

Appendix 1 (as supplied by the authors): MEDLINE search strategy

1 "Continuity of Patient Care"/ [QI strategies]
 2 Case Management/
 3 Disease Management/
 4 "Delivery of Health Care, Integrated"/
 5 Progressive Patient Care/
 6 "Patient-Centered Care"/
 7 "Patient Care Planning"/
 8 (case adj coordination).tw.
 9 (case adj co-ordination).tw.
 10 (case adj management).tw.
 11 (care adj management).tw.
 12 (coordinat\$ adj1 care).tw.
 13 (co-ordinat\$ adj1 care).tw.
 14 (continu\$ adj1 care).tw.
 15 "continuity of care".tw.
 16 comanag\$.tw.
 17 co-manag\$.tw.
 18 (care adj3 aftercare).tw.
 19 (care adj3 after-care).tw.
 20 (care adj3 collaborat\$).tw.
 21 (care adj3 cooperat\$).tw.
 22 (care adj3 co-operat\$).tw.
 23 (care adj3 interinstitution\$).tw.
 24 (care adj3 inter-institution\$).tw.
 25 (care adj3 progressive).tw.
 26 (care adj3 shared).tw.
 27 (care adj3 transition\$).tw.
 28 (disease adj management).tw.
 29 (disconnect\$ adj2 care).tw.
 30 "discontinuity of care".tw.
 31 discoordinat\$.tw.
 32 disco-ordinat\$.tw.
 33 (fragment\$ adj care).tw.
 34 (gap? adj2 care).tw.
 35 handover\$.tw.
 36 (hand adj over\$).tw.
 37 (harmon\$ adj care).tw.
 38 (integrat\$ adj2 care).tw.
 39 (lia?son adj service?).tw.
 40 "patient care plan\$".tw.
 41 ("patient centred" adj2 care).tw.
 42 ("patient centered" adj2 care).tw.
 43 (shared adj care).tw.
 44 (seamless adj care).tw.
 45 (synchron\$ adj2 care).tw.
 46 (transition\$ adj care).tw.
 47 (uncoordinat\$ adj care).tw.
 48 (unco-ordinat\$ adj care).tw.
 49 Medical Records Systems, Computerized/ [clinical information systems]
 50 "clinical information system?".tw.
 51 "clinical data system?".tw.
 52 "information retrieval system?".tw.
 53 "ancillary information system?".tw.
 54 Decision Support Techniques/ [decision support]
 55 Decision Support Systems, Clinical/
 56 Decision-Making Computer Assisted/
 57 "computer\$ decision making".tw. (
 58 (decision\$ adj2 support\$).tw.
 59 (decision\$ adj2 aid\$).tw.
 60 (decision\$ adj2 tool\$).tw.
 61 (decision\$ adj2 instrument\$).tw.
 62 (decision\$ adj2 technolog\$).tw.
 63 (decision\$ adj2 technique\$).tw.
 64 (decision\$ adj2 system\$).tw.
 65 (decision\$ adj2 program\$).tw.

66 (decision\$ adj2 algorithm\$.tw.
 67 (decision\$ adj2 process\$.tw.
 68 (decision\$ adj2 method\$.tw.
 69 (decision\$ adj material\$.tw.
 70 (decision\$ adj2 counsel\$.tw.
 71 (decision\$ adj2 guid\$.tw.
 72 (decision\$ adj board).tw.
 73 (interacti\$ adj3 tool\$.tw.
 74 "risk communication tool\$.tw.
 75 interprofession\$.tw. [team changes]
 76 inter-profession\$.tw.
 77 interdisciplin\$.tw.
 78 inter-disciplin\$.tw.
 79 interoccupation\$.tw.
 80 inter-occupation\$.tw.
 81 interdepartment\$.tw.
 82 inter-department\$.tw.
 83 Interprofessional Relations/
 84 team\$.tw.
 85 multiprofession\$.tw.
 86 multi-profession\$.tw.
 87 multidisciplin\$.tw.
 88 multi-disciplin\$.tw.
 89 multioccupation\$.tw.
 90 multi-occupation\$.tw.
 91 or/1-90
 92 Health Services Misuse/ [frequent users]
 93 Utilization Review/
 94 (abnormal adj3 use\$.tw.
 95 (abnormal adj3 utiliz\$.tw.
 96 (abnormal adj3 utilis\$.tw.
 97 (abnormal adj3 visit\$.tw.
 98 (elevated adj3 use\$.tw.
 99 (elevated adj3 utiliz\$.tw.
 100 (elevated adj3 utilis\$.tw.
 101 (elevated adj3 visit\$.tw.
 102 (excessive\$ adj3 utiliz\$.tw.
 103 (excessive\$ adj3 utilis\$.tw.
 104 (excessive\$ adj3 visit\$.tw.
 105 (frequent\$ adj3 use\$.tw.
 106 (frequent\$ adj3 flyer\$.tw.
 107 (frequent\$ adj3 attend\$.tw.
 108 (frequent\$ adj3 utiliz\$.tw.
 109 (frequent\$ adj3 utilis\$.tw.
 110 (frequent\$ adj visit\$.tw.
 111 (heavy adj3 use\$.tw.
 112 (heavy adj3 attend\$.tw.
 113 (heavy adj3 utiliz\$.tw.
 114 (heavy adj3 utilis\$.tw. (
 115 (high adj3 use\$.tw.
 116 (high adj3 attend\$.tw.
 117 (high adj3 utiliz\$.tw.
 118 (high adj3 utilis\$.tw.
 119 (inappropriate adj3 utiliz\$.tw.
 120 (inappropriate adj3 utilis\$.tw.
 121 (inappropriate adj3 visit\$.tw.
 122 (increase\$ adj3 utiliz\$.tw.
 123 (increase\$ adj3 utilis\$.tw.
 124 (increase\$ adj3 visit\$.tw.
 125 "health service? abuse\$.tw.
 126 hyperuse\$.tw.
 127 hyper-use\$.tw.
 128 misuse\$.tw.
 129 mis-use\$.tw.
 130 overuse\$.tw.
 131 over-use\$.tw.
 132 overutilis\$.tw.
 133 over-utilis\$.tw.

134 overutiliz\$.tw.
135 over-utiliz\$.tw.
136 repeater\$.tw.
137 (return adj visit\$).tw.
138 (repeat\$ adj visit\$).tw.
139 recidivis\$.tw.
140 (revolving adj door?).tw.
141 (unnecessary adj use\$).tw.
142 (unnecessary adj utiliz\$).tw.
143 (unnecessary adj utilis\$).tw.
144 (unnecessary adj visit\$).tw.
145 (utili?ation adj review?).tw.
146 or/92-145
147 91 and 146
148 adult.mp. [Adult filter – validated, highly sensitive]
149 Middle Aged/
150 age\$.tw.
151 or/148-150
152 exp Adult/ [Geriatric filter - validated, highly sensitive]
153 or/151-152
154 147 and 153
155 exp Animals/ not (exp Animals/ and Humans/)
156 154 not 155