

## **Patient and family engagement in incident investigations: exploring hospital manager and incident investigators' experiences and challenges.**

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Kok J, Leistikow I, Bal R. Patient and family engagement in incident investigations: exploring hospital manager and incident investigators' experiences and challenges. J Health Serv Res Policy.

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<https://psnet.ahrq.gov/issue/patient-and-family-engagement-incident-investigations-exploring-hospital-manager-and-incident>

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[Patient and family engagement](#) enriches both [incident reporting](#) and adverse event investigations. These qualitative interviews with Dutch hospital managers highlight two assets patients and families offer during incident investigations: they provide details hospital staff cannot otherwise capture and the opportunity to regain trust. An [Annual Perspective](#) discussed novel approaches to engaging patients in their safety.