

A systematic review of evidence on the links between patient experience and clinical safety and effectiveness.

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<https://psnet.ahrq.gov/issue/systematic-review-evidence-links-between-patient-experience-and-clinical-safety-and>

A classic article that told one patient's tale of the "[hospitalization from hell](#)"—an elective admission for an orthopedic procedure that was marked by disorganized, inefficient, and inattentive care—exemplified the need for [patient-centeredness](#) as an essential component of high-quality care. Since then, patient satisfaction has become an important quality metric for both hospitals and clinics. This systematic review provides strong evidence supporting the use of patient experiences in this fashion. The authors found a moderately strong correlation between better patient experience and [improved patient safety](#) and quality of care metrics across a range of patient populations and health care settings. These findings allay concerns that patient perspectives might focus more on [service quality](#) than patient safety and support efforts to improve the patient experience as part of an overall safety improvement strategy.