Additional file 3: New framework

1.0	**Health policy and organization**
1.1	Organisation of healthcare services
1.2	Financial incentives
1.3	Guidelines and patient pathways
1.4	Time constrains
1.5	Dignity
1.6	Roles and tasks
1.7	IT-systems
2.0	**Quality in the health care system**
2.1	Value for patients and next of kin/referrers
2.2	Estimation of benefits vs. costs
2.3	Referral quality
2.4	Competence
2.5	Dialogue between patient and referrer
2.6	Dialogue between referrer and radiologists
2.7	Interaction
2.8	Referral assessment
3.0	**Attitude and culture**
3.1	Prioritisation challenges
3.2	Defensive medicine
3.3	Examination hierarchy
3.4	Market-driven thinking
3.5	Expectations and desires (external)
3.6	Resignation (internal motivation/ attitude)