CROSSING THE QUALITY CHASM 2001

CARE SYSTEM

Supportive payment and regulatory environment

Organizations that facilitate the work of patient-centered team

High performing patient-centered teams

• Outcomes:
  • Safe
  • Effective
  • Efficient
  • Personalized
  • Timely
  • Equitable

REDESIGN IMPERATIVES: SIX CHALLENGES
• Redesigned care processes
• Effective use of information technologies
• Knowledge and skills management
• Development of effective teams
• Coordination of care across patient conditions, services, and settings over time
• Use of performance and outcome measurement for continuous quality improvement and accountability