

The Facts about Communication and Resolution Programs (CRPs)



Patient safety and quality of care is the number one priority for health providers. Nothing is more important than keeping patients safe and making sure they receive the best possible care. But sometimes unexpected events happen, and these can have long-lasting effects on patients and their families—especially if they aren't handled with sensitivity and respect. This is why more and more hospitals/clinics across the country are using Communication and Resolution Programs (CRPs).

CRPs are a new and better way of dealing with problems in care.

They bring the patient and health professional together to have an open and honest conversation about the event, and explore the best way to move toward resolution and healing. This creates an environment of trust and respect and allows the patient to be heard.

CRPs also help health providers learn about and improve patient care. This reduces the chance of the event happening in the future, which increases patient safety, and improves quality of care.

CRPs Are Changing the Future of Healthcare

Sometimes things can go wrong with your care.

An adverse event is an unexpected event that can cause emotional or physical harm to a patient. Adverse events can range from a communication breakdown between a doctor and patient, to a patient experiencing a complication of a surgical procedure that was properly performed, and even situations where the patient was injured by an error or breakdown in the process of healthcare.

Adverse events are something that health professionals and hospitals/clinics work hard to prevent. Despite their best efforts however, adverse events do occasionally happen, and are usually the result of a combination of things—rather than just one thing—going wrong.

CRPs are a new and better way of moving towards resolving and healing.

Open and transparent communication is something that hospitals/clinics have been traditionally cautioned against by the legal profession due to fear of litigation and retribution, not because of their lack of accountability or integrity. In the past, an adverse event would most commonly result in the shut down of communication between the patient and health professional, the immediate involvement of lawyers, and both parties heading down the path of a lengthy and expensive lawsuit.

The CRP process is completely different. It puts the patient first, and uses open and transparent communication to move toward resolution and healing.

How the CRP process works

CRPs give patients a voice in the resolution process. In the event of an adverse event, a hospital/clinic with a CRP in place will:

- Bring the patient and health professional together to talk about what went wrong
- Investigate what, if anything, the health professional or hospital/clinic could have done to prevent the event from happening
- Put a plan in place to prevent the event from happening in the future
- Explore what the patient needs to move toward resolution and healing. When patient harm occurs due to a medical error, resolution may include financial solutions that take different forms, such as waiver of charges or reimbursement of out of pocket expenses.

Benefits to Patients



CRPs promote open and transparent care.

CRPs view open, honest, and transparent communication as key to moving toward resolution and healing. These conversations can be difficult, but they are fundamental to building trust, respect, and learning.



CRPs move toward resolution faster.

CRPs bring people together as soon as an event occurs. This is better for patients and families, as they can understand what happened and identify what they need to heal sooner.



CRPs support a fair resolution process.

CRPs make sure the right people are involved in the resolution process. This ensures patients receive fair and reasonable compensation and support when the adverse event was caused by a medical error. Patients are free to engage a third-party representative such as a lawyer or patient advocate to help ensure the event is handled fairly.



CRPs reduce the chance of adverse events happening in future.

CRPs make sure that the root causes that contributed to an event are identified and addressed. This includes putting a plan in place to minimize or prevent the event from happening in the future. In many cases, patients are invited to be an active part of this process.



Does your healthcare institution have a CRP in place?

**As a patient, you have a right to know.
Speak with your health provider or visit www.healthpact.org**



Transforming Communication in Healthcare