

## Quality Assurance

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1. **Safe** — avoiding injuries to patients from the care that is intended to help them.
2. **Effective** — providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and overuse, respectively).
3. **Patient-centered** — providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
4. **Timely** — reducing waits and sometimes harmful delays for both those who receive and those who give care.
5. **Efficient** — avoiding waste, including waste of equipment, supplies, ideas, or energy.
6. **Equitable** — providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.