The Driver Diagram links Core Concepts to the Aim of the PACT Collaborative

**Primary Drivers**
- Accountability
- Transparency
- Compassion

**Aim**
Develop, implement and achieve a comprehensive, highly reliable CRP in every participating organization

**Secondary Drivers**
- Prioritizing CRP as "mission critical"
- Establishing highly reliable CRP processes to support harmed patients, families and involved staff
- Ensuring that event review uses best practices and reduces reoccurrence
- Collecting, monitoring, and learning from CRP Metrics
- Promptly and fairly offering financial/non-financial resolution
- Acknowledging and reducing suffering of patient, families, and staff involved in harm events
- Treating all patient and families with kindness, dignity, and respect
- Aligning CRP processes with the unique needs of each patient and family
- Creating and maintaining a non-punitive just culture
- Providing tools and skills to communicate appropriately and transparently with patients, families, employees, and the organization
- Communicating transparently with patients and families about harm events
- Internally sharing CRP performance data
- Externally disseminating learning about harm events and CRP processes

**Leadership Engagement** to inspire commitment, provide resources, and remove barriers to success

**Patient/Resident & Family Engagement** to co-design all processes, ensuring equity and accessibility

**Foundation for Success**

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