

The role of feedback in emergency ambulance services: a qualitative interview study.

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<https://psnet.ahrq.gov/issue/role-feedback-emergency-ambulance-services-qualitative-interview-study>

[Feedback](#) is an essential component of performance improvement and patient safety. Researchers conducted semi-structured interviews with [emergency medical services](#) (EMS) professionals in the United Kingdom about their perspectives on how feedback impacts patient care and safety. Findings highlight strong desire for feedback and concerns that inadequate feedback could inhibit learning from mistakes, limit professional development, and negatively impact patient safety.