



Der Patients' Experience Questionnaire: Patientenerfahrungen vergleichbar machen (German Edition)

Christoph Gehrlach, Thomas Alenhöner, David Schwappach

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Die Bedeutung von Patientenerfahrungen als Qualitätsmerkmal in der Gesundheitsversorgung wächst stetig. Ärzte und Kliniken befragen ihre Patienten, um Verbesserungspotenziale aufzudecken. Patienten erhoffen sich durch die Veröffentlichung von Patienteneinschätzungen wichtige Hinweise für die Auswahl eines für sie geeigneten Gesundheitsanbieters. Gemeinsam mit dem Schweizer Verein Outcome hat die Bertelsmann Stiftung deshalb den »Patients Experience Questionnaire« entwickelt. Der standardisierte und umfassend validierte Kurzfragebogen erfasst mit nur 15 Fragen die Erfahrungen von Patienten in der akutstationären Versorgung und kann problemlos in Kombination mit anderen Befragungsinstrumenten eingesetzt werden. Durch PEQ sollen Befragungsergebnisse vergleichbar gemacht werden ganz gleich ob sie wie in der Schweiz für das nationale Benchmarking oder wie in Deutschland für das Kliniksuchportal »Weisse Liste« genutzt werden.

Die Publikation beschreibt die Entstehung und die Verwendung des PEQ und liefert Informationen zum Umgang mit Patientenerfahrungen aus unterschiedlichen Blickwinkeln. So beleuchten verschiedene Experten das Thema aus Sicht der Patienten, der Politik aber auch der Kostenträger und Leistungserbringer im Gesundheitswesen.

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Paul Leavens:

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