



Ethnic Origin

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