

PhD Course

Defining and measuring patient satisfaction: current issues and concepts

Block course:

20.09.2018: 9:00 am - 04:00 pm

21.09.2018: 9:00 am - 04:00 pm

Classroom: 4029, Esplanade 36

Course Instructor: Prof. Dr. Eva Oppel

Course Value: 3 ECTS

Course Overview:

Patients' self-reported experience with care has become a widely used type of quality measure.

This course is designed to help participants build and extend their understanding of the theoretical concepts and approaches to patients' self-reported experience with care and to review several advances in the area. Through discussions and analyses of current theoretical and conceptual developments in the patient satisfaction research field and some of its main reference disciplines, participants advance their understanding of approaches to measuring patient satisfaction.

Be advised that the course is not intended to be a comprehensive or normative prescription of how to theorize and measure patient satisfaction. It is rather aimed at encouraging and empowering young scholars to critically reflect on the current state of patient satisfaction theory and different measurement approaches in order to help advance the current debates on using patients' self-reported experience with care as outcome measure.

In terms of teaching formats, the course will be using a mixture of formats and approaches – from traditional lectures to interactive seminar sessions. In addition to the lectures, problems and solutions by practitioners (invited speakers) will be provided to enhance the learning process.

Course Contents:

Topics that are covered include:

- Defining patient satisfaction: Theory and core concepts
- Measuring patient satisfaction
 - Measurement instruments inpatient care
 - Measurement instruments outpatient care
 - Measurement instruments integrated care
- Patient-Reported Outcomes Measures (PROMS)
- Impact of patient satisfaction
 - Patient satisfaction and health outcomes
 - Patient satisfaction and organizational performance
- Patient satisfaction as performance indicator in value-based healthcare

Prerequisites: Students need to bring their own laptop to class.

Assessment: There will be group exercises and panel discussions, each of which involve literature research and a short presentations/summary. The exercises will be provided in class. Students are encouraged to work in groups, but each student must write up his or her answers separately (short summary/presentation).

Teaching language: English