

Structural

Health Care
System

Practice context

Organisation of
practice

Access: Available Affordable,
Accommodate, Appropriate ,
Acceptable

Patient-Provider

relationship: Interpreter,
Bilingual staff, Staff training on
cultural sensitivity, Specialised
refugee health nurse, community
engagement

Coordination: Shared
assessment, Communication
Care planning, Teamwork ,
Referral path

**Quality of
care:**

Technical, Inter-
personal
communication,
patient
satisfaction,
culturally
competent