

Understanding test results follow-up in the ambulatory setting: analysis of multiple perspectives.

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This study examined [ambulatory follow-up of test results](#) by aggregating multiple types of data—[national surveys](#) on [safety culture](#) and patient satisfaction; patient complaints; [safety reports](#); and electronic health record audits of provider response times. Researchers found an association between quicker response time for test results and higher patient satisfaction. They conclude that merging these disparate data sources can uncover new levers to improve patient safety.