

Healthcare Matrix: Care of Patient(s) with....

AIMS Competencies	SAFE ¹	TIMELY ²	EFFECTIVE ³	EFFICIENT ⁴	EQUITABLE ⁵	PATIENT-CENTERED ⁶
Assessment of Care						
PATIENT CARE⁷ (Overall Assessment) Yes/No						
MEDICAL KNOWLEDGE and SKILLS⁸ (What must we know?)						
INTERPERSONAL AND COMMUNICATION SKILLS⁹ (What must we say?)						
PROFESSIONALISM¹⁰ (How must we behave?)						
SYSTEM-BASED PRACTICE¹¹ (What is the process? On whom do we depend? Who depends on us?)						
Improvement						
PRACTICE-BASED LEARNING AND IMPROVEMENT¹² (What have we learned? What will we improve?)						
Information Technology						
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STEEEP Principles as outlined in the Institute of Medicine report: [*Crossing the Quality Chasm: A New Health System for the 21st Century*](#)

¹ **Safe:** Avoiding injuries to patients from the care that is intended to help them.

² **Timely:** Reducing waits and sometimes harmful delays for both those who receive and those who give care.

³ **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).

⁴ **Efficient:** Avoiding waste, including waste of equipment, supplies, ideas, and energy.

⁵ **Equitable:** Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socio-economic status.

⁶ **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.

ACGME Core Competencies

⁷ **Patient care:** that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health.

⁸ **Medical Knowledge:** about established and evolving biomedical, clinical, and cognate sciences (e.g. epidemiological and social-behavioral) and the application of this knowledge to patient care.

⁹ **Interpersonal and communication skills:** that result in effective information exchange and teaming with patients, their families and other health professionals.

¹⁰ **Professionalism:** as manifested through a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population.

¹¹ **System-based practice:** as manifested by actions that demonstrate an awareness of and responsiveness to the larger context and system of health care and the ability to effectively call on system resources to provide care that is of optimal value.

¹² **Practice-based learning and improvement:** that involves investigation and evaluation of their own patient care, appraisal and assimilation of scientific evidence, and improvement in patient care.

Use the matrix to close the patient care loop: Resident learning, Case presentations, and M&M conference

- Start with diagnosis as basis for assessment
- Identify issues of care related to Aims and Competencies
- Identify lessons learned and improvement needed
- Complete action plan for improvements with accountabilities and timeline

Quinn, D, and Bingham, J (2007) Linking Outcomes of Care and the AGME Core Competencies: A Matrix Solution.