

Making it easier to do the right thing: a modern communication QI agenda.

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Wynia M. Making it easier to do the right thing: a modern communication QI agenda. Patient Educ Couns. 2012;88(3):364-6. doi:10.1016/j.pec.2012.06.027.

<https://psnet.ahrq.gov/issue/making-it-easier-do-right-thing-modern-communication-qi-agenda>

This commentary describes how organizational and [systems tactics](#) can both negatively and positively affect communication improvement efforts.