

2011 - Health care sector – Palliative and End-of-life Care:

is for anyone facing a life threatening illness. It provides physical, emotional and spiritual care and support for individuals and their loved ones.

Indicators by Quality Dimension – ACCESSIBILITY

The ability of patients/clients to obtain care/service at the right place and the right time, based on respective needs, in the official language of their choice.

(Providing timely services)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Indicators not available at the moment				

Quality Dimension – APPROPRIATENESS:

Care/service provided is relevant to the patients'/clients' needs and based on established standards.

(Relevant and evidence based)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Indicators not available at the moment				

Quality Dimension – EFFECTIVENESS:

The care/service, intervention or action achieves the desired results.

(Doing what is required to achieve the best possible results)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Indicators not available at the moment				

Quality Dimension – EFFICIENCY:

Achieving the desired results with the most cost-effective use of resources.

(Making the best use of the resources)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Indicators not available at the moment				

Quality Dimension – EQUITY:

Providing quality care to all, regardless of individual characteristics and circumstances, such as race, color, creed, national origin, ancestry, place of origin, language, age, physical disability, mental disability, marital status, family status, sexual orientation, sex, social status or belief or political activity.

(Aiming for equitable care and services for all)

Indicators	NB Value	1 = difference is statistically significant	Source
Indicators not available at the moment			

Quality Dimension – SAFETY:

Potential risks of an intervention or the environment are avoided or minimized.

(Keeping people safe)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Indicators not available at the moment				
Overall Performance Index			B	