



Talia's Voice

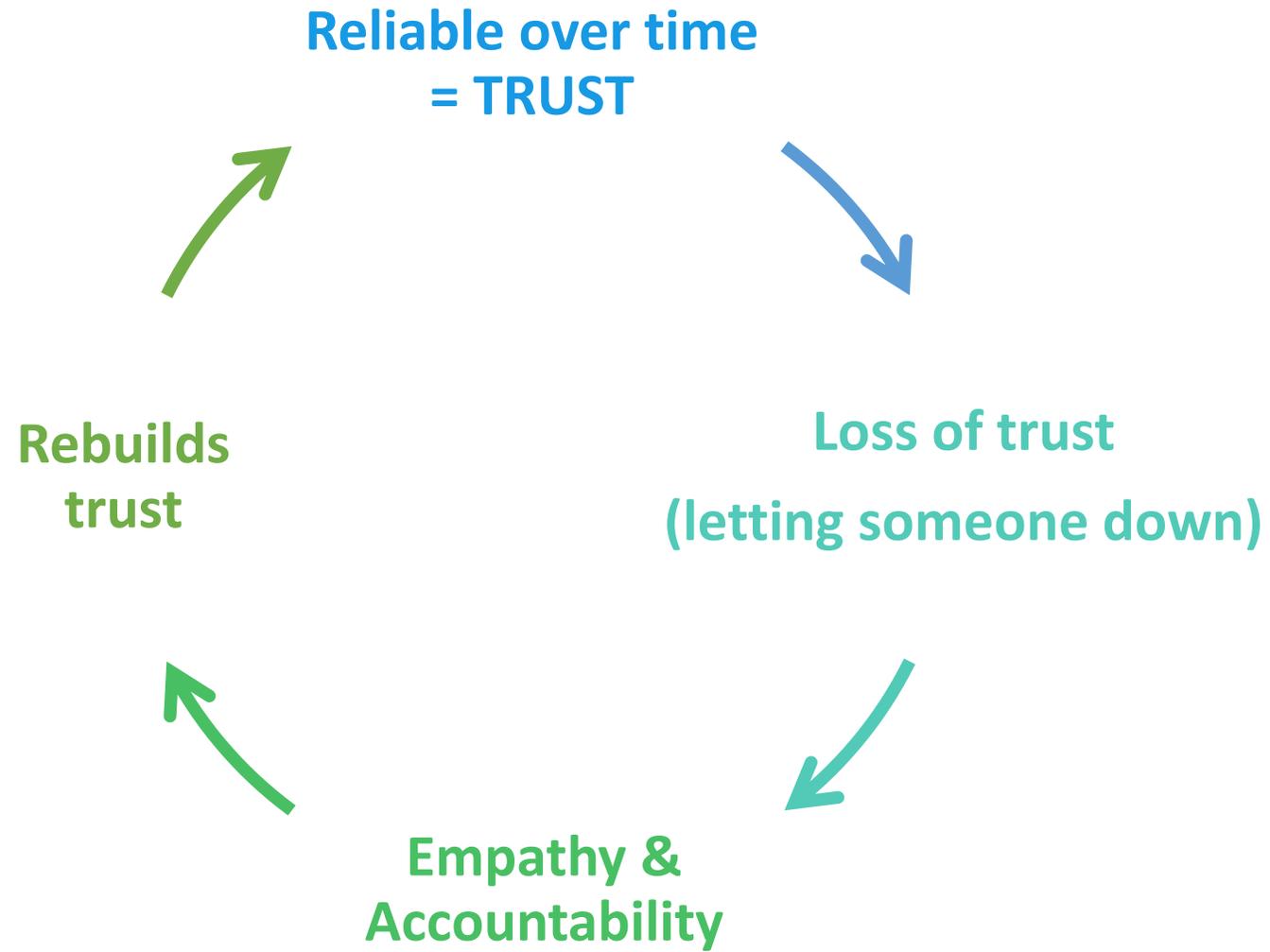
Projects for Patient Safety

Naomi Kirtner
Jeff Goldenberg, MD

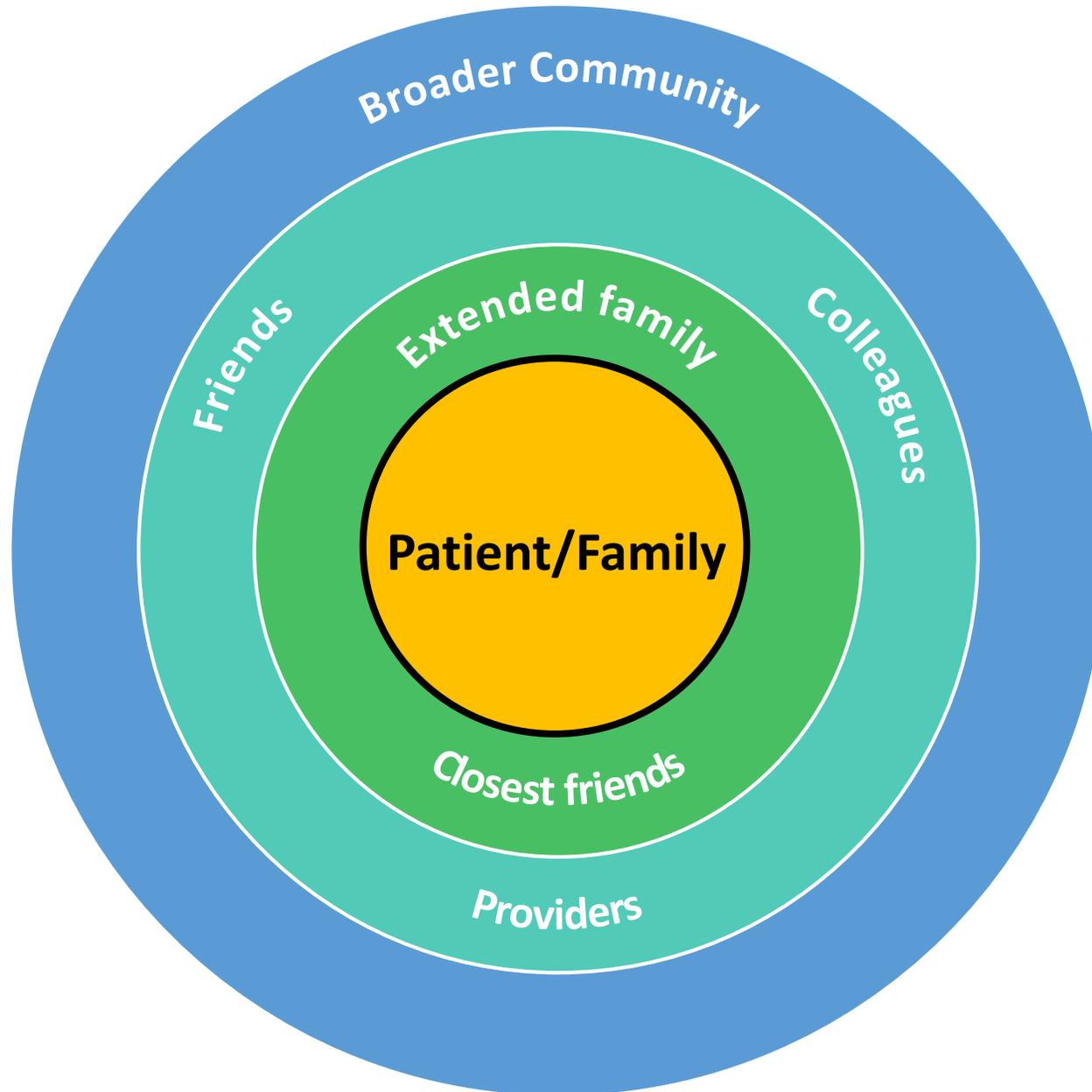
Trust

“CRP” & “crp”

a program and a process



The Patient/Family is Primary



The Role of Anger In (Life) / CRP

“Anger is bad”

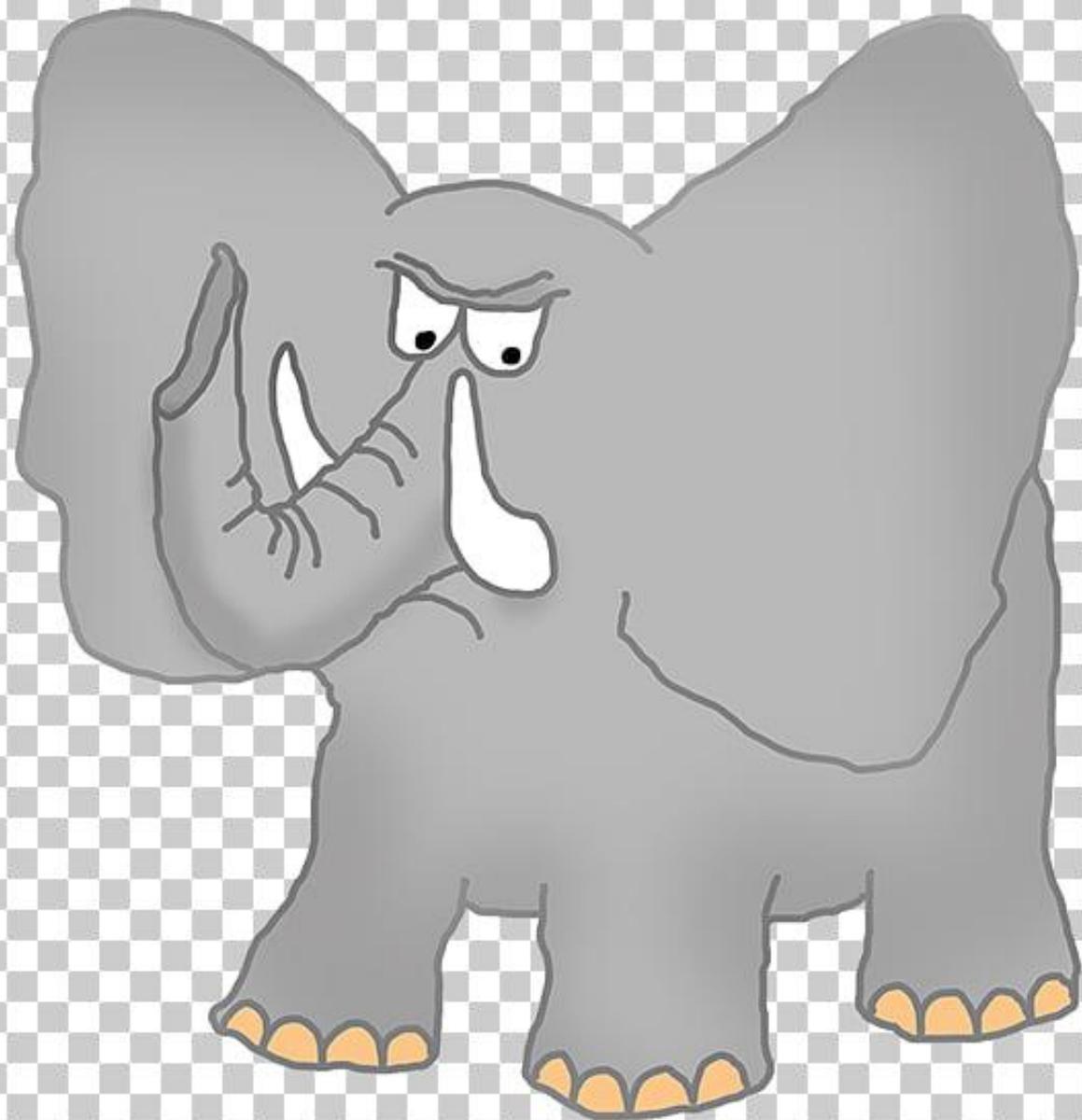
Anger is Appropriate

Acknowledge Anger

Unacknowledged Anger Sabotages

Practice!





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