

Stakeholder safety communication: patient and family reports on safety risks in hospitals.

October 12, 2022

Reader TW. Stakeholder safety communication: patient and family reports on safety risks in hospitals. J Risk Res. 2022;25(7):807-824. doi:10.1080/13669877.2022.2061036.

<https://psnet.ahrq.gov/issue/stakeholder-safety-communication-patient-and-family-reports-safety-risks-hospitals>

[Feedback](#) from patients and other stakeholders can illuminate [serious](#) patient safety concerns. This qualitative study analyzed stakeholder feedback about patient safety risks as well as how organizations responded to stakeholder communication and discusses ways in which organizational risk management teams can leverage stakeholder feedback. Findings suggest that stakeholder communications have typically focused on safety issues such as medication errors, but that poor [safety culture](#) meant that concerns were often not acted upon.