

Is there a mismatch between the perspectives of patients and regulators on healthcare quality? A survey study.

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When appropriately responded to and [addressed](#), patient complaints may help prevent adverse events. In this study of patient complaints filed with the Dutch Healthcare Inspectorate, researchers investigated how patients expected their complaint would impact healthcare quality, whether patients and [regulators](#) had similar [expectations](#), and if expectations are different whether the complaints are clinical or nonclinical in nature. Results show a mismatch between expectations of patients and regulators.