

Blackbox error management: how do practices deal with critical incidents in everyday practice? A qualitative interview study.

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[Critical incident](#) reporting is common in [inpatient](#) settings, but not always as robust in ambulatory or [outpatient](#) care. This study sought to understand how outpatient providers (i.e., primary care, dentists, dermatology, orthopedic surgery, psychiatry/psychology) define critical incidents and how they are handled in their offices. Respondents described critical incidents across a spectrum, from organizational processes to medical emergencies. Many did not have formal reporting or quality improvement systems in place. The authors emphasize the importance of including safety culture and critical incident reporting in medical training.