

## IQCE PROGRAMME, HAMBURG, 17.-23.09.2018

Room: A215, VMP 9/ 4029 HCHE

Time	Monday 17.09.2018	Tuesday 18.09.2018	Wednesday 19.09.2018	Thursday 20.09.2018	Friday 21.09.2018	Weekend
08:00						
09:00	<b>Measuring quality of care using administrative data</b>  Prof. Dr. Jonas Schreyögg, Prof. Dr. Gary Young, Prof. Dr. Eva Oppel  <b>Classroom: A215 VMP 9</b>	<b>Measuring quality of care using administrative data</b>  Prof. Dr. Jonas Schreyögg, Prof. Dr. Gary Young, Prof. Dr. Eva Oppel  <b>Classroom: A215 VMP 9</b>	<b>Measuring quality of care using administrative data</b>  Prof. Dr. Jonas Schreyögg, Prof. Dr. Gary Young, Prof. Dr. Eva Oppel  <b>Classroom: A215 VMP 9</b>	<b>Defining and measuring patient satisfaction: current issues and concepts</b>  Prof. Dr. Eva Oppel  <b>Classroom: 4029, Esplanade 36</b>	<b>Defining and measuring patient satisfaction: current issues and concepts</b>  Prof. Dr. Eva Oppel  <b>Classroom: 4029, Esplanade 36</b>	
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						