

The PACT Collaborative
Pathway to Accountability,
Compassion, and Transparency

Creating Highly Reliable
**Communication
& Resolution
Programs**

2021-2022 Collaborative





This 18-month Breakthrough Series Collaborative brings the nation's foremost experts in Communication and Resolution Programs (CRP) together with leading health care organizations that are poised to accelerate their CRP implementation.

As a participant in this Collaborative, you will be provided with innovative tools and robust support for the key drivers of successful CRP implementation:

- ✓ Strong Leadership Engagement
- ✓ Highly Reliable CRP Processes
- ✓ Respectful Patient Partnership
- ✓ Provider Peer Support
- ✓ Measurement Strategies & Tools

Achieve Your Goals

- ✓ Compassionately engage with patients or residents and their families after harm, ensuring that their needs drive the CRP process
- ✓ Implement and hardwire organizational and operational improvements to support transparent and compassionate response to harm
- ✓ Achieve measurable success in how the CRP process functions across the organization



Move from Principle to Practice

Delivering the highest quality health care is your number one priority. When unanticipated harm occurs, it is critical that you have an effective process in place. The PACT Collaborative will help you rigorously apply best practices to prevent harm, and respond in a transparent, compassionate, and improvement-focused way if it occurs.

About the PACT Collaborative

Participation in the PACT Collaborative provides essential patient- and resident-centered tools, measurement strategies, technical assistance, coaching, and targeted systems change.

Why Join the PACT Collaborative

Many health care organizations are in the process of CRP adoption, but need innovative tools and expert guidance to ensure full and sustainable implementation of a highly reliable CRP.

Joining the PACT Collaborative will give you access to:

- » Five learning sessions in 18 months, each providing you with best practices, implementation guidance, and the collective wisdom of your Collaborative cohort
- » Innovative tools to support each stage of CRP process
- » Targeted coaching from expert faculty as you work through iterative cycles of testing and implementation of changes
- » Measures and feedback to help you stay on track

During learning sessions, you will virtually join your Collaborative cohort to learn together about best practices and share the solutions you're generating. During the intervening action periods, you will join monthly conference calls to ask questions and stay on track with the changes you're making.

If your organization is ready to accelerate the impact of your CRP, the PACT Collaborative is ready to provide you with the tools and strategies that you need and a community of support while you work toward your goals.

Collaboration Participation Cost: \$20,000

Visit ariadnelabs.org/pact to learn more about the Collaborative's schedule and commitments.

A Communication and Resolution Program (CRP) is a principled, comprehensive, and systematic approach to preventing and responding to harm while meeting the needs of patients or residents, providers, and health care organizations. A highly reliable CRP helps you and those in your care to understand what happened, preserves the patient/resident/family relationship with their health care providers, and ensures that lessons are learned from every event so that safety is improved.

Program Overview

Over the course of the 18-month Collaborative, you will:

- » Articulate and define your process for responding to harm events
- » Learn processes for effective and compassionate communication after harm events
- » Measure and track your CRP
- » Apply improvement science methodologies to find and fix CRP problems
- » Connect with your community for the best possible outcomes



Learn More

To learn more about participating in this dynamic Collaborative engagement, **visit ariadnelabs.org/pact or contact us at thecai@uw.edu.**



About Us

Three leading health care organizations—Ariadne Labs, The Collaborative for Accountability and Improvement, and The Institute for Healthcare Improvement—have established a groundbreaking collaboration to support organizations with implementation of highly reliable Communication and Resolution Programs.

Ariadne Labs is a joint center for health systems innovation at Brigham and Women's Hospital and Harvard T.H. Chan School of Public Health. We develop simple, scalable solutions that dramatically improve the delivery of health care at critical moments to save lives and reduce suffering. Our vision is for health systems to deliver the best possible care for every patient, everywhere, every time. Visit ariadnelabs.org to learn more.

The Collaborative for Accountability and Improvement (CAI) is a program of the University of Washington. CAI serves to advance highly reliable communication-and-resolution programs that meet the needs of patients, families, and providers for accountability, compassion, transparency, and improvement after patient harm. Visit communicationandresolution.org for more information.

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization based in Boston, Massachusetts, USA. For more than 25 years, IHI has used improvement science to advance and sustain better outcomes in health and health systems across the world. IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI collaborates with a growing community to spark bold, inventive ways to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to profoundly change health and health care for the better. Learn more at ihi.org.

PACT is made possible in part through the generosity of major partner supporters Liberty Mutual and Constellation® and from additional partners including Hoot.