

## Healthcare professionals' encounters with ethnic minority patients: the critical incident approach.

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<https://psnet.ahrq.gov/issue/healthcare-professionals-encounters-ethnic-minority-patients-critical-incident-approach>

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Previous studies have shown that ethnic [minority](#) patients are at an increased risk of [adverse](#) events. Using critical incidents and provider reflections, this study highlights the challenges faced by healthcare providers when providing care for ethnic minority patients. Similar reflection processes in the work environment may contribute to better coping strategies and improved relationships with ethnic [minority](#) patients.