



- Andaleeb, S. S. (2001). Service quality perceptions and patient satisfaction: A study of hospitals in a developing country. *Social Science and Medicine*. [https://doi.org/10.1016/S0277-9536\(00\)00235-5](https://doi.org/10.1016/S0277-9536(00)00235-5)
- Annear, P. L., Kwon, S., Lorenzoni, L., Duckett, S., Huntington, D., Langenbrunner, J. C., Xu, K. (2018). Pathways to DRG-based hospital payment systems in Japan, Korea, and Thailand. *Health Policy*. <https://doi.org/10.1016/j.healthpol.2018.04.013>
- Anthony, R., Govindarajan, V., Hartmann, F., Kraus, K., & Nilsson, G. (2014). *Management Control Systems: European Edition* (1st ed.). Berkshire: McGraw-Hill Education
- Audit Commission. (2008). The right result? Payment by results 2003–07, London: Audit Commission. *Health Summary, Feb*.
- Biermann, A., & Geissler, A. (2016). Beatmungsfälle und Beatmungsdauer in deutschen Krankenhäusern: Eine Analyse von DRG-Anreizen und Entwicklungen in der Beatmungsmedizin. *Anaesthesist*. <https://doi.org/10.1007/s00101-016-0208-x>
- Bloom, N., Propper, C., Seiler, S., & Van Reenen, J. (2010). *The impact of competition on management quality: Evidence from public hospitals*. Massachusetts: National Bureau of Economic Research. Retrieved from <https://www.nber.org/papers/w16032.pdf>
- Böcking, W., Ahrens, U., Kirch, W., & Milakovic, M. (2005). First results of the introduction of DRGs in Germany and overview of experience from other DRG countries. *Journal of Public Health*. <https://doi.org/10.1007/s10389-005-0103-4>
- Braun, B., Klinke, S., & Müller, R. (2010). Auswirkungen des DRG-Systems auf die Arbeitssituation im Pflegebereich von Akutkrankenhäusern. *Pflege & Gesellschaft*.
- Busse, R., Geissler, A., Quentin, W., & Wiley, M. (2011). *Diagnosis-Related Groups in Europe - Moving Towards Transparency, Efficiency and Quality in Hospitals* [Ebook]. Maidenhead: McGraw-Hill Education. Retrieved from http://www.euro.who.int/_data/assets/pdf_file/0004/162265/e96538.pdf
- Busse, R., Schreyögg, J., & Smith, P. C. (2006). Editorial: Hospital case payment systems in Europe. *Health Care Management Science*. <https://doi.org/10.1007/s10729-006-9039-7>
- Cooper, Z., Gibbons, S., Jones, S., & Mcguire, A. (2011). Does hospital competition save lives? Evidence from the English NHS patient choice reforms. *Economic Journal*. <https://doi.org/10.1111/j.1468-0297.2011.02449.x>

- Dawson, D., Street, A. (2000). Reference costs and the pursuit of efficiency in the 'new' NHS, in P.C. Smith, ed. *Reforming Markets in Health Care: An Economic Perspective*. Buckingham: Open University Press.
- Department of Health. (2009). *Payment by Results Guidance for 2009-10*. Leeds: National Health Service. Retrieved from https://webarchive.nationalarchives.gov.uk/20110503200334/http://www.dh.gov.uk/p/rod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_097469.pdf
- Donabedian, A. (2005). Evaluating the quality of medical care. 1966. *The Milbank Quarterly*. <https://doi.org/10.1111/j.1468-0009.2005.00397.x>
- Ellis, R. P., & Vidal-Fernandez, M. (2007). Activity-based payments and reforms of the English hospital payment system. *Health Economics, Policy and Law*. <https://doi.org/10.1017/s1744133107004276>
- Epstein, D., & Mason, A. (2006). Costs and prices for inpatient care in England: Mirror twins or distant cousins? *Health Care Management Science*. <https://doi.org/10.1007/s10729-006-9090-4>
- Farrar, S., Sussex, J., Yi, D., Sutton, M., Chalkley, M., Scott, T., & Ma, A. (2007). National evaluation of payment by results. *Health Economics Research Unit*, 95-105.
- Farrar, S., Yi, D., Sutton, M., Chalkley, M., Sussex, J., & Scott, A. (2009). Has payment by results affected the way that English hospitals provide care? Difference-in-differences analysis. *BMJ (Online)*. <https://doi.org/10.1136/bmj.b3047>
- Fetter, R. B., Shin, Y., Freeman, J. L., Averill, R. F., & Thompson, J. D. (1980). Case mix definition by diagnosis-related groups. *Medical Care*.
- Gaynor, M., Moreno-Serra, R., & Propper, C. (2013). Death by Market Power: Reform, Competition, and Patient Outcomes in the National Health Service. *American Economic Journal: Economic Policy*, 5(4), 134-166. doi: 10.1257/pol.5.4.134
- Geissler, A., Scheller-Kreinsen, D., Quentin, W., & Busse, R. (2011). Germany: Understanding G-DRGs. In R. Busse, A. Geissler, W. Quentin & M. Wiley, *Diagnosis-Related Groups in Europe - Moving towards transparency, efficiency and quality in hospitals* (pp. 243-271). Maidenhead: McGraw-Hill Education. Retrieved from http://www.euro.who.int/_data/assets/pdf_file/0004/162265/e96538.pdf
- Gittell, J. H., Fairfield, K. M., Bierbaum, B., Head, W., Jackson, R., Kelly, M., Zuckerman, J. (2000). Impact of Relational Coordination on Quality of Care, Postoperative Pain and Functioning, and Length of Stay. *Medical Care*. <https://doi.org/10.1097/00005650-200008000-00005>

- Grol, R. (2000). Between evidence-based practice and total quality management: The implementation of cost-effective care. *International Journal for Quality in Health Care*. <https://doi.org/10.1093/intqhc/12.4.297>
- Hensen, P., Beissert, S., Bruckner-Tuderman, L., Luger, T. A., Roeder, N., & Müller, M. L. (2007). Introduction of diagnosis-related groups in Germany: Evaluation of impact on in-patient care in a dermatological setting. *European Journal of Public Health*. <https://doi.org/10.1093/eurpub/ckm059>
- Herwartz, H., & Strumann, C. (2012). On the effect of prospective payment on local hospital competition in Germany. *Health Care Management Science*. <https://doi.org/10.1007/s10729-011-9180-9>
- Herwartz, H., & Strumann, C. (2014). Hospital efficiency under prospective reimbursement schemes: An empirical assessment for the case of Germany. *European Journal of Health Economics*. <https://doi.org/10.1007/s10198-013-0464-5>
- Jabnoun, N., & Chaker, M. (2003). Comparing the quality of private and public hospitals. *Managing Service Quality: An International Journal*. <https://doi.org/10.1108/09604520310484707>
- Jauß, M., Hamann, G. F., Claus, D., Misselwitz, B., Kugler, C., & Ferbert, A. (2010). Abrechnung mittels Fallpauschalen beim HirninfarktBilling based on a case-based lump sum for stroke. *Der Nervenarzt*. <https://doi.org/10.1007/s00115-009-2910-2>
- Kerkemeyer, L., Reifferscheid, A., Pomorin, N., & Wasem, J. (2016). Umgang mit Mittelknappheit in der Gastroenterologie—Ergebnisse einer Befragung von Krankenhausärzten. *Zeitschrift für Gastroenterologie*, 54(11), 1237-1242.
- Klein, M. W., Malone, M. F., Bennis, W. G., & Berkowitz, N. H. (1961). Problems of measuring patient care in the out-patient department. *Journal of Health and Human Behavior*, 2(2), 138-144.
- Koné, I., Maria Zimmermann, B., Nordström, K., Simone Elger, B., & Wangmo, T. (2018). A scoping review of empirical evidence on the impacts of the DRG introduction in Germany and Switzerland. *International Journal of Health Planning and Management*. <https://doi.org/10.1002/hpm.2669>
- Lachmann, M., Trapp, R., & Wenger, F. (2016). Performance Measurement and Compensation Practices in Hospitals: An Empirical Analysis in Consideration of Ownership Types. *European Accounting Review*. <https://doi.org/10.1080/09638180.2014.994541>

- Ladhari, R. (2008). Alternative measures of service quality: A review. *Managing Service Quality*. <https://doi.org/10.1108/09604520810842849>
- Lam, S. S. K. (1997). SERVQUAL: A tool for measuring patients' opinions of hospital service quality in Hong Kong. *Total Quality Management*. <https://doi.org/10.1080/0954412979587>
- Langenbrunner, J. C., & Wiley, M. M. (2002). Hospital payment mechanisms: theory and practice in transition countries. I. *In: McKee M, Healy J, Editors. Hospitals in a Changing Europe*. Buckingham, UK: Open University Press.
- Leister, J. E., & Stausberg, J. (2005). Comparison of cost accounting methods from different DRG systems and their effect on health care quality. *Health Policy*. <https://doi.org/10.1016/j.healthpol.2004.12.001>
- Lim, P. C., & Tang, N. K. H. (2000). A study of patients' expectations and satisfaction in Singapore hospitals. *International Journal of Health Care Quality Assurance*. <https://doi.org/10.1108/09526860010378735>
- Lungen, M., Dredge, B., Rose, A., Roebuck, C., Plamper, E., & Lauterbach, K. (2004). Using diagnosis-related groups: The situation in the United Kingdom National Health Service and in Germany. *European Journal of Health Economics*. <https://doi.org/10.1007/s10198-004-0267-9>
- Mannion, R., Marini, G., & Street, A. (2008). Implementing payment by results in the English NHS: Changing incentives and the role of information. *Journal of Health, Organisation and Management*. <https://doi.org/10.1108/14777260810862425>
- Mason, A., Ward, P., & Street, A. (2011). England: The Healthcare Resource Group system. In R. Busse, A. Geissler, W. Quentin & M. Wiley, *Diagnosis-Related Groups in Europe - Moving towards transparency, efficiency and quality in hospitals* (pp. 197-220). Berkshire: McGraw-Hill. Retrieved from http://www.euro.who.int/_data/assets/pdf_file/0004/162265/e96538.pdf
- Mathes, T., Pieper, D., Mosch, C. G., Jaschinski, T., & Eikermann, M. (2014). Payment methods for hospitals. *Cochrane Database of Systematic Reviews*. <https://doi.org/10.1002/14651858.CD011156>
- Miraldo, M., Goddard, M., & Smith, P. C. (2006). *The incentive effects of payment by results*. (CHE Research Paper). York, UK: Centre for Health Economics
- Moreno-Serra, R., & Wagstaff, A. (2010). System-wide impacts of hospital payment reforms: Evidence from Central and Eastern Europe and Central Asia. *Journal of Health Economics*. <https://doi.org/10.1016/j.jhealeco.2010.05.007>

- Neby, S., Lægreid, P., Mattei, P., & Feiler, T. (2015). Bending the Rules to Play the Game: Accountability, DRG and Waiting List Scandals in Norway and Germany. *European Policy Analysis*. <https://doi.org/10.18278/epa.1.1.9>
- Or, Z., & Häkkinen, U. (2011). DRGs and quality: For better or worse. *Diagnosis-Related Groups in Europe: Moving towards transparency, efficiency and quality in hospitals*, 115-129.
- O'Reilly, J., Busse, R., Häkkinen, U., Or, Z., Street, A., & Wiley, M. (2012). Paying for hospital care: the experience with implementing activity-based funding in five European countries. *Health Economics, Policy and Law*. <https://doi.org/10.1017/s1744133111000314>
- Parasuraman, A., Zeithaml, V., Berry, L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*.
- Paris, V., Devaux, M., & Wei, L. (2010). Health Systems Institutional Characteristics: A survey of 29 OECD countries. In *OECD Health Working Papers No.50*. <https://doi.org/10.1787/5kmfxfq9qbnr-en>
- Paris, V., Wei, L., & Devaux, M. (2010). Health Systems Institutional Characteristics. *OECD Health Working Papers*. <https://doi.org/10.1787/5kmfxfq9qbnr-en>
- Parke, D. W. (2007). Impact of a pay-for-performance intervention: financial analysis of a pilot program implementation and implications for ophthalmology (an American Ophthalmological Society thesis). *Transactions of the American Ophthalmological Society*.
- Peterson, O. (1963). Evaluation of the Quality of Medical Care. *New England Journal Of Medicine*, 269(23), 1238-1245. doi: 10.1056/nejm196312052692305
- Propper, C. (2012). Competition, incentives and the English NHS. *Health Economics*, 21(1), 33-40. doi: 10.1002/hec.1804
- Ramsaran-Fowdar, R. R. (2005). Identifying health care quality attributes. *Journal of Health and Human Services Administration*.
- Rothberg, M. B., Morsi, E., Benjamin, E. M., Pekow, P. S., & Lindenauer, P. K. (2008). MarketWatch - Choosing the best hospital: The limitations of public quality reporting. *Health Affairs*. <https://doi.org/10.1377/hlthaff.27.6.1680>
- Sadiq Sohail, M. (2003). Service quality in hospitals: More favourable than you might think. *Managing Service Quality: An International Journal*. <https://doi.org/10.1108/09604520310476463>

- Scheller-Kreinsen, D., Quentin, W., & Busse, R. (2011). DRG-based hospital payment systems and technological innovation in 12 European countries. *Value in Health*. <https://doi.org/10.1016/j.jval.2011.07.001>
- Schreyögg, J., Tiemann, O., & Busse, R. (2005). The DRG reimbursement system in Germany. *Euro Observer*, 7(4), 4-6
- Sens, B., Wenzlaff, P., Pommer, G., von der Hardt, H. (2009). DRG-induzierte Veränderungen und ihre Auswirkungen auf die Organisationen, Professionals, Patienten und Qualität - angewandte Versorgungsforschung mit überraschendem Ergebnis. *Zeitschrift Für Evidenz, Fortbildung Und Qualität Im Gesundheitswesen*. <https://doi.org/10.1016/j.zefq.2009.09.005>
- Sheps, M. (1955). Approaches to the Quality of Hospital Care. *Public Health Reports (1896-1970)*, 70(9), 877. doi: 10.2307/4589221
- Sower, V., Duffy, J., Kilbourne, W., Kohers, G., & Jones, P. (2001). The dimensions of service quality for hospitals: development and use of the KQCAH scale. *Health care management review*, 26(2), 47-59.
- Stausberg, J., & Berghof, K. (2014). Qualität der stationären Versorgung in Deutschland: Eine Analyse der Entwicklung zwischen 2004 und 2008 aus Daten der externen vergleichenden Qualitätssicherung. *Deutsche Medizinische Wochenschrift*. <https://doi.org/10.1055/s-0033-1359990>
- Street, A., & Dawson, D. (2002). Costing hospital activity: The experience with healthcare resource groups in England. *European Journal of Health Economics*. <https://doi.org/10.1007/s10198-001-0086-1>
- Street, A., & Maynard, A. (2007). Activity-based financing in England: the need for continual refinement of payment by results. *Health Economics, Policy and Law*. <https://doi.org/10.1017/s174413310700429x>
- Sussex, J., & Farrar, S. (2009). Activity-based funding for National Health Service hospitals in England: Managers' experience and expectations. *European Journal of Health Economics*. <https://doi.org/10.1007/s10198-008-0119-0>
- Tyagi, A., & Singh, P. (2017). Hospital performance management: A multi-criteria decision-making approach. *International Journal of Healthcare Management*. <https://doi.org/10.1080/20479700.2017.1337606>
- Valor, C. (2008). Can consumers buy responsibly? Analysis and solutions for market failures. *Journal of Consumer Policy*. <https://doi.org/10.1007/s10603-008-9070-9>

- Vandamme, R., & Leunis, J. (1993). Development of a Multiple - item Scale for Measuring Hospital Service Quality. *International Journal of Service Industry Management*. <https://doi.org/10.1108/09564239310041661>
- Von Eiff, W., Schüring, S., Greitemann, B., & Karoff, M. (2011). REDIA Auswirkungen der DRG-Einführung auf die Rehabilitation. *Rehabilitation*. <https://doi.org/10.1055/s-0031-1275720>
- Wenke, A., Müller, M. L., Babapirali, J., Rompel, R., & Hensen, P. (2009). Development of lengths of stay and DRG cost weights in dermatology from 2003 to 2006: Original Article. *JDDG - Journal of the German Society of Dermatology*. <https://doi.org/10.1111/j.1610-0387.2009.07029.x>
- Yesilada, F., & Direktör, E. (2010). Health care service quality: A comparison of public and private hospitals. *African Journal of Business Management*, 4(6), 962.
- Zander, B., Dobler, L., & Busse, R. (2013). The introduction of DRG funding and hospital nurses' changing perceptions of their practice environment, quality of care and satisfaction: Comparison of cross-sectional surveys over a 10-year period. *International Journal of Nursing Studies*. <https://doi.org/10.1016/j.ijnurstu.2012.07.008>