APPENDIX A: CONCEPTUAL FRAMEWORK

Health Care System/Organization Level
S1. Creating a PCC culture
S2. Co-designing the development and implementation of educational programs
S3. Co-designing the development and implementation of health promotion and prevention programs
S4. Supporting a workforce committed to PCC
S5. Providing a supportive and accommodating PCC environment
S6. Developing and integrating structures to support health information technology
S7. Creating structures to measures and monitor PCC

Patient - Healthcare Provider Level
P1. Cultivating communication
P2. Respectful and compassionate care
P3. Engaging patients in managing their care
P4. Integration of care

Patient - Healthcare Provider - Healthcare Systems
O1. Access to care
O2. Patient-Reported Outcomes (PROs)
O3. Healthcare service utilization as outcomes of care
O4. Cost of care