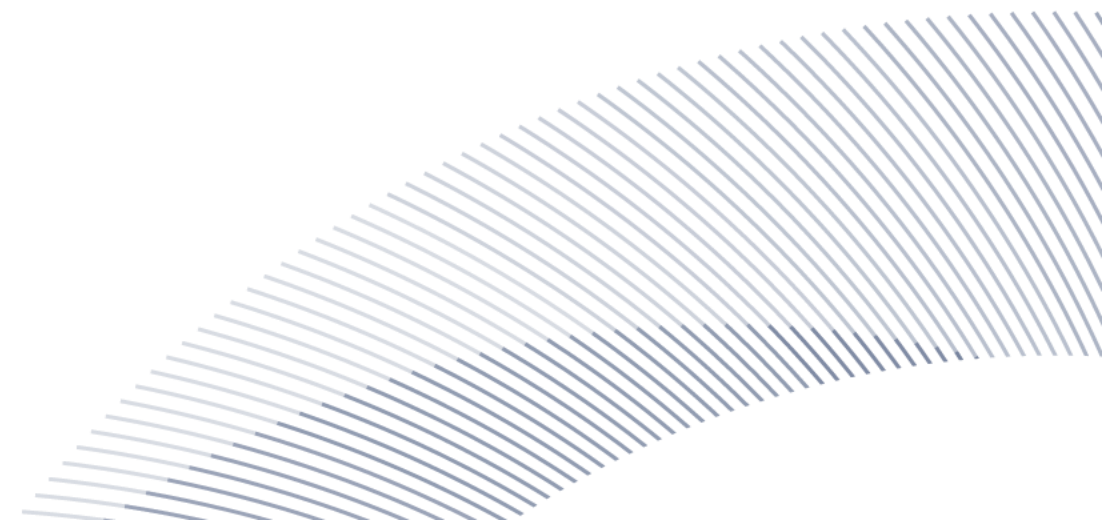


Together for quality! Public and Patient participation in the Austrian Health Care System

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June 13, 2025
Vienna



Let's create a collective image of participation:
What do you understand by participation?



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Participation

“social participation as empowering people, communities and civil society through inclusive participation in decision-making processes that affect health across the policy cycle and at all levels of the system”

**WHO resolution
on social
participation**

Every citizen shall have the right to participate in the democratic life of the Union. Decisions shall be taken as openly and as closely as possible to the citizen.

**Art 10 (3) Treaty on
European Union**

Why participation?

Normative reasons

- legitimisation ↑
- Deliberation
- transparency ↑

Functional reasons

- effectiveness and quality of healthcare services ↑

Empowerment

- health literacy ↑
- understanding of the decision and decision content ↑

Examples of public and patient participation

Patient participation at the Wienerberg Diabetes Centre

- Online consultation
- Development of recommendations in workshops
- Coordination of the implementation of recommendations
- Establishment of a working group to develop guidelines
- Transfer events

Population and stakeholder participation in the revision of the quality strategy

- Workshops with stakeholders and population/patient representatives
- Joint meeting with decision-makers to discuss the results

GÖG Advisory Board for Public Participation

Online participation platform

PREMs and PROMs

Improving health care: How to ask patients?

Why isn't satisfaction satisfying?

How satisfied are you with the waiting time for the doctor's appointment?
(1 very satisfied – 5 not at all satisfied)

1 2 3 4 5

→ 90 % very satisfied

Usefulness and Interpretation Problems (e.g. Batbaatar et al., 2015; Baummer-Carr & Nicolau 2017)

- highly subjective: The same duration may lead to different levels of satisfaction for different people.
- depends on expectations
- How much satisfaction should you expect or aim for?
- Why are they satisfied or not satisfied?
- What to change to improve satisfaction?

PREMs and PROMs (Desomer et al., 2018;)

PREMs (Patient-Reported **Experience** Measures)

focus on experiences before and during the clinical processes

- objective PREMs (e.g. waiting time, facility availability)
- subjective PREMs (e.g. pain management, communication quality)

- improving the coordination of and support for patients
- understanding patients' experiences in health care

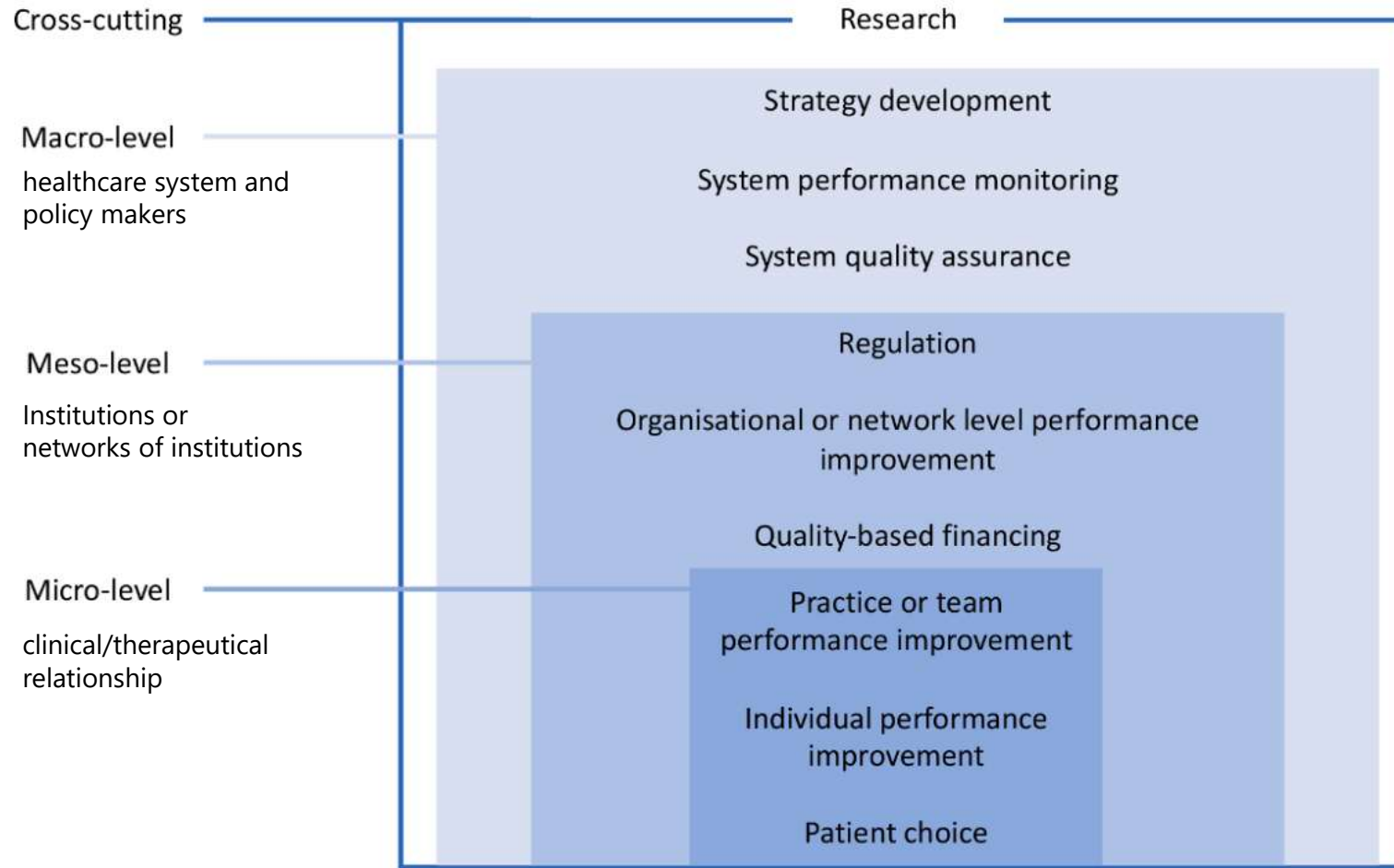
PROMs (Patient-Reported **Outcome** Measures)

focus on the results of a treatment / clinical process.

- general PROMs (e.g. quality of life, pain, mental wellbeing, mobility)
- disease-specific PROMs (e.g. dimensions regarding depression, impact of hip replacement)

- validating the impact of treatment
- understanding patients' perspective on their health

Levels of implementation (Gilmore et al., 2023)



picture: Gilmore et al., 2023

Country-specific differences in using PREMs and PROMS: (for details see Steinbeck et al., 2021)

- levels of implementations
- therapies/interventions/settings
- how they use the results (e.g. research, quality improvement, benchmarking, ...)

Example: Cross-sectoral patient survey

How well does cross-sectoral health care work in Austria?



n = 2.300 patients (≥ 14 years)

≥1 night in a hospital and ≥ 1 appointment afterwards in ambulatory care sector

two waves already conducted: 2015 and 2022

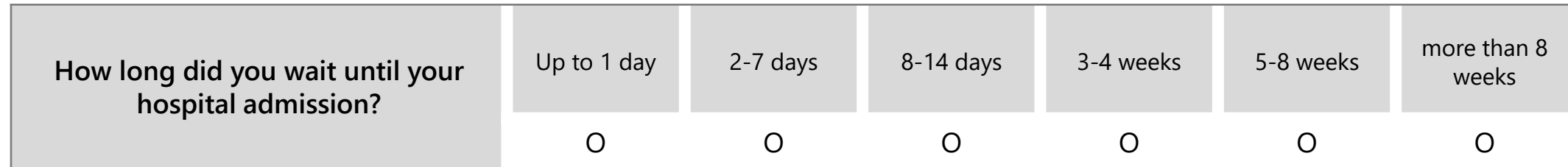
third wave: 2026

online or paper-pencil questionnaire with 132 items

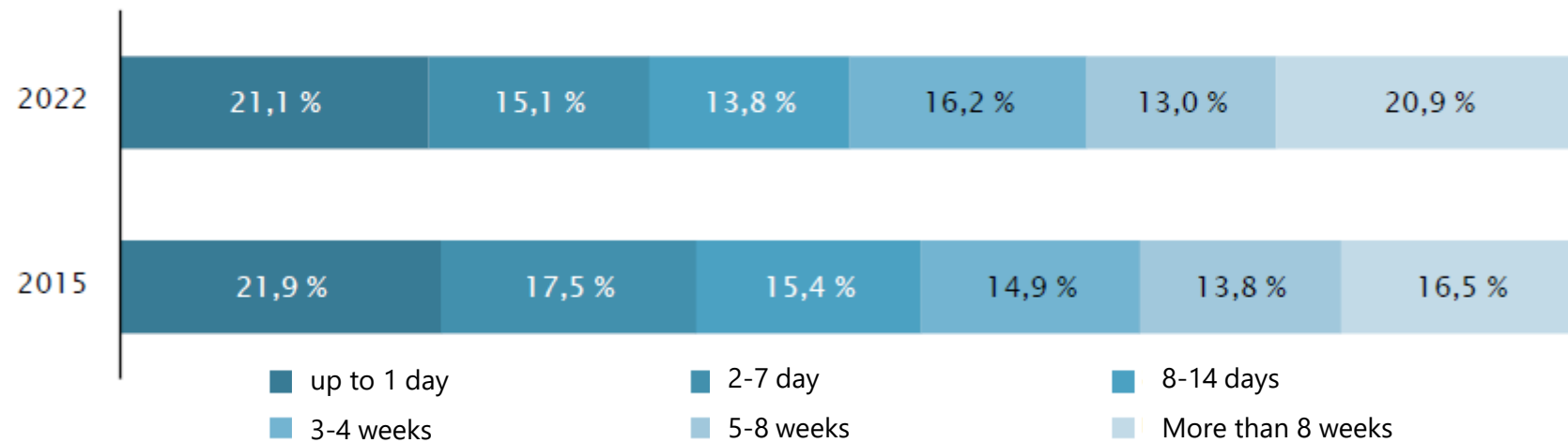


Example: Cross-sectoral patient survey

After your general practitioner or specialist told you that you have to go to a hospital:



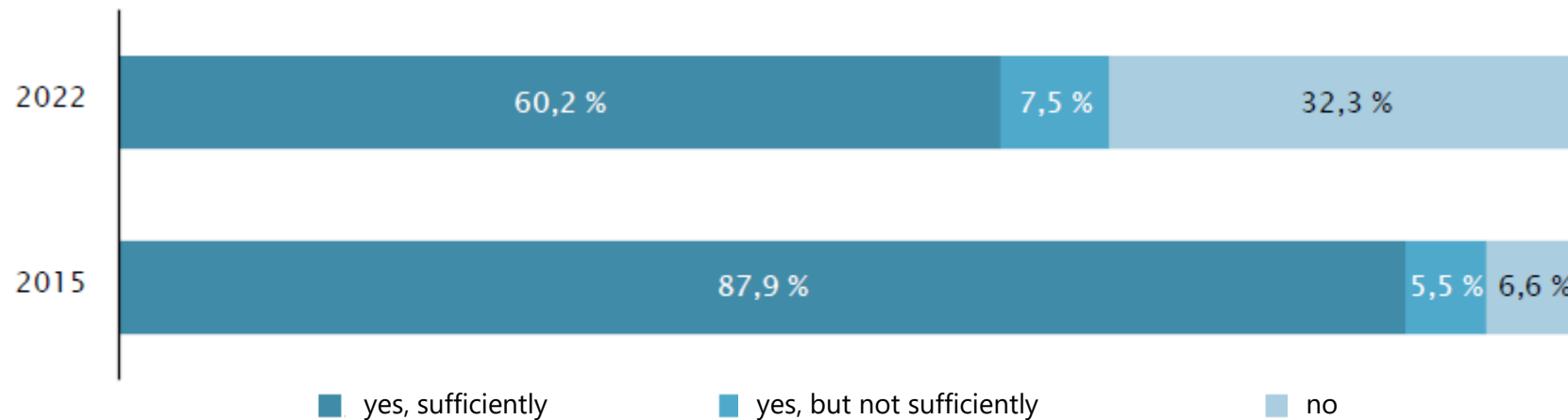
source: GÖG 2022



Example: Cross-sectoral patient survey

Did you have a say in scheduling the hospital admission?	yes, sufficiently	yes, but not sufficiently	no	was not necessary or possible
	○	○	○	○

source: GÖG 2022



Outlook

Patient participation strategy for the Austrian health care system

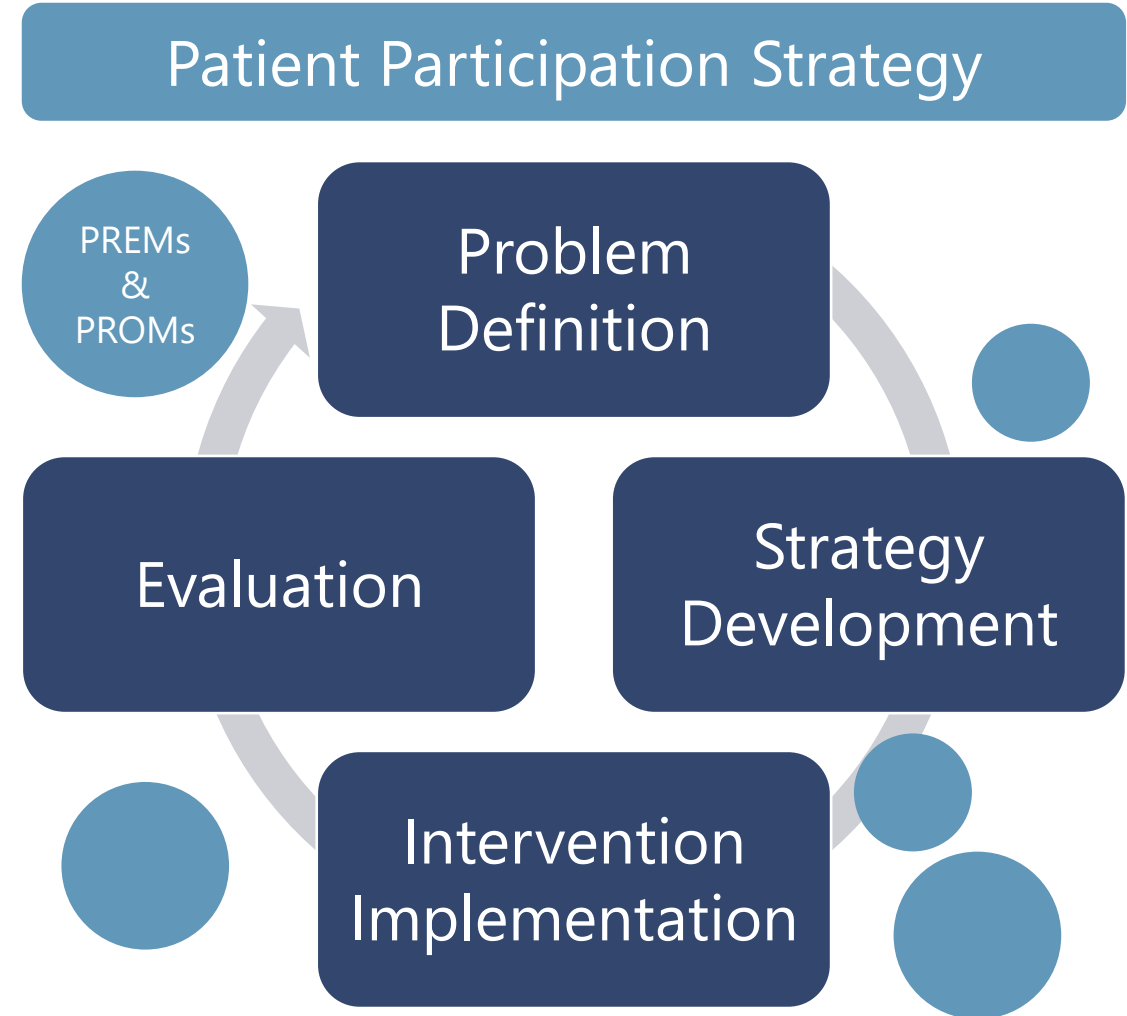


The strategy shall define

- who can directly represent patient/population interests
- in which processes (strategy development, committee work, ...) participation is possible and how this takes place
- how participation processes are supported (e.g. further training, resources, sustainability)

Key Messages

- Patient Participation Strategy as a comprehensive framework
- useful to improve health care system in a patient-oriented way
 - PREMs and PROMs as tools to gather patient experiences/perceptions
- Public Health Action Cycle
 - patient involvement as important part of quality improvement



Literature

Batbaatar, E., Dorjdagva, J., Luvsannyam, A. & Amenta, P. (2015). Conceptualisation of patient satisfaction. A systematic narrative literature review. *Perspectives in Public Health*, 135, 243-250.

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