

S 1: MMAT Table

Table 4 MMAT Table for Quality Assessment, (Hong 2018), own adaptation

[illegible]

[illegible]

Number refers to the number given to each study in Table 2,

Green = item was fully achieved, yellow = item was partially achieved, red = item was not achieved

S2: Explanation of the Quality indicators from Table 3

- **Structure**

- **Proximity to hospital / travel distance or time:** measured between the primary residence of the patient and hospital, time it takes by car
- **Organizational/hospital information (e.g. cleanliness, parking, etc.):** How many parking spaces, Recreational spaces for patients, how often the rooms are getting cleaned and disinfected, etc.
- **Number of cases treated:** procedure volume (usually per year)
- **Hospital type (e.g. private/public):** Private vs. public hospitals, University medical centers vs. maximum care level vs. standard care center, Army hospital (Yoon et al.)
- **Cost/provider within network:** refers to studies in the USA: insurances there only cover selected procedures or those performed at certain hospitals. In the USA hospitals can also compete over costs, not just over quality like in Germany.
- **Qualifications of physician/hospital:** Information such as licenses (where they received their education), appearances (e.g. Aggarwal et al. refer to a physician who was in a TV documentary, and another on YouTube), procedures performed by the physician, Endocert Certificate (Emmert et al., 2023)
- **Choice of surgeon possible / surgeon more important than hospital qualities:** In the USA for example, it is possible to choose the surgeon who operates on you. In some cases, this was more important to patients when choosing a hospital than other hospital qualities. Zwijnenberg et al. find that an Orthopedicspaedist having one or more specialist area was rated most important.
- **Access for visitors:** Visiting hours
- **Nurse Qualifications:** see “Qualifications of physician/hospital”
- **Medical-technical equipment:** existing devices in a hospital, e.g. surgical robot

- **Process**

- **Waiting time / appointment availability:** Appointment for elective surgeries measured in weeks or months, availability at preferred date
- **Staff friendliness / friendly hospital atmosphere:** Patient experience indicator, for example large windows in the patient rooms
- **LOS:** Length of stay
- **Confirmed diagnosis rate:** “Hip replacement primary implantation with fulfilled indication criteria (Emmert et al. 2023)
- **Prevention of falls measures:** “Hospitals should be active in minimizing fall risk among patients who have undergone hip replacement surgeries.” (Emmert et al. 2023)

- **Experiences & Recommendations**

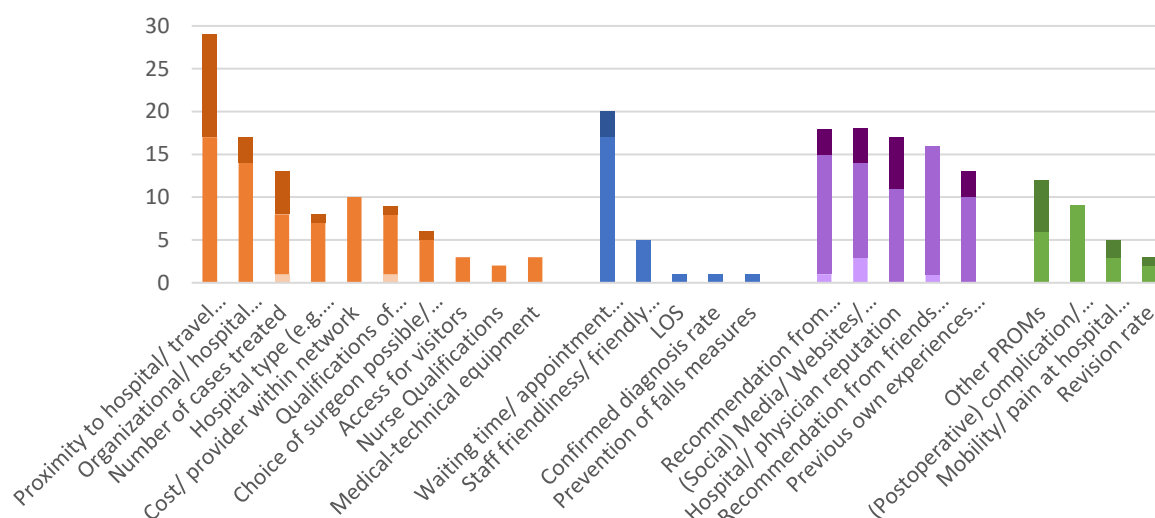
- **Recommendation from physicians/staff:** usually a verbal recommendation or referral from GP, nurses or other medical staff
- **Hospital/physician reputation:** through word of mouth or media
- **(Social) Media/Websites/formal sources/(patient) ratings:** Official rating platforms such as the “AOK Krankenhausnavigator” or “Hospital compare” by Leapfrog ratings, but also informal rating through social media platforms such as Facebook, Instagram, YouTube, etc.
- **Recommendation from friends & family:** Word of mouth, patients asking their trusted acquaintances about their experiences
- **Previous experiences with hospital:** refers to experiences a patient may have had in a previous visit in the hospital, sometimes even the same department

- **Outcome**

- **(Postoperative) complication / mortality rate:** Number of patients who died after surgery or suffered from complications such as e.g. infections
- **Other PROMs:** for example
- **Mobility/ pain at hospital discharge:**
- **Revision rate:** 30-day or 1-year revision surgery rate

S 3: Stratification of stated and revealed preferences

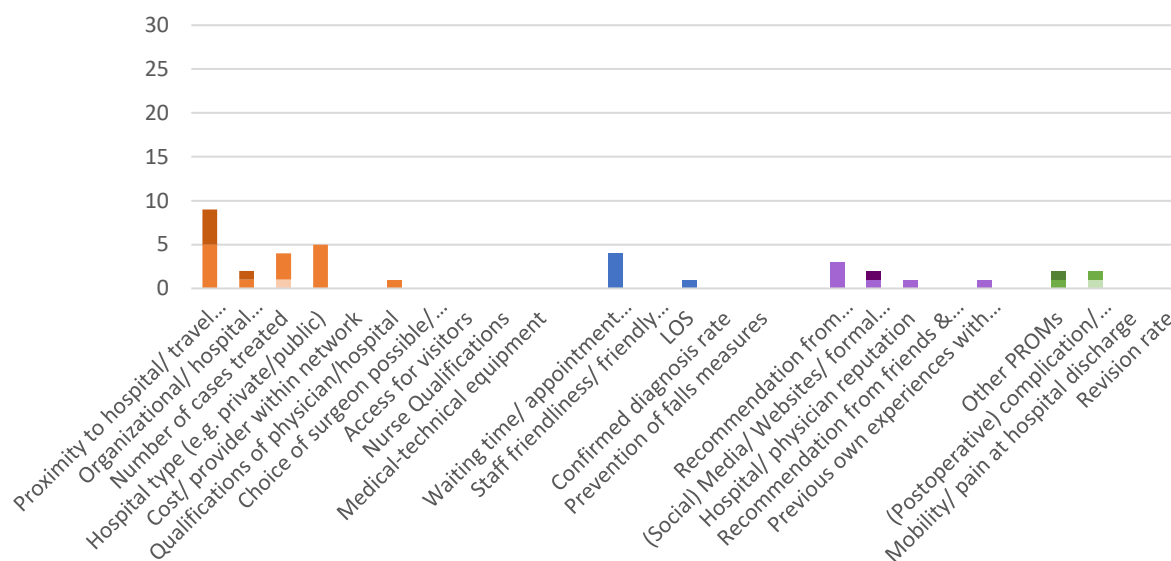
Addition to Fig. 1 Number of studies that examined the item, stated preferences



Orange = structure indicators, blue = process, purple= experiences & recommendations, green= outcome

Light color = no association with hospital choice, medium color = association, dark color = strongest association

Addition to Fig. 1 Number of studies that examined the item, revealed preferences



Orange = structure indicators, blue = process, purple= experiences & recommendations, green= outcome

Light color = no association with hospital choice, medium color = association, dark color = strongest association

