

Patient-centered insights: using health care complaints to reveal hot spots and blind spots in quality and safety.

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Gillespie A, Reader TW. Patient-Centered Insights: Using Health Care Complaints to Reveal Hot Spots and Blind Spots in Quality and Safety. *Milbank Q.* 2018;96(3):530-567. doi:10.1111/1468-0009.12338.

<https://psnet.ahrq.gov/issue/patient-centered-insights-using-health-care-complaints-reveal-hot-spots-and-blind-spots>

[Patient voices](#) provide crucial insight into health care [safety hazards](#). Researchers classified 1110 patient complaints submitted to England's National Health Service to identify stages of care where harm occurred. The most common cause of major or catastrophic harm was [diagnostic error](#).