

1. READINESS

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- Sokol-Hessner, L., Folcarelli, P., & Sands, K. (2016). <u>The practice of respect.</u> New England Journal of Medicine.
- The University of Chicago. <u>Finding answers: Solving disparities through payment and delivery system reform</u>.

2. RECOGNITION

- Agency for Healthcare Research and Quality. The SHARE approach.
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3. RESPONSE

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4. REPORTING/SYSTEMS LEARNING

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