

Operating at the sharp end: the complexity of human error.

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Cook RI, Woods DD. Chapter In: Bogner MS, ed. Human Error in Medicine. Hillsdale NJ: Lawrence Erlbaum Associates, Inc; 2004.

<https://psnet.ahrq.gov/issue/operating-sharp-end-complexity-human-error>

The authors provide an introduction to systems failure and human error. They discuss these issues in light of how they affect large complex systems. Many of the examples are from anesthesiology, but the conclusions can be applied broadly throughout health care.