

A patient-initiated voluntary online survey of adverse medical events: the perspective of 696 injured patients and families.

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This study analyzed data from an internet-based reporting system that enabled patients and families to describe adverse events. Respondents reported [missed and delayed diagnoses](#), treatment errors, procedural complications, [health care–associated infections](#), and [adverse drug events](#). Most participants did not experience prompt [error disclosure](#) but instead faced a denial of responsibility and secretive behavior, which they related to subsequent mistrust. To prevent adverse events, patients and family members suggested using [systems approaches](#) (such as universal handwashing and other infection control measures), improving care [transitions](#) between providers, ensuring supervision of [trainees](#), and partnering with patients and families for [shared decision-making](#). These findings underscore the importance of [error disclosure](#), [effective communication](#), and allowing patients to report adverse events in order to enhance safety.