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From the Editor

The healthcare industry is becoming more of an object of scrutiny by individual governments globally as well as by the public. There is a growing emphasis on accountability and outcomes. Accountability is really self-explanatory, however, I'd like to elaborate more on outcomes. Outcomes are simply the result of care. There are three types: cost, consumer satisfaction, and technical. Rising healthcare costs, have focused attention to cost effectiveness and the efficacy of care. High consumer satisfaction as an outcome provides one barometer to the value of our services. Finally, technical outcomes affect cost and satisfaction; and are the clinical results to care that reflect a model of health and disease. An example might help to clarify this concept. The World Health Organization (WHO) has six technical outcomes. They are: prevention, cure, symptom

control, elimination of impairment, elimination of disability and elimination of the resulting disadvantage.

WORK has always encouraged the sharing of articles directed towards outcomes, but the majority have been focused on those related to cost and technical outcomes. With this Issue, we will begin to provide an open forum for the consumers or users of our services to share their perspectives (outcomes). I encourage you to begin to gather consumer outcomes to better support your own effectiveness and efficacy, but to also share them with our readers. I look forward to hearing from you.

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