

Communication and Resolution Program Metrics

As part of the PACT Collaborative, participating organizations will collect metrics to evaluate how their CRP is functioning. These metrics fall into four categories:

The CRP Environment

- Culture of Safety survey questions based on AHRQ's SOPS Hospital Survey
- Total number of CRP actual/eligible events within last 12 months
- Total number of serious safety events within last 12 months

CRP Steps

- Timeliness of communication with patient and family
- Event investigation process
- Actions taken on event analysis improvement opportunities (based off IHI RCA Action Hierarchy)
- Level of peer support
- Timeliness and outcome of resolution

Management of Serious Safety Events

- Just-in-time coaching to providers
- Communication with patient and family about improvement opportunities

CRP Outcomes

- Annual number of new claims
- Annual defense costs
- Patient/family experience
- Provider experience