

Appendix 2 (as supplied by the authors): The BC Health Quality Matrix (11)

Quality Dimensions	Definitions
Acceptability	Care that is respectful of patient and family preferences, needs and values. This dimension takes into consideration patient and family preferences, such as respecting cultural values and encouraging family involvement in decision making. Acceptability includes health care providers being empathetic to patients and families, following the wishes and expectations of patients and families and empowering them to be active in their own care
Appropriateness	Care provided is evidence based and specific to individual clinical needs. This dimension reflects care that is grounded in best practices and is provided to optimize an individual's health outcome. Appropriate care weighs the benefits and risks of care – aiming to provide maximum benefit (supporting best outcomes).
Accessibility	Ease with which health services are reached. Accessibility is the extent to which individuals can easily obtain the care when and where they need. Accessibility aims to ensure there are not physical, financial or psychological barriers to receiving information, care and treatment.
Safety	Avoiding harm resulting from care. Safety is the extent to which health care services do not harm patients. Safety involves designing and implementing processes to prevent and minimize those adverse outcomes or injuries that could unintentionally result from the delivery of care.
Effectiveness	Care that is known to achieve intended outcomes. Effectiveness is care that achieves the best possible outcomes for patients by developing and carrying out care plans that are based on clinical evidence and best practices. A commitment to effectiveness is demonstrated by continuously studying the results of care to find ways to improve care for all patients.
Equity	Distribution of health care and its benefits fairly according to population need. Equity defines the extent to which BC's health system allocates health services fairly across the province's population. Equity does not mean the same health care for everyone because British Columbians have different needs. Equity is demonstrated when British Columbians have equal access to the health services they need, regardless of gender, ethnicity, socioeconomic status, or where they live.
Efficiency	Optimal use of resources to yield maximum benefits and results. Efficiency is about delivering services to improve the health of more British Columbians by maximizing capacity and eliminating/avoiding waste in the health system. Health care services are considered in light of value for money or providing the maximum amount of positive impact on the health of British Columbians.