

Reporting Framework: The Attributes of a High-Performing Health System

Ontarians want their health system to be —

ACCESSIBLE — People should be able to get the right care at the right time in the right setting by the right healthcare provider.

For example, when a special test is needed, you should receive it when needed and without causing you extra strain and upset. If you have a chronic illness such as diabetes and asthma, you should be able to find help to manage your disease and avoid more serious problems.

EFFECTIVE — People should receive care that works and is based on the best available scientific information.

For example, your doctor (or healthcare provider) should know what the proven treatments are for your particular needs including best ways of coordinating care, preventing disease or using technology.

SAFE — People should not be harmed by an accident or mistakes when they receive care.

For example, steps should be taken so that elderly people are less likely to fall in nursing homes. There should be systems in place so you are not given the wrong drug, or the wrong dose of a drug.

PATIENT-CENTRED — Healthcare providers should offer services in a way that is sensitive to an individual's needs and preferences.

For example, you should receive care that respects your dignity and privacy. You should be able to find care that respects your religious, cultural and language needs and your life's circumstances.

EQUITABLE — People should get the same quality of care regardless of who they are and where they live.

For example, if you don't speak English or French it can be hard to find out about the health services you need and to get to those services. The same can be true for people who are poor or less-educated, or for those who live in small or far-off communities. Extra help is sometimes needed to make sure everyone gets the care they need.

EFFICIENT — The health system should continually look for ways to reduce waste, including waste of supplies, equipment, time, ideas and information.

For example, to avoid the need to repeat tests or wait for reports to be sent from one doctor to another, your health information should be available to all of your doctors through a secure computer system.

APPROPRIATELY RESOURCED — The health system should have enough qualified providers, funding, information, equipment, supplies and facilities to look after people's health needs.

For example, as people age they develop more health problems. This means there will be more need for specialized machines, doctors, nurses and others to provide good care. A high quality health system will plan and prepare for this.

INTEGRATED — All parts of the health system should be organized, connected and work with one another to provide high quality care.

For example, if you need major surgery, your care should be managed so that you move smoothly from hospital to rehabilitation and into the care you need after you go home.

FOCUSED on POPULATION HEALTH — The health system should work to prevent sickness and improve the health of the people of Ontario.