

Better Quality Care in 3 Slides

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Excellent Care For All

Patient A: Pre-Op

- 71yo male
- No meds
- HTN
- Retiree w/ pension

Patient B: Test Results

- 56yo female (transgender)
- HIV+
- COPD (+ smoking)
- Anxiety
- Depression
- PTSD
- Poor
- Etoh abuse - stable

Patient C: Headache

- 49yo female
- 3/52 new h/a
- Fell 3/52
- No PMH
- Lower SES

CT:

15+ solid lesions

#1: What is Quality?

Safe

Effective

Patient-Centred

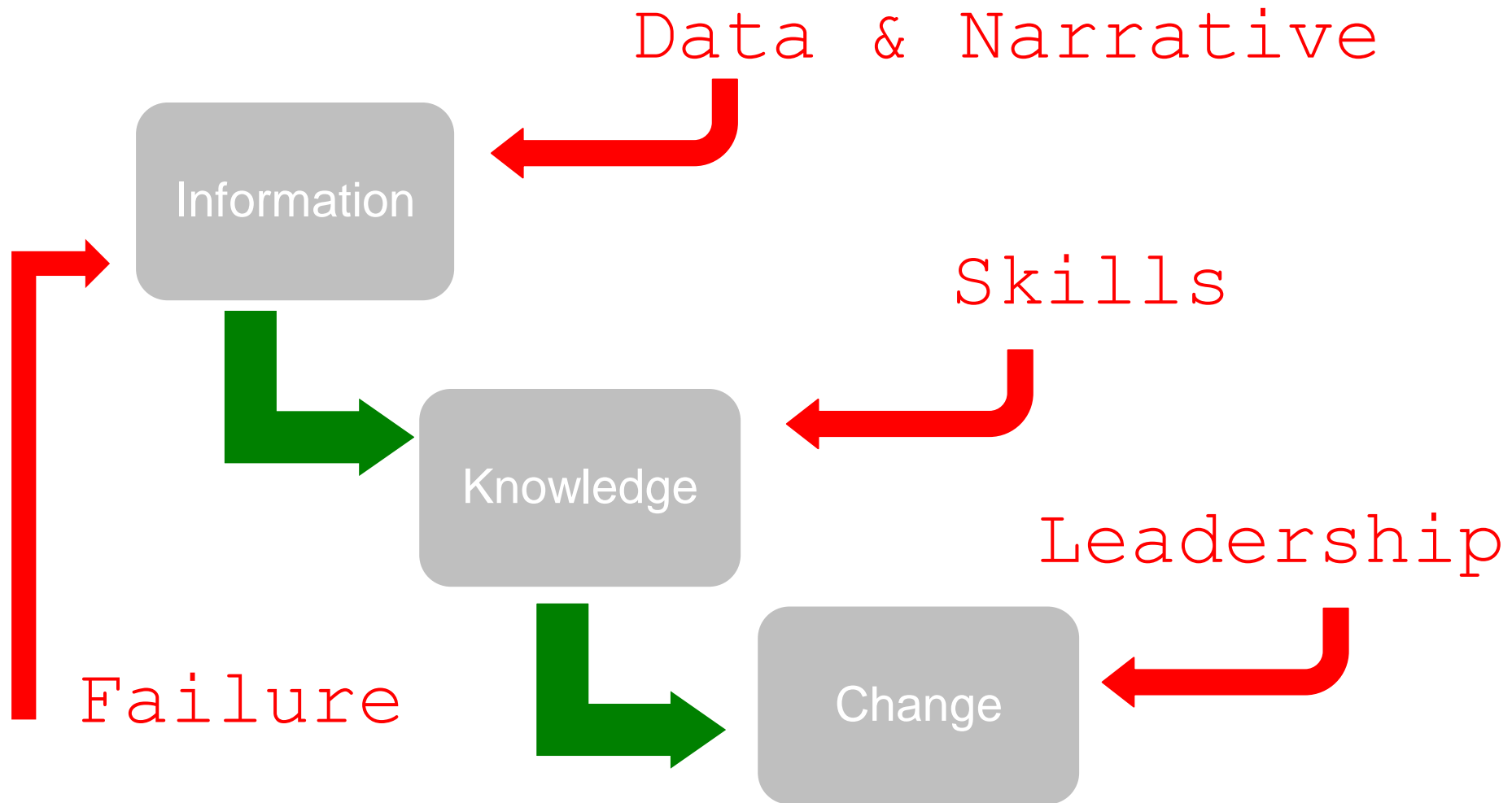
Timely

Efficient

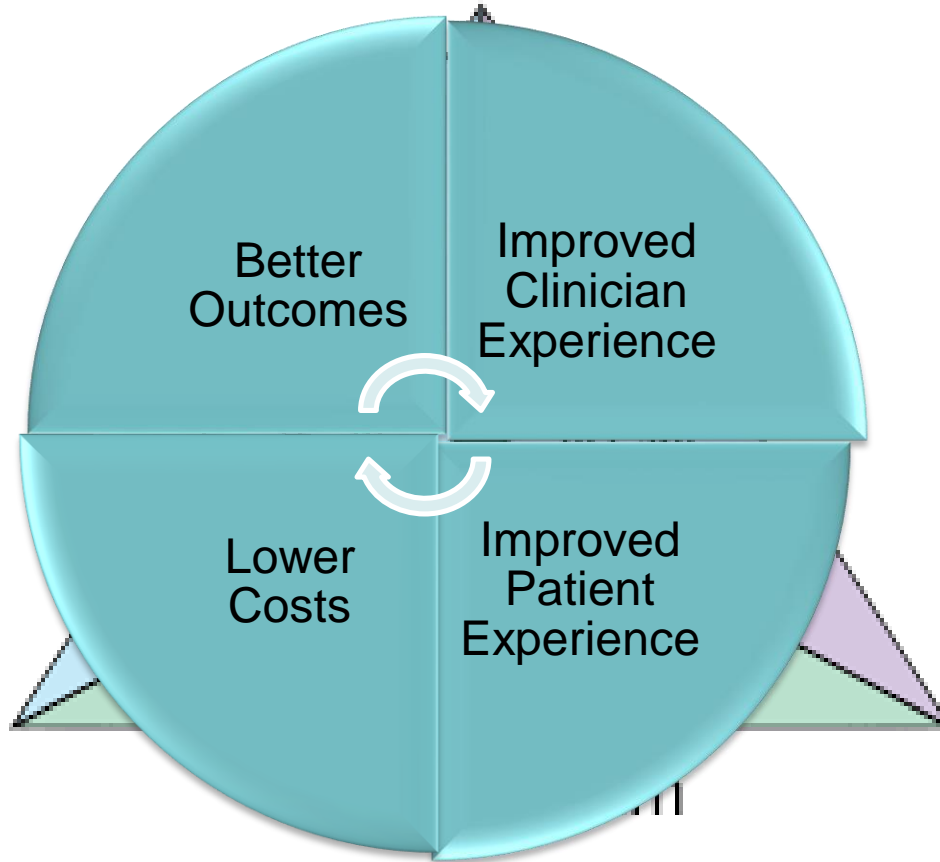
Equitable

Institute of Medicine

#2: How Do We Improve Quality?



#3 What is the Goal?



“I had a CT scan and I received my results. My tumors are shrinking and there are no new ones and the encephalitis is shrinking and a little remains. My Dr. X says this is great better than what they expected. My floor Dr. saw me and she grabbed me speechless in a hug”

THANK YOU