

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

100-160 records with adverse events

50-80 records with preventable adverse events

In depth interviews

Max 120 interviews

Max 60 with patient

Max 60 with care provider