

A socio-technical systems approach to studying interruptions: understanding the interrupter's perspective.

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<https://psnet.ahrq.gov/issue/socio-technical-systems-approach-studying-interruptions-understanding-interrupters>

This [human factors engineering](#) study used direct observation to determine that nurses' decisions whether to [interrupt](#) other nurses' work depended on the reason, the [potential consequences](#), and interpersonal factors.