

## **Evaluation of patient and family outpatient complaints as a strategy to prioritize efforts to improve cancer care delivery.**

October 4, 2017

Mack JW, Jacobson J, Frank D, et al. Evaluation of Patient and Family Outpatient Complaints as a Strategy to Prioritize Efforts to Improve Cancer Care Delivery. *Jt Comm J Qual Patient Saf.*

2017;43(10):498-507. doi:10.1016/j.jcjq.2017.04.008.

<https://psnet.ahrq.gov/issue/evaluation-patient-and-family-outpatient-complaints-strategy-prioritize-efforts-improve>

---

Previous research has established that [patient complaints](#) can shed light on patient safety concerns. This analysis of 266 patient complaints in [cancer care](#) found that more than 40% were interpersonal in nature, whereas 11% were related to quality and safety. The authors suggest ongoing, systematic analysis of patient complaints in order to identify suboptimal care.