

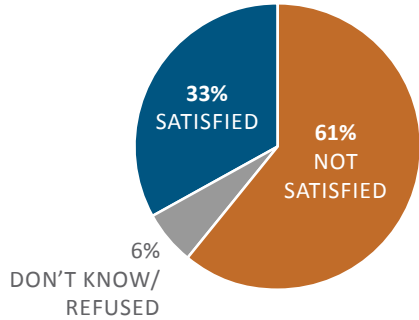
Key findings



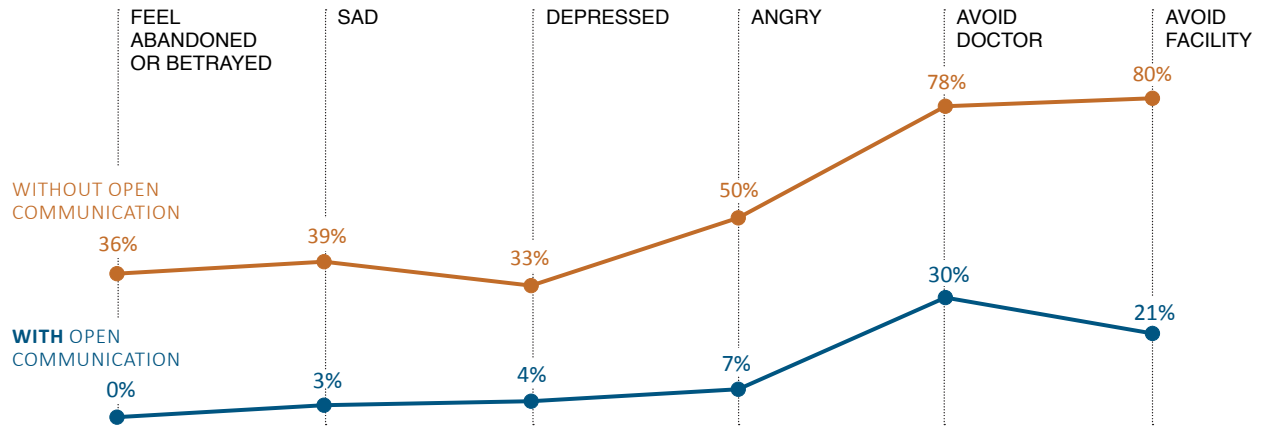
1 in 5 Massachusetts residents report recent experience with medical error either in their own care or in the care of a family member, 2013-2018



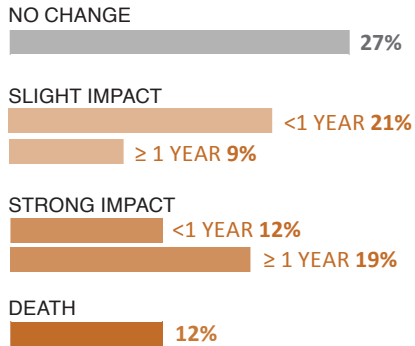
MOST PEOPLE ARE DISSATISFIED WITH COMMUNICATION AFTER AN ERROR



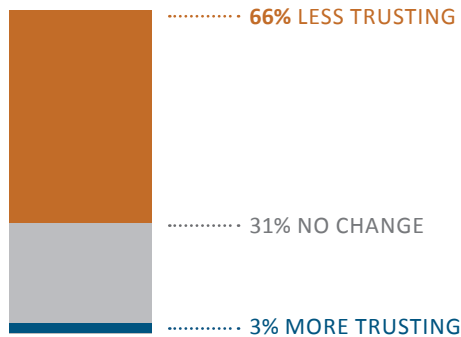
OPEN COMMUNICATION BY PROVIDERS IS LINKED WITH LOWER LEVELS OF HARM



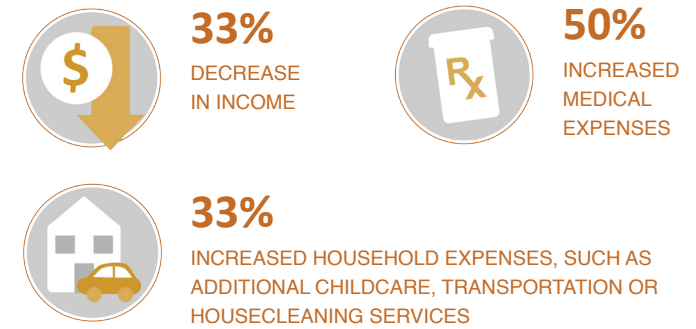
ERRORS HAVE LONG-LASTING IMPACTS ON PHYSICAL HEALTH



MEDICAL ERRORS LEAD TO A LOSS OF TRUST IN HEALTH CARE



MANY PEOPLE EXPERIENCE FINANCIAL SETBACKS FROM MEDICAL ERRORS



MEDICAL ERROR IN MASSACHUSETTS IN ONE YEAR

61,982
MEDICAL ERRORS

\$617 million
EXCESS COSTS ATTRIBUTABLE TO ERRORS