

## Why a sociotechnical framework is necessary to address diagnostic error.

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<https://psnet.ahrq.gov/issue/why-sociotechnical-framework-necessary-address-diagnostic-error>

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[Systems Engineering Initiative for Patient Safety \(SEIPS\) 101 model](#) is a sociotechnical framework that characterizes the interactions of work system factors, processes, and outcomes. This article describes how one tool within the [SEIPS 101 model](#)— the People, Environment, Tools and Tasks (PETT) scan— assists patient safety investigators to identify the sociotechnical systems factors and their interactions in diagnostic error cases.