

# COMMUNICATION & RESOLUTION

Addressing patient harm through transparency and empathy, the Foundation for Health Care Quality's (FHCQ) Communication and Resolution Program support services present a unique opportunity to examine patient harm events, reduce medical error, and widely share lessons learned after an adverse medical event or near miss event.



FHCQ is a federally listed Patient Safety Organization (PSO) with multiple programs that aim to improve patient safety, one being Communication and Resolution Program Certification. Communication and resolution programs (CRP) are a patient-centered process used to address unintended patient harm after an adverse medical event and prevent recurrence. With CRP, patients and families receive transparent communication, timely resolution, and fair compensation when warranted.

## How does FHCQ support CRP and learning from adverse events?

FHCQ has two services that can benefit organizations who are new or established with CRP. The aim of these CRP services is to provide support with CRP implementation, collect best practices, and disseminate aggregated information. Both services are free to participate. **The conversations and documents shared with FHCQ are confidential and privileged information federally protected from discovery** under [RCW 43.70.510](#) and the [Patient Safety and Quality Improvement Act of 2005](#).

### CRP Screening:

Organizations can receive real-time feedback of a CRP event from FHCQ's panel of CRP experts who comprise the CRP Review Panel. The CRP Review Panel can provide coaching and consulting through the key steps of CRP.

### CRP Certification:

The CRP Review Panel will examine the completed CRP event to discuss the entirety of the CRP process and identify best practices or areas for improvement. Receiving CRP Certification from the CRP Review Panel is a testament to an organization's commitment to patient safety, just culture principles, and highly effective CRPs.

## FHCQ's CRP goals are centered on the following activities:

### Provide:

protections for healthcare professionals to report and discuss CRP events to reduce patient harm and improve safety.

### Learn:

from reported events. All participants receive personalized feedback of the CRP process.

### Share:

the trends, patterns, and best practices identified from reported events. Learnings from events are deidentified and shared widely.