

The Good, The Bad, and The Ugly: Patient Experiences with CRPs.

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<https://psnet.ahrq.gov/issue/good-bad-and-ugly-patient-experiences-crps>

Communication-and-resolution program (CRP) initiatives are a [valuable strategy](#) for improving support and transparency after an adverse incident. This webinar discussed how [patients and families](#) feel about support mechanisms after they have experienced medical error, if they were involved in a [CRP process](#) and the types of information they required after a harmful incident.