

Gender Differences in Complaints

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Patient feedback is an important indicator of a hospital's ability to provide care in a manner that is perceived to be satisfactory to the patient. The reality of healthcare today however is that not all patients (or their family members) are satisfied with the services that they receive. By reviewing the data collected at Canada's largest teaching hospital, we are able to determine: Whether there is a gender difference in complaints? What are the areas where differences occur? Why do we think that these differences exist? What can healthcare providers and administrators learn from these data?