

Ensuring successful implementation of communication-and-resolution programmes.

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[Communication-and-resolution programs](#) (CRP) emphasize early disclosure of adverse events and proactive approaches to resolving the patient safety issue, but successful implementation has been [challenging](#). This study used qualitative methods to explore factors supporting successful CRP implementation at two [Massachusetts hospitals](#). Identified facilitators of successful implementation encompassed institutional leadership support including oversight by a full-time project manager, investments in physician training, positive relationships between hospital risk management and the liability insurer, use of formal decision protocols, collaborative group implementation, and small hospital size.