

Beyond service quality: the mediating role of patient safety perceptions in the patient experience–satisfaction relationship.

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<https://psnet.ahrq.gov/issue/beyond-service-quality-mediating-role-patient-safety-perceptions-patient-experience>

While patients are being encouraged to take a more active [role in patient safety](#), concerns persist that patient satisfaction may be more influenced by [service quality](#) rather than safety issues. However, this survey of hospitalized patients found that both perceptions of safety and service quality influenced overall patient satisfaction.