

### **Safe:**

- Avoiding harm to patients from the care that is intended to help them.

### **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 misuse, respectively).

### **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.

### **Timely:**

- Reducing waits and sometimes harmful delays for both those who receive and those who give care.

### **Efficient:**

- Avoiding waste, including waste of equipment, supplies, ideas, and energy.

### **Equitable:**

- Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.