

From the closest observers of patient care: a thematic analysis of online narrative reviews of hospitals.

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<https://psnet.ahrq.gov/issue/closest-observers-patient-care-thematic-analysis-online-narrative-reviews-hospitals>

[Patients' experiences](#) with safety issues influence their perceptions of hospital quality. This study examined online reviews of hospitals and found concerns discussed in narratives that would not have surfaced using the Hospital Consumer Assessment of Healthcare Providers and Services [patient satisfaction](#) instrument. A significant proportion of narrative reviews raised concern about safety and trust.