

Our Approach

CRICO's Risk Appraisal Process (RAP) and Service Line Risk Assessment (SLRA) provide a comprehensive, evidence-based view of patient safety risks at both the system and department levels. The RAP examines organization-wide structures and practices, while the SLRA offers a focused, service-line-specific review. At the end of the three-phase assessment, you receive a detailed report outlining the data, findings, recommendations, and supporting evidence.

WHAT THE ASSESSMENTS REVEAL

Through a blend of qualitative and quantitative analysis, the RAP and SLRA examine the core domains of patient and staff safety: Structure, Culture, and Leadership. By engaging frontline staff, providers, and leadership, these assessments address layered questions to give leaders a practical roadmap for meaningful change.



Strengths & Vulnerabilities

What helps patient safety programs succeed and what holds them back?



In-depth Insights

How do leaders and frontline teams view the organization's culture and performance?



Roadmap & Tracking

How can local and system leaders drive innovation, foster collaboration, and sustain meaningful change?

HOW TO REQUEST A RISK ASSESSMENT

You can submit a request directly to your organization's primary contact (CRICO Patient Safety Program Director), email the Risk Assessment Unit at RAU@rmf.harvard.edu, or complete the [Request a Risk Assessment Form](#) on the CRICO website.

OUR PROCESS

PHASE 1: PREPARATION

Kick-Off Meeting

(1-3 Months Before Onsite Work)

- Align on goals, scope, and timeline

Document Collection

The RAU team will request the organization to provide pre-assessment materials, such as:

- Patient experience data
- Staff culture & satisfaction surveys
- Prior risk assessments
- Prior regulatory reports
- Relevant policies

Final Prep *(1 Week Prior)*

- CRICO completes document review
- Schedule and assessment details finalized

PHASE 2: ASSESSMENT

- Virtual or on-site interviews with key stakeholders
- Engagement with leaders, staff, and providers
- Observation of structures, workflows, and culture

PHASE 3: IMPLEMENTATION & FOLLOW-UP

Final Report Delivered *(6-8 weeks)*

- Key findings
- Recommendations
- Supporting evidence
- Itemized scorecard with clear priority recommendations, benchmarking tools, and prioritization tracker

Ongoing Support

- Formal follow-ups at 6, 12, and 18 months
- Resource sharing & peer connections
- Ad-hoc consultation as needed