

The impact of internal service quality on preventable adverse events in hospitals.

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Zheng S, Tucker AL, Ren ZJ, et al. The Impact of Internal Service Quality on Preventable Adverse Events in Hospitals. *Production Operations Manag.* 2017;27(12):2201-2212. doi:10.1111/poms.12758.

<https://psnet.ahrq.gov/issue/impact-internal-service-quality-preventable-adverse-events-hospitals>

Little is known about the relationship between the quality of hospital support services, such as environmental services, and patient safety outcomes. Using data from a hospital that created a measure for the quality of service provided by support departments, researchers found that higher quality service from support departments was associated with decreased rates of [adverse events](#).