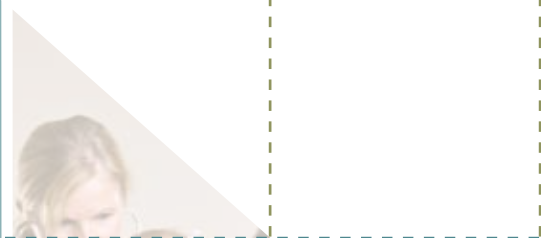



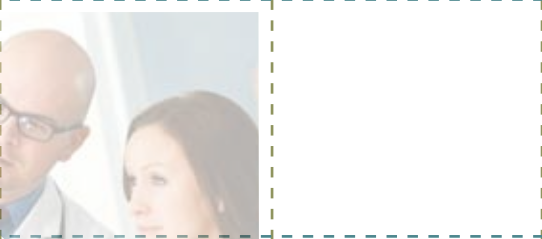




<p>DIMENSIONS OF QUALITY</p> <p>AREAS OF NEED</p>	<p>ACCEPTABILITY Health services are respectful and responsive to user needs, preferences and expectations.</p>	<p>ACCESSIBILITY Health services are obtained in the most suitable setting in a reasonable time and distance.</p>	<p>APPROPRIATENESS Health services are relevant to user needs and are based on accepted or evidence-based practice.</p>	<p>EFFECTIVENESS Health services are based on scientific knowledge to achieve desired outcomes.</p>	<p>EFFICIENCY Resources are optimally used in achieving desired outcomes.</p>	<p>SAFETY Mitigate risks to avoid unintended or harmful results.</p>
<p>BEING HEALTHY Achieving health and preventing occurrence of injuries, illness, chronic conditions and resulting disabilities.</p>						
<p>GETTING BETTER Care related to acute illness or injury.</p>						
<p>LIVING WITH ILLNESS OR DISABILITY Care and support related to chronic or recurrent illness or disability.</p>						
<p>END OF LIFE Care and support that aims to relieve suffering and improve quality of living with or dying from advanced illness or bereavement.</p>						

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