

What do patients and relatives know about problems and failures in care?

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<https://psnet.ahrq.gov/issue/what-do-patients-and-relatives-know-about-problems-and-failures-care>

Interviews with patients and family members who had [experienced](#) a medical error revealed that patients had considerable insight about how to improve care processes to prevent errors. However, they encountered barriers when trying to provide feedback to clinicians and hospital administrators.