## Overview of contributing factors

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| **Medical** | **Non-medical** | **Patient** |
| General practitioner | Family | Behaviour |
| Insufficient care -Lack of follow-up-Lack of information-Lack of initiative-Lack of knowledge-Wrong estimation-Professional jargon-Lack of patient involvement  | Availability -Too busy-Search for suitable GP | Miscommunication | -Lack of help-Lack of contact-Family quarrel-Disagreement about care-Loss of loved ones-Widowhood  | -Fear of treatment because of bad experiences from others-Negligent-Fear of asking clarification-No care seeking without consent GP-Proud-Xenophobia-Lying to the physician-Easily satisfied |
| Nursing home | Home care | Physical |
| Insufficient care -Lack of initiative-Wrong estimation-Medication errors-Lack of patient involvement | Bad coordination | Miscommunication | -Lack of home care | -Forgetfulness-Underweight-Deteriorating complaints-Reduced mobility-Reduced appetite-Physically weak |
| Hospital | Social environment | Finances |
| Insufficient care-Lack of communication -Lack of information-Not treating the problem-Lack of patient involvement  | Fragmented care -Too many treating doctors-Shifted responsibility-Overreporting-Double therapy-Over-specialisation-Lack of communication between specialists  | Others -Pampering/pleasant-Too crowded-Trust | -No friends-Lack of neighbourly contact-Lack of other social contacts     | -Health care costs-Health insurance |
| Specialist | Lifestyle |
| Insufficient care -Lack of information | Availability -Difficult to make an appointment-Too busy-Long waiting time | Miscommunication  | -Alcohol-Smoking-Too much free-time |
| Drugs | Others |
| -Side effects-Polypharmacy-Lack of drug knowledge | -Cause unknown-Lack of medical knowledge-Misconceptions |
| Transmural care |
| -No proper care after dismissal-Insufficient information on dismissal letter |