Patient characteristics

- Language proficiency
- Health literacy
- Socio-economic status
- Cultural distance to Dutch health care system
- Religion

Patient-care provider interaction

- Inappropriate response by healthcare providers to objective characteristics of patients
- Misunderstandings between patients and care providers due to differences in illness perceptions and expectations about health care
- Inappropriate care because of providers’ prejudices against or stereotypical ideas about patients

Adverse events

Healthcare characteristics

- Hospital services (like protocolized use of interpreters)
- Cultural competence of wards (e.g. cultural sensitivity of care providers)
- Registration of patient characteristics such as language proficiency, religion etc.