JOHNS HOPKINS MEDICINE
Armstrong Institute for Patient Safety and Quality

The Center for Harm Response

FREE WEBINAR

Shaping the Future of Harm Response:

Rebuilding trust and improving healthcare through evidence-based Communication and Resolution Programs



October 29, 2026
12:00 – 1:00 p.m. E.T.

PRESENTED BY
Thomas Gallagher, M.D., M.A.C.P.
Lauge Sokol-Hessner, M.D., C.P.P.S.
Melissa Parkerton

When harm happens in healthcare, how an organization responds matters. Growing expectations for transparency and the new Patient Safety Structural Measure make it more important than ever to have reliable systems for responding to harm.

REGISTER

KEY LESSONS
Three essential insights about Communication and Reconciliation Programs (CRPs).

REAL-WORLD EXPERIENCE
Hear directly from organizations with implementation experience.

STRONGER TOGETHER
Discover how peer support and CRPs can work together to support patients, families and clinicians.