

Literatur

- 1 Heidegger T, Saal D and Nuebling M. Patient satisfaction with anaesthesia care: What is patient satisfaction, how should it be measured, and what is the evidence for assuring high patient satisfaction? *Best Pract Res Clin Anaesthesiol.* 2006;20(2):331–46.
- 2 Panchaud C, Guillain H, Cranovsky R and Eicher E. Qualitätsterminologie, Schweiz Ärztezeitung. 1999;79(32/33):1960–7.
- 3 Aharony L and Strasser S. Patient satisfaction: What we know about and what we still want to explore. *Medical Care Research and Review.* 1993;50:49.
- 4 Nationaler Verein für Qualitätsentwicklung in Spitälern und Kliniken ANQ, Konzept nationale Patientinnen- und Patientenbefragung, 2011. Heruntergeladen von www.anq.ch/fileadmin/redaktion/deutsch/Konzept_Nationale_Patientenbefragung_def_dt.pdf am 1.11.2014.
- 5 Wiedenhöfer D, Mathinger N, Schwark B, Müller U, Vouets V and Heller R. Nationale Patientenzufriedenheitsbefragung Rehabilitation, Nationaler Vergleichsbericht Messung 2013 Heruntergeladen von www.anq.ch/rehabilitation/ am 14.11. 2014.
- 6 Hall JA and Dornan MC. Meta-analysis of satisfaction with medical care: Description of research domain and analysis of overall satisfaction levels, *Social Science & Medicine.* 1988;27(6):637–4.
- 7 Wiedenhöfer D, Matzinger N and Müller U. Nationale Patientenbefragung, Nationaler Vergleichsbericht Messung 2012. Heruntergeladen von www.hplusqualite.ch/fileadmin/documents/20140131_Nationaler_Vergleichsbericht_Patientenbefragung_2012_V1_3_final_de.pdf am 1.11.2014.
- 8 Isaac T, Zaslavsky AM, Cleary PD and Landon BE. The relationship between patients' perception of care and measures of hospital quality and safety. *Health Services Research.* 2010;45(4):1024–40.
- 9 Quintana JM, Gonzalez N, Bilbao A, Aizpuru F, Escobar A, Esteban C et al. Predictors of patient satisfaction with hospital health care. *BMC Health Services Research.* 2006;6:102.
- 10 Kane RL, Maciejewski M and Finch M. The relationship of patient satisfaction with care and clinical outcomes, *Medical Care.* 1997;35(7):714–30.
- 11 Hekkert KD, Cihangir S, Kleefstra SM, van den Berg B and Kool RB. Patient satisfaction revisited: A multilevel approach. *Soc Sci Med.* 2009;69(1):68–75.
- 12 Sitzia J and Wood N. Response rate in patient satisfaction research: An analysis of 210 published studies, *International Journal for Quality in Health Care.* 1998;10(4):311–7.
- 13 Wüthrich-Schneider E, Patientenzufriedenheit: Wie messen? Teil 2: Theoretische Aspekte. *Schweiz Ärztezeitung.* 2000;81(21):1116–9.
- 14 Schneider P and Gehrlach S. Qualitätsmanagement: Ein Überblick. *SuchtMagazin.* 2009;2:38–45.
- 15 Hawthorne G, Sansoni J, Hayes LM, Marosszeky N and Sansoni E. Measuring patient satisfaction with incontinence treatment. 2006. Centre for Health Service Development, University of Wollongong and the Department of Psychiatry, University of Melbourne.
- 16 Gill L, White L. A critical review of patient satisfaction. *Leadership in Health Services.* 2009;22(1):8–19.