

A scenic photograph of a red high-speed train crossing a large, multi-arched stone bridge. The bridge spans a deep valley filled with dense evergreen trees covered in snow. The background shows more snow-covered mountains under a hazy sky.

PEN Award 2025

**We make listening possible –
even when conditions aren't ideal**

Daria Stohler, Project Lead PREM
Solothurner Hospitals AG (soH), Switzerland

**solothurner
spitäler** **soH**

Made in Switzerland
All the best inventions
are made in Switzerland...



**But...No systematic data on patient
experience during treatment**

**Old satisfaction surveys: resource-heavy,
little actionable insight**

Who we are ?

4`300
Employees

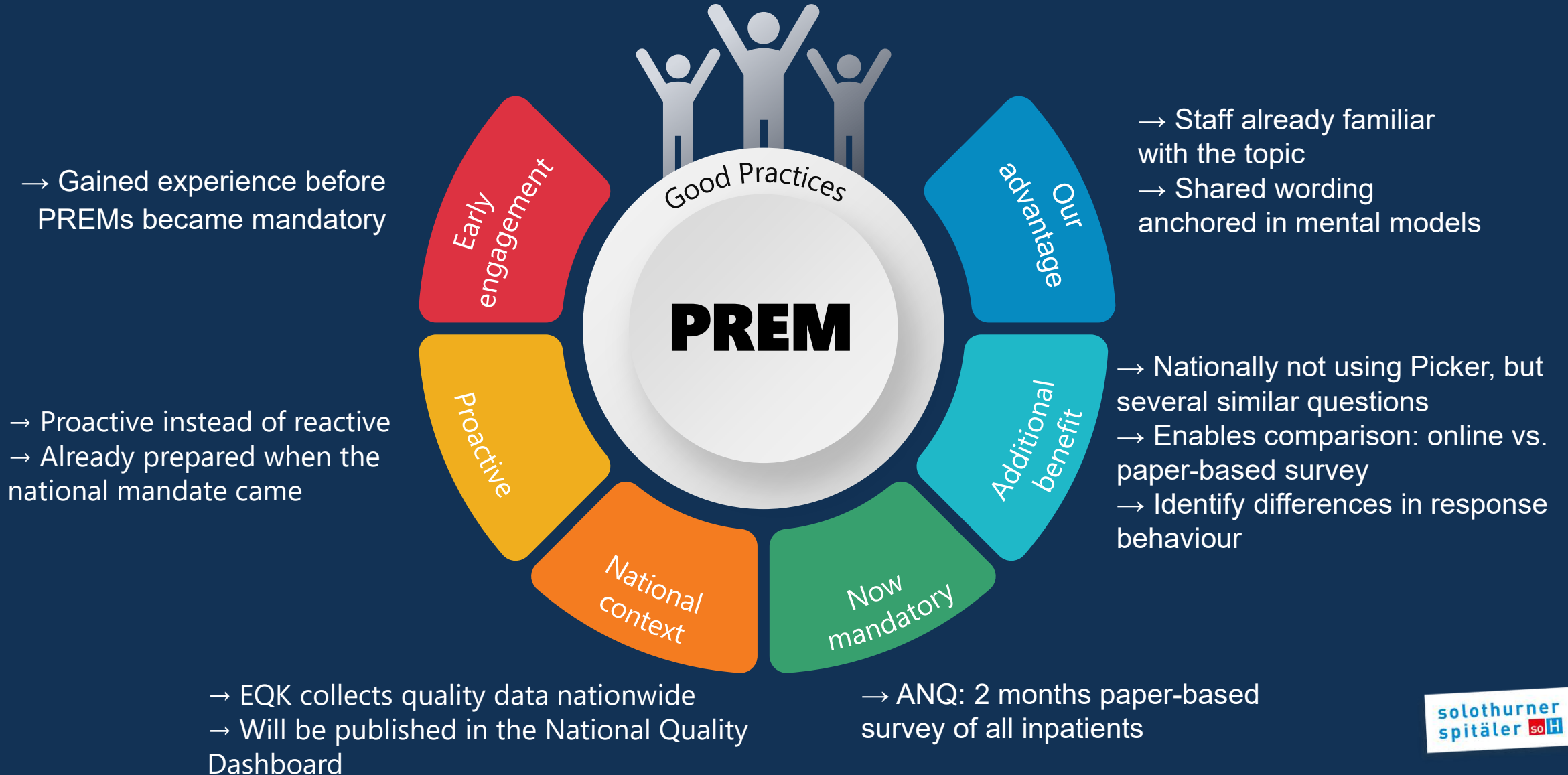
60`000
Patients
each year

solothurner
spitäler **soH**



solothurner
spitäler **soH**

Why do we conduct PREMs at Solothurn Hospitals?



Our approach

- Iterative **co-creation** with: Quality Management, IT, nurses, physicians
- **Shortened questionnaire** (43 → 15 questions)
- **Digital survey** during hospital stay via digital terminals
- Nurses & Room Service: **key ambassadors** motivating patients



What makes the project stand out?

1

Pragmatic approach

despite limited resources,
an innovative and digital path
was chosen

2

Technology & Improvement

Combination of technology,
clinical day-to-day
operations, and continuous
improvement

3

Inclusive

Involving patients, nurses,
and physicians was key to
its success

Our commitment to PREMs

1

We will not give up
Even with low response rates!

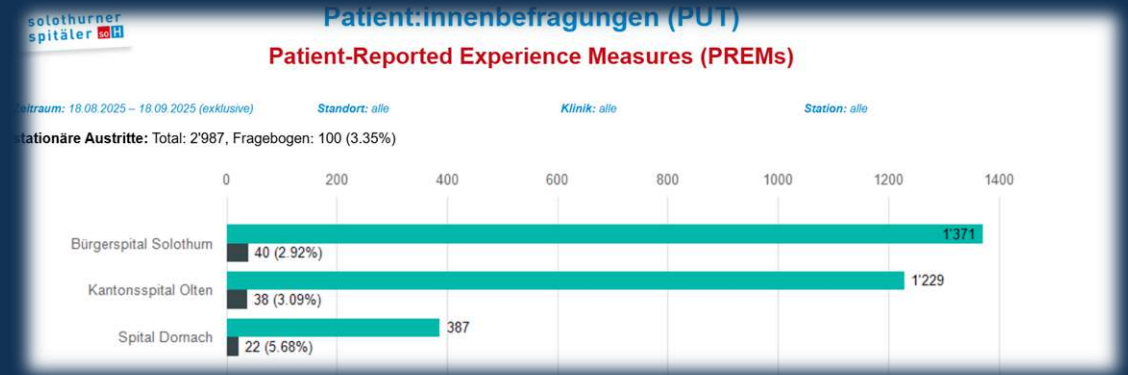
2

Only viable approach
Online survey via **bedside terminals**

3

Our path forward

- Three acute somatic hospital sites
- Direct feedback from patients at the bedside
- Clear signal: patient voices matter



**“We made the decision
– and we’re going for
it!”**

We make listening possible – even when conditions aren't ideal

soH Reporting

★ Favoriten

Durchsuchen

Pat.befragungen

[Stamm](#) > [Pat.befragungen](#)

PAGINIERTER BERICHT (5)

alle je Pat.

PREMs Details

PREMs Export für Picker

PREMs Rücklauf

PREMs Stationsübersicht

Flexibility for benchmarking
Data export to Picker prepared to engage in international benchmarking and exchange

soH Reporting

★ Favoriten

Durchsuchen

[Stamm](#) > [Pat.befragungen](#) > [PREMs Export für Picker](#)

Zeitraum von

01.01.2025

bis (exkl.)

17.09.2025

Bericht anzeigen

1

 von 9

Suchen | Weiter

Patient:innenbefragungen (PUT)

Patient-Reported Experience Measures (PREMs)

Zeitraum: 01.01.2025 – 17.09.2025 (exklusive)

Client ID	Client name	Department Type	Record Number	Demographic 1	Demographic 2	Demographic 3	Demographic 4	Day of Attendance	Month of Attendance	Year of Attendance	Time of Attendance	Day of receiving questionnaire	Month of receiving questionnaire	Year of receiving questionnaire	Outcome	Q1	Q2
soH	Solothurner Spitäler AG		3000000	1								11	3	2025		1	1
soH	Solothurner Spitäler AG		5711555	2		314000	313670	27	8	2025	21:01	29	8	2025		1	1
soH	Solothurner Spitäler AG		5878498	1		214530	213656	16	1	2025	06:30	17	1	2025		1	1
soH	Solothurner Spitäler AG		5888514	1		114500	113631	6	2	2025	06:00	7	2	2025		1	1
soH	Solothurner Spitäler AG		5068206	1		114510	113638	16	1	2025	06:00	17	1	2025			

Innovation

Inclusive

- ✓ Patients, nurses, doctors actively involved



Adaptable

- ✓ Modular, multilingual, expandable survey design



Pragmatic

- Used existing infrastructure (Berlinux terminals)



Continuous

- ✓ Integrated PDCA cycle for ongoing improvement



Awareness & Engagement



Information via
flyers, videos,
huddles,
conferences

1



Dashboards
with up-to-date
data → direct
leadership
access

2



Dedicated
PREM contact
person for
long-term
visibility

3



Key Learning Points

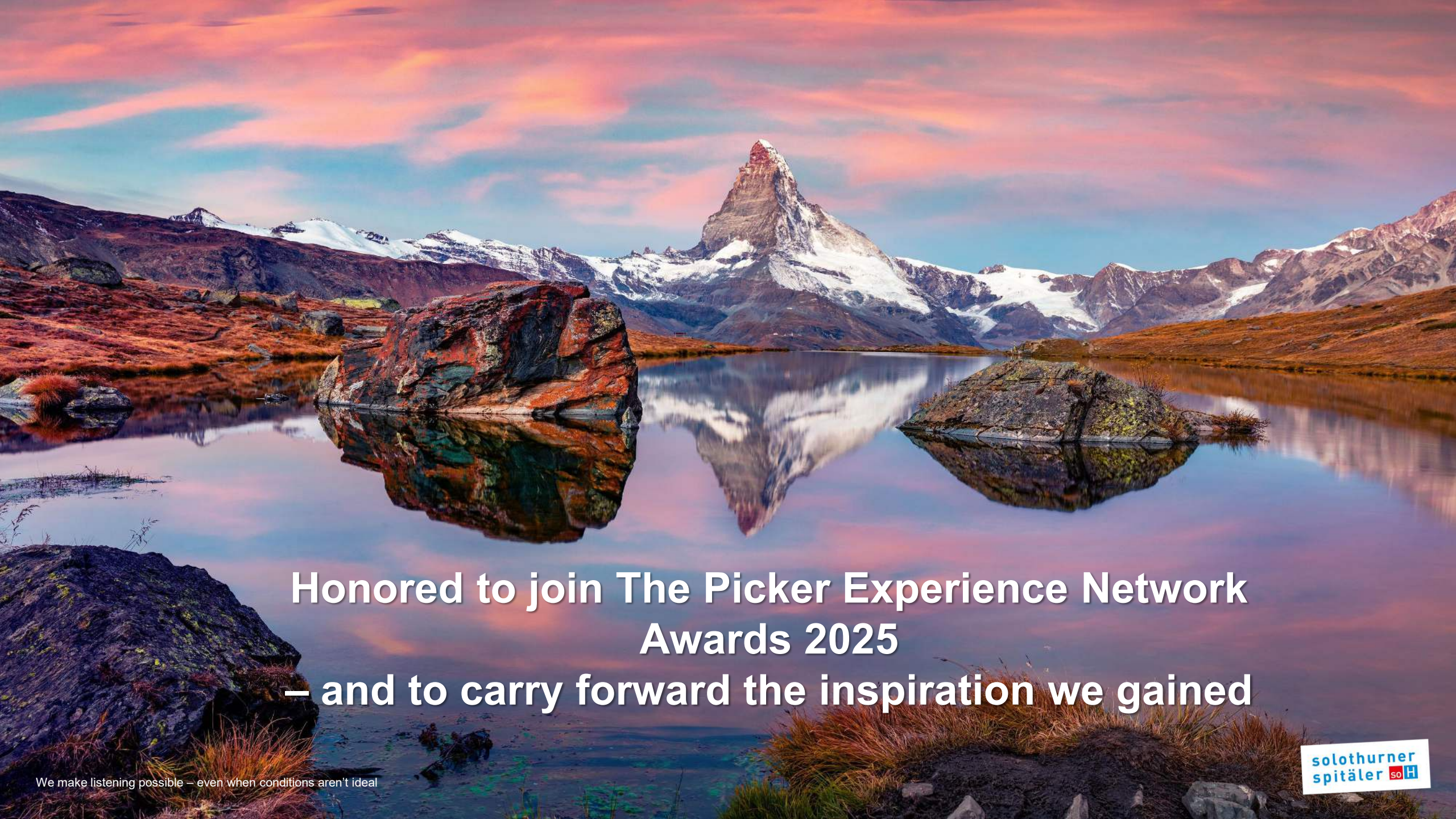
- **Less is more:** A shorter questionnaire increases participation.
- **Communication:** Actively informing patients is key.
- **Early involvement** of all stakeholders enhances acceptance.
- Digital tools offer **quick evaluation** and foster direct actions.
- **Effective pathways** are possible even under challenging conditions—with will and creativity.





We make listening possible – even when conditions aren't ideal





**Honored to join The Picker Experience Network
Awards 2025
— and to carry forward the inspiration we gained**