

BRITISH COLUMBIA  
HEALTH QUALITY  
MATRIX

DIMENSIONS OF QUALITY

RESPECT	SAFETY	ACCESSIBILITY	APPROPRIATENESS	EFFECTIVENESS	EQUITY	EFFICIENCY
Honouring a person's choices, needs and values	Avoiding harm and fostering security	Ease with which health and wellness services are reached	Care that is specific to a person's or community's context	Care that is known to achieve intended outcomes	Fair distribution of services and benefits according to population need	Optimal and sustainable use of resources to yield maximum value
INDIVIDUAL PERSPECTIVE					SYSTEM PERSPECTIVE	

AREAS OF CARE

<p><b>OPTIMIZING THE EARLY YEARS</b></p> <p>Advancing early development and maternal health and wellness</p>
<p><b>STRENGTHENING HEALTH &amp; WELLNESS</b></p> <p>Promoting well-being and preventing injury, illness and disability</p>
<p><b>RETURNING TO HEALTH &amp; WELLNESS</b></p> <p>Getting better when faced with acute illness or injury</p>
<p><b>LIVING WITH ILLNESS OR DISABILITY</b></p> <p>Care and support for living with chronic illness and/or disability</p>
<p><b>COPING WITH TRANSITION FROM LIFE</b></p> <p>Planning, care and support for life-limiting illness and bereavement</p>
