

## **The normalization of deviance in healthcare delivery.**

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Banja J. The normalization of deviance in healthcare delivery. *Bus Horiz.* 2010;53(2):139.

<https://psnet.ahrq.gov/issue/normalization-deviance-healthcare-delivery>

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This article explains the concept of [normalization of deviance](#) and discusses its application to patient safety and quality improvement efforts in health care.