



Engage. Evaluate. Inform. Recommend.
Engager. Évaluer. Informer. Recommander.



QUALITY DIMENSIONS

Dimension	Tag line	Descriptor
Accessibility	Providing timely services	The ability of patients/clients to obtain care/service at the right place and the right time, based on respective needs, <i>in the official language of their choice.</i>
Appropriateness	Relevant and evidence based	Care/service provided is relevant to the patients'/clients' needs and based on established standards.
Effectiveness	Doing what is required to achieve the best possible results	The care/service, intervention or action achieves the desired results.
Efficiency	Making the best use of resources	Achieving the desired results with the most cost-effective use of resources.
Equity	Aiming for equitable care and services for all	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.
Safety	Keeping people safe	Potential risks of an intervention or the environment are avoided or minimized.

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