



Universität St.Gallen

School of Medicine

Comparative Study of Healthcare Quality Reporting Websites: A Content Analysis Across Nine Western Countries

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From insight to impact.

How do public health reporting websites vary both within and between countries in terms of content and presentation of information ?

Methodology | We used a qualitative method based on a case-oriented comparative analysis



Approach: Case-oriented comparative analysis



Countries Analyzed: Australia, Canada, England, France, Germany, Netherlands, USA, Sweden, Switzerland



Data Collection: Academic and gray literature, expert interviews, manual internet research for website selection and analysis



Healthcare areas covered: Outpatient care, Acute somatic care, Psychiatric care, Rehabilitative care, Home and long-term care

We selected 19 websites across 9 different countries

Country	Website	Country	Website
Australia	MyHospitals	Netherlands	Zorkkaart Nederland
Canada	CIHI		Ziekehuischeck
England	The Care Quality Commission	Sweden	Aldreguiden
	NHS Choice	Switzerland	CH-IQI
	PHIN		Welches-spital
France	Qualiscope		ANQ
	Le Guide Santé		Spitalfinder
Germany	Weisse Liste	USA	Medicare
	AOK-Gesundheitsnavigator		
	Artz-Auskunft		

Selection criteria | Our framework must have been applicable to the websites

- ① Healthcare areas (outpatient care, acute somatic care, psychiatric care, rehabilitative care, home and long-term care)
- ② Objective and target audiences
- ③ Types of quality measures (structure, process, outcome, service quality indicators)
- ④ Data structure and methodology
- ⑤ Visualization and use

Let's have a look at the CQC example in England

1

CareQuality Commission

Feedback on care Provider portal Website Keyword search

Home About us Find and compare services News Publications Guidance for providers Contact us

We're CQC, the independent regulator of health and social care in England

Search for a health or social care service

Type: All services Service name or specialism (optional): For example York Hospital or maternity Location and distance (optional): Town, city or postcode 10 miles radius

2

Services: All services (285) Care homes (42) Services in your home (45) Dentists (45) GP services (20) Hospitals (11) Community services (11) Mental health services (9) Service providers (111)

More services: All services (11)

Overall rating: Good (7)

List view Map view Sort by Relevance

NHS HOSPITAL

The York Hospital (0.7 miles away) Overall: Good

Wigginton Road, York, North Yorkshire, YO31 8HE (01904) 725610
Provided and run by: York and Scarborough Teaching Hospitals NHS Foundation Trust

Medical care (including older people's care)

Services for children & young people 8 October 2015 Good

Critical care 28 February 2018 Good

End of life care 8 October 2015 Good

Maternity and gynaecology 8 October 2015 Good

3

Overview	Overview	
Latest inspection summary	Latest inspection: 30 and 31 March 2022	Report published: 9 June 2022
All inspection reports and timeline		
Registration details	Safe	Requires improvement
Map and contact details	Effective	Good
Get alerts when we inspect	Caring	Good
Give feedback on care at this service	Responsive	Good
About your profile page	Well-led	Good
Resources for the provider	Download full inspection report for The York Hospital - PDF - (opens in new window) Published 9 June 2022	

Let's have a look at the NHS Choice example in England

1

2

3

Care Quality Commission inspection rating

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It monitors and inspects services, to make sure they are safe, effective and provide high-quality care.

CQC rating: **outstanding**

[For more information, visit the CQC website](#)

The CQC rating scale is:

☆ **Outstanding**

● Good

● Requires improvement

● Inadequate

Let's have a look at the Qualiscope example in France

1

QualiScope - Qualité des hôpitaux et des cliniques
WEB PAGE - Posted on Jun 23 2022 - Updated on Feb 14 2023

Cherchez, trouvez, comparez

Un établissement de santé Un médecin ou une équipe médicale accréditée

Nom de l'établissement
Exemple : Hôpital américain

Localisation Rayon
Région, département, ville ou code postal - - -

Activité/spécialité
Choisir une activité/spécialité

RECHERCHER

3

CERTIFICATION : décision du 27/09/2022
Documents : 3

CENTRE HOSPITALIER DE TREVOUX - MONTPENSIER
ETABLISSEMENT DE SANTÉ - Mis en ligne le 23 juin 2022

ÉCOUTER
ACCÉDER AU PANORAMA DE LA QUALITÉ DES ÉTABLISSEMENTS

Secteurs d'activité
L'essentiel des données de qualité de l'établissement
Certification pour la qualité et la sécurité des soins
Indicateurs de qualité des soins
Voir aussi

Comparateur plein
Type d'établissement : CH
N° Finess : 010000065
Établissement de rattachement : CH DE TREVOUX
Tel : 0474105000
[VOIR SUR LA CARTE](#)

Secteurs d'activité
Médecine Soins de Suite et de Réadaptation

L'essentiel des données de qualité de l'établissement

Certification
HAS
Qualité des soins confirmée
Établissement certifié
Référentiel 2021

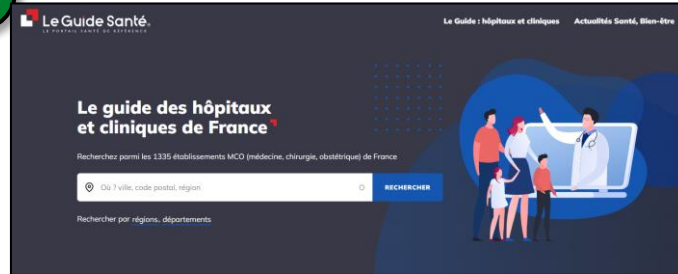
82.1 %
7% en progrès
Consommation de solutions hydro-alcooliques (SHA) ⑦

2



Let's have a look at Le Guide Santé example in France

1



2



3



Let's have a look at the Welches-Spital example in Switzerland

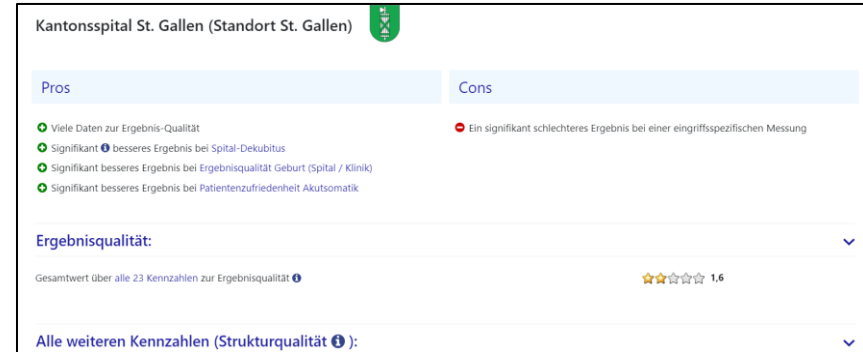
1



2

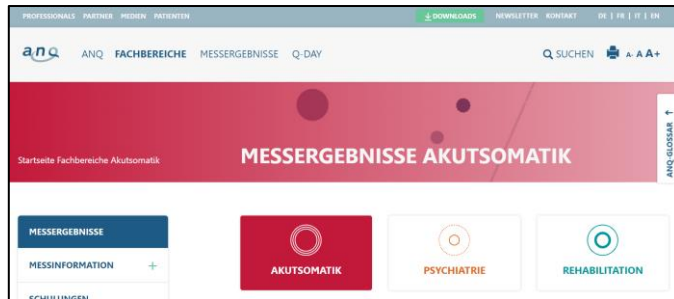


3



Let's have a look at the ANQ example in Switzerland

1



2

Postoperative Wundinfektionen Swissnoso 2021

1 Auswahl Messung 2 Auswahl Messjahr 3 Spitalsuche

Suche nach Spital:

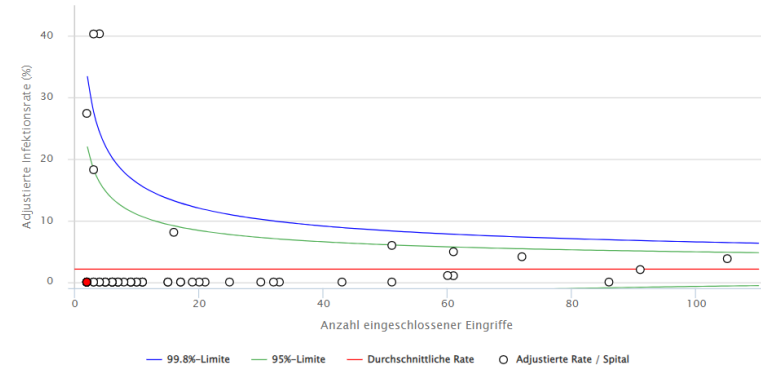
LISTE DER TEILNEHMENDEN SPITÄLER

Spital / Spitalgruppe	Standort	Ort
Swiss Medical Network SA	Clinique de Montchoisi	Lausanne
Spital Uster		Uster

3

Grafik 2: NNIS-adjustierte Infektionsrate für Appendektomien Kinder/Jugendliche, < 16 Jahre

VOLLBILD ANZEIGEN



Legende

ANQ-Kommentar zum dargestellten Vergleich (Grafik 2)

Let's have a look at the AOK example in Germany

1

AOK

Einsetzen eines künstlichen Kniegelenkes

50935 Köln

50 km

Suchen

67 Ergebnisse für Einsetzen eines künstlichen Kniegelenkes im Umkreis von 50 km um 50935 Köln

Sortieren nach: Entfernung

Mindestmengenregelung erfüllt

Universitätsklinikum Köln

Kerpener Straße 62, 50937 Köln

1.56 km

Details & Bewertungen

Behandlungsfälle (2021) 120 (mittel)

Qualität nach QSR 3

Durchschnittliche Qualität für "Kniegelenkersatz bei Gelenkverschleiß (Arthrose)".

Qualität nach IQTIG 92% der Indikatoren einwandfrei

Weiterempfehlung 83% bei 300 Patientenbewertungen

Evangelisches Klinikum Köln Weyertal GmbH

Weyertal 76, 50931 Köln

2.21 km

Behandlungsfälle (2021) 48 (niedrig)

2

Ergebnisse für »Kniegelenkersatz bei Gelenkverschleiß (Arthrose)«

Qualität nach QSR



Durchschnittliche Qualität für "Kniegelenkersatz bei Gelenkverschleiß (Arthrose)".

Nach einer Operation in diesem Krankenhaus ist die Wahrscheinlichkeit von Komplikationen ähnlich hoch wie in anderen Krankenhäusern.

Qualitätsindikator	Ergebnis	Erläuterung
Ungeplante Folge-Operation bis zu 365 Tage nach dem Eingriff	0	Durchschnittliche Qualität Nach einer Operation in diesem Krankenhaus ist die Wahrscheinlichkeit einer ungeplanten Folgeoperation ähnlich hoch wie in den meisten anderen Krankenhäusern.
Chirurgische Komplikationen innerhalb von 90 bzw. 365 Tagen nach dem Eingriff	0	Durchschnittliche Qualität Nach einer Operation in diesem Krankenhaus ist die Wahrscheinlichkeit einer chirurgischen Komplikation ähnlich hoch wie in den meisten anderen Krankenhäusern.
Sterblichkeit innerhalb von 90 Tagen nach dem Eingriff	0	Durchschnittliche Qualität Nach einer Operation in diesem Krankenhaus ist die Wahrscheinlichkeit zu sterben ähnlich hoch wie in den meisten anderen Krankenhäusern.

Einbezogene AOK-Behandlungsfälle: 46 (2018-2020)

[Detailwerte einblenden](#)

Qualität nach IQTIG

Let's have a look at the Weisse Liste example in Germany

1

The screenshot shows the 'Weisse Liste' website interface. The search criteria are 'Brustkrebs' (Breast Cancer) and 'Köln'. The results show 88 entries. The first result is 'St. Elisabeth-Krankenhaus GmbH' located at 4.6 km from the search location. It has a rating of 4 stars for 'Erfahrung' (Experience) and 4 stars for 'Weiterempfehlung durch Patienten' (Patient recommendation). The 'Behandlungsqualität' (Treatment quality) is rated 4 stars, and 'Eignung' (Suitability) is rated 4 stars. The website also displays a 'Qualitätszertifikat' (Quality certificate) for the center.

2

The screenshot shows the 'Zindler-Haus' website. The facility is located at Koppel 17, 20099 Hamburg. It has 54 places and a phone number of 040 28008590. The website also displays a map of the location. The 'Behördlich geprüfte Personalangaben' (Officially verified personnel information) section shows four categories: 'Personaleinsatz insgesamt' (Overall personnel deployment) with 4 stars, 'Fachkräfteeinsatz' (Specialist personnel deployment) with 4 stars, 'Anteil ausgebildeter Betreuungskräfte' (Share of trained care staff) with 4 stars, and 'Tarifbindung' (Collective bargaining agreement) with no rating. The website also displays a 'Qualitätszertifikat' (Quality certificate) for the facility.

We summarized our results in this table for comparability

Websites	Healthcare sectors	Target audiences	Type of quality indicators	Data source	Data collection frequency	Risk-adjustment	Reporting sample sizes	Availability of methodological explanations	Visualisation and use
1. MyHospitals	Hospitals	Health policy makers and authorities, general public, patients, caregivers/relatives, providers, research community	Structure, process, outcome, service	Primary, secondary	Continuous	No	Yes	Yes	Raw data available, tables
2. CHi	Hospitals	Health policy makers and authorities, general public, patients, caregivers/relatives, providers, research community	Structure, process, outcome, service	Primary, secondary	Continuous	No	Yes	Yes	Raw data available, tables, graphs
3. The Care Quality Commission	Hospitals, GPs and outpatients specialists, psychiatric care, rehabilitation, home and long-term care	Health policy makers and authorities, general public, patients, caregivers/relatives	Structure, process, outcome, service	Primary, secondary	Continuous	Not assessable	No	Yes	Graphs
4. NHS Choice	Hospitals, GPs and outpatients specialists, psychiatric care	General public, patients, caregivers/relatives	Structure, service	Primary, secondary	Continuous	No	Not relevant	Yes	Graphs
5. PHIN	Hospitals, GPs and outpatients specialists	Health policy makers and authorities, general public, providers, research community	Process, service	Primary, secondary	Continuous	Not assessable	Yes	Yes	Raw data available, tables
6. QualiScope	Hospitals, psychiatric care, rehabilitation	General public, patients, caregivers/relatives, providers, medical professionals	Structure, process, service	Primary, secondary	Annually	Yes	Yes	Yes	Graphs, filters, comparisons featured, drill down options
7. Le Guide Santé	Hospitals	General public, patients, caregivers/relatives	Structure, process, service	Primary, secondary	Continuous	No	No	No	Graphs
8. Weisse Liste	Hospitals, home and long-term care	General public, patients, caregivers/relatives, providers, medical professional	Structure, process, service	Primary, secondary	Annually	No	Yes	Yes	Graphs, filters, comparisons featured, drill down options
9. AOK-Gesundheitsnavigator	Hospitals, GPs and outpatients specialists, home and long-term care	General public, patients, caregivers/relatives, providers, medical professional	Structure, process, outcome, service	Primary, secondary	Annually	Yes	No	Yes	Filters, comparisons featured, drill down options
10. Arzt-Auskunft	GPs and outpatients specialists, psychiatric care, rehabilitation	General public, patients, caregivers/relatives	Structure, service	Primary, secondary	Continuous	No	No	No	None
11. Das Rehaportal	Rehabilitation	General public, patients, caregivers/relatives, health insurance, providers	Structure, process, outcome, service	Primary, secondary	Continuous	No	Yes	Yes	Graphs, filters, drill down options
12. Zorgkaart Nederland	Hospitals, GPs and outpatients specialists, psychiatric care, rehabilitation, home and long-term care	General public, patients, caregivers/relatives	Structure, service	Primary	Continuous	No	Yes	Yes	Filters, comparisons featured, drill down options
13. Ziekenhuischeck	Hospitals	General public, patients, caregivers/relatives, research community	Structure, process, outcome, service	Primary, secondary	Annually	No	Yes	Yes	Filters, comparisons featured, drill down options
14. Aldreguiden	Home and long-term care	General public, patients, caregivers/relatives, providers, research community	Structure, service	Primary, secondary	Annually	No	No	Yes	Filters, comparisons featured, drill down options
15. CH-IQI	Hospitals	Health policy makers and authorities, general public, patients, caregivers/relatives, providers, research community	Structure, outcome	Secondary	Annually	Yes	Yes	Yes	Raw data available, tables, comparisons featured
16. Welches-spital	Hospitals	General public, patients, caregivers/relatives	Structure, outcome, service	Primary, secondary	Annually	No	Yes	Yes	Graphs, filters
17. ANQ	Hospitals, psychiatric care, rehabilitation	Health policy makers and authorities, general public, patients, caregivers/relatives, health insurances, providers, medical professionals	Outcome, service	Primary, secondary	Continuous	Yes	Yes	Yes	Tables, graphs, filters, comparisons featured, drill down options
18. Spitalfinder	Hospitals, psychiatric care, rehabilitation	General public, patients, caregivers/relatives	Outcome, service	Secondary	Not assessable	Yes	No	Yes	Filters
19. Medicare	Hospitals, GPs and outpatients specialists, psychiatric care, rehabilitation, home and long-term care	General public, patients, caregivers/relatives, providers, research community	Structure, process, outcome, service	Primary, secondary	Continuous	Yes	Yes	Yes	Raw data available, filters, comparisons featured, drill down options

The study provides updated insights into the content of public reporting websites



Key Findings

- **Healthcare Focus:** Some countries target specific healthcare areas, while others cover multiple or all areas.
- **Objective and target audience Uniformity:** Across and within countries, websites aim to assist in provider choice by offering quality information.
- **Variety in Types of Quality Measures:** Differences in the selection of quality dimensions (e.g., Medicare vs. Zorgkaart/NHS Choice focusing on PREMs or patient ratings).
- **Methodological Diversity:** Significant variation in public reporting methods (risk adjustment methods, reporting of sample sizes, data collection frequency, and data sources) both within and across countries.
- **Visualization Tools:** Employed across all websites to facilitate user understanding of health information.

Discussion | Public reporting standards could be more relevant at the national level for enhancing provider choice



National level

- Often, the same data is presented differently by various websites (e.g., AOK-Gesundheitsnavigator, Weisse Liste in Germany; ANQ, CH-IQIs, Welches-Spital, Spitalfinder in Switzerland).



International level

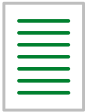
- Less emphasis on common guidelines due to diverse healthcare systems and reporting needs across countries.

Limitations | The three main limitations are linked to the geographical focus, website selection and impact on utilization



Geographical Focus

- **Scope Limited to Western Countries:** The study does not encompass a global perspective, focusing instead on Western nations. This limitation restricts the applicability of findings to a broader context.



Selection of Websites

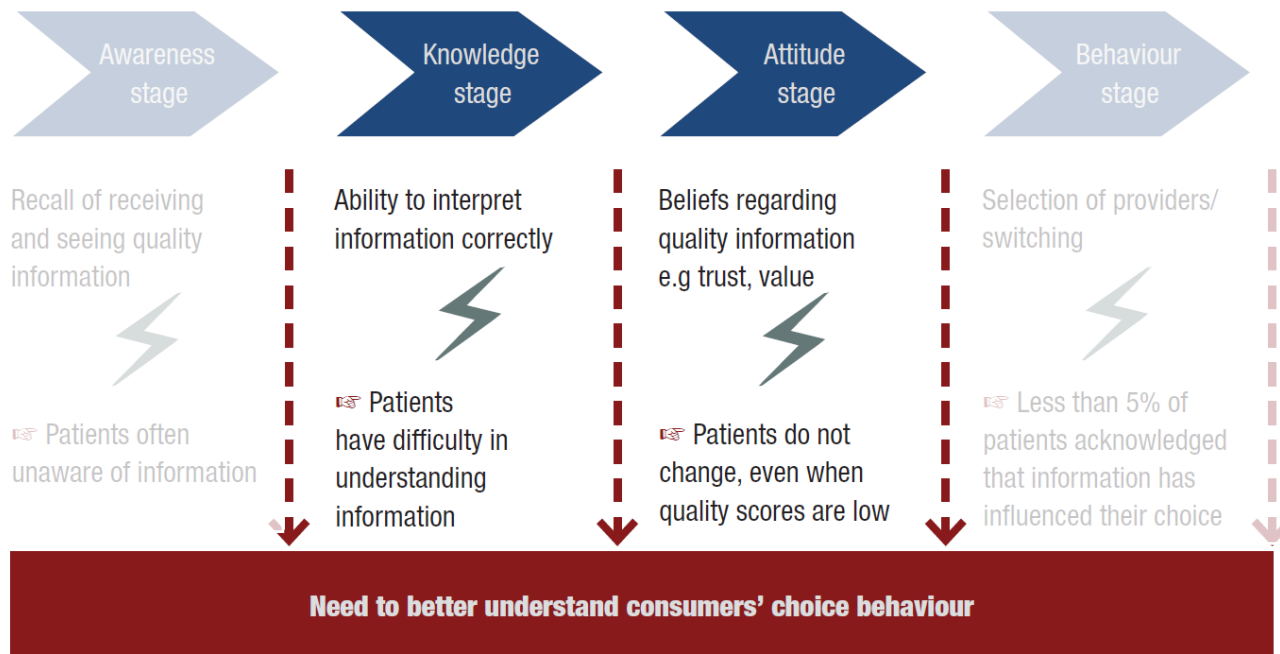
- **Exclusively Free Online Platforms:** Research was confined to publicly accessible websites, excluding subscription-based services or analog formats (e.g., magazines).



Impact on Utilization

- **Lack of Insight into Direct Impact:** The study does not explore how public reporting influences the actual use of the information by the public.

Conclusion | Public reporting standards are needed on national level for the same healthcare system



Source: Cacace et al. (2019)

Questions and Answers

Thank you!



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Akkreditierungen

