

Checking the right boxes, but failing the patient.

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Rifkin D. New York Times. November 16, 2009;Science Desk:5.

<https://psnet.ahrq.gov/issue/checking-right-boxes-failing-patient>

Reporting on cases of miscommunication and missed diagnosis, this news column illustrates how strictly following quality improvement procedures might lead providers to ignore important contextual information—from patients—that also contributes to safe care.