

## **Compensation claims in Danish emergency care: identifying hot spots and blind spots in the quality of care.**

May 11, 2022

Morsø L, Birkeland S, Walløe S, et al. Compensation claims in Danish emergency care: identifying hot spots and blind spots in the quality of care. *Jt Comm J Qual Patient Saf.* 2022;48(5):271-279.

doi:10.1016/j.jcjq.2022.01.010.

<https://psnet.ahrq.gov/issue/compensation-claims-danish-emergency-care-identifying-hot-spots-and-blind-spots-quality-care>

---

Patient [complaints](#) can provide insights into safety threats and system weaknesses. This study used the [healthcare complaints analysis tool](#) (HCAT) to identify and categorize safety problems in [emergency care](#). Most problems arose during examination/diagnosis and frequently resulted in diagnostic errors or errors of omission.