

Curriculum Vitae

Prof. Dr. Holger Pfaff



Work address:

University of Cologne

Faculty of Human Science and Faculty of
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1. Education

Habilitation	Sociology , Technical University Berlin, Institute for Sociology (postdoctoral qualification for a teaching career in higher education; subject: "Work, Technology and Health"), 1995
PhD	Sociology , Technical University Berlin, Institute for Sociology, 1989 (subject of thesis: "Coping with stress and social support") (summa cum laude)
Diploma	Administrative Sciences , University of Constance, Germany, 1981 (subject of thesis: "Work organization and health preservation")

2. Professional Experience

(1) University of Cologne: Faculty of Human Sciences and Faculty of Medicine

Since 2009	Professor of Quality Development and Evaluation in Rehabilitation, Faculty of Human Sciences, Department of Special Education and Rehabilitation, University of Cologne
Since 2009	Director, Institute for Medical Sociology, Health Services Research and Rehabilitation Science (IMVR), a joint institute between the Faculty of Human Sciences and the Faculty of Medicine, University of Cologne
Since 2002	Director, Center for Health Services Research Cologne (ZVFK) of the University of Cologne
1997 – 2008	Professor of Medical Sociology, Faculty of Medicine, University of Cologne

(2) Technical University of Berlin, Institute for Sociology

1995 – 1997	Visiting Professor of Technical and Industrial Sociology
1986 – 1995	Research Fellow

(3) University of Oldenburg, Institute for Sociology

1983 – 1986	Research Fellow, University of Oldenburg
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(4) Visiting research

2018 – 2021	Honorary Professor, Australian Institute of Health Innovation, Macquarie University, Sydney, Australia
2014 – 2015	European Visiting Research Fellowship, Health Services Research Unit, University of Aberdeen, Fellowship of the Royal Society of Edinburgh

- 2011 Visiting Research Scholar and „Executive in Residence“, University of Michigan, Ann Arbor, USA
- 2011 Visiting Research Scholar, Institute for Sociology, Case Western Reserve University, Cleveland, Ohio, USA

3. Professional Organizations/ Honors/ Activities

Membership – Professional Associations

1. German Association of Sociology (DGS)
2. German Association of Social Medicine and Prevention (DGMSP)
3. German Association of Medical Sociology (DGMS)
4. German Association of Health Services Research (DNVF)
5. American Society of Clinical Oncology (ASCO)
6. AcademyHealth
7. International Society for Quality in Healthcare (ISQUA)
8. Academy of Management

Membership – University Boards

- 2020 Member, Appointment Committee Professorship (W3) in Medical Sociology, University of Cologne
- Since 2019 Member, Structural Commission Professorship (Open Rank); Community health and health care systems, University Bern
- 2016 - 2018 Member, Rectorate Commission: Rectorate-Tenure-Committee
- Since 2014 Member, Interdisciplinary Program Health Sciences (IPHS); Study and examination committee
- 2013 - 2014 Member, Examination Board for doctoral courses of study in “Health Science”
- Since 2013 Member, Board of Directors, "Cologne Center for Ethics, Rights, Economics, and Social Science of Health" (CERES)
- 2013 Member, Doctorate Admissions Board “Clinical Theory”
- 2011 - 2014 Member, Admissions Board of the Bachelor and Master of Education Sciences and Bachelor Logopedics; Human Science Faculty, University of Cologne
- 2011 - 2012 Deputy Chief, Department "Special Education and Rehabilitation", Human Science Faculty, University of Cologne
- 2010 Member, Plenum for Excellence Initiative 2010, University of Cologne
- 2010 Member of several search committees
- 2009 - 2013 Deputy, Doctorate Admissions Board “Clinical Theory”
- Since 2008 Member, Admissions Board for the Master of Health Economics
- 2005 - 2008 Deputy Member, Senate Commission: Permanent Commission for Planning and Finances, University of Cologne

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Since 2004	Member, Doctorate Admissions Board of the Faculty of Medicine, University of Cologne
2003 - 2008	Member, Evaluation Committee for the "Medicine" test study program, University of Cologne
2002 - 2007	Member, Examination Board for courses of study in Health Economics (Diploma, Bachelor's, and Master's as continuing education studies for physicians and pharmacists), Faculty of Management, Economics and Social Sciences and Faculty of Medicine, University of Cologne
1999 - 2002	Member, Steering Committee on Clinical Risk Management, Medical Facilities at the University of Cologne
1994 – 1997	Member, Commission for implementing the course of study "Sociology with a Focus on Technological Science," Technical University of Berlin

Membership – Non-University Boards

2020	Member of the Board of Trustees for the Abstracts Award of Cardiovascular Health Services Research in Germany
2012 - 2019	Elected member of the Review Board of the German Research Foundation (DFG) for the subject area Public Health, Health Services Research, Social Medicine (Fachkollegiat); reelected in 2016
Since 2012	Member of the task force for palliative care of the Leopoldina national academy of science
2005 - 2007	Member, Ad-Hoc Commission on Health Services Research, Consortium of Academic Medical Associations (AWMF)
Since 2005	Member, Academic Advisory Board, Permanent Cooperation Group for Health Services Research, Academic Advisory Board of the German Medical Association
2004 - 2005	Member, Task Group on Defining Health Services Research, Academic Advisory Board of the German Medical Association
2001 – 2014	Representative of the DGMS in the Consortium of Academic Medical Associations (AWMF)
2001 - 2008	Representative of the DGMS in the German Society for Public Health
2000 - 2004	Member, Panel of Experts for Industrial Health Policies, a project of the Bertelsmann Foundation and the Hans Boeckler Foundation
1998	Member, Panel of Experts for Quality Assurance in Industrial Health Promotion, a project of the Hans Boeckler Foundation
1996	Member, Panel of Experts for Service 2000 plus, a project of the German Federal Ministry of Education, Science, Research and Technology (BMBF) Task Group on Health and Social Services

Membership – Advisory Boards

Since 2020	Member, Advisory Board, Agentur deutscher Arztnetze e.V. (Agency of German medical networks)
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Since 2018	Member, Advisory Board, Journal of Health Organisation and Management
Since 2015	Member, Scientific Advisory Board, AOK Nordost (GEWINO)
Since 2013	Member, Scientific Advisory Board, "Quality and safety of Healthcare in Switzerland" of the Federal Office of Public Health FOPH, Switzerland
Since 2013	Member, Advisory Board, EuPD Research Sustainable Management GmbH
Since 2011	Member, Scientific Advisory Board, Journal of Palliative Medicine
2010 - 2015	Member, Academic Advisory Board, Institute for Applied Quality Promotion and Research in Health Services (AQUA)
2007 - 2009	Member, Advisory Board for Outpatient Quality Indicators and Key Measures (AQUIK®), a project of the German Federal Association of SHI Physicians
2006 - 2007	Member, Academic Advisory Board, Medical Faculty at the University of Witten-Herdecke
2000 - 2006	Member, Advisory Board, North Rhine-Westphalian Research Association for Rehabilitative Sciences
2005 - 2012	Member, Advisory Board, Study Center of the German Association of Surgery
2000 - 2005	Member, Advisory Board of the journal Social and Preventive Medicine
Since 1999	Member, Academic Advisory Board, Institute for Industrial Health Promotion (BGF GmbH), AOK Nordrhein Health Insurance Fund

Review Experience – Scientific Journals

Since 2020	International Journal of Environmental Research and Public Health
Since 2020	Implementation Science Communications
Since 2019	Implementation Science
Since 2019	Psychotherapie - Psychosomatik - Medizinische Psychologie
Since 2019	International Journal for Quality in Health Care
Since 2013	German Medical Science (GMS)
Since 2010	Der Schmerz
Since 2009	Health Care
Since 2009	Journal for Social Reforms (ZSR)
Since 2008	BMC Public Health
Since 2008	BMC Health Services Research
Since 2007	German Medical Journal
Since 2007	Psycho-Social-Medicine (PSM)
Since 2007	German Medical Weekly Journal (DMW)
Since 2005	European Journal of Health Economics
Since 2005	German Federal Health Journal – Health Research – Health Protection
Since 2005	Palliative Medicine
Since 2004	Health economics and quality management

Curriculum Vitae - Prof. Dr. Holger Pfaff

Since 2004	Psychotherapist
Since 2003	Journal of Evidence and Quality in Health Care
Since 2001	Social and Preventive Medicine

Grant Review Experience

2019	Reviewer, Medical Research Council
2019	Reviewer, Robert Bosch Stiftung GmbH
Since 2018	Reviewer, Alexander von Humboldt-Stiftung
Since 2016	Reviewer, German Innovation Fund
2016	Reviewer, Academy of Finland
2016	Reviewer, Netherlands Organisation for Scientific Research (NWO/ZonMw)
2013	Reviewer, Initiative for New Quality of Work, German Federal Institute for Occupational Safety and Health
2013	Reviewer, Public Health, German Academic Exchange Service (DAAD)
2012	Reviewer, Austrian Federal Ministry of Education, Science and Research (BWF)
Since 2011	Reviewer, German Federal Ministry for Health (BMG)
Since 2008	Reviewer, Volkswagen Foundation
Since 2007	Reviewer, German Federal Ministry of Education and Research (BMBF)
Since 2006	Reviewer, German Research Foundation (DFG)
Since 2005	Reviewer, German Medical Association (for projects regarding health services research)
Since 2003	Reviewer, National Fund of Switzerland
Since 2002	Reviewer, Health Technology Assessment, German Institute of Medical Documentation and Information
Since 2000	Reviewer, North Rhine-Westphalian Research Association of Rehabilitative Sciences

Foundation Experience

Since 2007	Grant Consultant, Canisius Foundation
Since 2007	Grant Consultant, German National Academic Foundation

Editorial Experience

Since 2019	Editorial Board Member of "Journal of Elder Policy"
Since 2014	Co-Editor of the Annual Health Report, BKK Association
Since 2013	Editorial Board Member of the journal "Palliativmedizin"
Since 2010	Editorial Board Member of the journal "BMC Health Services Research"
Since 2015	Co-Editor of the journal "Das Gesundheitswesen" ("the health care system")

Curriculum Vitae - Prof. Dr. Holger Pfaff

2005 - 2009	Co-Editor of the Health Research series from Juventa publishers
Since 2005	Co-Editor of the journal "Prevention and Health Promotion"
2004 - 2013	Co-Editor of the e-journal "Psycho-Social Medicine"
Since 2004	Editorial Board Member of the journal "Senologie" (responsible for the area of health services research)

Chairmanship and spokesperson

Since 2016	Spokesman of the association of professors teaching health services research at German universities and universities of applied sciences
2016 – 2019	Chairman, board of experts of the German Innovation Fund (Appointed by the German Federal Ministry of Health) (re-elected: 2018)
2012 - 2014	Deputy Chairman, German Network Health Services Research
2006 - 2012	President, German Network Health Services Research
2005 - 2012	Chairman, Advisory Board, Study Center of the German Association of Surgery
2004 - 2009	Spokesman, Clearinghouse for Health Services Research in North Rhine-Westphalia
2002 - 2010	Chairman, German Association of Medical Sociology (DGMS)
2002 - 2009	Spokesman, Center for Health Services Research Cologne (ZVFK), Medical Faculty at the University of Cologne
2000 - 2001	Vice-Chairman, German Association of Medical Sociology

Honors and awards

2011	Winner of the NRW-EU-EFRE-Aim2-Competition "luK and Gender Med.NRW" with the project: „GemaB - Patient gender and ethnicity as factors inhibiting willingness to participate in health care programs and influencing responses to care: a study of a structured integrative health care model for patients with chronic heart failure“ (Project members: HNC HeartNetCenter, IMVR, Alere)
2006	Medical students teaching award 2006: Team "Diabetes mellitus" (Members: Prof. Albus, Prof. Krone, Prof. Paulsson, Prof. Rösen, Prof. Pfaff)
2003	German AOK Association Award for the concept "Avoiding falling of patients in hospitals", developed by the task force "Risk management and Patient Safety" of the University Hospital Cologne (Prof. Pfaff as a member of the task force)

Achievements/Publications

Since 2012	258 publications in Web of Science (H index 21, Web of Science), and 300+ in Non-Web-of-Science scientific journals and books 160+ invited lectures since 2013 Editor of textbook "Health Services Research" ("Versorgungsforschung" in German language) (first edition 2011, second edition: 2017)
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Research grants since 2009 (selection)

2020-2023	German Ministry of Education and Research: CoRe-Net II- Cologne Research and Development Network of practice and research- an interdisciplinary, learning network for better care of patients in Cologne
2020-2023	German Ministry of Education and Research: eCoCo- Electronic patient and their effects on collaboration and workflows in hospitals
2020-2023	Innovation Fund: Dying in the hospital- Optimizing care in the dying phase (StiK-OV)
2020-2021	National Network of University Medicine: Method Network to support COVID-19 research projects in the measurement of social and contextual factors (MethodCOV)
2019-2022	Ministry of Culture and Science of the State of North Rhine- Westphalia: Research College GROW Gerontological Research on Well-being- Well-being into old age
2019-2022	Innovation Funds: K-APAT- Outpatient parenteral antibiotic therapy in the Cologne metropolitan region
2017-2020	Innovation Funds: Multidimensional analysis of the causes of the low prevalence of outpatient peritoneal dialysis in Germany (MAU-PD)
2017-2020	German Ministry of Education and Research: Cologne Research and Development Network (CoRe-Net) (2 Million Euro)
2017-2021	Innovation Fund: BGM-innovative: Workplace, cross-provider healthcare management of company health insurance funds (600,000 €)
2017-2020	Innovation Fund: Multidimensional analysis of causes for the low prevalence of ambulatory peritoneal dialysis in Germany (MAU-PD) (540,000 €)
2017-2020	Innovation Fund: MamBo – People with Multimorbidity in Outpatient Care: Patient-Focused and Needs-Oriented Healthcare Management (488,000 €)
2017-2020	Innovation Fund: Value Stream Mapping in Breast Cancer Centers – a solution approach to improve the discharge process „VaMB“ (355,000 €)
2017-2019	Innovation Fund: APVEL - Evaluation of specialized outpatient palliative care (235,000 €)
2017-2018	Ministry of Baden-Württemberg for work, social order, family, women and elderly: Rehabilitative health care for geriatric patients in Baden-Württemberg (33,000 €)
2017-2018	Central Research Institute of Ambulatory Health Care in Germany (Zi): The acute care hospital and its outpatient and inpatient medical services: A player in both sectors? (52,000 €)
2017-2018	Auridis GmbH: Evaluation of the Fitkids Program for a Healthy Growing up of Children of Parents Suffering from Addiction (EvaFit II) (103,000 €)
Since 2017	German Research Foundation: 4th Junior Researcher Academy for Health Services Research
2016-2019	Innovation Fund: AdAM - Application for Digitally Supported Pharmacotherapy Management (109,000 €)
2015-2018	Innovation Fund: Promoting the health literacy of managers – An evidence-based training (HeLEvi) (432,000 €)

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2015-2017	Auridis GmbH: Evaluation study of the Fitkids program for children-orientation in drug-counseling centers (EvaFit) (187,000 €)
2014-2020	Occupational rehabilitation after breast cancer - differences between hospitals regarding frequency and length (B-Rehab)
2013-2015	German Research Foundation: 3rd Junior Researcher Academy for Health Services Research
2013-2016	German Research Foundation: Development and evaluation of a Four-Habits based communication training for German general practitioners (CoTrain) (7,000 €)
2010-2013	German Research Foundation: WIN ON Study: Working Conditions in Oncology and their Influence on Physician-Patient Communication and Patients
2009-2014	EU 7th Research Framework Programme: Deepening our understanding of quality improvement in Europe (DUQUE) (339,000 €)
2009-2012	German Ministry of Education and Research: Designing the balance between flexibility and stability through implicit contracts in the nano-technology industry (221,000 €)
Since 2009	Yearly: patient satisfaction survey in the breast care centres in the German state of North-Rhine-Westphalia (100,000 € annualy)
2009	Nationwide patient satisfaction survey in the breast care centres in Germany (excluding North-Rhine-Westphalia) (118,000 €)
and more	

4. Publications

(1) Scientific Journals (since 2007)

2020

- Hower, K. I., Vennedey, V., Hillen, H. A., Stock, S., Kuntz, L., **Pfaff, H.**, Pfortner, T.-K., Scholl, I., Ansmann, L. (2020). Is organizational communication climate a precondition for patient-centered care? Insights from a key informant survey of various health and social care organizations. *IJERPH* 17(21). <https://doi.org/10.3390/ijerph17218074>
- Li, D., Hu, Y., **Pfaff, H.**, Wang, L., Deng, L., Lu, C., Xia, S., Cheng, S., Zhu, X., Wu, X. (2020). Determinants of patients' intention to use the online inquiry services provided by Internet hospitals: Empirical evidence from China. *J Med Internet Res* 22(10), e22716. <https://doi.org/10.2196/22716>
- Schrappe, M., François-Kettner, H., Gruhl, M., Hart, D., Knieps, F., Manow, P., **Pfaff, H.**, Püschel, K., Glaeske, G. (2020). Die Pandemie durch SARS-CoV-2/Covid-19 - Spezifische Prävention als Grundlage der „Stabilen Kontrolle“ der SARS-CoV-2-Epidemie (Thesepapier 5.0) [The pandemic caused by SARS-CoV-2/Covid-19 - Specific prevention as the basis for "stable control" of the SARS-CoV-2 epidemic (Thesis paper 5.0)]. *Monitor Versorgungsforschung*, 13(6), 50-63. <http://doi.org/10.24945/MVF.06.20.1866-0533.2266>
- Schrappe, M., François-Kettner, H., Gruhl, M., Hart, D., Knieps, F., Manow, P., **Pfaff, H.**, Püschel, K., Glaeske, G. (2020). Ad hoc-Stellungnahme der Autorengruppe zur Beschlussfassung der Konferenz der Bundeskanzlerin und der Ministerpräsident/innen der Länder am 14.10.2020: Die Pandemie durch SARS-CoV-2/Covid-19 - Gleichgewicht und Augenmaß behalten [Ad hoc Opinion of the Group of Authors on the Resolution of the Conference of the Federal Chancellor and the Minister-Presidents on 14.10.2020: The pandemic caused by SARS-CoV-2/Covid-19 - Keeping balance and a sense of proportion]. https://www.monitor-versorgungsforschung.de/Abstracts/Abstract2020/MVF-05-20/pdf_0520/Adhoc-Stellungnahme-Covid-19/view
- Schrappe, M., François-Kettner, H., Gruhl, M., Hart, D., Knieps, F., Manow, P., **Pfaff, H.**, Püschel, K., Glaeske, G. (2020). Thesepapier 4.1 zur Pandemie durch SARSCoV-2/Covid-19. Die Pandemie durch SARS-CoV-2/Covid-19 - der Übergang zur chronischen Phase. Verbesserung der Outcomes in Sicht; Stabile Kontrolle: Würde und Humanität wahren; Diskursverengung vermeiden: Corona nicht politisieren [The SARS-CoV-2/Covid-19 pandemic - the transition to the chronic phase. Improvement of outcomes in sight; stable control: preserving dignity and humanity; avoiding narrowing discourse: Do not politicise corona]. *Monitor Versorgungsforschung* 13(5), 35–68. <http://doi.org/10.24945/MVF.05.20.1866-0533.2253>
- Salm, S., Blaschke, K., Ihle, P., Schubert, I., Dresen, A., **Pfaff, H.**, Scholten, N. (2020). Mental disorders and utilization of mental health services in newly diagnosed cancer patients: an analysis of German health insurance claims data. *Psycho-Oncology*. <https://doi.org/10.1002/pon.5579>.

- Schubin, K.; Schlomann, L.; Lindert, L.; **Pfaff, H.**; Choi, K.-E. Occupational Physicians' Perspectives on Determinants of Employee Participation in a Randomized Controlled Musculoskeletal Health Promotion Measure: A Qualitative Study. *Int. J. Environ. Res. Public Health*, 17, 7445. <https://doi.org/10.3390/ijerph17207445>
- Groß, S. E., Weidner, D., Cecon, N., **Pfaff, H.**, Strauch, C., Scholten, N. (2020). Does basic information concerning nutrition improve the information needs of breast cancer patients? An evaluation. *Supportive care in cancer: official journal of the Multinational Association of Supportive Care in Cancer*, 28(11), 5419–5427, DOI: 10.1007/s00520-020-05385-1
- Volkert A., **Pfaff H.**, Scholten N. What Really Matters? Organizational Versus Regional Determinants of Hospitals Providing Medical Service Centres. *Health Policy*, S0168-8510(20)30193-7. doi: 10.1016/j.healthpol.2020.07.011
- Cecon, N., **Pfaff, H.**, Lee, S. & Dresen, A. (2020). A salutogenic model predicting the need for psycho-oncological care and its utilisation - The role of generalised resistance resources and sense of coherence. *Eur. J. Cancer Care*, e13335. <http://doi.org/10.1111/ecc.13335>
- Söling, S., Köberlein-Neu, J., Müller, B., Dinh, T.S., Muth, C., **Pfaff, H.**, Karbach, & U. (2020). From sensitization to adoption? A qualitative study of the implementation of a digitally supported intervention for clinical decision making in polypharmacy. *Implementation science*, 15, 1-12. <http://doi.org/10.1186/s13012-020-01043-6>
- Hildebrandt, H., Bahrs, O., Borchers, U., Glaeske, G., Griewing, B., Härter, M., Hanneken, J., Hilbert, J., Klapper, B., Klitzsch, W., Köster-Steinbach, I., Kurscheid, C., Lodwig, V., **Pfaff, H.**, Schaeffer, D., Schrappe, M., Sturm, H., Wehkamp, K., & Wild, D. (2020). Integrierte Versorgung als nachhaltige Regelversorgung auf regionaler Ebene – Teil 2 [Integrated care as sustainable standard care at regional level - Part 2]. *Welt der Krankenversicherung*, 9, 1-12.
- Schrappe, M., François-Kettner, H., Gruhl, M., Hart, D., Knieps, F., Manow, P., **Pfaff, H.**, Püschel, K., & Glaeske, G. (2020). Thesenpapier 4.0 zur Pandemie durch SARSCoV-2/Covid-19. Die Pandemie durch SARS-CoV-2/Covid-19 – der Übergang zur chronischen Phase. Verbesserung der Outcomes in Sicht / Stabile Kontrolle: Würde und Humanität wahren / Diskursverengung vermeiden: Corona nicht politisieren [Thesis paper 4.0 on the pandemic caused by SARSCoV-2/Covid-19. The pandemic caused by SARS-CoV-2/ Covid-19- the transition to the chronic phase. Improvement of the outcomes in view/ stable control: preserve dignity and humanity/ avoid discourse narrowing do not politicize Corona]. *Monitor Versorgungsforschung*, 13, 35- 68. <http://doi.org/10.24945/MVF.05.20.1866-0533.2248>
- Kowalski, C., Albert, U.-S., Baumann, W., Carl, E.-G., Ernstmann, N., Hermes-Moll, K., Fallenberg, E. M., Feick, G., Feiten, S., Härter, M., Heidt, V., Heuser, C., Hübner, J., Joos, S., Katalinic, A., Kempkens, Ö., Kerek-Bodden, H., Klinkhammer-Schalke, M., Koller, M., Langer, T., Lehner, B., Lux, M. P., Maatouk, I., **Pfaff, H.**, Ratsch, B., Schach, S., Scholl, I., Skoetz, N., Voltz, R., Wiskemann, J., Inwald, E. (2020). DNVF Memorandum Versorgungsforschung in der Onkologie [DNVF Memorandum Health Care Research in Oncology]. *Das Gesundheitswesen*, DOI: 10.1055/a-1191-3759

- Hower, K., Pfortner, T.-K., & **Pfaff, H.** (2020). Mehr als der „normale Wahnsinn“? [More than „normal madness“?]. *Monitor Pflege*, 6, 16-18.
- Schrappe, M., François-Kettner, H., Knieps, F., **Pfaff, H.**, Püschel, K., & Glaeske, G. (2020). Pandemie durch SARS-CoV-2/Covid-19 Datenbasis verbessern, Prävention gezielt weiterentwickeln, Bürgerrechte wahren [Improve the database. Further develop prevention in a targeted manner. Uphold civil rights]. *Zeitschrift Medizinrecht*, 38, 637-644. <https://doi.org/10.1007/s00350-020-5614-z>
- Hower, K., Pfortner, T.-K., Saak, P., Schneider, A., Aydin, O., **Pfaff, H.**, Kons, J., Groß, S. & Ansmann, L. (2020). Evaluation des FITKIDS-Programms zum gesunden Aufwachsen von Kindern aus suchtbelasteten Familien [Evaluation of the FITKIDS program for the healthy upbringing of children from families with addiction problems]. *Suchttherapie*, 1-10. DOI: 10.1055/a-1168-3676
- Schrappe, M., François-Kettner, H., Gruhl, M., Hart, D., Knieps, F., **Pfaff, H.**, Püschel, K. & Glaeske, G. (2020). Thesenpapier 3.0 zur Pandemie durch SARS-CoV-2/Covid-19: Eine erste Bilanz [Thesis paper 3.0 on the pandemic caused by SARS-CoV-2/Covid-19: A first balance sheet]. *Monitor Versorgungsforschung*, 1-23. DOI: 10.24945/MVF.04.20.1866-0533.2231
- **Pfaff, H.** (2020). 7 Thesen zum Innovationsfonds [7 Theses on the innovation fund]. *Betriebskrankenkassen Magazin für Politik, Recht und Gesundheit im Unternehmen*, 3, 55-63.
- Schrappe, M., Hedwig, F., Knieps, F., **Pfaff, H.**, Püschel, K. & Glaeske, G. (2020). Interview. *Operation Gesundheitswesen*, 16, 1-7.
- Nakata, H., Halbach, S., Geiser, F., Stock, S., Kowalski, C., Enders, A., **Pfaff, H.** & Ernstmann, N. (2020). Health literacy, mental disorders and fear of progression and their association with a need for psycho-oncological care over the course of a breast cancer treatment. *Psychology, health & medicine*, 1-4. DOI: 10.1080/13548506.2020.1772987
- Cheng, S., Hu, Y., **Pfaff, H.**, Lu, C., Qiang, F., Wang, L., Li, D. & Xia, S. (2020). The Patient Safety Culture Scale for Chinese Primary Health Care Institutions: Development, Validity and Reliability. *Journal of patient safety*, 1-8. DOI: 10.1097/PTS.0000000000000733
- Schrappe, M., François-Kettner, H., Knieps, F., **Pfaff, H.**, Püschel, K. & Glaeske, G. (2020). Datenbasis verbessern. Prävention gezielt weiterentwickeln. Bürgerrechte wahren. Thesenpapier 2.0 zur Pandemie durch SARS-CoV-2/Covid-19 [Improve the database. Further develop prevention in a targeted manner. Uphold civil rights. Thesis paper 2.0]. *Monitor Versorgungsforschung*, 13, 60-89. DOI: 10.24945/MVF.03.20.1866-0533.2225
- Schrappe, M., François-Kettner, H., Knieps, F., **Pfaff, H.**, Püschel, K. & Glaeske, G. (2020). Datenbasis verbessern. Prävention gezielt weiterentwickeln. Bürgerrechte wahren. Thesenpapier 2.0. [Improve the database. Further develop prevention in a targeted manner. Uphold civil rights. Thesis paper 2.0]. *Pflegewissenschaft*, (2. Sonderausgabe), 50-53.
- Peter, S., Volkert, A., **Pfaff, H.**, Radbruch, L., Rolke, R., Voltz, R. & Scholten, N. (2020). General Practitioners' Perspectives on General and Specialized Palliative

- Home Care in North Rhine, Germany: An Explorative Focus Group Study. *American Journal of Hospice and Palliative Medicine*, 46 (1), 1-7. DOI: 10.1177/1049909120920541
- Ernstmann, N., Heuser, C. & **Pfaff, H.** (2020). Zur Situation der Versorgungsforschung an deutschen Universitäten, Hochschulen und Fachhochschulen [Health Services Research Facilities at German Universities]. *Das Gesundheitswesen*, 82 (4), 313-317. DOI: 10.1055/a-0668-5922
 - Richter, S., Demirer, I., Choi, K.-E., Hartrampf, J., **Pfaff, H.** & Karbach, U. (2020). People with multimorbidity in outpatient care: patient-focused and needs-oriented healthcare management (MamBo) - protocol for a multiperspective evaluation study. *BMC health services research*, 20 (1), 1-7. DOI: 10.1186/s12913-020-05178-6
 - Schrappe, M., François-Kettner, H., Gruhl, M., Knieps, F., **Pfaff, H.** & Glaeske, G. (2020). Datenbasis verbessern – Prävention gezielt weiterentwickeln – Bürgerrechte wahren. Thesenpapier zur Pandemie durch SARSCoV-2/Covid-19 [Improve the database- further develop prevention in a targeted manner- uphold civil rights. Theses paper on the pandemic caused by SARSCoV-2/ Covid- 19]. *Monitor Versorgungsforschung*, 13 (3), 1-11. DOI: 10.24945/MVF.03.20.1866-0533.2224
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5. Research Interest & Research Experience

I am the director of the Institute for **Medical Sociology, Health Services Research and Rehabilitation Science (IMVR)**, which is a joint scientific institution of the Faculty of Human Sciences and the Faculty of Medicine (School of Medicine) at the University of Cologne. The IMVR consists of three departments: Medical Sociology, Health Services Research, and Rehabilitation. The institute's mission is "to deliver knowledge to enhance care and health". While *care* refers to every kind of caring activity performed for ill or disabled people, *health* encompasses the health of the people cared for, the health of the professional caregivers and the health of employees in general. The basic assumption is that the outcome of care depends on the quality of care itself and on the context of care. Another assumption is that the context of care is deeply influenced by organizational characteristics and working conditions. I therefore focus on two areas of research: "care, context of care and quality" and "organizations, work and health."

(A) Research area: "Care, context of care and quality"

Care research focuses on health services, such as primary care facilities, hospitals, and rehabilitation clinics, or care services including nursing homes and institutions for disabled people. I am interested in how the context of care (social factors, organizational structures and processes, health technologies, and personal behavior) affects access to care and quality of care (e.g., health and quality of life). I also aim to examine the long-term care of the chronically ill or disabled and how this influences the trajectories of care (care career and patient career) and outcomes such as rehabilitation and social inclusion. My current research focuses on two forms of social systems – (1) the interaction system between professional and client and (2) the care organization as a system – with the main goal being the analysis of the social integration dimension of these systems as the necessary basis for collective goal achievement (e.g., quality goals).

Professional-client interaction: Clients are people (patients, disabled people, people in need) who receive care from professionals (physicians, nurses, social workers) in the health and social services setting. My primary research interest involves studying the social integration elements of "trust" and "empathy" within professional-client interactions in order to explain how these elements are built up in professional interactions and how they could be used to foster quality of care and the health of clients (patients).

Study examples: I was the principal investigator (**PI**) in a study investigating the causes and effects of trust in physicians and a co-principal investigator (**Co-PI**) in a research project focusing on the causes and effects of physician empathy.

Research on health care organization: In this area of research I am asking the question, “What are the organizational determinants of access to care and quality of care?” The main focus of this question lies in the concept of “social capital” as the central dimension of social integration in organizations. I have, therefore, posed two questions for study: What are the determinants of social capital in care organizations? Does social capital contribute to greater quality?

Study examples: I am the **PI** for a study investigating the influence of organizational characteristics (e.g., social capital) on psychosocial care in breast cancer centers by using multilevel analysis. I was the **PI** for a project studying the relationship between hospital characteristics and standardized mortality rates. I was also the **PI** for two research projects which studied the organizational and client-specific determinants of access to care.

Quality development research: My main research questions in this area are: How can we foster the quality of psychosocial care in professional-client interaction? How can we promote the implementation of quality measures?

Study examples: I was a co-investigator (**CI**) for a project of the European Union (EU), which studies the relationship between hospital governance, quality development strategies and outcome quality in EU hospitals. As a **Co-PI**, I also conducted a randomized experiment with the objective to enhance physician empathy using the four habits training program. Additionally, I was a **CI** in a study investigating different types of guideline implementations in physician practices and I was a **CI** in a study investigating the relationship between the guideline knowledge and guideline compliance of general practitioners.

(B) Research area: “Organizations, work and health”

In this research area the main question is: What are the organizational and work-related determinants of employee health? We would also like to determine how employee health can be promoted. With regard to care organizations in particular, I have also posed the following question: What are the organizational and work-related determinants of the client / patient health?

Organizations, work and employee health: The aim of this research area is to identify the organizational and work-related determinants of employee health. My research focuses on social support, group cohesion and social capital as social health resources and on the stress of choices (stress of options) and the stress of work-life imbalance as risk factors.

Study examples: I was the **PI** for two research projects studying the effect of social relationships at work on (a) the burnout of physicians and nurses and (b) the burnout of social workers working with disabled people.

Organizations, quality of care and client health: In this research area, I seek to determine how organizational factors and working conditions in care organizations affect staff burnout and, as a result, the quality of psychosocial care (trust, empathy and support) in the short run, and the health and satisfaction of clients in the long run .

Study examples: I was the **PI** for two studies investigating the relationships between working conditions, staff burnout, quality of care and the health of the patients in (a) breast care centers and (b) oncological medical practices.

Worksite health promotion and capacity building: I am studying the health promotion and health management activities in care and non-care organizations to identify the social determinants and social benefits of worksite health promotion. The aim is to build up the capacity of organizations for worksite health promotion. We are also trying to develop and evaluate specific health promotion techniques to promote social capital at work, reduce stress of choices, reduce coordination stress and foster work-life balance.

Study examples: I was the **PI** for two research projects – one in the information technology industry and one in the microsystem industry – investigating (a) the organizational determinants of worksite health promotion and (b) health promotion capacity building strategies.