

Alberta Quality Matrix for Health



Dimensions of Quality



Areas of Need

Being Healthy

Achieving health and preventing occurrence of injuries, illness, chronic conditions and resulting disabilities.

Getting Better

Care related to acute illness or injury.

Living with Illness or Disability

Care and support related to chronic or recurrent illness or disability.

End of Life

Care and support that aims to relieve suffering and improve quality of living with or dying from advanced illness or bereavement.

Acceptability

Health services are respectful and responsive to user needs, preferences and expectations.

Accessibility

Health services are obtained in the most suitable setting in a reasonable time and distance.

Appropriateness

Health services are relevant to user needs and are based on accepted or evidence-based practice.

Effectiveness

Health services are provided based on scientific knowledge to achieve desired outcomes.

Efficiency

Resources are optimally used in achieving desired outcomes.

Safety

Mitigate risks to avoid unintended or harmful results.