

Relationship between complaints and quality of care in
of complainants and non-complainants following adver

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Citation Report

#	ARTICLE	IF	CITATIONS
1	Patient agencies and complaints in Italy. <i>Quality and Safety in Health Care</i> , 2006, 15, 223-223.	2.5	0
2	Informal complaints on health services: hidden patterns, hidden potentials. <i>International Journal for Quality in Health Care</i> , 2007, 19, 158-163.	0.9	34
3	The federal government commissioner for patient issues in Germany: initial analysis of the user inquiries. <i>BMC Health Services Research</i> , 2007, 7, 24.	0.9	2
4	"The Happy Migrant Effect": perceptions of negative experiences of healthcare by patients with little or no English: a qualitative study across seven language groups. <i>Quality and Safety in Health Care</i> , 2008, 17, 101-103.	2.5	48
5	Predicting patient complaints in hospital settings. <i>Quality and Safety in Health Care</i> , 2008, 17, 346-350.	2.5	23
6	Time of Day Is Associated With Postoperative Morbidity. <i>Annals of Surgery</i> , 2008, 247, 544-552.	2.1	140
7	Analysis of 23 364 patient-generated, physician-reviewed malpractice claims from a non-tort, blame-free, national patient insurance system: lessons learned from Sweden. <i>Postgraduate Medical Journal</i> , 2009, 85, 69-73.	0.9	30
8	Patient and Hospital Characteristics Associated with Claims and Compensations for Patient Injuries in Coronary Artery Bypass Grafting in Finland. <i>Journal of Health Services Research and Policy</i> , 2009, 14, 150-155.	0.8	5
9	An in-depth analysis of complaints in an orthopaedic department in the NHS. <i>Clinical Risk</i> , 2009, 15, 146-150.	0.1	1
10	Resources medical students use to derive a differential diagnosis. <i>Medical Teacher</i> , 2009, 31, 522-527.	1.0	32
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15	If only....: failed, missed and absent error recovery opportunities in medication errors. <i>Quality and Safety in Health Care</i> , 2010, 19, 37-41.	2.5	31
16	Simulation-based learning: Just like the real thing. <i>Journal of Emergencies, Trauma and Shock</i> , 2010, 3, 348.	0.3	521
17	Patient Perceptions of Mistakes in Ambulatory Care. <i>Archives of Internal Medicine</i> , 2010, 170, 1480-7.	4.3	46
18	Complaints, shame and defensive medicine. <i>BMJ Quality and Safety</i> , 2011, 20, 449-452.	1.8	40

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20	Prevalence and characteristics of complaint-prone doctors in private practice in Victoria. <i>Medical Journal of Australia</i> , 2011, 195, 25-28.	0.8	20
21	Reporting of Sentinel Events in Swedish Hospitals: A Comparison of Severe Adverse Events Reported by Patients and Providers. <i>Joint Commission Journal on Quality and Patient Safety</i> , 2011, 37, 495-501.	0.4	25
22	To what extent are adverse events found in patient records reported by patients and healthcare professionals via complaints, claims and incident reports?. <i>BMC Health Services Research</i> , 2011, 11, 49.	0.9	82
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39	Republished: Managing the after effects of serious patient safety incidents in the NHS: an online survey study. <i>Postgraduate Medical Journal</i> , 2013, 89, 266-273.	0.9	2
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