

Association of inpatient hospital experience with patient safety indicators: a cross-sectional, Canadian study.

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<https://psnet.ahrq.gov/issue/association-inpatient-hospital-experience-patient-safety-indicators-cross-sectional-canadian>

[Patient-centeredness](#) is considered a crucial aspect of high quality care. Patient satisfaction measures represent increasingly important quality measures for both inpatient and ambulatory care and may have [implications](#) for health care outcomes. Investigators analyzed the relationship between patient experience scores and [patient safety indicators](#) (PSIs) for more than 25,000 patients across 93 hospitals in Alberta, Canada. The presence of one or more PSIs was associated with decreased odds of having high overall, physician, and nurse ratings during hospitalization. The authors concluded that patient experience ratings are an important indicator of health care quality and that including the [patient perspective](#) may help to enhance [patient safety](#).