Timeline
COMMUNICATION, APOLOGY AND RESOLUTION (CARe)

BETSY LEHMAN CENTER for Patient Safety

	Program setup	24-48 hours after event algorithm steps 1, 2	2-4 weeks after event algorithm step 3	1-3 months after event algorithm steps 4, 5	2-5 months after event algorithm steps 6, 7, 8	3-6 months+ after event algorithm steps 9, 10
WHEN						
	Preparation	**1**	**2**	**3**	**4**	**5**
KEY STEPS	Ensure that the safety culture at facility supports a CARe program Educate leadership and form CARe case review team Set up CARe structure and resources Educate providers	Patient safety department alerted Support services for providers and patients launched Initial communication: Discussion with patient regarding error and known facts	Internal investigation takes place Patient safety and patient relations maintain contact with providers and patients respectively	Determination of CARe insurer case criteria fit Providers, chiefs, and directors consulted Facility representatives, including patient relations and relevant providers, conduct initial resolution conversation with the patient; connect patient to insurer for further evaluation as applicable	Insurer reviews case and develops offer parameters Provider/system allocation by insurer Insurer informs patient of right to counsel if monetary offer will be made Corrective actions implemented at site	Resolution offer meeting with insurer, patient/family and counsel if applicable regarding offer of compensation Additional resolution meetings occur as necessary Financial offer accepted or rejected (settlement may be negotiated)
RESOURCES	Readiness checklist, implementation guide, and best practices for CARe programs for the implementation team	Sample communication policy for risk managers/all staff Best practices for interfacing with patients for patient relations Unexpected medical outcomes for patients	7-Day SRE Sample Letter and 30-Day SRE Sample Letter templates for risk managers	Algorithm #1: Initial steps and case filter for risk managers Guide to insurer referral conversations for patient relations/ risk managers	Algorithm #2: Insurer case protocol for risk managers Best practices for insurers for insurers	Guidelines for initial CARe meeting for risk managers/insurers Best practices for representing patients and best practices for representing providers for attorneys