

## 2008 Update on Consumers' Views of Patient Safety and Quality Information.

December 17, 2008

Kaiser Family Foundation, Agency for Healthcare Research and Quality. Menlo Park, CA: Henry J. Kaiser Family Foundation; October 2008.

<https://psnet.ahrq.gov/issue/2008-update-consumers-views-patient-safety-and-quality-information>

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Consumers' perceptions of health care quality and access to information about quality have changed little since the [2006 version](#) of this survey. [Coordination of care](#) among providers was a major concern for survey respondents, with two-thirds of those surveyed feeling that care coordination was at least a minor problem, and 22% reporting having visited a clinician who did not have access to all of their health information (including [test results](#)). Despite the growing focus on making health care quality information transparent and [accessible](#) to consumers, few respondents reported accessing information about the quality of their health plan, physician, or hospital, and even fewer reported using such information to make decisions about their care.