

## Responding to health information technology reported safety events: insights from patient safety event reports.

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Adams KT, Kim TC, Fong A, et al. J Patient Saf Risk Manag. 2019;24:118–124.

<https://psnet.ahrq.gov/issue/responding-health-information-technology-reported-safety-events-insights-patient-safety-event>

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[Incident reporting](#) can shed light on safety concerns. In this study, investigators queried a database that receives reports from 575 facilities to identify reports related to [health information technology](#) (IT). They examined reports to determine whether the events were resolved at all, and whether the resolution included policy or health IT [redesign approaches](#). Nearly two-thirds of events remained unresolved. Of those that were resolved, the most common approach was additional education or training. The authors conclude that [risks](#) associated with health IT persist and further research is needed to understand how these events are resolved. A past [PSNet perspective](#) discussed health IT usability design, including both progress and remaining challenges in the field.