**Communication, Apology and Resolution (CARe)**

SAMPLE LETTERS AND DOCUMENTATION

**Sample letter for patient/family member unresponsive to resolution conversation contact**

**Letter after review is completed**

Dear [name],

We are deeply sorry for your experience at [facility] on [date]. We did not deliver the care that we strive to and know that you were harmed. We would like to discuss the event and our investigation into the causes of the harm you experienced and speak with you about what we can do to help.

We know that you may not want to talk with us right now. But, if at any point it would be helpful to understand more about what happened and what is being done to prevent it from happening again, please reach out to us. We welcome a meeting and discussion with you and anyone who you would like to bring to support you.

Sincerely,

[name], [title] *(Patient safety/Risk/Patient relations staff member)*