

To improve health care, focus on fixing systems — not people.

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Mate KS, Clark J, Salvon-Harman J. To improve health care, focus on fixing systems — not people. Harvard Business Review. July 12, 2024;

<https://psnet.ahrq.gov/issue/improve-health-care-focus-fixing-systems-not-people>

While a focus on the systems approach is a [long-standing](#) element of patient safety improvement, organizations are [still challenged](#) to fully adopt this concept. This commentary describes elements of a care operating system designed to support patient safety and worker well-being through the design of processes that generate excellence, [transparency](#), and reliability.