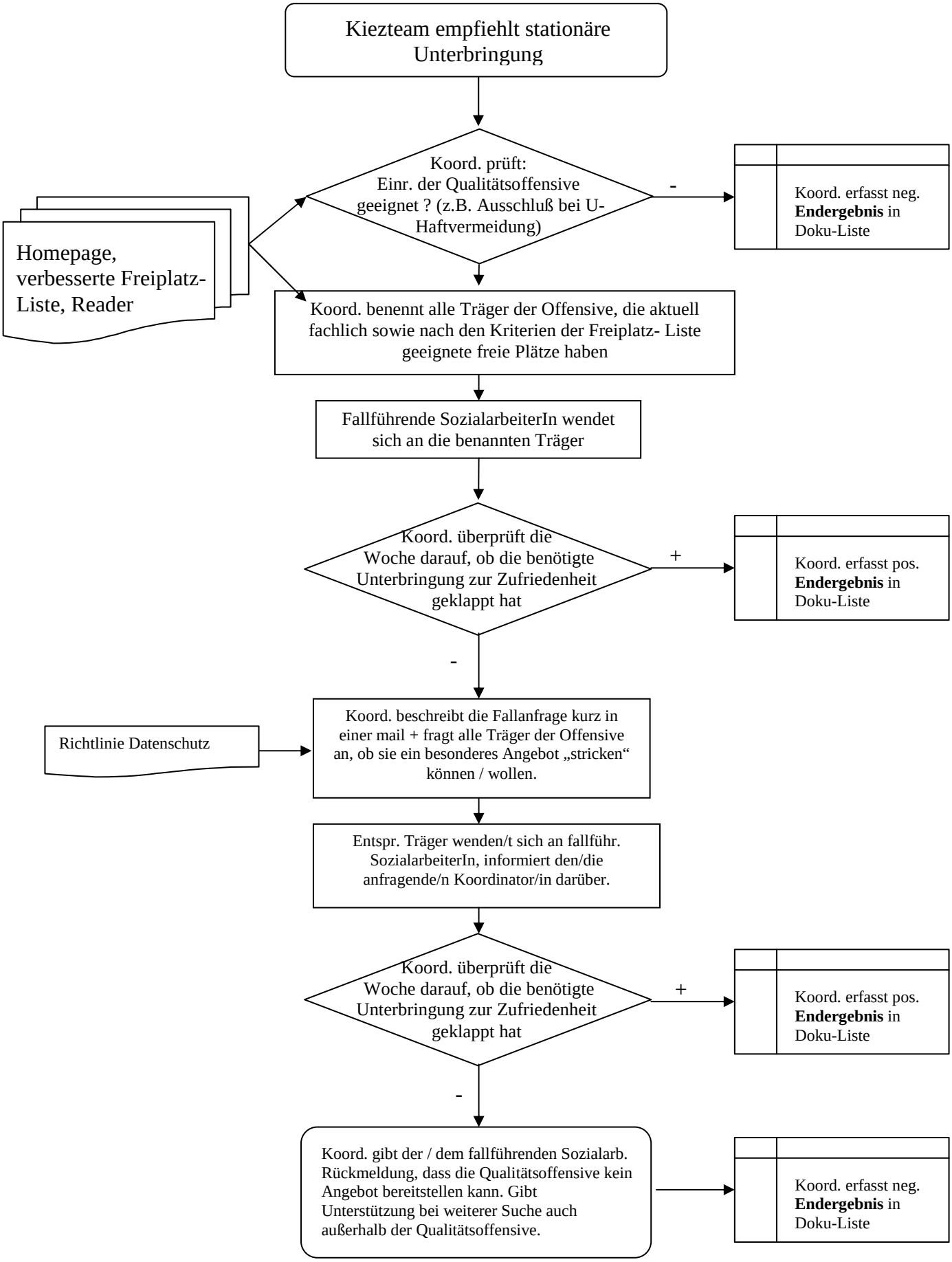Leitfaden Fallanfrage Qualitätsoffensive