

Addressing ambulatory safety and malpractice: the Massachusetts PROMISES project.

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<https://psnet.ahrq.gov/issue/addressing-ambulatory-safety-and-malpractice-massachusetts-promises-project>

Prior research has shown that [malpractice risk](#) in the [outpatient setting](#) is significant and that claims frequently involve [missed and delayed diagnoses](#). This editorial describes lessons learned from the Massachusetts [PROMISES](#) (Proactive Reduction of Outpatient Malpractice: Improving Safety, Efficiency, and Satisfaction) project. Funded by the Agency for Healthcare Research and Quality, the PROMISES project involved a multipronged intervention within 16 randomly selected primary care practices to address known areas of risk in ambulatory care, including [test result management](#), referrals, medication management, and communication issues. A previous [PSNet perspective](#) discussed how research may help improve the malpractice system.