

Coaching and Consulting

Supporting Healing. Rebuilding Trust. Improving Healthcare.

The Center for Harm Response helps healthcare organizations design, implement, and strengthen **Communication and Resolution/Reconciliation Programs (CRPs)** that address harm events with empathy, transparency, and accountability while fostering patient trust and advancing safety culture. While many organizational leaders believe in the principles of CRPs, full implementation of a comprehensive, highly reliable program is difficult to achieve without support.

Our team brings decades of experience developing CRPs nationwide by guiding leaders, clinicians, and risk professionals through proven strategies to respond compassionately, promote learning, and prevent recurrence.

Why Commit to a CRP

- **Enhances patient trust** through timely, honest communication.
- **Supports care teams** with structured, compassionate responses after harm.
- **Reduces litigation risk** by resolving issues collaboratively and fairly.
- **Drives safety improvement** via transparent event review and actionable insights.
- **Meets regulatory and payer expectations** for harm response and reporting.

Our Services

- **CRP Design & Implementation:** Tailored frameworks aligned with your culture and operational needs, starting with an assessment of your current processes and following through with a robust implementation plan to create the program you want.
- **Coaching:** Ongoing guidance for leaders and patient safety teams engaged in implementation and ongoing continuity of their programs.
- **Skill-building workshops:** Targeted workshops to address your skill gaps across the CRP process.
- **Policy & Procedure Development:** Integrating CRP into safety, quality, and risk management processes.
- **Metrics & Evaluation:** Measuring CRP effectiveness and impact.

Our Approach

We combine evidence-based practices with deep real-world expertise, ensuring your CRP not only meets standards but becomes a trusted, sustainable part of your organization. We coach with empathy, lead with strategy, and help you operationalize change every step of the way.

Why work with The Center for Harm Response?

- National thought leadership in CRP policy and adoption.
- Extensive experience with CRP implementation.
- Expertise spanning patient safety, clinical risk, law, quality improvement, and organizational change.
- Proven results in both large health systems and community healthcare settings.

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