

The Design of Everyday Things.

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Norman DA. New York, NY: Doubleday; 1988. ISBN: 9780385267748.

<https://psnet.ahrq.gov/issue/design-everyday-things>

Norman, a cognitive psychologist, outlines the elements of effective user-centered design, which include making the inner workings of devices visible, exploiting natural function, controlling relationships, and using constraints successfully. Through both fable and anecdote, Norman illustrates [forcing functions](#) and how bad design can exacerbate the consequences of human error. This classic text is a valuable introduction to the role of design in patient safety.