

**HDC
Complaints**

**Consumer
and whānau
feedback**

**Sector
engagement**

**System
and service
performance
information**

System overview

The big picture: Population needs, services and funding landscape, workforce, leadership and strategy

Services: Are we meeting the needs of consumers?

Assessed by answering:



**Can I get help
for my needs?**



**Am I helped
to be well?**



**Am I a partner
in my care?**



**Am I safe
in services?**



**Do services work well
together for me?**

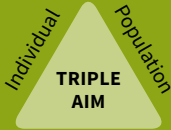


**Do services work well
for everyone?**

Areas for improvement

Identifying successes and challenges, recommend system improvements

HEALTH QUALITY MEASURES – Safety – Patient experience – Effectiveness – Equity – Timeliness/Access – Efficiency



System