

# **What Matters Most: Essential Attributes of a High-Quality System of Care for Adults with Complex Care Needs**

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# Essential Attributes

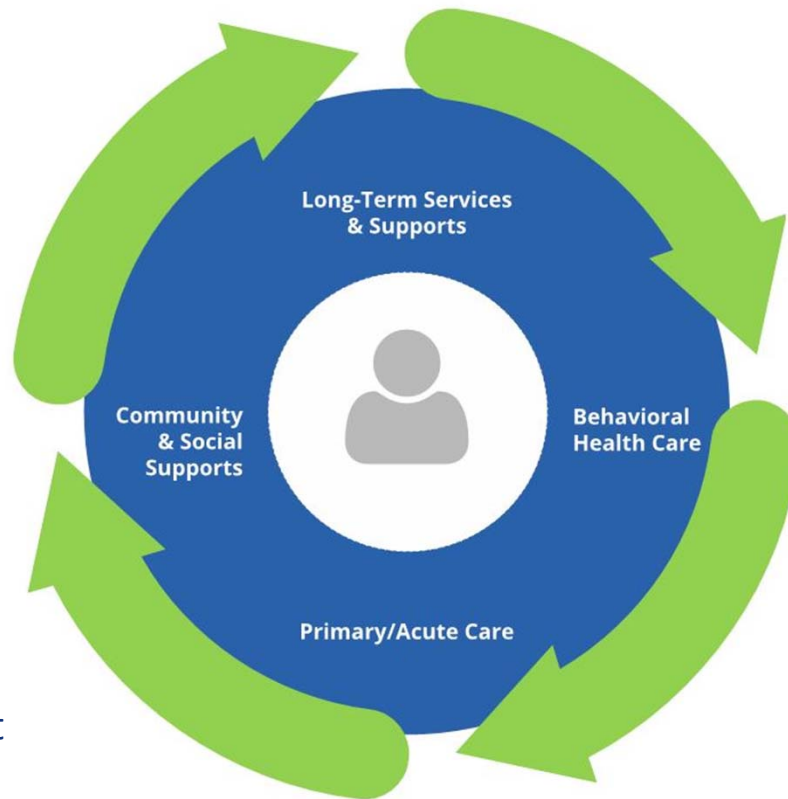
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## Attribute 1:

Each individual's range of needs and goals, both medical and non-medical, as well as for family/caregivers, are identified and re-evaluated on an ongoing basis to drive care plans.

## Attribute 4:

Individuals and their family/caregivers continually inform the way the delivery system is structured to ensure that it is addressing their needs and providing resources tailored to them.



## Attribute 2:

Each individual's needs are addressed in a compassionate, meaningful, and person-focused way and incorporated into a care plan that is tailored, safe, and timely.

## Attribute 3:

Individuals have a cohesive, easily navigable delivery system so that they can get the services and information they want by themselves or with support when needed, and avoid the services they do not need or want.



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### ***Our Vision:***

A society where older adults can access health and supportive services of their choosing to meet their needs.

### ***Our Mission:***

To advance a coordinated and easily navigated system of high-quality services for older adults that preserve dignity and independence.

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