

Interruptions and multi-tasking: moving the research agenda in new directions.

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Westbrook JI. Interruptions and multi-tasking: moving the research agenda in new directions. *BMJ Qual Saf.* 2014;23(11):877-9. doi:10.1136/bmjqs-2014-003372.

<https://psnet.ahrq.gov/issue/interruptions-and-multi-tasking-moving-research-agenda-new-directions>

Exploring the existing evidence on [interruptions](#) in health care, this commentary reveals that most studies focus on the rate of interruptions rather than the relationship between interruptions and errors. The author calls for research to evaluate how use of multitasking behaviors to manage interruptions and to differentiate between [appropriate interruptions](#) that prevent errors and those that contribute to preventable harm.