

Supplementary 1. Patient-reported incident measures from the organization for economic cooperation and development.

Domain	Indicators
Incident Prevention	<ol style="list-style-type: none"> 1. Did the health professional you consulted know important information about your medical history? 2. Were there times when the person you were seeing did not have access to your recent tests or exam results? 3. Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to you? 4. In your opinion how clean was the clinic hospital? 5. As far as you know did doctors and other professionals wash or clean their hands between touching patients? 6. Did a member of staff confirm your identity prior to administering your medication? 7. Did a member of staff confirm your identity prior to your procedure/operation/surgery? 8. Before you left clinic/hospital were you given any written or printed information about what you should or should not do after leaving clinic/hospital? 9. Did you get enough information about how your illness or your symptoms may likely to affect your daily life? 10. Was a list of your medications reviewed with you before you left the clinic/hospital? 11. Were you given clear written or printed information about the medicines you were to take at home? 12. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand? 13. Did a member of staff explain to you how and when to take medications? 14. Did a member of staff tell you about medication side effects to watch for? 15. Before you left clinic/hospital, did you get information in writing about what symptoms or health problems to look out for and when to seek further care or treatment? 16. Before you left clinic/hospital, did member of staff tell you who to contact if you were worried about your condition or treatment after you left the clinic/hospital?
Patient-reported Incidents	<ol style="list-style-type: none"> 17. Did you experience delays in being notified about abnormal test results? 18. Did you experience incorrect, missed or delayed diagnosis? 19. Did you experience a medication-related error (e.g. wrong prescription, wrong dose, wrong time, dispensing error in pharmacy, wrong administration route, reported allergic reaction, omitted by mistake)? 20. Did you suffer any unnecessary injury or unnecessary problem as a result of a surgical procedure or examination? 21. Did you develop an inflammation or aching redness of vein (phlebitis) with fever because of an intravenous line? 22. Did you get an infection (e.g. urinary tract infection, sepsis, wound infection) in connection with your clinic visit/hospital stay? 23. Did you get a blood clot (e.g. Deep Vein Thrombosis) during your clinic visit/hospital stay? 24. Did you experience a fall during your clinic visit/hospital stay?
Incident Management	<ol style="list-style-type: none"> 25. Have there been occasions during your contacts with the health service when you would have liked to complain? 26. Did you in fact complain? 27. Did you see, or were you given, any information explaining how to provide feedback or complain to the clinic/hospital about the care you received? 28. If you experienced mistakes or unnecessary problems in connection with your clinic/hospital stay, did the staff handle the mistake or problem in satisfactory way?

Source: OECD Health Care Quality Indicators. Progress Report on Research and Development on Patient Safety. Paris: Organization for Economic Cooperation and Development. 30 May 2017. p.135-136.