

## Nine Attributes of a High-Performing Health System

The OHA defines a high-performing health system as one that is integrated, appropriately resourced, and focused on population health at the system level and is efficient, effective, accessible, and equitable at the organizational level. Above all, it is guided by the attribute of patient-centred care and the belief that the safety of the patient should be at the core of all quality improvements. Together, the OHA and OHQC developed the following visual to illustrate how the nine attributes combine to form the elements of a high-performing health system.



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<b>Safe</b>	People should not be harmed by an accident or mistakes when they receive care.
<b>Patient-Centred</b>	Health care providers should offer services in a way that is sensitive to an individual's needs and preferences.
<b>Accessible</b>	People should be able to get timely and appropriate health care services to achieve the best possible health outcomes.
<b>Effective</b>	People should receive care that works and is based on the best available scientific information.
<b>Efficient</b>	The health system should continually look for ways to reduce waste, including waste of supplies, equipment, time, ideas, and information.
<b>Equitable</b>	People should get the same quality of care regardless of who they are and where they live.
<b>Appropriately Resourced</b>	The health system should have enough quality providers, funding, information, equipment, supplies and facilities to look after people's health needs.
<b>Integrated</b>	All parts of the health system should be organized, connected and work with one another to provide high-quality care.
<b>Focused on Population Health</b>	The health system should work to prevent sickness and improve the health of the people of Ontario.