

Claims and complaints in healthcare.

No registrations found.

Ethical review	Positive opinion
Status	Other
Health condition type	-
Study type	Observational non invasive

Summary

ID

NL-OMON22133

Source

NTR

Brief title

inapplicable

Health condition

There are several developments that may contribute to an increase in dissatisfaction within medical care. This may translate into an increase in complaints and claims. In addition, because of medical and technological developments, healthcare becomes increasingly complex and specialized, thus increasing the risk of possible errors.

Over the last years, a so called 'claim culture' has arisen. Simultaneously transparency on patients' rights increases and the authority of doctors decreases. This means the barrier to complain or to claim decreases.

Finally, by media attention about errors in healthcare and the advent of injury attorneys, the way a claim of legal proceeding against a healthcare worker is increasingly committed by patients.

Sponsors and support

Primary sponsor: Orbis Medisch Centrum
MediRisk

Source(s) of monetary or material Support: No funding source is needed for this study.

Intervention

Outcome measures

Primary outcome

To describe the underlying events, happenings and errors, that may lead to a complaint or a claim.

Secondary outcome

- Enhancing the knowledge of healthcareworkers of trends and developments in complaints and claims in the Netherlands.
- To describe actions to prevent complaints and/or claims.

Study description

Background summary

More than in any other field, the nature of healthcare, makes that the consequences of human error can take an immense size. Increasingly, people state that complaints and claims in healthcare increase and accrue. Nevertheless, recent research into (the extend of) complaints and claims in healthcare are lacking.

We aim to launch a large-scale study of medical incidents and patient safety. We will perform an analysis of complaints and claims in healthcare. Analysing the files of patients that complained or claimed after an experienced medical incident, can provide information into possible (structural/organizational/individual) errors in healthcare.

Study objective

More than in any other field, the nature of healthcare, makes that the consequences of human error can take an immense size. Increasingly, people state that complaints and claims in healthcare increase and accrue. Nevertheless, recent research into (the extend of) complaints and claims in healthcare are lacking.

We aim to launch a large-scale study of medical incidents and patient safety. We will perform an analysis of complaints and claims in healthcare. Analysing the files of patients that complained or claimed after an experienced medical incident, can provide information into possible (structural/organizational/individual) errors in healthcare. This research aims to

improve patient safety in collective and individual manners. One of the main goals of this research is analysing trends and developments of complaints and filed claims and sharing these insights with healthcareworkers. Moreover, we hope to find out which events may lead to complaints, and which events may lead to a claim. Insight in the motivation that drives people to complain/claim, may help to develop preventive actions to decrease the number of claims.

Study design

The study includes all the complaints and claims between 2007 and 2015.

Analyse will take place through root cause analyse. For further analyse, EXCELL and SPSS will be used.

- We will begin with a pilot study of complaints and claims with regard to gynecology and obstetrics in Orbis Medisch Centrum. This will be finished before June 2015.
- Subsequently, complaints and claims with regard to gynaecology and obstetrics in the rest of the Netherlands will be studied.
- Thereafter, nationwide data on claims will be studied.

Intervention

Inapplicable

Contacts

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Scientific

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Eligibility criteria

Inclusion criteria

- all complaints received by the complaints office and the Complaints Committee of Orbis Medisch Centrum and Atrium Medisch Centrum, during the period 2007 t/m 2014.
- all the claims, nationally submitted by MediRisk, the biggest liability insurer for care settings in the Netherlands.

Exclusion criteria

Complaints and claims that relate to a different time-period.

Study design

Design

Study type:	Observational non invasive
Intervention model:	Other
Allocation:	Non controlled trial
Masking:	Open (masking not used)
Control:	N/A , unknown

Recruitment

NL	
Recruitment status:	Other
Start date (anticipated):	20-03-2015
Enrollment:	0
Type:	Unknown

Ethics review

Positive opinion

Date: 20-03-2015
Application type: First submission

Study registrations

Followed up by the following (possibly more current) registration

No registrations found.

Other (possibly less up-to-date) registrations in this register

No registrations found.

In other registers

Register	ID
NTR-new	NL4807
NTR-old	NTR5079
Other	METC Atrium-Orbis-Zuyd : 15-N-37

Study results