Tier 3: Health system performance

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Tier 3: Health system performance

# Tier 3: Health system performance

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| Identifying and definitional attributes | |
| Item type: | Framework Dimension |
| METEOR identifier: | 401175 |

## Dimensions of this framework

## Accessibility

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| --- | --- |
| Identifying and definitional attributes | |
| Item type: | Framework Dimension |
| METEOR identifier: | 401189 |
| Description: | People can obtain health care at the right place and the right time, irrespective of income, physical location and cultural background. |

## Continuity of care

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| --- | --- |
| Identifying and definitional attributes | |
| Item type: | Framework Dimension |
| METEOR identifier: | 401190 |
| Description: | Ability to provide uninterrupted, coordinated care or service across programs, practitioners, organisations and levels over time. |

## Effectiveness

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| --- | --- |
| Identifying and definitional attributes | |
| Item type: | Framework Dimension |
| METEOR identifier: | 401194 |
| Description: | 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

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| Identifying and definitional attributes | |
| Item type: | Framework Dimension |
| METEOR identifier: | 401185 |
| Description: | 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

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| Identifying and definitional attributes | |
| Item type: | Framework Dimension |
| METEOR identifier: | 401192 |
| Description: | Service is client oriented. Clients are treated with dignity, confidentiality, and encouraged to participate in choices related to their care. |

## Safety

|  |  |
| --- | --- |
| Identifying and definitional attributes | |
| Item type: | Framework Dimension |
| METEOR identifier: | 401193 |
| Description: | 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. |