

Beyond error: a qualitative study of human factors in serious adverse events.

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Attitudes, behaviors, and relationships in health care influence the safety of patient care. This study aimed to identify systemic and relational human factors that contribute to serious adverse events. Root cause analysis [investigation](#) reports from two hospital districts were analyzed. Overarching themes included [delays](#) and inertia, with a subtheme of inertia of [ageism](#); “all-or-nothing” approach to end-of-life care and planning; communication lapses; and implementation gap between standards and practice.