HEALTH NON HEALTH CARE DETERMINANTS OF HEALTH **HEALTH CARE SYSTEM PERFORMANCE – WHAT OLDER ADULTS IN NORTHLAND WANT? DIMENSIONS EFFECTIVENESS RESPONSIVENESS / PATIENT CENTREDNESS ACCESS** SAFETY COST / VALUE (Achieving desired (Reducing harm) **Individual Experience Integrated Care** Accessibility outcomes) • Timely well timed assessment • My family and I are involved in • Treated as a person not a Positive recovery with Access to services and All my care providers connections to a team/support and access to the right services the discharge planning process disease technology resources that know what matters to 0 that supports my potential, not help me to be independent me and what my plan of loss or waste of potential Well planned transition to self or • Knowing what I need to do on Maintain my cultural and manage my plan of care care is O supported care discharge aspirations, practices and at home familiar connections • Recognition of carers as partners Consistency of services Resilience with less uncertainty Understanding my in care Services closer to home as inconsistencies create and susceptibility to carer stress medication(s) Keep my family involved as negative issues such as: and decreased mental and they help with my care at · Consistency of medical/GP input Getting equipment when I **Duplication of services** Poorer relationships emotional health Reducing delays in getting out home need it of hospital, and not late in the • Less duplication and confusion Not following individualised care plan Avoiding duplication and not afternoon or evening when services are not consistent I can get a GP appointment Recognise my unique Transfer of cost to wasting my time coming for circumstances or coordinated when I need it, without multiple appointments • Early contact and links with delays and decline in my individuals/carers Longer time in other support services • Recognise the value of peer • One point of contact health rehabilitation support and value those who Knowing who else to go to and support me Affordable carer support how to get support Maintaining control over my options own life, as I am only in hospital for a short time Value of having a range of support options from Volunteers EFFICIENCY

HEALTH SYSTEM DESIGN AND SERVICE DEVELOPMENT CONTEXT