



ICAP

Quality of Care: The Patient's Perspective

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Quality of Clinical Care

- Accurate diagnosis
- Accurate treatment
- Careful monitoring
- Careful listening
- Personalized counseling

Quality of Program

- Safe
- Welcoming
- Supportive
- User-friendly
- Community oriented

Outcomes I

- Increase patient satisfaction
- Increase adherence to care and treatment
- Increase health and survival

Outcomes II

- Decrease serious AEs
- Decrease Resistance
- Decrease costs
- Decrease stigma