**Board Resolution**

**Commitment to the process of Communication, Apology and Resolution (CARe)**

**in the resolution of medical injury and adverse events**

As a hospital board of directors, we recognize that adverse events related to medical error are a recognized cause of medical injury. We acknowledge the work of the Institute of Medicine’s *To Err is Human* and take our responsibilities to promote systems improvements that provide safe, high quality patient care very seriously. We believe that when a systems error results in patient harm, [name of organization] has a tangible role and responsibility in the process of disclosure of the event, in apology to the patient and family where appropriate, and in an offer of timely and fair compensation in those circumstances where it is determined that significant harm occurred as a consequence of the error.

**Communication, Apology and Resolution (known as CARe)** was developed by an alliance of hospitals and health care organizations in Massachusetts as an alternative to liability reform. Utilizing the principles of disclosure, apology and offer, the goals of the framework seek to:

1. **Compensate patients quickly and fairly when unreasonable medical care caused injury.**
2. **Vigorously support patients, clinicians, and staff in the aftermath of an adverse event, regardless of whether it was preventable or not.**
3. **Reduce patient injuries by learning from adverse events, listening to patients’ experiences, and committing to continuous safety improvement.**

The Board of Directors of [name of organization] supports this initiative, which seeks to enhance care not only in Massachusetts but also across the nation. As directors, we pledge to actively engage in activities that advance our work in this area.

Adopted on [date] by [name of organization] Board of Directors

Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chair, Board of Directors