

CORRECTION

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Correction: Using complaints from obstetric care for improving women's birth experiences – a cross sectional study

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Following publication of the original article [1], the authors reported an error in Tables 2 and 3. The numbers are placed wrongly or incorrectly aligned. The correct tables are given below.

The online version of the original article can be found at <https://doi.org/10.1186/s12884-023-06022-5>.

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Table 2 Obstetric complaint cases and all other hospital complaint cases filed by women (age 16–45)

	Obstetric care	Other hospital care	p-value
Total complaint cases	216 [^]	759 ^{^^}	
Complaint case type, n (%)			< 0.001
- Service	6 (2.8)	26 (3.4)	
- Compensation claim	98 (45.4)	575 (75.8)	
- Complaint	96 (44.4)	128 (16.9)	
- Missing	16 (7.4)	30 (4.0)	
Who filed the complaint, n (%)			0.12
- Family member	32 (14.8)	56 (7.4)	
- Patient	178 (82.4)	667 (87.9)	
- Unspecified/Other	6 (2.8)	36 (4.7)	
Staff groups the complaint refer to†, n (%)			
- Administrative	9 (4.2)	20 (2.6)	
- Physicians	137 (63.4)	651 (85.8)	
- Nursing and other medical staff (i.e. midwives)	143 (66.2)	82 (10.8)	
- Unspecified/Other	17 (7.9)	97 (12.8)	

[^] obstetric complaint cases at OUH, SLB, SHS in the period of 1/1 2016 to 31/6 2021

^{^^} complaint cases regarding all other hospital at OUH services in the period of 1/1 2016 to 31/12 2020

† Each complaint case could refer to multiple staff groups. No group p-value was calculated

Table 3 Complaint categories, stages of care, severity and harm* in obstetric care vs. other hospital services[^]

	Obstetric care	Other hospital care	p-value
Total number of complaint problems in the filed complaints, n	728	1,552	
Complaint problems per case, median [IQR]	3; [1;5]	2 [1;2]	< 0.001
Problem categories, n (%)			< 0.001
• Quality	225 (30.9)	608 (39.2)	
• Safety	147 (20.2)	359 (23.1)	
• Environment	67 (9.2)	51 (3.3)	
• Institutional processes	52 (7.1)	134 (8.6)	
• Listening	105 (14.4)	172 (11.1)	
• Communication	62 (8.5)	117 (7.5)	
• Respect and patient rights	70 (9.6)	111 (7.2)	
Stages of care for complaint problem items, n (%)			< 0.001
• Admission	39 (5.4)	49 (3.2)	
• Examination/diagnosis	179 (24.6)	453 (29.2)	
• Care on ward	207 (28.4)	120 (7.7)	
• Operation/procedures	213 (29.3)	595 (38.4)	
• Discharge/transfers	29 (4)	33 (2.1)	
• Other/unspecified	11 (1.5)	74 (4.8)	
• Missing	50 (6.9)	228 (14.7)	
Severity, n (%)†			0.64
• Low	144 (19.8)	285 (18.4)	
• Medium	365 (50.1)	807 (52.0)	
• High	219 (30.1)	460 (29.6)	
Harm, n (%)†			< 0.001
• Minimal	56 (7.7)	143 (9.2)	
• Minor	100 (13.7)	130 (8.4)	
• Moderate	263 (36.1)	375 (24.2)	
• Major	140 (19.2)	614 (39.6)	
• Catastrophic	161 (22.1)	255 (16.4)	
• N/A	8 (1.1)	35 (2.3)	

* Using the HCAT taxonomy for coding

[^] For women in the age of 16 to 45 years

† Level of harm relates to the outcome as described by the patient, and severity relates to the potential hazard of a given problem independent of actual harm

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The original article has been corrected.

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Reference

1. Walløe S, Bogh SB, Birkeland SF, et al. Using complaints from obstetric care for improving women's birth experiences – a cross sectional