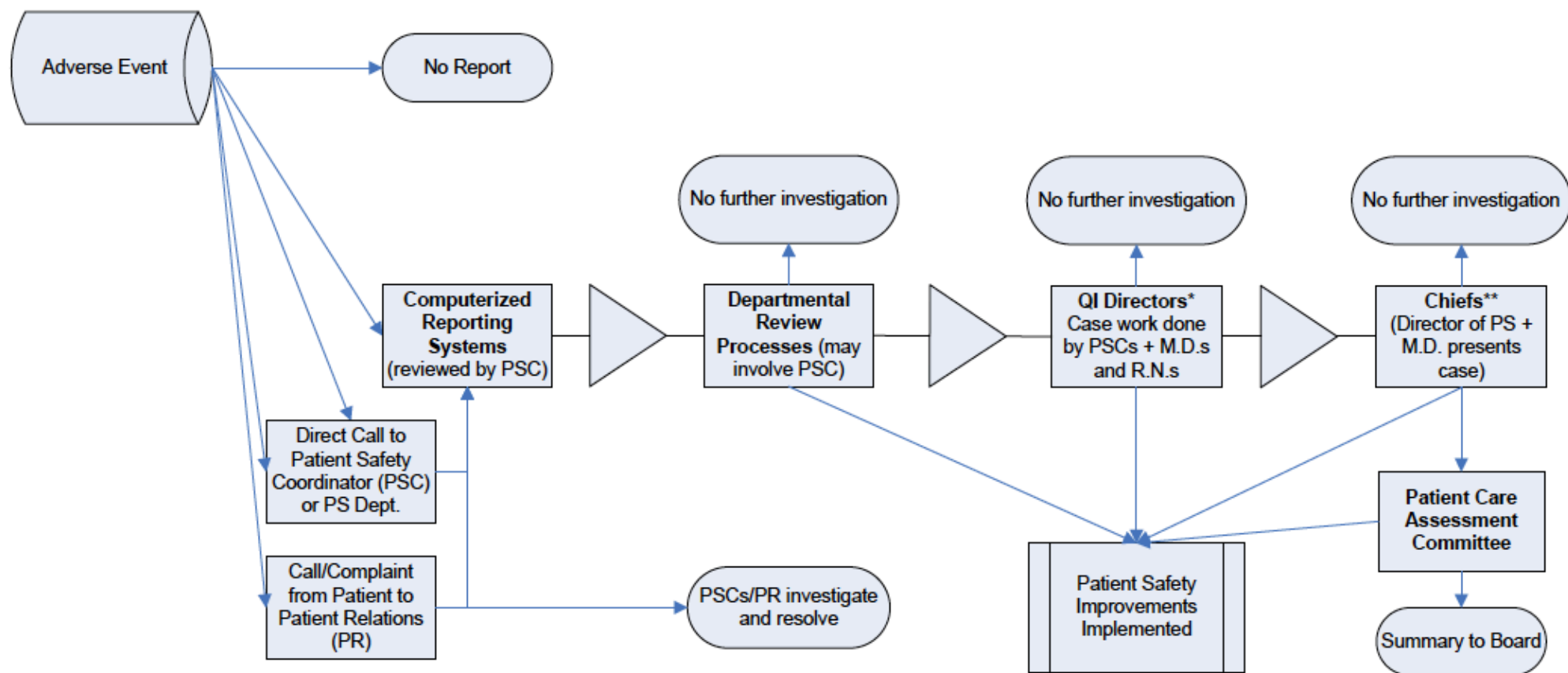


Sample adverse event process

COMMUNICATION, APOLOGY AND RESOLUTION (CARE)



*QI Directors: a multidisciplinary peer review committee whose membership includes the physician from each department that serves in the leadership role of Quality Improvement Director; the Associate Chief Nurses; Director of Pharmacy and the Patient Safety Coordinators/Risk Managers. The meeting is co-chaired by the Sr. Vice President of Health Care Quality and the Director of Patient Safety.

**Chiefs: a meeting of all of the department chairmen, the CNO, COO, CEO, President of the Medical Staff, Sr. Vice President of Health Care Quality, Director of Patient Safety and Sr. Vice President of GME