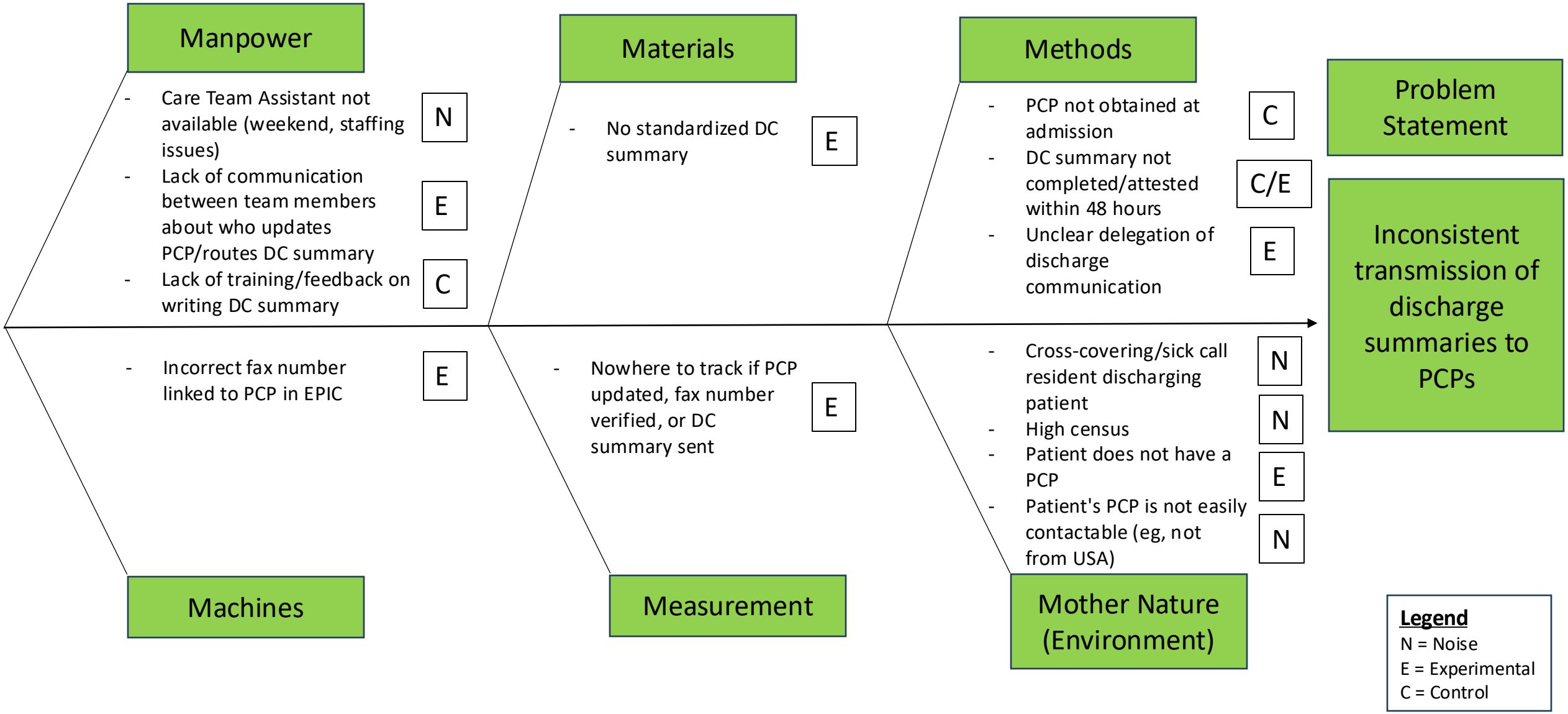Fishbone diagram: Barriers to PCP communication