

Crossing the Quality Chasm: A New Health System for the 21st Century.

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Following up on the 1999 Institute of Medicine report, [*To Err is Human*](#), this report outlines a strategy for improving quality through redesign of the entire health care system. This report famously points to six key aims of a high-quality health care system: safety, effectiveness, patient-centeredness, timeliness, efficiency, and equity. It is a call to action for providers and institutions as well as a strategic guide for clinicians, administrators, and policy makers regarding the changes needed to improve the quality of American health care.