Figure 1: Framework describing impact of primary health care service delivery models (adapted from Hogg et al) [65]

**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, Interpersonal communication, patient satisfaction, culturally competent