

**PATIENT CHARACTERISTICS**

**PATIENT ACCESS BARRIERS**

**PROVIDER FACTORS**

**PRACTICE ORGANIZATION FACTORS**

Age\*  
  
Gender\*  
  
Race/ethnicity\*  
  
Socioeconomic Status\*  
  
Co-morbidity\*

Health insurance\*  
Financial\*  
Health literacy\*  
Transportation\*  
Childcare\*  
Knowledge/beliefs\*  
Language\*  
Activation\*  
(agenda settings, question-asking, assertiveness, clarity of symptoms)

Competing demands  
(patient co-morbidity)  
  
Bias  
  
Knowledge  
  
Cultural competency

PATIENT  
NAVIGATION  
ACTIVATION

Protocols for follow-up on abnormal cancer screening\*  
  
Cancer treatment protocols\*  
  
Use of registry for tracking\*  
  
Use patient reminders\*  
  
Systems to promote patient self-management\*  
  
Links to community resources\*

**PATIENT PROCESS**

Patient adherence\*      Timely receipt of care\*      Quality of cancer treatment\*

**PATIENT OUTCOMES**

Quality of life\*      Satisfaction\*      Survival\*

