

The role of informal dimensions of safety in high-volume organisational routines: an ethnographic study of test results handling in UK general practice.

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<https://psnet.ahrq.gov/issue/role-informal-dimensions-safety-high-volume-organisational-routines-ethnographic-study-test>

[Test result management](#) is a critical aspect of [ambulatory patient safety](#). This direct observation study identified highly variable strategies across outpatient practices with different vulnerabilities. These results underscore the need to develop interventions to enhance management of test results.