

Characteristics of healthcare organisations struggling to improve quality: results from a systematic review of qualitative studies.

December 31, 2018

Vaughn VM, Saint S, Krein SL, et al. Characteristics of healthcare organisations struggling to improve quality: results from a systematic review of qualitative studies. *BMJ Qual Saf.* 2019;28(1):74-84.

doi:10.1136/bmjqs-2017-007573.

<https://psnet.ahrq.gov/issue/characteristics-healthcare-organisations-struggling-improve-quality-results-systematic-review>

The literature on effective approaches to improving quality and safety generally focuses on [high reliability organizations](#) and [positive deviants](#)—organizations or units that have achieved notable successes. This systematic review sought to characterize organizations that struggle to improve quality. The authors identified five domains that exemplify struggling organizations, including lack of a clear mission and organizational structure for improving quality and inadequate infrastructure.