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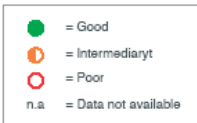
# Konsumentenschutz im Gesundheitswesen – Eine internationale Perspektive

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16. November 2007

# Alles in Ordnung!

## EURO HEALTH CONSUMER INDEX 2007



SUBDISCIPLINE	INDICATOR	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	Switzerland	United Kingdom		
Patient rights and information	Healthcare law based on Patients' Rights	◐	●	◐	●	◑	●	◐	●	●	◑	●	◑	◑	◑	◑	◑	◑	◑	●	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑		
	Patient org. involved in decision making?	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑		
	No-fault malpractice insurance	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑		
	Right to second opinion	●	●	◐	◐	◐	●	●	◐	●	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	Access to own medical record	●	●	◐	◐	◐	●	●	◐	●	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	Register of legit doctors	●	◑	◐	◐	◐	●	●	◐	●	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	Electronic Patient Record (% of GPs using)	◐	◐	◐	n.a.	◑	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	n.a.	◐	◐	◐	◐	◐	◐	n.a.	◐	◐	◐		
	Provider catalogue with quality ranking	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
	Web or 24/7 telephone healthcare info	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
	Subdiscipline score		17	16	13	15	16	25	20	22	20	15	14	14	16	15	11	16	15	14	22	20	12	16	14	13	15	15	18	16	19	
Waiting times	Family doctor same day	●	●	◐	●	●	●	◐	◑	●	●	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
	Direct access to specialist	●	●	◑	●	◑	◑	◑	◑	●	●	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
	Major non-acute operations <90 days	◐	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	Cancer therapy < 21 days	●	●	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
	MRI scan < 7days	●	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
Subdiscipline score		14	15	9	13	10	9	7	8	13	14	9	8	6	7	7	8	11	10	10	11	7	7	9	11	8	7	6	14	7		
Outcomes	Heart infarct mortality	●	◐	n.a.	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	n.a.	◑	◑	n.a.	◑	◑	◑	◑	◑	◑	◑	
	Infant deaths/1000 live births	◐	◐	◑	●	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	Cancer 5-year survival	●	◐	n.a.	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
	Avoidable deaths - Potential years of Life Lost (PYLL)/100 000	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	MRSA infections	◐	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
Subdiscipline score		13	9	5	8	9	10	9	12	11	11	8	5	10	10	6	7	12	8	13	12	5	9	5	6	10	10	15	12	9		
"Generosity" of public healthcare systems	Cataract operations per 100 000	◐	●	n.a.	n.a.	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	n.a.	n.a.	◐	◐	◐	◐	◐	◐	◐	n.a.	n.a.	◐	◐	◐	◐	
	Infant 4-disease vaccination	◑	◐	◐	●	●	●	●	●	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	Kidney transplants p.m.p.	●	◐	n.a.	●	●	●	●	●	●	◐	◐	◐	◐	◐	◐	◐	◐	n.a.	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	Dental care in public healthcare system	●	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
	Subdiscipline score		9	8	5	6	9	7	9	11	11	10	7	11	7	8	7	6	7	8	10	7	8	7	8	6	6	9	11	7	6	
Pharmaceuticals	Rx subsidy %	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	
	Layman-adapted pharmacopoeia?	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	
	New cancer drugs deployment speed	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐
	Access to new drugs (time to subsidy)	●	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑
	Subdiscipline score		9	6	4	7	5	10	9	7	8	9	7	5	10	7	4	4	8	5	10	8	5	8	6	6	6	10	10	10	8	
<b>TOTAL SCORE</b>		806	701	445	629	612	712	633	719	786	767	561	513	592	580	435	496	687	568	794	724	447	570	508	532	564	624	740	770	581		
<b>RANK</b>		1	10	28	13	15	9	12	8	3	5	22	24	16	18	29	26	11	20	2	7	27	19	25	23	21	14	6	4	17		

# Alles in Ordnung?

SUBDISCIPLINE	INDICATOR	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany
Patient rights and information	Healthcare law based on Patients' Rights	●	●	●	●	○	●	●	●	●	○
	Patient org. involved in decision making?	○	○	○	○	●	●	●	●	●	●
	No-fault malpractice insurance	○	○	○	○	○	●	○	●	●	○
	Right to second opinion	●	●	●	●	●	●	●	●	●	●
	Access to own medical record	●	●	●	●	●	●	●	●	●	●
	Register of legit doctors	●	○	●	●	●	●	●	●	●	●
	Electronic Patient Record (% of GPs using)	●	●	○	n.a.	○	●	●	●	○	○
	Provider catalogue with quality ranking	○	○	○	●	●	●	○	○	●	○
	Web or 24/7 telephone healthcare info	○	○	○	○	○	●	●	●	○	●
	Subdiscipline score	17	16	13	15	16	25	20	22	20	15



# Fahrplan

- Theorie des Konsumentenschutzes
- Konsumentenschutz im Gesundheitswesen
- Bedeutung für die Sozialversicherung
- Internationaler Überblick mit Beispielen

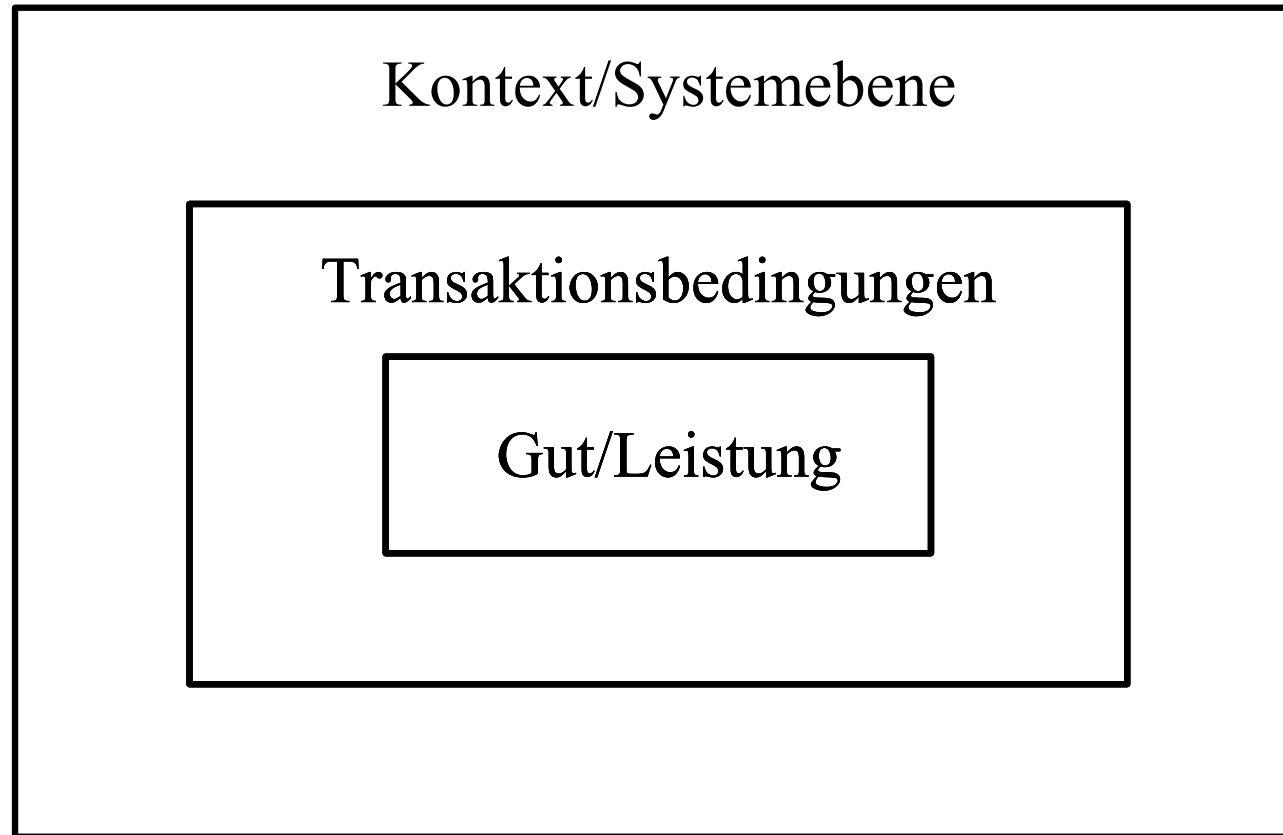


# Ökonomische Sicht des Konsumentenschutzes

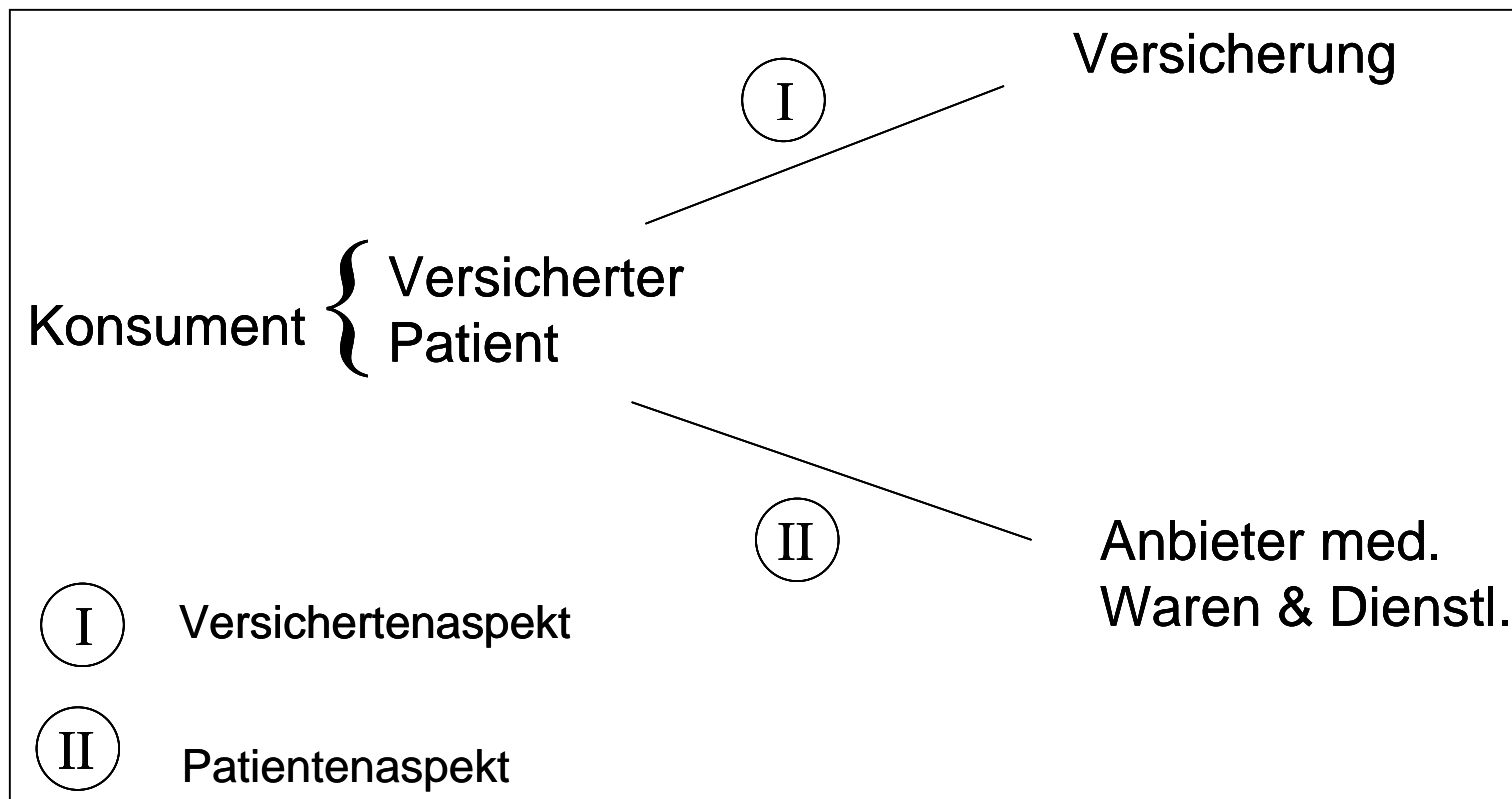
- Macht- und Informationsasymmetrie stören den Markt
- Aufgaben des Konsumentenschutzes: Asymmetrie beheben!
- Je nach Ursache und Sachlage unterschiedliche Ansätze



# Asymmetrien sind auf mehreren Ebenen möglich...



# Besonderheiten im Gesundheitswesen – Doppelrolle des Konsumenten



# Besonderheiten – Zweck und Gütereigenschaften

- Gewöhnliche Güter
  - Schutz der ökonomischen Interessen
  - Schutz der Gesundheit
- Gesundheitsgut:
  - (Eingriff in die) Gesundheit integraler Bestandteil
  - (Luxusgut), meritorisches Gut, Glaubensgut
- (Gesundheitsgut Versicherung: adverse selection und moral hazard)



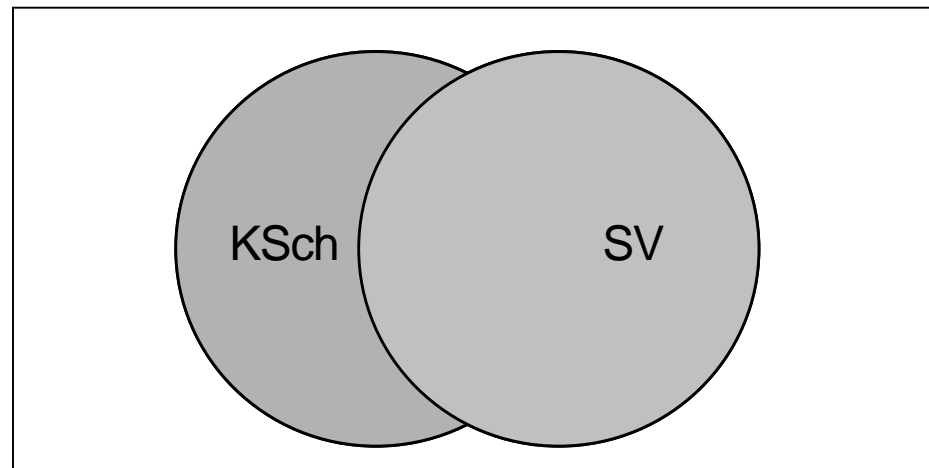
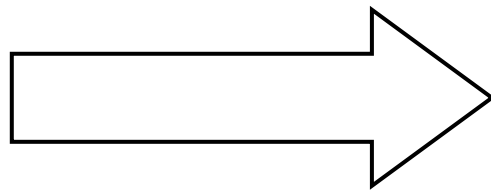
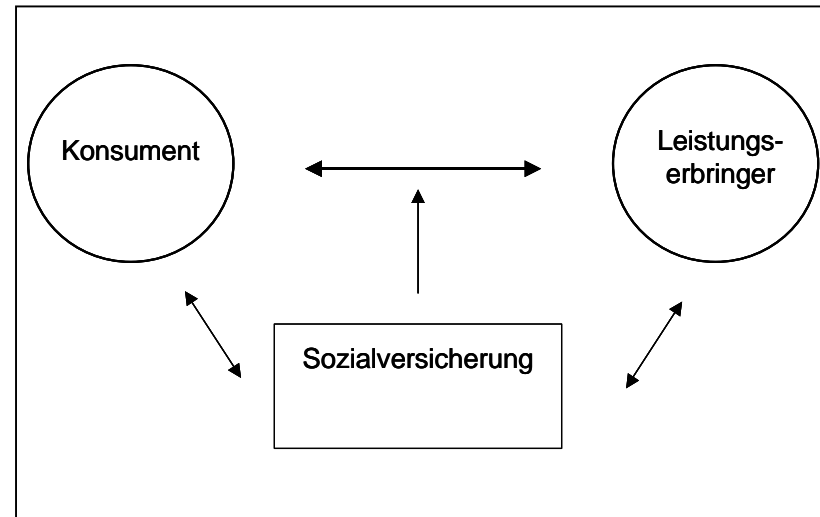
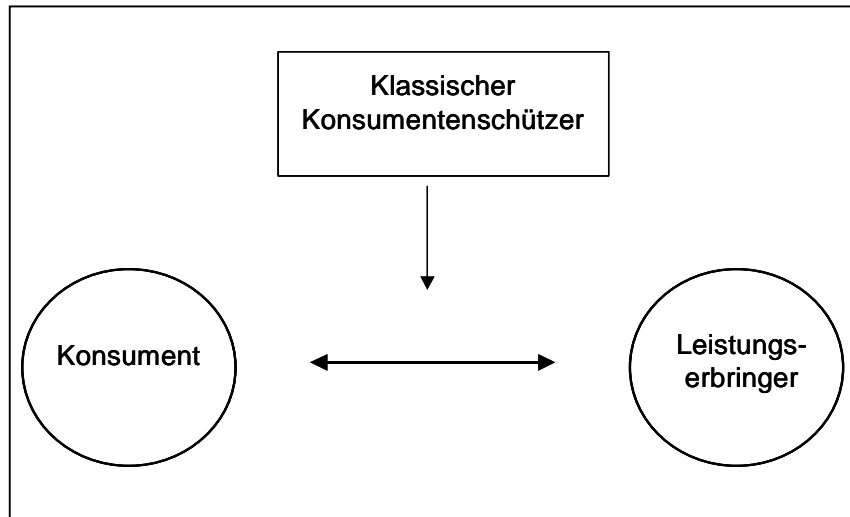


# Steigende Bedeutung des Konsumentenschutzes im GW

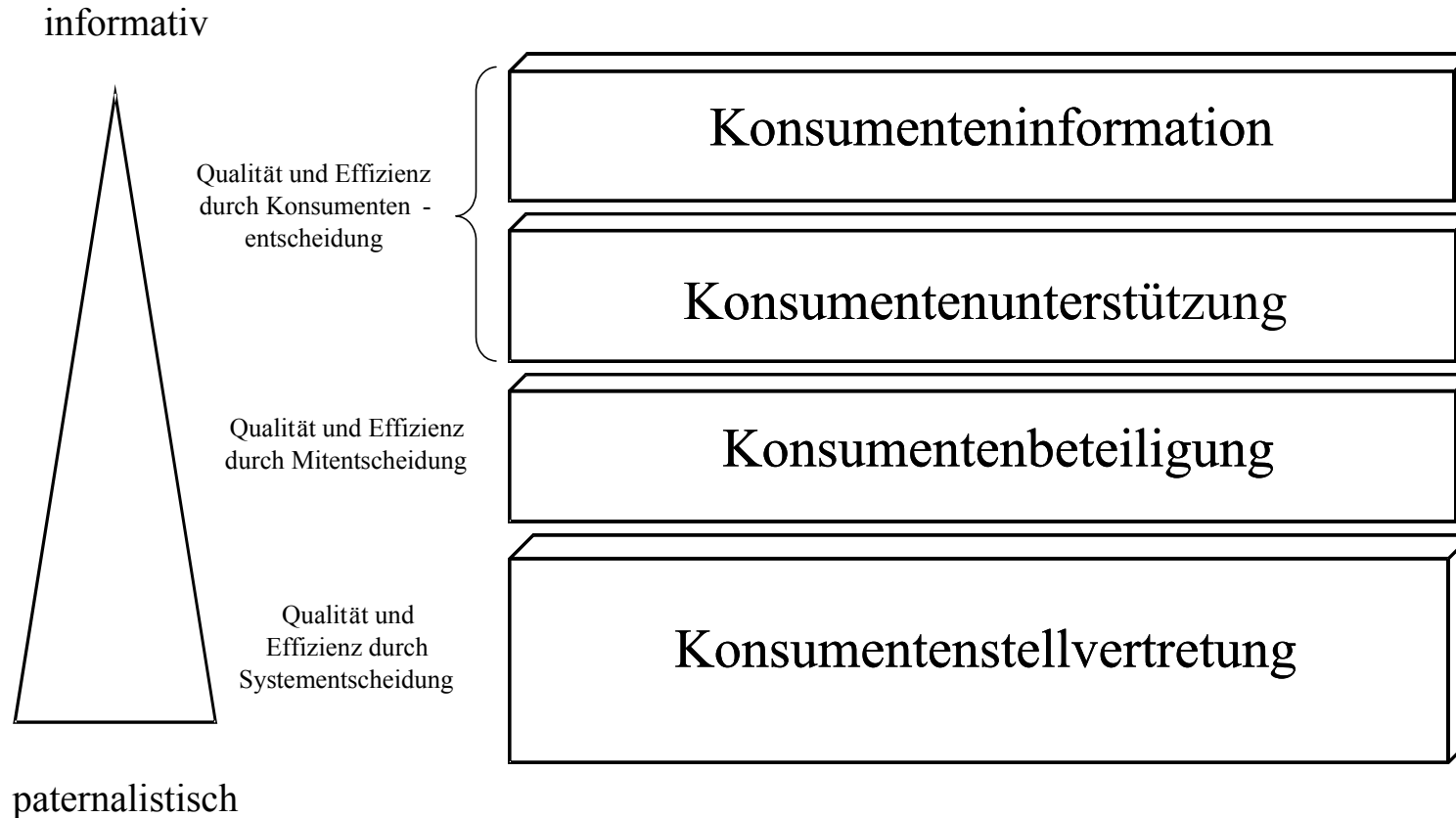
- **Ökonomische Gründe: Mehr Wettbewerb für mehr Effizienz und Qualität**
  - Anbieter
  - Individualisierte Konsumententscheidung
- **Medizinische Gründe**
  - Chronische Krankheiten
  - Vielfalt der Methoden
  - Evidenzbasierung
- **Gesellschaftliche Gründe**
  - Demokratisierung, Egalisierung, weniger Paternalismus
  - Mündiger Bürger/Konsument



# Rolle der Sozialversicherung

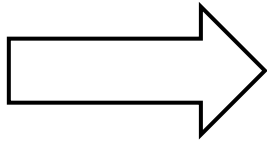


# Handlungsfelder...



## ...unter Berücksichtigung von....

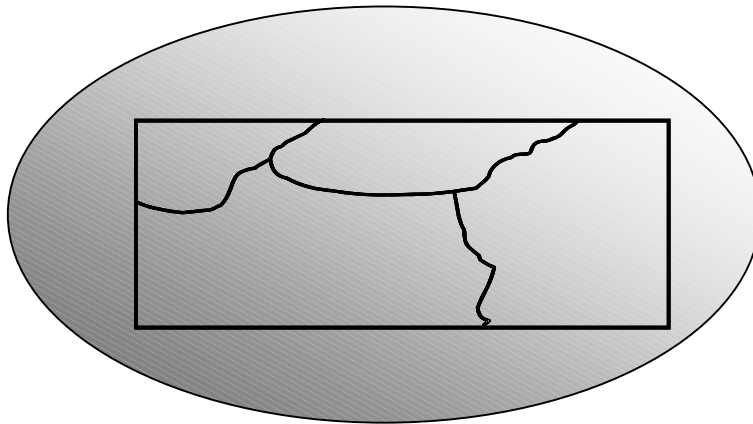
- Prinzip der Privatautonomie
- Prinzip des gelindesten Mittels
- Individuell unterschiedliche Bedürfnisse



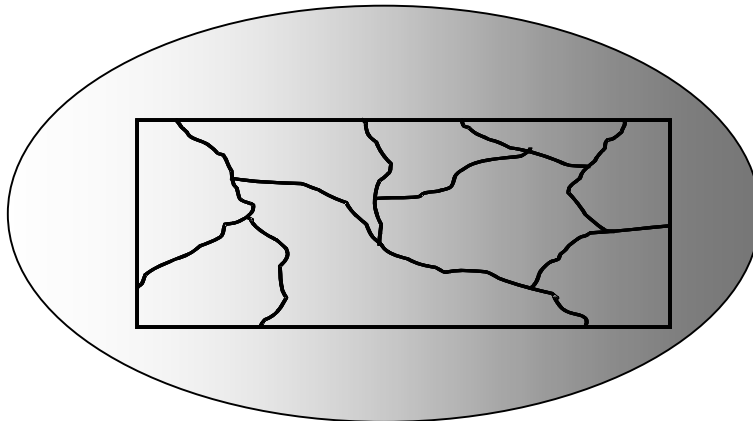
Wahl der optimalen Instrumente entlang  
der vier Felder



# ...auch anhand internationaler Erfahrungen(?)



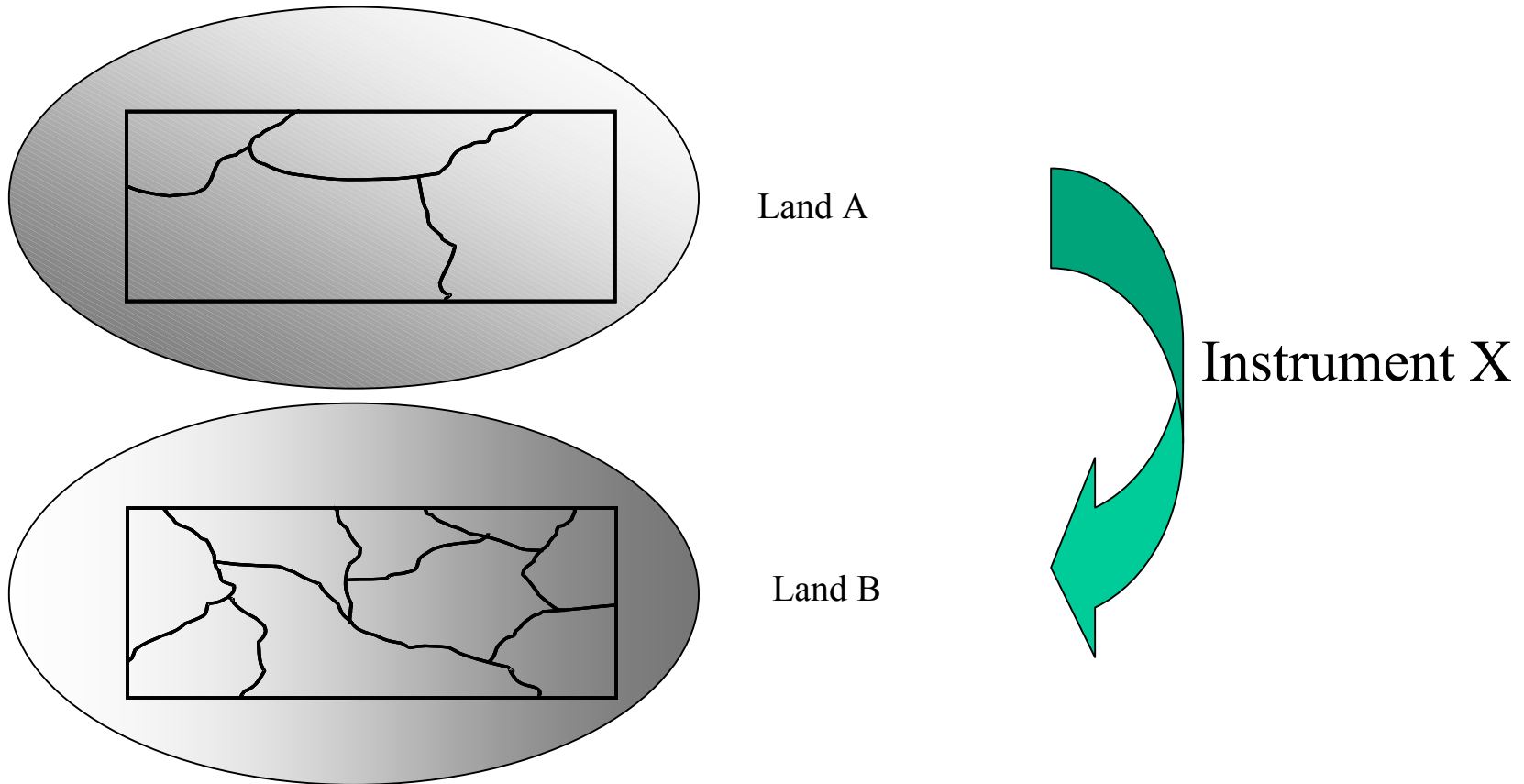
Land A




Land B



# ...auch anhand internationaler Erfahrungen(?)



# Internationale Highlights

- International große Vielfalt an nachahmenswerten Ideen
- Zeit reicht nur für kurzen Überblick:  
 Wichtige Trends



# Konsumenteninformation

- ✓ Information zu Gesundheit und Krankheit
- ✓ Navigationsinformation: Struktur und Qualität des Angebots
- ✓ Zunehmend Gesundheitserziehung
  
- Erlangt durch Wettbewerb zusätzliche Bedeutung
- Nutzung verschiedenster Medien (Patient & Gesamtbevölkerung!)
  - Zeitschriften, Broschüren, Radio-, Kino- und TV-Spots, Kurse, Ausstellungen und Roadshows
  - In konsumentengerechter, zielgruppenspezifischer Gestaltung





# Konsumenteninformation

- Zunehmend Internetnutzung
  - E-health-Literacy als neue Anforderung
  - Ausgleich durch „Zwischenschaltung“:
    - Telefonberatung:
      - UK: 24 Stunden NHS Telephone Service,
      - Medizinische Callcenter der Kassen in Deutschland
      - Niederländische GGDs der Gemeinden und Regionen
    - Walk-in Centers:
      - UPD(22+) in Deutschland
      - GGDs(33+)
      - NHS walk-in centres (72+)
      - Dänische “Patientenwegweiser”
    - NHS interactive digital TV



# E-Health Portale

Medline Plus (USA)

<http://medlineplus.gov>

Sundhed.dk (DK)

<http://www.sundhed.dk>

NHSDirect Online (UK)

<http://www.nhsdirect.nhs.uk>

- Mittlerweile überaus mächtige Werkzeuge
- Kontextsensitiv und quervernetzend
- Multimedial und interaktiv
- Edukativ
- Teilweise mehrsprachig
- Teilweise Integration von Gesundheitsakte und Medikamentensicherheitssystem



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Start here with 740 topics on conditions, diseases and wellness

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About your prescription and over-the-counter medicines, herbs and supplements

## ▶ Medical Encyclopedia

Includes pictures and diagrams

## ▶ Dictionary

Spellings and definitions of medical words

## ▶ News

Current health news and press announcements

## ▶ Directories

Find doctors, dentists and hospitals

## ▶ Go Local

A service for finding local resources for health-related issues

## ▶ Other Resources

Local health services, libraries, organizations, international sites and more

### Current Health News

- ▶ [Major Stroke Risk Substantial After Minor Event](#)
- ▶ [Key to MRSA Virulence in Community Discovered](#)
- ▶ [Pregnant? Don't Smoke: Learn Why and How to Quit for Good](#)
- ▶ [More news](#)

### Featured Site



November 15 is the Great American Smokeout. Learn more about [quitting smoking](#).

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Find health services in your hometown in:

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- ▶ [Wyoming](#)

### Interactive Tutorials

Over 165  
slideshows with  
sound and pictures



### ClinicalTrials.gov

Studies for new  
drugs and treatments



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Health information  
for older adults



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Videos of surgical  
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## Health Topics

Find your topic by first letter:

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### Body Location/Systems

- [Blood, Heart and Circulation](#)
- [Bones, Joints and Muscles](#)
- [Brain and Nerves](#)
- [Digestive System](#)
- [Ear, Nose and Throat](#)
- [Endocrine System](#)
- [Eyes and Vision](#)
- [Immune System](#)
- [Kidneys and Urinary System](#)
- [Lungs and Breathing](#)
- [Mouth and Teeth](#)
- [Skin, Hair and Nails](#)
- [Female Reproductive System](#)
- [Male Reproductive System](#)

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- ♦ [Cancers](#)
- ♦ [Genetics/Birth Defects](#)
- ♦ [Infections](#)
- ♦ [Injuries and Wounds](#)
- ♦ [Mental Health and Behavior](#)
- ♦ [Metabolic Problems](#)
- ♦ [Poisoning, Toxicology, Environmental Health](#)
- ♦ [Pregnancy and Reproduction](#)
- ♦ [Substance Abuse Problems](#)

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- ♦ [Complementary and Alternative Therapies](#)
- ♦ [Diagnostic Tests](#)
- ♦ [Drug Therapy](#)
- ♦ [Surgery and Rehabilitation](#)
- ♦ [Symptoms](#)
- ♦ [Transplantation and Donation](#)

### Demographic Groups

- ♦ [Children and Teenagers](#)
- ♦ [Men](#)
- ♦ [Population Groups](#)
- ♦ [Seniors](#)
- ♦ [Women](#)

### Health and Wellness

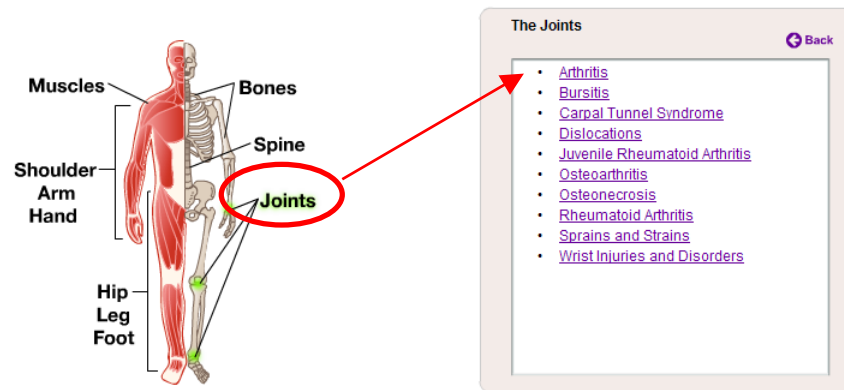
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- ♦ [Sexual Health Issues](#)
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# Bones, Joints and Muscles

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## Bones, Joints and Muscles Topics

- ACL Injuries see [Knee Injuries and Disorders](#)
- Achondroplasia see [Dwarfism](#)
- [Amputees](#)
- [Anatomy](#)
- [Ankle Injuries and Disorders](#)
  
- [Ankylosing Spondylitis](#)
- Anterior Cruciate Ligament Injury see [Knee Injuries and Disorders](#)
- [Arm Injuries and Disorders](#)

Other Health Topics:

A B C D E F G H I J K L M N O P Q R S T U V W XYZ List of All Topics

## Arthritis

If you feel pain and stiffness in your body or have trouble moving around, you might have arthritis. Most kinds of arthritis cause pain and swelling in your joints. Joints are places where two bones meet, such as your elbow or knee. Over time, a swollen joint can become severely damaged. Some kinds of arthritis can also cause problems in your organs, such as your eyes or skin.

One type of arthritis, [osteoarthritis](#), is often related to aging or to an injury. Other types occur when your immune system, which normally protects your body from infection, attacks your body's own tissues. [Rheumatoid arthritis](#) is the most common form of this kind of arthritis. [Juvenile rheumatoid arthritis](#) is a form of the disease that happens in children.

National Institute of Arthritis and Musculoskeletal and Skin Diseases

Printer-friendly version E-mail to a friend



### Start Here

- [Arthritis Interactive Tutorial](#) (Patient Education Institute) - Requires Flash Player  
Also available in [Spanish](#)
- [Arthritis Advice NIH](#) (National Institute on Aging)  
Also available in [Spanish](#)
- [Do I Have Arthritis? Easy-to-Read NIH](#) (National Institute of Arthritis and Musculoskeletal and Skin Diseases)  
Also available in [Spanish](#)

<b>Basics</b> <ul style="list-style-type: none"> <li>• <a href="#">Overviews</a></li> <li>• <a href="#">Latest News</a></li> <li>• <a href="#">Diagnosis/Symptoms</a></li> <li>• <a href="#">Treatment</a></li> </ul>	<b>Learn More</b> <ul style="list-style-type: none"> <li>• <a href="#">Alternative Therapy</a></li> <li>• <a href="#">Nutrition</a></li> <li>• <a href="#">Rehabilitation/Recovery</a></li> <li>• <a href="#">Coping</a></li> <li>• <a href="#">Disease Management</a></li> <li>• <a href="#">Specific Conditions</a></li> <li>• <a href="#">Related Issues</a></li> </ul>	<b>Multimedia &amp; Cool Tools</b> <ul style="list-style-type: none"> <li>• <a href="#">Health Check Tools</a></li> <li>• <a href="#">Tutorials</a></li> </ul>
<b>Research</b> <ul style="list-style-type: none"> <li>• <a href="#">Anatomy/Physiology</a></li> <li>• <a href="#">Financial Issues</a></li> <li>• <a href="#">Clinical Trials</a></li> <li>• <a href="#">Genetics</a></li> <li>• <a href="#">Research</a></li> <li>• <a href="#">Journal Articles</a></li> </ul>	<b>Reference Shelf</b> <ul style="list-style-type: none"> <li>• <a href="#">Dictionaries/Glossaries</a></li> <li>• <a href="#">Directories</a></li> <li>• <a href="#">Organizations</a></li> <li>• <a href="#">Newsletters/Print Publications</a></li> <li>• <a href="#">Statistics</a></li> </ul>	<b>For You</b> <ul style="list-style-type: none"> <li>• <a href="#">Children</a></li> <li>• <a href="#">Seniors</a></li> </ul>

**Related Topics**

- [Gout](#)
- [Juvenile Rheumatoid Arthritis](#)
- [Osteoarthritis](#)
- [Rheumatoid Arthritis](#)
- [Bones, Joints and Muscles](#)

**Go Local**

Services and providers for **Arthritis** in the U.S.

Select Location

[Select from map](#)

**National Institutes of Health**

The primary NIH organization for research on *Arthritis* is the [National Institute of Arthritis and Musculoskeletal and Skin Diseases](#)

### Overviews

- [Arthritis NIH Senior Health](#) (National Institute of Arthritis and Musculoskeletal and Skin Diseases)
- [Arthritis](#) (Centers for Disease Control and Prevention)

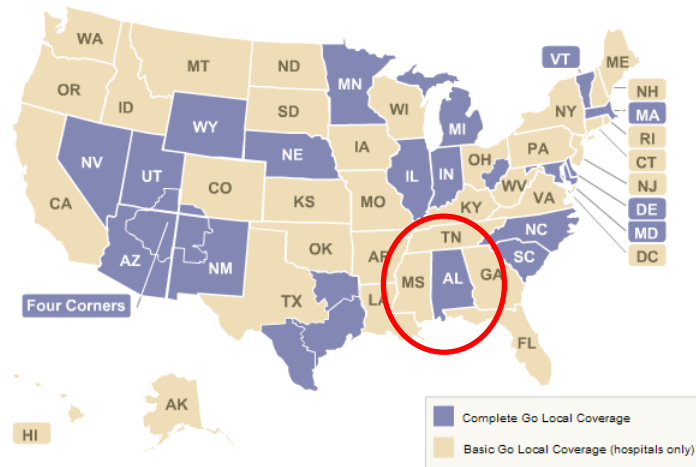
### Latest News

- [Arthritis Takes Major Toll on Workplace](#) (11/10/2007, HealthDay)
- [Total Knee Replacement Safe for Most Patients](#) (11/09/2007, HealthDay)



Welcome to Go Local, a service for finding local resources for health-related issues. Select an area from the map below to search for health services and topics.

### Find Arthritis Services

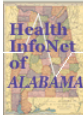


\* = Complete Go Local Coverage

- \* [Alabama](#)
- [Alaska](#)
- \* [Arizona](#)
- \* [Tribal Connections Four Corners](#)
- [Arkansas](#)
- [California](#)
- [Colorado](#)
- \* [Tribal Connections Four Corners](#)
- [Connecticut](#)
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- [Maine](#)
- \* [Maryland](#)
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- \* [Nevada](#)
- [New Hampshire](#)
- [New Jersey](#)
- \* [New Mexico](#)
- \* [Tribal Connections Four Corners](#)
- [New York](#)
- \* [North Carolina](#)
- [North Dakota](#)
- [Ohio](#)
- \* [Ohio - Southeast](#)
- [Oklahoma](#)
- [Oregon](#)

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- \* [South Texas](#)
- \* [Texas Gulf Coast](#)
- \* [Utah](#)
- \* [Tribal Connections Four Corners](#)
- \* [Vermont](#)
- [Virginia](#)
- [Washington](#)
- [West Virginia](#)
- [Wisconsin](#)
- \* [Wyoming](#)



### Services for Arthritis [\(Change Topic\)](#)

for Alabama

Search by Zip Code: Show results within  of zip code

Find **Arthritis** resources by clicking on the map or by selecting a [county](#), or [city](#).



#### Counties

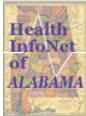
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[Autauga \(28\)](#)  
[Baldwin \(24\)](#)  
[Barbour \(24\)](#)  
[Bibb \(28\)](#)  
[Blount \(40\)](#)  
[Bullock \(26\)](#)  
[Butler \(31\)](#)  
[Calhoun \(36\)](#)  
[Chambers \(29\)](#)  
[Cherokee \(27\)](#)  
[Chilton \(28\)](#)  
[Choctaw \(31\)](#)  
[Clarke \(35\)](#)  
[Clay \(35\)](#)

[Dallas \(26\)](#)  
[DeKalb \(36\)](#)  
[Elmore \(32\)](#)  
[Escambia \(23\)](#)  
[Etowah \(43\)](#)  
[Fayette \(33\)](#)  
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[Henry \(20\)](#)  
[Houston \(50\)](#)  
[Jackson \(33\)](#)  
[Jefferson \(105\)](#)

[Marengo \(32\)](#)  
[Marion \(42\)](#)  
[Marshall \(40\)](#)  
[Mobile \(33\)](#)  
[Monroe \(28\)](#)  
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## Services for Arthritis [\(Change Topic\)](#)

for **Madison County**  [\(Back to map\)](#)

### Resources in Madison County

- [Ambulatory Care Centers \(1\)](#)
- [Disability Programs \(1\)](#)
- [Exercise/Fitness Programs \(1\)](#)
- [Family Physicians \(6\)](#)
- [Hospitals \(1\)](#)
- [Internists \(7\)](#)
- [Libraries \(1\)](#)
- [Nurse Practitioners \(1\)](#)
- [Occupational Therapists \(5\)](#)
- [Orthopedists \(3\)](#)
- [Physical Medicine/Rehabilitation Specialists \(3\)](#)
- [Physical Rehabilitation Programs \(2\)](#)
- [Physical Therapists \(5\)](#)
- [Rheumatologists \(3\)](#)

### Regional resources also serving Madison County

- [Ambulatory Care Centers \(2\)](#)
- [Exercise/Fitness Programs \(1\)](#)
- [Family Physicians \(7\)](#)
- [Hospitals \(3\)](#)
- [Internists \(7\)](#)
- [Nurse Practitioners \(3\)](#)
- [Occupational Therapists \(4\)](#)
- [Orthopedists \(3\)](#)
- [Physical Medicine/Rehabilitation Specialists \(1\)](#)
- [Physical Rehabilitation Programs \(3\)](#)
- [Physical Therapists \(5\)](#)
- [Rheumatologists \(1\)](#)

### Resources serving all of Alabama

- [Ambulatory Care Centers \(2\)](#)
- [Clinics \(5\)](#)
- [Dietitians/Nutritionists \(1\)](#)
- [Disability Programs \(1\)](#)
- [Family Physicians \(5\)](#)
- [Health Education Programs \(1\)](#)
- [Hospitals \(1\)](#)
- [Internists \(4\)](#)
- [Libraries \(4\)](#)
- [Occupational Therapists \(5\)](#)
- [Orthopedists \(4\)](#)
- [Osteopaths \(1\)](#)
- [Pain Clinics \(3\)](#)
- [Physical Medicine/Rehabilitation Specialists \(5\)](#)
- [Physical Rehabilitation Programs \(3\)](#)
- [Physical Therapists \(5\)](#)
- [Psychologists \(1\)](#)
- [Referral Services \(4\)](#)
- [Research Centers \(1\)](#)
- [Rheumatologists \(6\)](#)
- [Support Groups \(1\)](#)

### MedlinePlus Health Information

- [Arthritis](#)
- [Bones, Joints and Muscles](#)

## Resources in Madison County

[Back to Top](#) ^

### Ambulatory Care Centers

[UAB HEALTH CENTER HUNTSVILLE](#) (UNIVERSITY OF ALABAMA AT BIRMINGHAM)  
 301 GOVERNORS DR SW  
 HUNTSVILLE, AL 35801 -5123  
 (256) 536-5511  
[Map and directions](#)

**Description:** Ambulatory care center.

### Disability Programs

[ALABAMA STATE VOCATIONAL REHABILITATION SERVICE DISTRICT OFFICE HUNTSVILLE](#) (ALABAMA DEPARTMENT OF REHABILITATION SERVICES)

# Konsumentenunterstützung

- ✓ fließender Übergang: Gesundheitserziehung
- ✓ Empowerment und Shared Decision Making
- ✓ Unterstützung bei Beschwerden

Beispiele:

- Decision Aids/Boards
- Patientenleitlinien
- Checkliste Gute Arztpraxis
- Patient Care Advisers
- Expert Patient Programme
- Questions are the answers



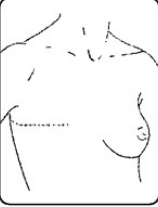

# Decision Aids und Boards

- Evidenzbasierte Materialien: Broschüren, CDs,...
- Helfen dem Patienten bei schwierigen Entscheidungen, die für ihn beste Alternative (mit) zu wählen
  - Aufklärung über Krankheit und Therapie
  - Erklärung von Alternativen und Gegenüberstellung
  - Hilfestellung bei der Reflexion der eigenen Bedürfnisse und dem Finden der individuellen Entscheidung
- Beispiel: Brustershaltende Chirurgie vs. Mastektomie
- Wichtige Ressourcen (Anschauungsmaterial):
- <http://www.patient-als-partner.de/>
- <http://decisionaid.ohri.ca/>
- <http://www.healthwise.org/>



# Beispiel Decision Board

## DECISION BOARD

TREATMENT CHOICE	SIDE EFFECTS	RESULTS OF TREATMENT CHOICE For Survival	
<p><b>MASTECTOMY</b> <i>(Surgical Removal of the Breast)</i></p> <ul style="list-style-type: none"> <li>•Entire breast will be removed</li> <li>•Some lymph nodes under your arm will be removed</li> <li>•You are left with a healing scar that runs across your chest</li> <li>•A drain is inserted near the scar under the arm, for 5-10 days, to remove excess fluid</li> <li>•After surgery, you may be referred to the Cancer Centre for consideration of other treatments (hormonal therapy or chemotherapy)</li> <li>•Radiation is not normally required</li> </ul>	<p><b>MASTECTOMY</b></p> <p><i>OFTEN</i></p> <ul style="list-style-type: none"> <li>•Numbness and discomfort on the inside of the arm where nerves were cut</li> <li>•Pain, discomfort or numbness of the chest</li> </ul> <p><i>SOMETIMES</i></p> <ul style="list-style-type: none"> <li>•Stiffness of the shoulder</li> <li>•Collection of fluid in the scar that may need to be drained</li> </ul> <p><i>RARELY</i></p> <ul style="list-style-type: none"> <li>•Infection</li> <li>•Arm swelling</li> </ul>	<p><b>MASTECTOMY</b></p> <ul style="list-style-type: none"> <li>•Healed scar across your chest</li> <li>•Some women may be upset by the loss of their breast</li> <li>•A breast prosthesis or breast form can be fitted</li> <li>•A breast can be reconstructed using plastic surgery</li> <li>•Cancer may come back on the chest. About 5 to 10 out of 100 women will experience this in the next 10 years</li> <li>•Cancer that comes back on the chest is usually treated by surgery, radiation, or both</li> </ul> 	<p><b>MASTECTOMY</b></p> <p><i>Your chance of surviving cancer is the SAME as with Lumpectomy plus Radiation</i></p>
<p><b>LUMPECTOMY</b> <i>(Surgical Removal of the Cancerous Lump)</i></p> <ul style="list-style-type: none"> <li>•Only the cancerous lump and some surrounding tissue will be removed</li> <li>•Some of the lymph nodes under your arm will be removed</li> <li>•You are left with two healing scars, one on the breast and one under the arm</li> <li>•Often, a drain is inserted near the scar under the arm, for 5-10 days, to remove excess fluid</li> <li>•In some instances (in about 1 out of 10 women), all the cancer in the breast may not be removed and you may require further surgery</li> <li>•Once the breast has healed, 3-4 weeks after surgery, you will be referred to the Cancer Centre for consideration of radiation</li> </ul> <p style="text-align: center;"><b>PLUS</b></p> <p><b>RADIATION</b> <i>(X-ray Treatment)</i></p> <ul style="list-style-type: none"> <li>•You will need to come to the Cancer Centre for planning of the radiation and for treatments</li> <li>•Your treatments will be daily for 5 weeks, excluding weekends</li> <li>•Each visit lasts approximately 30 to 45 minutes</li> <li>•The time between your surgery and the beginning of your radiation treatments may be 6-12 weeks</li> <li>•Other treatments (hormonal therapy and chemotherapy) may be considered</li> <li>•If you are treated with chemotherapy, your radiation will begin after chemotherapy</li> </ul>	<p><b>LUMPECTOMY</b></p> <p><i>OFTEN</i></p> <ul style="list-style-type: none"> <li>•Numbness and discomfort on the inside of the arm where nerves were cut</li> <li>•Pain or discomfort of the breast</li> </ul> <p><i>SOMETIMES</i></p> <ul style="list-style-type: none"> <li>•Stiffness of the shoulder</li> <li>•Collection of fluid in the scar that may need to be drained</li> </ul> <p><i>RARELY</i></p> <ul style="list-style-type: none"> <li>•Infection</li> <li>•Arm swelling</li> </ul> <p style="text-align: center;"><b>PLUS</b></p> <p><b>RADIATION</b></p> <p><i>OFTEN</i></p> <ul style="list-style-type: none"> <li>•Redness of the skin like a sunburn</li> </ul> <p><i>SOMETIMES</i></p> <ul style="list-style-type: none"> <li>•Increased tiredness</li> <li>•Tanning of the skin</li> <li>•Slight increase in the size of the breast</li> <li>•Slight increase in firmness of the breast</li> </ul> <p><i>RARELY</i></p> <ul style="list-style-type: none"> <li>•Blood vessels may become visible on small areas of the skin</li> <li>•Pneumonia</li> </ul>	<p><b>LUMPECTOMY PLUS RADIATION</b></p> <ul style="list-style-type: none"> <li>•Two healed scars, one on the breast and one under the arm</li> <li>•Some indentation where the lump was removed or thickening of the breast tissue</li> <li>•Some women may be upset by the way the breast looks, but most (8 out of 10) are satisfied</li> <li>•Cancer may come back in the breast. About 5 to 10 out of 100 women will experience this in the next 10 years.</li> <li>•Cancer that comes back in the breast is usually removed by further surgery (lumpectomy or mastectomy). Radiation cannot be given again.</li> </ul> 	<p><b>LUMPECTOMY PLUS RADIATION</b></p> <p><i>Your chance of surviving cancer is the SAME as with Mastectomy</i></p>

Whelan, T. et al. J Clin Oncol; 17:1727 1999

# Patientenleitlinien

- Setzen Klinische Leitlinien in patientenverständliche Information um
- Helfen, in der Arzt-Patient-Beziehung besser mitentscheiden zu können

Beispiel:

[www.patientenleitlinien.de](http://www.patientenleitlinien.de)

des Netzwerks evidence.de



# Patient Care Advisers

- Teil der Patient Choice Initiative des NHS
- Zunächst auf kardiologischen Stationen Pflicht
- Führen umfassende Beratungsgespräche in schwerwiegenden Fällen



# Expert Patients Programme

- Kurse zum Umgang mit chronischer Krankheit und Anleitung zum Selbstmanagement
- Angebote auch für pflegende Angehörige (Looking After Me) oder Eltern kranker Kinder (Supporting Patients Programme)
- Bis 2012 100.000 Kursplätze im UK



# Questions are the Answer der AHRQ

- Die Kampagne „questions are the answer“ gibt Verhaltensempfehlungen in typischen medizinischen Situationen:
  - Operationsvorbereitung
  - Medizinische Tests
  - Medikamentenverschreibungen etc.
- Sie gibt auch situationsadäquate Fragen an das medizinische Personal an die Hand
- Ein begleitender TV-Spot ermutigt dazu auf humoristische Weise und nimmt so die „Schwellenangst“

<http://www.ahrq.gov/questionsaretheanswer/>





- Home Page
- Reducing Medical Mistakes
- Talking With Your Clinician
- Getting Medical Tests
- Planning For Surgery
- Getting a Prescription
- Build Your Question List
- Resources
- Glossary



**Improve Your Health Care** TEXT SIZE: A A A

Clinicians, the Government, and many other groups are working hard to improve health care quality, but improving health care quality is a team effort. You can improve your care and the care of your loved ones by taking an active role in your health care. Ask questions. Understand your condition. Evaluate your options.

**Check Out Our Videos**



**Questions Are the Answer**  
Medical errors cause tens of thousands of deaths each year. But you can help. Get more involved with your health care.  
[Check It Out >](#)

- Learn More**
- [5 Steps to Safer Health Care](#)
  - [20 Tips to Prevent Medical Errors](#)
  - [Be Prepared for Medical Appointments](#)



**Do You Know ?  
the Right Questions to Ask**

- 1 What is the test for?
- 2 How many times have you done this?
- 3 When will I get the results?
- 4 Why do I need this surgery?
- 5 Are there any alternatives to surgery?
- 6 What are the possible complications?
- 7 Which hospital is best for my needs?
- 8 How do you spell the name of that drug?
- 9 Are there any side effects?
- 10 Will this medicine interact with medicines that I'm already taking?

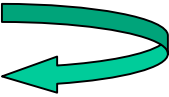
**Build Your Own List of Questions** ▶

# Beschwerdeunterstützung

- U.a. Vorbildliches Beschwerdemanagement in Dänemark, den Niederlanden und dem UK
- Unabhängigkeit und gesetzliche Verankerung
- Beschwerdesysteme für Erbringer vorgeschrieben
- Begleitender Qualitätsprozess
- Teils mehrere Instanzen
- Patientenvertretungen/Konsumentenschützer mit eingebunden
- Unterstützung schon von Beginn an
- Niederschwelliges Angebot



# Beispiel Dänemark

- Patientenwegweiser (Patientvejleder)
  - Kommunale Einrichtung
  - vermittelt bei Servicebeschwerden
  - Jährlicher Bericht, Rückmeldesystem an Krankenhäuser
  - Unterstützt bei Fachbeschwerden, vorzubringen bei der
- Patientenbeschwerdekommission (Patientklagenævn) 
  - Richter, zwei Fachvertreter, zwei Konsumentenvertreter
  - Entscheiden, ob Beschwerde gerechtfertigt
  - Anfechtbarkeit vor ordentlichem Gericht
  - 1x pro Monat 20 anonymisierte Fälle veröffentlicht
  - Führt intern eine Liste und veranlasst Überprüfungen bei auffälligen Anbietern
- Patientenversicherung (Patientforsikring)
  - Stellt die Höhe des Ersatzes fest
  - Materielle und immaterielle Schäden
  - Beinspruchbar bei der Patientenbeschwerdekommission



# Konsumentenbeteiligung

- ✓ Erhebungen
- ✓ Beteiligungssysteme



# Erhebungen

- Deutschland: WIdO Monitor
  - Jährliche Umfrage
  - Kassenpatienten der AOKs
  - N=3000
- Dänemark: Nationale Patientenbefragung
  - Alle 2 Jahre
  - N=26.000
- Niederlande: Consumentenpanel
  - 4x pro Jahr
  - N=1.500
- Niederlande: National Panel of the Chronically Ill and Disabled
  - Jährlich
  - N=3.800
- UK: Information Centre und Healthcare Commission
  - Sind beauftragt Daten zu verschiedenen Themen zu erheben, um Grundlagen für die Gesundheitsplanung zu liefern sowie die Qualität der Leistungserbringer zu sichern



# Beteiligungssysteme

- Gerade bei mangelnder Entscheidungsmöglichkeit z.B. hinsichtlich der Versicherung wichtig
- Interessante Beispiele in den Niederlanden und dem UK



# Beteiligungssysteme - Niederlande

- Zahlreiche Gesetzesbestimmungen zu Patientenrechten, Wahlfreiheit und Informationspflichten
- Gesetz über die Mitbestimmung der Klienten im Gesundheitswesen (WMCZ 1996)
  - Alle Institutionen im Gesundheitswesen müssen Patientenräte einrichten
  - Diese haben Befragungs- und Mitentscheidungsrechte



# Beteiligungssysteme - Niederlande

- Nederlands Patienten Consumenten Federatie (NPCF)
  - Dachverband von 27 Konsumenten- und Patientenorganisationen
  - Starke gesetzlich verankerte Mitbestimmungsrechte im GW
  - Entsendet Vertreter in die Patientenräte, den Krankenversicherungsausschuss etc.
  - Betreibt 27 Informations- und Beschwerdestellen (IKGs)
  - Publikationsreihe: „Qualität aus der Perspektive des Patienten“: weist Anbieter regelmäßig auf aktuelle Problemlagen hin
  - Daneben zahlreiche Services für Gesundheitskonsumenten





# Beteiligungssysteme - UK

- Patient and Public Involvement Forums (PPIs)
  - Für jeden NHS-Trust (397)
  - Sollen den Menschen im Gebiet des Trusts Artikulationsmöglichkeit und Mitsprache eröffnen
  - Freiwillige Mitarbeit
  - Mitspracherechte ex lege
  - Öffentliche Diskussionen
  - EDV-Infrastruktur zum regelmäßigen Austausch, auch zwischen den PPIs
  - Ergebnisse fließen in die Gestaltung des Trusts ein
  - Ergebnisse werden von der Dachorganisation gesammelt und auf nationaler Ebene thematisiert
- Mitsprache und sogar Wahlrechte für Gesundheitskonsumenten auch in den neuen foundation trusts verankert



# Danke für Ihre Aufmerksamkeit!

- Mehr Informationen und Anschauungsmaterial in der Studie „Konumentenschutz im Gesundheitswesen: Internationale Betrachtungen für eine neue Rolle der Sozialversicherung“
- Als Kurzfassung publiziert in Health System Watch III/2007

