

Claims and complaints in healthcare.

Gepubliceerd: 20-03-2015 Laatste bijgewerkt: 07-12-2022

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...

Ethische beoordeling	Positief advies
Status	Anders
Type aandoening	-
Onderzoekstype	Observationeel onderzoek, zonder invasieve metingen

Samenvatting

ID

NL-OMON22133

Bron

NTR

Verkorte titel

inapplicable

Aandoening

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.

Ondersteuning

Primaire sponsor: Orbis Medisch Centrum

MediRisk

Overige ondersteuning: No funding source is needed for this study.

Onderzoeksproduct en/of interventie

Uitkomstmaten

Primaire uitkomstmaten

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

Toelichting onderzoek

Achtergrond van het onderzoek

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.

Doel van het onderzoek

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.

Onderzoeksopzet

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.

Onderzoeksproduct en/of interventie

Inapplicable

Contactpersonen

Publiek

Dr. H. van der Hoffplein 1

D.M.T.V. (Désirée) Klemann
Sittard 6162 BG
The Netherlands
+31653440187

Wetenschappelijk

Dr. H. van der Hoffplein 1

D.M.T.V. (Désirée) Klemann
Sittard 6162 BG
The Netherlands
+31653440187

Deelname eisen

Belangrijkste voorwaarden om deel te mogen nemen (Inclusiecriteria)

- 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.

Belangrijkste redenen om niet deel te kunnen nemen (Exclusiecriteria)

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

Onderzoeksopzet

Opzet

Type:	Observationeel onderzoek, zonder invasieve metingen
Onderzoeksmodel:	Anders
Toewijzing:	N.v.t. / één studie arm
Blinding:	Open / niet geblindeerd
Controle:	N.v.t. / onbekend

Deelname

Nederland	
Status:	Anders
(Verwachte) startdatum:	20-03-2015
Aantal proefpersonen:	0
Type:	Onbekend

Ethische beoordeling

Positief advies

Datum: 20-03-2015

Soort: Eerste indiening

Registraties

Opgevolgd door onderstaande (mogelijk meer actuele) registratie

Geen registraties gevonden.

Andere (mogelijk minder actuele) registraties in dit register

Geen registraties gevonden.

In overige registers

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

Resultaten