

Learning from samples of one or fewer.

December 23, 2008

March JG, Sproull LS, Tamuz M. Org Sci.1991;2:1-13. (reprinted in: Qual Saf Health Care 2003;12:465-472.)

<https://psnet.ahrq.gov/issue/learning-samples-one-or-fewer>

Organizations learn from experience. However, learning from rare events is challenging because experience is limited. The authors cite examples of rare events and outline the strategies that organizations use to learn from these. The authors review two strategies for learning from rare events: one that focuses on experiencing the event more richly and another that attempts to simulate the experience. The authors assess the reliability and validity of these approaches.