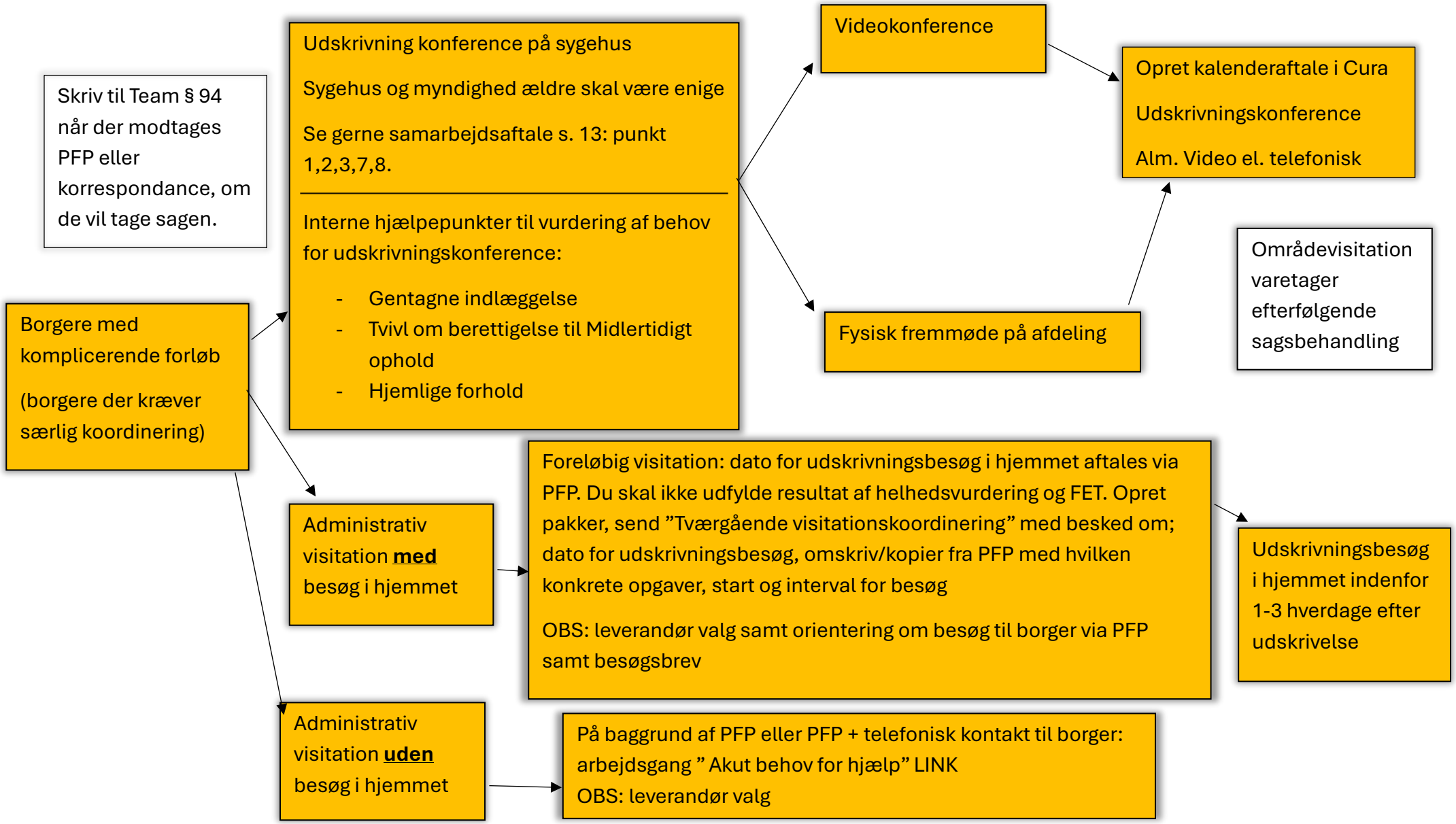Flowdiagram over borgere med komplicerede forløb