

## **Healthcare provider complaints to the emergency department: a preliminary report on a new quality improvement instrument.**

March 28, 2011

Griffey RT, Bohan JS. Healthcare provider complaints to the emergency department: a preliminary report on a new quality improvement instrument. Qual Saf Health Care. 2006;15(5):344-6.

<https://psnet.ahrq.gov/issue/healthcare-provider-complaints-emergency-department-preliminary-report-new-quality>

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This study found that other health care providers were a relatively frequent source of complaints for the emergency department, and the issues they raised could be used to identify opportunities to improve quality and safety.