

Managing clinical failure: a complex adaptive system perspective.

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Matthews JI, Thomas PT. Managing clinical failure: a complex adaptive system perspective. *Int J Health Care Qual Assur.* 2007;20(3):184-194. doi:10.1108/09526860710743336.

<https://psnet.ahrq.gov/issue/managing-clinical-failure-complex-adaptive-system-perspective>

The investigators interviewed clinicians and managers to assess how knowledge is captured in a clinical setting. They found that mechanistic reporting processes may compromise more organic methods of organizational learning.