

# The Pathway to Accountability, Compassion, and Transparency for Patients and Families Communication and Resolution Programs

After a harm event, our Communication and Resolution Program, or CRP, will:

1. Help you understand what happened and why.
2. Take care of your current needs (physical, emotional, and financial).
3. Ensure that we learn from the harm event and use this new knowledge to improve patient safety and experience.

Your CRP liaison, sometimes called your “point person,” will communicate with you throughout the entire process. The map on the next page is intended to help you navigate the conversations you can expect to have with our team. Each patient and family’s CRP experiences are unique, so you will move through the map in your own way and at your own pace.

We have also included more details about the CRP process, plus resources that our facility can offer to you and your loved ones.

## What is a CRP?

**A Communication and Resolution Program (CRP)** is a way for us to support and communicate with patients and families who have been harmed by their healthcare, and to prevent the same harm from happening again.

## Who is on a CRP team?

**Our CRP team** includes:

- » Clinical Team Members who were involved in the event.
- » Risk Managers who assess, monitor, and prevent clinical risk.
- » Claims Specialists who examine and resolve medical claims by documenting actions, maintaining customer services, and ensuring legal compliance.
- » Patient Liaisons who connect patient and families with health system and clinical teams.
- » [Insert custom health system language]

# The CRP Pathway

## Initial Conversations

After a harm event, our CRP team will talk with you and your family about next steps. In this early period, we will discuss your medical care, our process for learning all about what happened, and how we will stay in touch to share information and hear about your experience and needs. Your CRP Patient Liaison will reach out to you with information and be available to you for any questions that come up.

During this time, you may feel intense emotions. We encourage you and your loved ones to review the next page for more information and resources.

## Ongoing Conversations

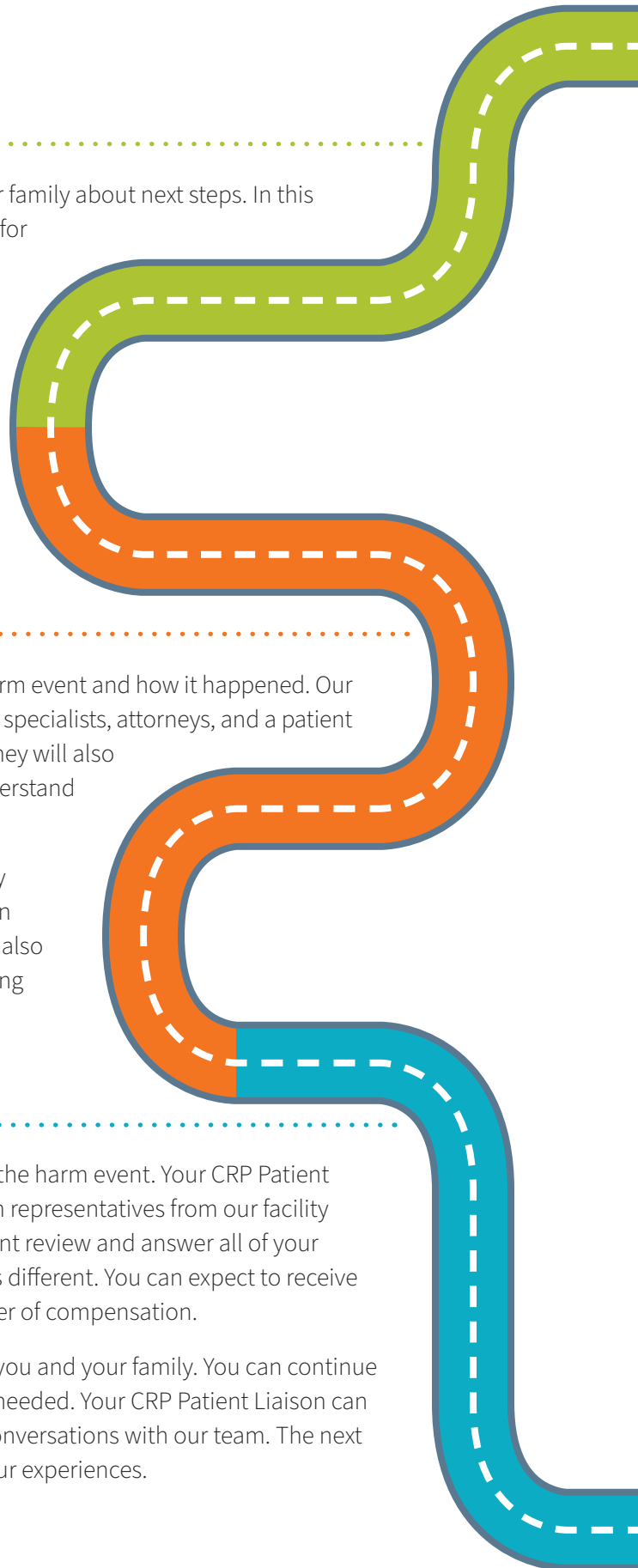
At this stage, our CRP team will learn all we can about the harm event and how it happened. Our team includes clinical team members, risk managers, claims specialists, attorneys, and a patient liaison. As they review facts and develop case information, they will also want to talk to and hear from you and/or your family to understand your experience of the harm event.

The event review may take weeks, or even months, and may include multiple conversations. Your CRP Patient Liaison can help you and your family if you have any questions and can also connect you with supportive resources if you are experiencing intense emotions or possibly physical symptoms.

## Closing Conversations

During this period, our CRP team completes their review of the harm event. Your CRP Patient Liaison will invite you to a meeting where you will meet with representatives from our facility who will explain everything that was learned during the event review and answer all of your questions. Because every case is different, every outcome is different. You can expect to receive full explanations of what happened, and may receive an offer of compensation.

These closing conversations can be a very difficult time for you and your family. You can continue these conversations and ask more questions for as long as needed. Your CRP Patient Liaison can answer your questions or arrange for more meetings and conversations with our team. The next page has language that you may find helpful to describe your experiences.



# Trauma and Recovery

A harm event can be traumatic for the patient and family members involved, often starting with shock and then leading many other emotions as well. Naming these feelings and understanding where they come from are important steps in addressing those feelings.

Immediately after the harm event, throughout the course of recovery, and during the full CRP process, you may feel the following:

- » Shock
- » Brain fog, or “wired and tired”
- » Despair
- » Guilt
- » Confusion
- » Anger
- » Disappointment
- » Fear
- » Betrayal
- » Overwhelm
- » Helplessness
- » Sadness
- » Disbelief
- » Abandonment
- » Isolation
- » Devastation
- » Grief
- » Distrust

These feelings may come in phases. Some may happen right away, like numbness, while others may arise later or last longer, like sleep challenges and/or sleep disorders. The intensity and length of these feelings can differ for each person, but all of these feelings are a normal response to your circumstances.

If the feelings become overwhelming, please reach out to your CRP Patient Liaison so that we can help get you the support you need.

## Services

While not a complete list, some services that we can offer you include:

- » Referrals and help with making appointments for counseling and support
- » Referrals to social services for planning or financial help (lodging, transportation, contacting employers)
- » Food coupons for meals in the cafeteria
- » Parking vouchers
- » Blankets for patients and family members
- » Transportation to hospitals and appointments

## Contact Information

[Insert custom health system language]

