The following definitions of each component adapted for the OPTIC study

**Equity** - no bias associated with access to continuum of care.

**Timeliness** – actions resulting in no unnecessary or unwanted delay.

**Effectiveness** - actions that align best available evidence with optimal outcome

**Efficiency** - actions which cause no overuse or underuse of resources, e.g. investigations, treatments, etc.

**Resident Centered** - actions informed by knowledge of and respect for diversity, values, choices, and needs of residents. Emphasizes care coordination, continuity, communication, education, and shared decision-making (Coleman)

**Safety** - actions that cause no unnecessary harm