

Database

Entry Date	2023-12-28
Source	Lillrank P, Liukko M. Standard, routine and non-routine processes in health care. International Journal of Health Care Quality Assurance. 2004;17(1):39-46. doi:10.1108/09526860410515927
Link	Link
Source Type	Review /Overview
Domain	Systems
Subdomain1	Management
Subdomain2	Process vs outcomes
Key Points	Makes important but often overlooked distinctions between variation and variety and between standard, routine and non-routine processes of care. Useful reading for anyone trying to manage healthcare quality management / improvement programs
Citns	139