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

SAMPLE LETTERS AND DOCUMENTATION

**Sample- required event notification letter**

Dear [name],

Thank you for your patience with us as we worked to better understand the causes of [the event you experienced] during your recent hospitalization here at [facility]. As promised in an earlier letter and in our discussions, I am writing to give you the results of the investigation we have completed.

We determined that your medical event did meet the criteria of a Serious Reportable Event as outlined by the Department of Public Health (DPH). What this means is that it is something that they want to know about for general health care tracking and future policy development. [However, our investigation found that the event was not preventable – there was nothing we could have done at the time to stop it from happening, although we are very sorry that it did happen.] OR [We found that the event was preventable. We are very sorry that this happened, and we have put the following in place to minimize the chances of it happening again…]

We would like to work with you, through our previously discussed CARe Program[Refer to materials if needed], to help repair the injury and losses you have experienced because of this preventable event.

The full report of our review that was submitted to the DPH is also attached here. Should you have any questions about the report, please contact the patient relations department at [contact info].

Please know that [facility] is committed to providing you with timely and quality care, and to constantly improving our practices to ensure patient safety.

Sincerely,

[name], [title]