

## Getting the whole story: integrating patient complaints and staff reports of unsafe care.

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van Dael J, Gillespie A, Reader TW, et al. Getting the whole story: Integrating patient complaints and staff reports of unsafe care. J Health Serv Res Policy. 2022;27(1):41-49. doi:10.1177/13558196211029323. <https://psnet.ahrq.gov/issue/getting-whole-story-integrating-patient-complaints-and-staff-reports-unsafe-care>

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This retrospective study linked [patient complaint](#) data with staff [incident reports](#) to better understand the causes and severity of patient harm. Staff reported incidents with linked patient complaints frequently described greater harm from the safety incident and often noted adjacent safety events not reported by staff. The researchers explored linked events that generated contested patient and staff accounts, and how differing interpretations of the same incidents can support [organizational learning](#).