System Structure

Environment Factors
- Population Density
- Population Demographics
- Community Awareness/ Perceived Importance of Health Issue
- Profession/Specialty Base

Network Characteristics
- History/Evolution
- Network Structure
- Size of Membership
- Extent of Participation in Network among Members
- Policies and Procedures
- Power Equality
- Promotion of Network Ideals
- Vision/Culture

Economic Factors
- Network Resources
- Extent of Volunteerism
- Financial Incentives
- Capacity for 24/7 Care

Process of Care

Provider Characteristics
- Beliefs/Attitudes
- Interpersonal Style
- Job Satisfaction
- Specialty Training and Experience

Extent of Collaboration Among Providers
- Group Commitment
- Common Goals/Shared Values
- Perceived Interdependence
- Reciprocity
- Respect
- Shared Decision-Making and Problem Solving
- Shared Risk/Responsibility
- Trust

Information Transfer
- Communication
- Information Systems and Materials
- Standardized Assessment and Monitoring of Patient Need

Organization Factors
- Careteam Composition
- Educational Opportunities
- Incentives to Encourage Collaboration/Client-centred Care
- Leadership
- Role Recognition
- Standards of Practice
- Process Evaluation and Feedback

Patient Outcomes

Satisfaction with Domains of Care and Access
- Availability of Care
- Free Flow and Accessibility of Information
- Physical Care
- Pain and Symptom Management
- Psychosocial Care
- Management of Expected Death

Perceptions of Client-Centredness of Care
- Appropriate Involvement of Family and Friends
- Collaboration/Team Management
- Education and Shared Knowledge
- Rapport
- Respect for Patient Needs and Preferences
- Sensitivity to Nonmedical and Spiritual Dimensions of Care

Perceptions of Continuity of Care
- Relational
- Informational
- Managerial