

Deficiencies in Quality Management Processes and Delays in the Communication of Test Results and Follow-Up Care at the Phoenix VA Health Care System in Arizona.

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[Disclosure failures](#) detract from learning, appropriate incident examination, and safe care delivery. This report examined factors contributing to poor disclosure practices associated with the care of three patients. [Lack of report submission](#), uninitiated [root cause analysis](#), and inadequate documentation were process weaknesses highlighted by the review.