

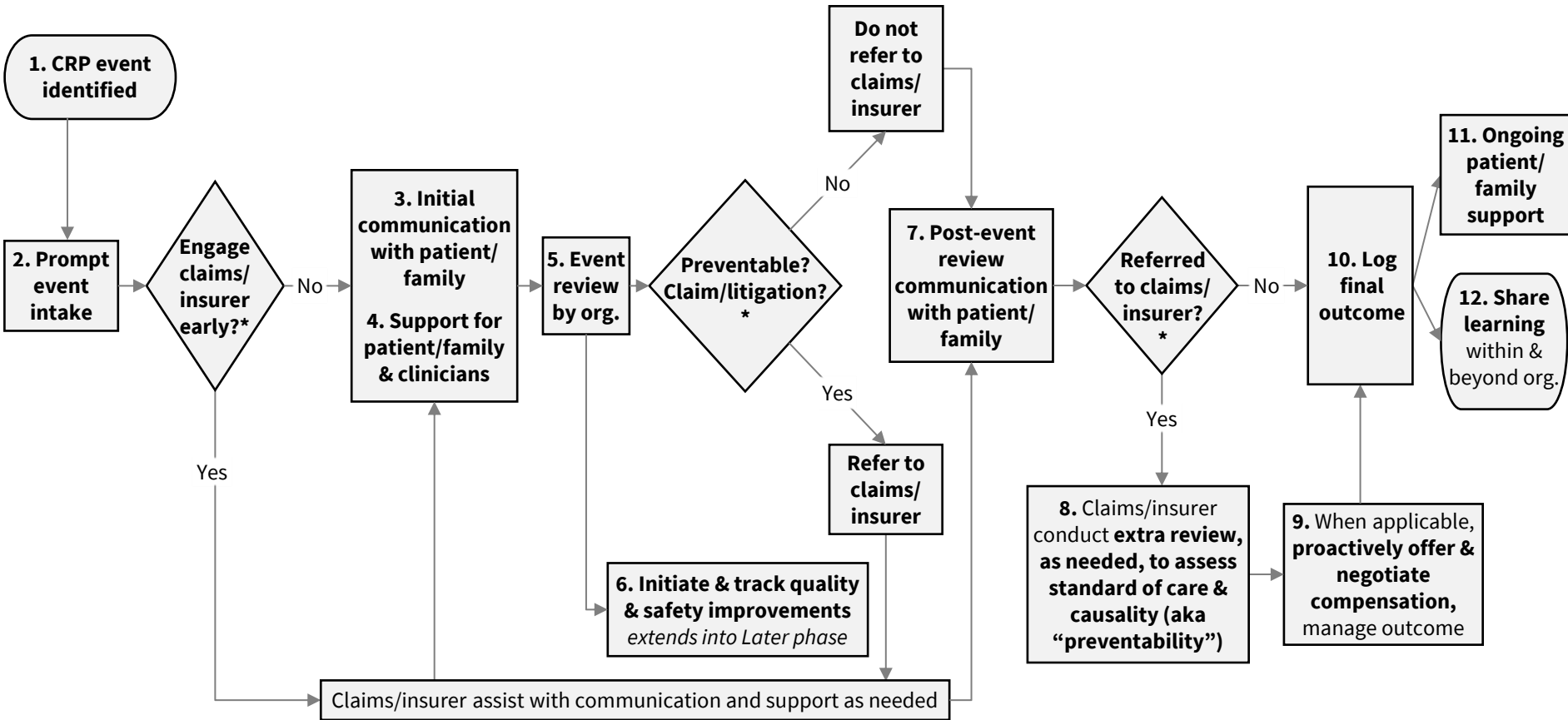
Basic Overall CRP Process Map

A step-by-step map of the activities involved in responding to a CRP event

Early Phase (0-3 days)

Middle Phase (1-6 weeks)

Later Phase (>6 weeks)



* **Engage claims/insurer for a subset of CRP events:** claims, pre-litigation notices, lawsuits, if the patient/family have legal representation, and those that likely involved serious preventable harm. Such events may require extra review. In such situations, clinicians, their leaders, and claims/insurer/legal professionals must coordinate to ensure accurate & consistent communication with the patient/family.

