

## Application of human factors methods to understand missed follow-up of abnormal test results.

November 11, 2020

Rogith D, Satterly T, Singh H, et al. Application of human factors methods to understand missed follow-up of abnormal test results. Appl Clin Inform. 2020;11(05):692-698. doi:10.1055/s-0040-1716537.

<https://psnet.ahrq.gov/issue/application-human-factors-methods-understand-missed-follow-abnormal-test-results>

---

Lack of timely follow-up of test results is a recognized patient safety problem in [primary care](#) and can lead to [missed or delayed diagnoses](#). This study used human factors methods to understand lack of timely follow-up of abnormal test results in outpatient settings. Through interviews with the ordering physicians, the researchers identified several contributing factors, such as provider-patient communication channel mismatch and [diffusion of responsibility](#).