Identification of countries with highly developed healthcare systems and a long history of measuring patient satisfaction / experience (based on healthcare rankings and reports: WHO, KPMG, OECD)
USA, UK and Nordic countries (Norway, Sweden, Finland); additionally for comparison: Germany
Search phrases: “patient satisfaction”, “patient experience”, “national patient survey”, “health ministry”, “NHS”, “NHS Choices”, “HCAHPS online”, “Centers for Medicare & Medicaid Services”, “Care Quality Commission”, “Gesundheitssystem Deutschland”, “AOK”, “Barmer”, “Bertelsmann Stiftung”, “Weiße Liste”, “Rate MD”, “vitals”, “healthgrades”, “zocdoc”, “facebook”, “yelp” combined with “Germany”, “USA”, “UK”, “Scandinavia”, “Norway”, “Sweden”, “Finland”
Search conducted in: google (English and German language)
Screened: websites
Additional source: Remarks / links on selected websites or in selected articles / health reports
Search conducted in: PubMed, google scholar, google (English and German language)
Screened: Scientific articles, health reports and dissertations
Additional source: References of selected articles
Search phrases: “patient”, “satisfaction”, “questionnaire”, “survey”, “patient experience”, “patient perspective”, “patient satisfaction” combined with “social media”, “hospital characteristics”, “socio-demographic characteristics”, “Germany”, “USA”, “UK”, “Scandinavia”, “Norway”, “Sweden”, “Finland”
Exclusion criteria
• Non-official unregistered websites
Exclusion criteria
• missing context to hospital
• population is not patient based
• instrument does not measure patient experience or patient satisfaction
• invalid patient data
• investigated aspects of sociodemographic or hospital characteristics unclear or too specific
Selection of relevant websites of state governments, health care systems, health insurance companies, foundations, etc., as well as websites with evaluation portals (English and German language)
Selection of reliable scientific articles and health care reports between 2000 and 2021 (English and German language)
Inclusion and quality assessment by interdisciplinary discussion among the authors
Inclusion and quality assessment by interdisciplinary discussion among the authors
Identification of matching websites
Identification of matching articles and health care reports