



Universität St.Gallen

School of Medicine

Comparative Study of Healthcare Quality Reporting Websites: A Content Analysis Across Nine Western Countries

Maxime Sapin

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Chair of Health Economics, Policy and Management

School of Medicine - University of St. Gallen

From insight to impact.

Content of the presentation

- 1 Introduction
- 2 Methodology
- 3 Key findings
- 4 Discussion and limitations
- 5 Conclusion and Future Directions
- 6 Q&A

① Introduction

Key Pillars of patients' provider choice: Transparency and Comprehensibility

Transparency

- Empowers patients to make informed choices by providing insights into healthcare provider quality.
- Need to provide complete information for patients.

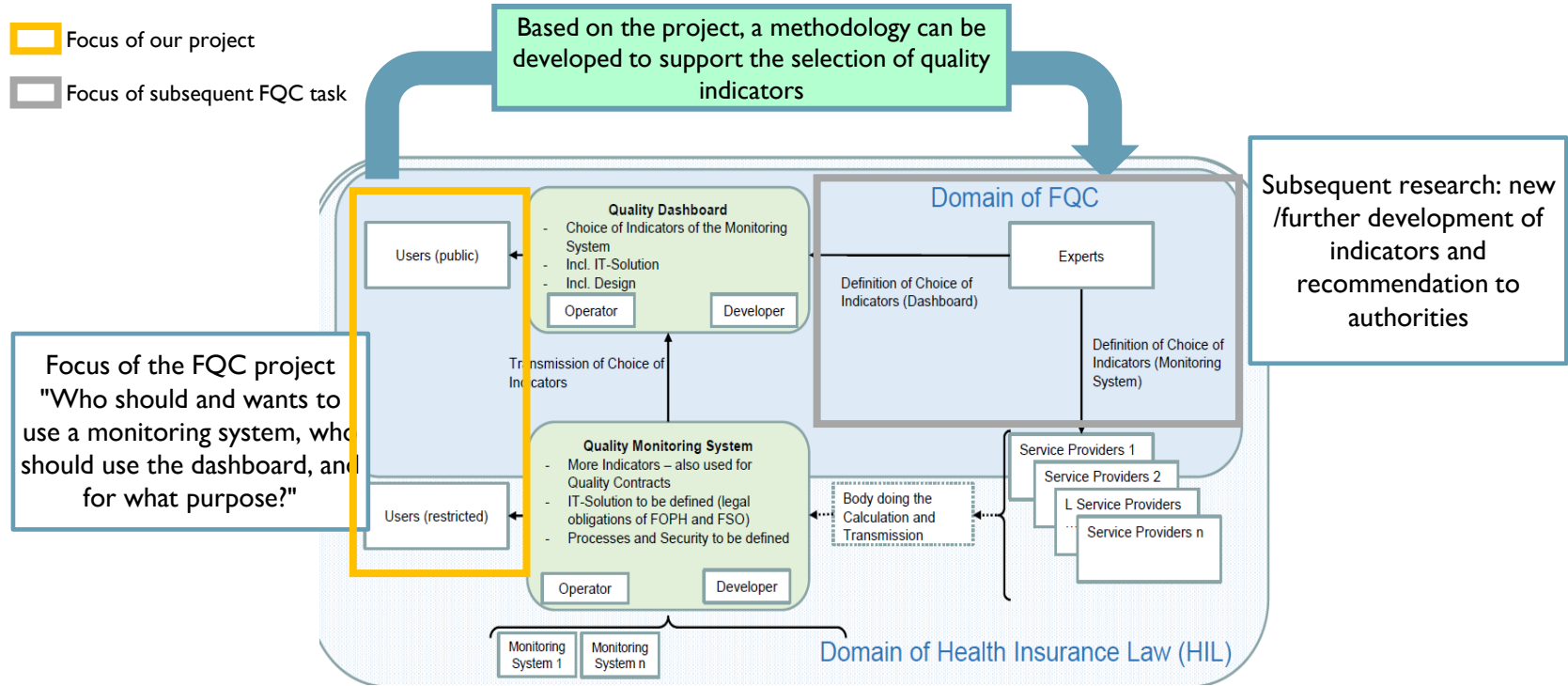
Comprehensibility

- The challenge lies not only in accessing information but in understanding it.
- Need to provide understandable and complete information for patients.



Enhancing both transparency and comprehensibility of healthcare information

Overarching FQC mandate | Our objective was to establish the groundwork for nationwide public reporting in Switzerland



Source for figure: FQC

Aim | "Who should and wants to use a monitoring system, who should use the dashboard, and for what purpose?" in two steps



Let's have a look at the AOK example in Germany

1

Einsetzen eines künstlichen Kniegelenkes

50935 Köln 50 km Suchen

67 Ergebnisse für Einsetzen eines künstlichen Kniegelenkes im Umkreis von 50 km um 50935 Köln

Sortieren nach: Entfernung

Mindestmengenregelung erfüllt

Universitätsklinikum Köln

Kerpener Straße 62, 50937 Köln
1.56 km

Details & Bewertungen

Behandlungsfälle (2021) 120 (mittel)

Qualität nach QSR

Durchschnittliche Qualität für "Kniegelenkersatz bei Gelenkverschleiß (Arthrose)".
92% der Indikatoren einwandfrei

Qualität nach IQTIG

Weiterempfehlung 83% bei 300 Patientenbewertungen

Evangelisches Klinikum Köln Weyertal GmbH

Weyertal 76, 50931 Köln
2.21 km

Behandlungsfälle (2021) 48 (niedrig)

Filter

alle zurücksetzen

Mindestmengenregelung erfüllt

Überdurchschnittliche Qualität nach QSR

Überdurchschnittlich häufige Weiterempfehlung durch Patienten

2

»Kniegelenkersatz bei Gelenkverschleiß (Arthrose)«

Qualität nach QSR

Durchschnittliche Qualität für "Kniegelenkersatz bei Gelenkverschleiß (Arthrose)".

Nach einer Operation in diesem Krankenhaus ist die Wahrscheinlichkeit von Komplikationen ähnlich hoch wie in anderen Krankenhäusern.

Qualitätsindikator	Ergebnis	Erläuterung
Ungeplante Folge-Operation bis zu 365 Tage nach dem Eingriff	0	Durchschnittliche Qualität Nach einer Operation in diesem Krankenhaus ist die Wahrscheinlichkeit einer ungeplanten Folgeoperation ähnlich hoch wie in den meisten anderen Krankenhäusern.
Chirurgische Komplikationen innerhalb von 90 bzw. 365 Tagen nach dem Eingriff	0	Durchschnittliche Qualität Nach einer Operation in diesem Krankenhaus ist die Wahrscheinlichkeit einer chirurgischen Komplikation ähnlich hoch wie in den meisten anderen Krankenhäusern.
Sterblichkeit innerhalb von 90 Tagen nach dem Eingriff	0	Durchschnittliche Qualität Nach einer Operation in diesem Krankenhaus ist die Wahrscheinlichkeit zu sterben ähnlich hoch wie in den meisten anderen Krankenhäusern.

Einbezogene AOK-Behandlungsfälle: 46 (2018-2020)

[Detailwerte einblenden](#)

Qualität nach IQTIG

Let's have a look at the Qualiscope example in France

1

QualiScope - Qualité des hôpitaux et des cliniques
WEB PAGE - Posted on Jun 23 2022 - Updated on Feb 14 2023

Cherchez, trouvez, comparez

Un établissement de santé Un médecin ou une équipe médicale accréditée

Nom de l'établissement
Exemple: Hôpital américain

Localisation Rayon
Région, département, ville ou code postal - -

Activité/spécialité
Choisir une activité/spécialité

RECHERCHER

2



3

Certification : décision du 27/09/2022

Documents : 3

CENTRE HOSPITALIER DE TREVOUX - MONTPENSIER
ETABLISSEMENT DE SANTÉ - Mis en ligne le 23 juin 2022

ÉCOUTER

ACCÉDER AU PANORAMA DE LA QUALITÉ DES ÉTABLISSEMENTS

Secteurs d'activité

L'essentiel des données de qualité de l'établissement

Certification pour la qualité et la sécurité des soins

Indicateurs de qualité des soins

Voir aussi

Comparateur plein

Type d'établissement : CH

N° Finess : 010000065

Établissement de rattachement : CH DE TREVOUX

14 Rue De L'Hopital
01606 TREVOUX

Tel : 0474105000

[VOIR SUR LA CARTE](#)

Secteurs d'activité

Médecine Soins de Suite et de Réadaptation

L'essentiel des données de qualité de l'établissement

Certification

HAS
Qualité des soins confirmée
Établissement certifié
Référentiel 2021

82.1 %
71 en progrès
Consommation de solutions hydro-alcooliques (SHA)

Let's have a look at the Medicare example in the USA

1

Welcome

Doctors & clinicians

Hospitals

Nursing homes including rehab services

Home health services

Hospice care

Inpatient rehabilitation facilities

Long-term care hospitals

Dialysis facilities

[Find out what's new](#)

Find home health services near me

Find Medicare-certified home health agencies in your area and compare them based on the quality of care they provide. Home health services provide treatment for an illness or injury to help people get better, regain their independence, and become as self-sufficient as possible.

MY LOCATION *

NAME OF AGENCY (optional)

[Show past search results](#)

2

MY LOCATION * SELECT PROVIDER TYPE * NAME & TYPE (optional)

Filter by:

Showing 1 - 10 of 12 hospitals

Sort by:

1. VA North Florida/South Georgia Healthcare System - Gainesville

ACUTE CARE - VETERANS ADMINISTRATION

1601 S W Archer Road
Gainesville, FL 32608
(352) 378-1678

Distance from Gainesville, FL: 1.4 miles

Overall star rating: Not available

Patient survey rating:
2. UF Health Shands Hospital

ACUTE CARE HOSPITALS

1600 SW Archer Rd
Gainesville, FL 32610
(352) 240-8000

Distance from Gainesville, FL: 1.5 miles

Overall star rating:

Patient survey rating:
3. Hca Florida North Florida Hospital

ACUTE CARE HOSPITALS

6500 W Newberry Rd
Gainesville, FL 32605
(352) 833-4900

Distance from Gainesville, FL: 5.2 miles

Overall star rating:

Patient survey rating:

3

	VA North Florida/South Georgia Healthcare... 1601 S W Archer Road Gainesville, FL 32608	UF Health Shands Hospital 1600 SW Archer Rd Gainesville, FL 32610	Hca Florida North Florida Hospital 6500 W Newberry Rd Gainesville, FL 32605
Overview			
Distance from Gainesville, FL	1.4 miles	1.5 miles	5.2 miles
Overall star rating	Not available ??	★★★★☆	★★★☆☆
Patient survey rating	★★★★☆	★★★★☆	★★★☆☆
Hospital type	Acute Care - Veterans Administration	Acute Care Hospitals	Acute Care Hospitals
Provides emergency services?	Yes	Yes	Yes
Save this provider	<input type="button" value="Save to Favorites"/>	<input type="button" value="Save to Favorites"/>	<input type="button" value="Save to Favorites"/>
Patient survey rating			
Timely & effective care			
Complications & deaths			
Unplanned hospital visits			
Maternal health			
Psychiatric unit services			
Payment & value of care			

② Methodology

We used a qualitative method based on a case-oriented comparative analysis



Approach: Case-oriented comparative analysis



Data Collection: Academic and gray literature, expert interviews, manual internet research for website selection and analysis



Countries Analyzed: Australia, Canada, England, France, Germany, Netherlands, USA, Sweden, Switzerland









Healthcare areas covered: Outpatient care, Acute somatic care, Psychiatric care, Rehabilitative care, Home and long-term care

Our analytical framework centered around five key information characteristics, which we applied across 19 websites

- ① Healthcare areas (outpatient care, acute somatic care, psychiatric care, rehabilitative care, home and long-term care)
- ② Objective and target audiences
- ③ Types of quality measures (structure, process, outcome, service quality indicators)
- ④ Data structure and methodology
- ⑤ Visualization and use


We compiled data using an information template. Here the example of AOK-Gesundheitsnavigator

Country


Healthcare area






Type
 Dashboard

Form
 Open Website



Objectives:

Monitor performance

Inform provider choice

Provider benchmarking

Other

Target audience:

- General public, patients, caregivers/ relatives
- Providers (adjacent healthcare areas)
- Research community

Number of data sources: 7

Funding:

Funded publicly

Funded by foundation

Funded by members

Funded by insurance(s)

Ownership: Private non-profit






Regulation: No regulation

Visualization and use:

Raw data Tables Comparisons

Filters Graphs Drill down

Content

					
Composite ¹	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Structural quality	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Process quality	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Outcome quality	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Patient-reported outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient-reported experiences	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


Methodology explained in detail:

Primary data

Secondary data

Data is validated

Timeliness (How old is the data?):






t-0  t-2² t-3

Collection frequency:

- Data collected annually

Explanations:

- Statistical comparisons available
- Sample sizes shown
- Small samples limitation depends on data source
- Detailed explanation of methodology


<input checked="" type="radio"/> Included	 GPs and outpatient specialist	 Psychiatric Care	 Home and long-term care
<input type="radio"/> Not included	 Hospitals (somatic care)	 Rehabilitation and "non-physician" health services	






1) Composite measure for overall quality of a provider combining/ summarizing all quality dimension 2) Data are usually not older than one year for home and long term care

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Here the example of Qualiscope in France

Country


Healthcare area






Type
 Dashboard

Form
 Open Website


 HAUTE AUTORITÉ DE SANTÉ

Objectives:

Monitor performance

Inform provider choice

Provider benchmarking

Other

Target audience:

- General public, patients, caregivers/ relatives
- Providers (adjacent sector)
- Medical professionals

Number of data sources: 3

Funding: Funded publicly

Funded by foundation

Funded by members

Funded by insurance(s)

Ownership: Public

Regulation: National regulation

Visualization and use:

Raw data Tables Comparisons

Filters Graphs Drill down


Methodology explained in detail:

Primary data

Secondary data

Data is validated

Timeliness (How old is the data?):








Collection frequency:




- Data collected annually

Explanations:


- Statistical comparisons available
- Sample sizes shown
- Small samples excluded
- Detailed explanation of methodology


Content









Composite ¹			
Structural quality	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Process quality	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Outcome quality	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient-reported outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient-reported experiences	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>


Included Not included

 GPs and outpatient specialist


 Hospitals (somatic care)

 Psychiatric Care

 Rehabilitation and "non-physician" health services

 Home and long-term care


¹) Composite measure for overall quality of a provider combining/ summarizing all quality dimension


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Here the example of Medicare in the USA

Country



Healthcare area




Type

Dashboard

Form

Open Website & upon request



Objectives:

Monitor performance

Inform provider choice

Provider benchmarking

Other

Target audience:

- General public, patients, caregivers/ relatives
- Health insurances
- Providers
- Research community

Number of data sources: >20

Funding: Funded publicly

Funded by foundation

Funded by members

Funded by insurance(s)

Ownership: Private non-profit

Regulation: No regulation

Visualization and use:

Raw data Tables Comparisons

Filters Graphs Drill down

Content

Composite ¹	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Structural quality	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process quality	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Outcome quality	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Patient-reported outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient-reported experiences	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

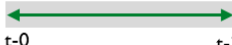
Methodology explained in detail:

Primary data

Secondary data

Data is validated

Timeliness (How old is the data?):



Collection frequency:

- Data collected continually

Explanations:

- Statistical comparisons available
- Sample sizes shown
- Small samples excluded
- Detailed explanation of methodology

Included

Not included

GPs and outpatient specialist

Hospitals (somatic care)

Psychiatric Care

Rehabilitation and "non-physician" health services

Home and long-term care

¹) Composite measure for overall quality of a provider combining/ summarizing all quality dimension

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③ Key findings

1. Healthcare areas | There is a high diversity in the healthcare areas covered

		Outpatient care	Somatic care	Psychiatric care	Rehabilitative care	Home and long-term care	
Australia	MyHospitals	●	✓	●	●	●	1
Canada	CIHI	●	✓	●	●	●	1
England	The Care Quality Commission	✓	✓	✓	✓	✓	5
	NHS Choice	✓	✓	✓	●	●	3
	PHIN	✓	✓	●	●	●	2
France	QualiScope	✓	✓	✓	✓	●	4
	Le Guide Santé	✓	✓	●	●	●	2
Germany	Weisse Liste	●	✓	●	●	✓	2
	AOK-Gesundheitsnavigator	✓	✓	●	●	✓	3
	Arzt-Auskunft	✓	●	✓	✓	●	3
	Das Rehaportal	●	●	●	✓	●	1
Netherlands	Zorgkaart Nederland	✓	✓	✓	✓	✓	5
	Ziekenhuischeck	●	✓	●	●	●	1
Sweden	Aldreguiden	●	●	●	●	✓	1
Switzerland	CH-IQI	●	✓	●	●	●	1
	Welches-spital	●	✓	●	●	●	1
	ANQ	●	✓	✓	✓	●	3
	Spitalfinder	●	✓	✓	✓	●	3
USA	Medicare	✓	✓	✓	✓	✓	5
Total		9	16	8	8	6	



Included



Not Included

2. Objectives and target audiences | All websites target patients to aid provider choice, while some also target additional stakeholders

		Health policy makers	General public/patients	Health insurances	Providers	Research community	
Australia	MyHospitals	✓	✓	●	✓	✓	4
Canada	CIHI	✓	✓	●	✓	✓	4
England	The Care Quality Commission	✓	✓	●	●	●	2
	NHS Choice	●	✓	●	●	●	1
	PHIN	✓	✓	●	✓	✓	4
France	QualiScope	●	✓	●	✓	●	2
	Le Guide Santé	●	✓	●	●	●	1
Germany	Weisse Liste	●	✓	●	✓	✓	3
	AOK-Gesundheitsnavigator	●	✓	●	✓	✓	3
	Arzt-Auskunft	●	✓	●	●	●	1
	Das Rehaportal	●	✓	✓	✓	●	3
Netherlands	Zorgkaart Nederland	●	✓	●	●	●	1
	Ziekenhuischeck	●	✓	●	●	✓	2
Sweden	Aldreguiden	●	✓	●	✓	✓	3
Switzerland	CH-IQI	✓	✓	●	✓	✓	4
	Welches-spital	●	✓	●	●	●	1
	ANQ	✓	✓	✓	✓	●	4
	Spitalfinder	●	✓	●	●	●	1
USA	Medicare	●	✓	✓	✓	✓	4
Total		6	19	3	11	9	

 Included
 Not Included



3. Types of quality information | We found an important variety in the types of quality information presented

		Structural quality	Process quality	Outcome quality	Service quality	
Australia	MyHospitals	✓	✓	✓	✓	4
Canada	CIHI	✓	✓	✓	✓	4
England	The Care Quality Commission	✓	✓	✓	✓	4
	NHS Choice	✓	●	●	✓	2
	PHIN	✓	✓	●	✓	3
France	QualiScope	✓	✓	✓	✓	4
	Le Guide Santé	✓	✓	●	✓	3
Germany	Weisse Liste	✓	✓	✓	✓	4
	AOK-Gesundheitsnavigator	✓	✓	✓	✓	4
	Arzt-Auskunft	✓	●	●	✓	2
	Das Rehaportal	✓	✓	✓	✓	4
Netherlands	Zorgkaart Nederland	✓	●	●	✓	2
	Ziekenhuischeck	✓	✓	✓	✓	4
Sweden	Aldreguiden	✓	●	●	✓	2
Switzerland	CH-IQI	✓	●	✓	●	2
	Welches-spital	✓	●	✓	✓	3
	ANQ	●	●	✓	✓	2
	Spitalfinder	●	●	✓	✓	2
USA	Medicare	✓	✓	✓	✓	4
Total		17	11	13	18	

 Included
 Not Included



4. Data structure | There are no common standards across websites

		Primary data	Secondary data	Continuous data collection	Risk-adjustment	Reporting of sample sizes	Handling of small sample size	Availability of methodological explanation	
Australia	MyHospitals	✓	✓	✓	●	✓	✓	✓	5
Canada	CIHI	✓	✓	✓	●	✓	●	✓	4
England	The Care Quality Commission	✓	✓	✓	●	●	●	✓	3
	NHS Choice	✓	✓	✓	●	●	●	✓	3
	PHIN	✓	✓	✓	●	✓	●	✓	4
France	QualiScope	✓	✓	●	✓	✓	✓	✓	5
	Le Guide Santé	✓	✓	✓	●	●	●	●	3
Germany	Weisse Liste	✓	✓	●	●	✓	✓	✓	4
	AOK-Gesundheitsnavigator	✓	✓	●	✓	✓	✓	✓	5
	Arzt-Auskunft	✓	✓	✓	●	●	●	●	3
	Das Rehaportal	✓	✓	✓	●	✓	●	✓	4
Netherlands	Zorgkaart Nederland	✓	●	✓	●	✓	✓	✓	4
	Ziekenhuischeck	✓	✓	●	●	✓	✓	✓	4
Sweden	Aldreguiden	✓	✓	●	●	●	●	✓	2
Switzerland	CH-IQI	●	✓	●	✓	✓	✓	✓	4
	Welches-spital	✓	✓	●	●	✓	✓	✓	4
	ANQ	✓	✓	✓	✓	✓	✓	✓	6
	Spitalfinder	●	✓	●	✓	●	●	✓	2
USA	Medicare	✓	✓	✓	✓	✓	✓	✓	6
Total		17	18	11	6	13	10	17	

 Included
 Not Included

5. Visualization | Each website creates and publishes its own visualizations

		Raw data available	Tables	Graphs	Filters	Comparisons featured	Drill down	
Australia	MyHospitals	✓	✓	●	●	●	●	2
Canada	CIHI	✓	✓	✓	●	●	●	3
England	The Care Quality Commission	●	●	✓	●	●	●	1
	NHS Choice	●	●	✓	●	●	●	1
	PHIN	✓	✓	●	●	●	●	2
France	QualiScope	●	●	✓	✓	✓	✓	4
	Le Guide Santé	●	●	✓	●	●	●	1
Germany	Weisse Liste	●	●	✓	✓	✓	✓	4
	AOK-Gesundheitsnavigator	●	●	●	✓	✓	✓	3
	Arzt-Auskunft	●	●	●	✓	●	●	1
	Das Reportal	●	●	✓	✓	●	✓	3
Netherlands	Zorgkaart Nederland	●	●	●	✓	✓	✓	3
	Ziekenhuischeck	●	●	●	✓	✓	✓	3
Sweden	Aldreguiden	●	●	●	✓	✓	✓	3
Switzerland	CH-IQI	✓	✓	●	●	✓	●	3
	Welches-spital	●	●	✓	✓	●	●	2
	ANQ	●	✓	✓	✓	✓	✓	5
	Spitalfinder	●	●	●	✓	●	●	1
USA	Medicare	✓	●	●	✓	✓	✓	4
Total		5	5	9	12	9	9	

 Included
 Not Included

The study provides updated insights into the content of public reporting websites



Key Findings

- **Objective Uniformity:** Across and within countries, websites aim to assist in provider choice by offering quality information.
- **Methodological Diversity:** Significant variation in public reporting methods both within and across countries.
 - **Healthcare Focus:** Some countries target specific healthcare areas, while others cover multiple or all areas.
 - **Quality Measures:** Differences in the selection of quality dimensions (e.g., Medicare vs. Zorgkaart/NHS Choice focusing on PREMs or patient ratings).
 - **Data Structure Variability:** Includes risk adjustment methods, reporting of sample sizes, data collection frequency, and data sources.
- **Visualization Tools:** Employed across all websites to facilitate user understanding of health information.
- **Methodological Transparency:** A common commitment for transparency across websites.



Study Contribution

- Provides an updated, comprehensive overview of public reporting websites in recent years.
- Enhances understanding of how these platforms aid patient provider choice.

④ Discussion and limitations

Discussion | Public reporting standards could be more relevant at the national level for enhancing provider choice



National level

- Often, the same data is presented differently by various websites (e.g., AOK-Gesundheitsnavigator, Weisse Liste in Germany; ANQ, CH-IQIs, Welches-Spital, Spitalfinder in Switzerland).
- Potential for guidelines to improve public reporting consistency and quality within countries.



International level

- Less emphasis on common guidelines due to diverse healthcare systems and reporting needs across countries.

Limitations | The three main limitations are linked to the geographical focus, website selection and impact on utilization



Geographical Focus

- **Scope Limited to Western Countries:** The study does not encompass a global perspective, focusing instead on Western nations. This limitation restricts the applicability of findings to a broader context.



Selection of Websites

- **Exclusively Free Online Platforms:** Research was confined to publicly accessible websites, excluding subscription-based services or analog formats (e.g., magazines).



Impact on Utilization

- **Lack of Insight into Direct Impact:** The study does not explore how public reporting influences the actual use of the information by the public.
- **Engagement Challenges:** Noted issues include low traffic to these websites and high bounce rates, suggesting that the information may not be effectively reaching or engaging the intended audience (Bundorf et al., 2009; Werner et al., 2012).

⑤ Conclusion and Outlooks

Conclusion and outlooks | Further research could explore strategies to enhance websites' impact



Impact on Stakeholders

- **Patients:** Offer a vital tool for making informed choices about healthcare providers.
- **Providers:** Serve as a means to enhance reputation and trust, while also imposing accountability.
- **Policymakers:** Emphasize efforts towards quality transparency and patient-centric care
- **Taxpayers:** Reflect the government's commitment to higher healthcare standards, with the effectiveness tied to the websites' usability and impact on healthcare outcomes.



Improving Website Usability and Impact

- **Usability:** Focus on making public reporting websites more user-friendly to increase their accessibility and effectiveness.
- **Relevance:** Ensure that the information provided meets the actual needs of users, aiding them in making informed provider choice.
- **Healthcare Outcomes:** Measure and demonstrate the impact of public reporting on improving healthcare quality and patient outcomes.

⑥ Questions and Answers

Thank you!



Universität St. Gallen (HSG)
School of Medicine
St. Jakob-Strasse 21
9000 St. Gallen

med.unisg.ch

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