Pre care pathway

**Interorganizational mechanisms**

**Structure**
Hospital and primary care have a different structure

**Knowledge and technology**
Little or no IT support or data monitoring across the primary – hospital care continuum

**Administrative operational processes**
Little or no standardization and little available evidence in primary care

**Exchange of information**
Little exchange of information

**Goals**
No shared goals

**Roles**
Unfamiliar with other setting
Little or no knowledge roles

**Quality of relationships**
Limited or no relationships

**Need for coordination**
Healthcare professionals in primary and hospital care experience a need to improve communication and care coordination

Post care pathway

**Interorganizational mechanisms**

**Structure**
Existing and newly developed structures were used, like a structural link between primary and hospital care

**Knowledge and technology**
IT or other tool were implemented
The current care process and experienced bottlenecks were evaluated

**Administrative operational processes**
A care pathway was developed

**Exchange of information**
Key contacts were established.
More information was exchanged between healthcare professionals via developed tool or via existing or newly developed communications channels

**Goals**
Goals were shared and formulated partially based on the results of the measurements and documented in the care pathway

**Roles**
Healthcare professionals got to know each other, their expertise and their routines
Roles and required competences were clearly formulated in the care pathway
Expectations about the roles of the members of the multidisciplinary group were more clearly defined

**Quality of relationships**
Relationships were built with healthcare professionals directly and not directly involved in the development process of the care pathway