



**ACCESS & WAYFINDING**  
Patients and families know how to find services

*I know where to go*



**SERVICE OPTIONS**  
Patients and families receive appropriate services

*Services meet my needs*



**PATIENT, FAMILY & COMMUNITY OUTCOMES**  
Patients and families participate in all aspects of their own care

*I am aware of my progress*




**TRANSITIONS**  
Patients and families experience optimal transitions

*My care is seamless*



**PROFESSIONAL PRACTICE**  
Patients and families work with providers who have practice supports

*My clinicians are skilled and caring*