

# A0088 Hospital rating websites play a minor role in hospital choice of uro-oncologic patients in Germany: Results of the multicentric NAVIGATOR-study

Eur Urol Suppl 2022;81(S 1):S131

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**Introduction & Objectives:** Public hospital rating websites (HRW) offer decision support for hospital choice, especially for surgical interventions. Their influence on the decision-making of uro-oncological patients scheduled for surgery in Germany is yet unknown. A utilization rate of 10% was considered as maximum (95% CI 8.1 – 12.0%).

**Materials & Methods:** At 10 German urologic centers, patients were interviewed at admission for uro-oncological surgery using a standardized questionnaire.

**Results:** We were able to include n=812 questionnaires (response rate 81.2%). Mean age was 65.2±10.2 years, 16.5% were women. Patients were scheduled for radical prostatectomy in 49.1%, renal tumor surgery in 20.3%, and radical cystectomy in 13.5%. Of all respondents, 52.6% followed their urologists' recommendation, 20.3% had previous experience in the hospital, 17.6% followed recommendations from family/friends, 10.8% visited the hospital's homepage, 8.2% trusted other sources, and 6.9% indicated no sources of advice to find a suitable clinic. Only 4.3% (n=35) made use of a HRW for decision-making. This confirmed the expected utilization rate of less than 10% (p=0.001). The most frequently used platforms were Weisse-Liste.de (31.6%), the AOK-Krankenhausnavigator (13.2%) and Qualitaetskliniken.de (7.9%). 28.6% of the users described that they had changed their original choice of clinic due to HRW recommendation. The Acceptability-E-Scale showed predominantly positive evaluation of HRW with an average of 24.4/30 points.

**Conclusions:** Public HRW play a minor role for our uro-oncologic patients undergoing surgery. Instead, personal consultation of a specialist seems to be far more important. Furthermore, users only rarely changed their initial choice of hospital, although they predominantly rated the use of online HRW as positive.