

Challenges of implementing a communication-and-resolution program where multiple organizations must cooperate.

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<https://psnet.ahrq.gov/issue/challenges-implementing-communication-and-resolution-program-where-multiple-organizations>

Implementation of [communication-and-resolution](#) programs remains challenging despite the [demonstrated success](#) of such programs. Using data obtained from sites implementing communication-and-resolution programs in Washington State, investigators identified numerous challenges including inadequate leadership support, physical distance of the liability insurer from the site of care, and a lack of trust among the organizations involved.