Inclusion of 2000 patients of whom 1000 Dutch and 1000 non-Western

Informed consent

Sub-sample of max. 60 patients

Questionnaire-patient self assessment

- Ethnic origin
- Migration history (if applicable)
- Socio-economic status
- Religion
- Cultural distance to Dutch healthcare system
- Dutch language proficiency*
- Health literacy

*Includes additional researcher assessment of Dutch language proficiency

Record review

Phase 1: Nurse review
800-1000 records with triggers
1000-1200 records with out triggers

Phase 2: Physician review
Stop reviewing

In depth interviews

Max 120 interviews
Max 60 with patient
Max 60 with care provider

100-160 records with adverse events
50-80 records with preventable adverse events