

CRP Leader Intensive

Tailored Leader Engagement for Successful CRP Implementation

Drive culture change. Achieve measurable results.

Strong leadership is the cornerstone of any successful Communication and Resolution/Reconciliation Program (CRP).

The **CRP Leader Intensive** is a powerful, insight-generating experience for healthcare leaders that helps align vision, build skills, and accelerate results.

The **Center for Harm Response**, a collaborative of the Johns Hopkins Armstrong Institute and University of Washington, facilitates this **on-site, interactive** program, delivered over **two dynamic half-days** to address your organization's unique challenges. The goal is to ensure every leader leaves with actionable strategies and the confidence to implement them.

Why Choose a CRP Leader Intensive?

- **Customized for Your Context:** We work with you to target your organization's barriers to CRP success.
- **Expert-Led:** Facilitated by nationally recognized CRP experts who have implemented, managed, and evaluated CRPs in a variety of settings across the U.S.
- **Proven Engagement:** Interactive exercises, case studies, and collaborative learning that keeps leaders connected and focused.
- **Meaningful Impact:** Designed to help your organization improve trust, communication, and outcomes.

Who Should Attend a CRP Leader Intensive?

We will work with you to identify the leaders who should attend. Commonly, attendees include:

- **Senior System Leaders** like your Chief Medical Officer, Chief Nursing Officer, Chief Quality Officer, Chief Risk Officer, Chief Financial Officer, General Counsel
- **Facility Leaders** like Hospital Presidents, Chief Medical Officers, Chief Nursing Officers, Chief Quality Officers
- **CRP Leaders and Team Members**

Program Outcomes

By the end of the CRP Leader Intensive, your leadership team will:

- Understand key leadership behaviors that drive meaningful CRP adoption.
- Share a clear, shared vision for CRP success based on a solid understanding of your current successes and opportunities.
- Be equipped with practical tools and strategies to manage the changes that come with CRPs, foster transparency and trust, and build a stronger culture of safety.

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