[Letterhead]

Dear \_\_\_\_\_\_

I am writing to let you know that the \_\_\_\_\_\_\_\_Health System has initiated a Communication and Resolution Program (CRP) to resolve adverse medical events that occur at our entities. We truly believe that CRPs are a step forward in achieving better resolutions for patients and providers, and most importantly, for improving patient safety throughout our system.

A CRP is defined by

* Proactively communicating with the patient and/or family when adverse events occur
* Investigating the root causes of the event, identifying improvements and committing to implementing the improvements
* Discussing the investigation findings with the patient and/or family, and answering their questions
* When it is determined that the care we provided did not meet the standard of care and that it caused significant harm to the patient, we will explore potential compensation proactively, without requiring the patient to file a lawsuit

There is a considerable amount of data to support the use of CRPs which demonstrates that these programs do not increase claims or costs–and in many cases, they even *decrease* claims and costs—and that both providers and patients prefer CRPs to traditional claims practices. Over 200 healthcare facilities across the country have or are implementing CRPs. We believe that the trend will continue in this direction and intend to be a leader in this space.

For more information on these programs, please see the articles linked below. I am happy to talk at any time if you would like more information on what this means for your insureds at our \_\_\_\_\_\_\_ facilities.

Thank you,  
[VP of Claims]

* Data addressing costs and claims before and after CRP in Michigan Study, published August 2010: <https://www.acpjournals.org/doi/10.7326/0003-4819-153-4-201008170-00002>
* Data addressing costs, claim numbers, and time to resolution in Massachusetts study, published November 2018: [https://www.healthaffairs.org/doi/full/10.1377/hlthaff.2018.0720?url\_ver=Z39.88-2003&rfr\_id=ori%3Arid%3Acrossr ef.org&rfr\_dat=cr\_pub%3Dpubmed](https://www.healthaffairs.org/doi/full/10.1377/hlthaff.2018.0720?url_ver=Z39.88-2003&rfr_id=ori:rid:crossref.org&rfr_dat=cr_pub%3Dpubmed)
* Data addressing claims numbers, provider satisfaction, and adherence in Massachusetts study published in Health Affairs in 2017: <http://www.healthaffairs.org/doi/10.1377/hlthaff.2017.0320>
* Data regarding patients and medical error in Massachusetts, published 2020: <https://www.betsylehmancenterma.gov/research/costofme>
* Lessons learned from CRP implementation at over 200 hospitals, published April 2018: <https://journals.sagepub.com/doi/abs/10.1177/2516043518763451>