

Key Driver Diagram

Aim
A comprehensive, highly reliable process for responding when patients are harmed by their care, guided by accountability, compassion, and transparency*

Primary drivers

Secondary drivers

Resources / Tools

Leadership

- Board champions the CRP, oversees it through review of CRP performance data over time, and promotes accountability
- The C-suite, Chiefs of service, other operational leaders, patient safety, risk management, claims/insurer, and legal professionals all work collaboratively to champion and resource the CRP as a critical component of the clinical mission, promoting patient/family engagement throughout

• *Resources coming soon*

CRP processes

- Timely harm event detection and reliable identification of CRP events
- Communication with, and support of, patients & families is early, open, ongoing, and centered on their needs
- Care for the caregiver & communication coaching for any who need it
- Learning & improvement processes include patient/family narrative, just culture, and lead to strong corrective actions
- Proactive offers of compensation for qualifying events

- [Process maps](#)
- [Communication & support guides](#)
- [RCA²](#)
- [Soliciting patient/family narrative](#)
- [Resolution/Reconciliation toolbox](#)

Measurement & learning system

- Responsibility for data collection & analysis is clear
- Measurement systems & processes include process measures, consider equity, and evolve to assess to outcomes once feasible
- Regular data presentations to leaders drive continuous improvement

- [“Getting started” guide](#)
- [Safety Event & Risk Management Software: CRP Guide](#)
- [Measure sets](#)
- [PACT CRP Event Tracker](#)

Education & training

- Organizational leaders, CRP team members & clinicians develop their CRP-related knowledge, perspectives, skills & behaviors
- Patients & families understand how the CRP works & their options

- [PACT Collaborative Learning Sessions \(incl. recordings, slides\)](#)
- [Information for patients/families](#)

Community of practice

- Share CRP experiences & data with other healthcare organizations to facilitate implementation, drive innovation & improvement, promote accountability
- Share event-related learning beyond the organization drives safety for all

- [PACT Leadership & Innovation Network](#)

*Each organization should update the Aim statement with the specific goal, target population, measurable outcome, and timeframe.

Example: *By the end of the PACT Collaborative in 12 months, our organization will run 100% of CRP events identified through our CRP.*