

Tier 3: Health system performance

Dimensions of this framework

- **Accessibility**

People can obtain health care at the right place and the right time, irrespective of income, physical location and cultural background.

- **Continuity of care**

Ability to provide uninterrupted, coordinated care or service across programs, practitioners, organisations and levels over time.

- **Effectiveness**

Care/intervention/action provided is relevant to the client's needs and based on established standards. Care, intervention or action achieves the desired outcome.

- **Efficiency and sustainability**

Achieving desired results with most cost-effective use of resources. Capacity of system to sustain workforce and infrastructure, to innovate and respond to emerging needs.

- **Responsiveness**

Service is client oriented. Clients are treated with dignity, confidentiality, and encouraged to participate in choices related to their care.

- **Safety**

The avoidance, or reduction to acceptable limits, of actual or potential harm from health-care management or the environment in which health care is delivered.