

How Can We Define ‘Quality’ in Health Care?

Learning Objectives

- List the six dimensions of health care quality listed in a 2001 Institute of Medicine report Crossing the Quality Chasm.

Description: In this video, IHI’s Former CEO Don Berwick describes a 2001 report by the Institute of Medicine, Crossing the Quality Chasm, that laid the foundation for health care reform in the United States and spread around the world.

Watch the video at <https://youtu.be/5vOxunpnIsQ> or [read the transcript](#).

Discussion Questions

1. Don Berwick describes six dimensions of quality in health care: safety, effectiveness, patient-centeredness, timeliness, efficiency, and equity. Have you ever encountered a failure in any of these areas as a patient or as a clinician? Describe the experience and how you would have liked it to be different.
2. In your hospital, clinic, or town, which of the six dimensions of quality presents the greatest challenge? In which area, if any, does your hospital, clinic, or town excel? What experiences have you had to support your views?