

Timeline

COMMUNICATION, APOLOGY AND RESOLUTION (CARe)



**BETSY
LEHMAN
CENTER**
for Patient Safety

WHEN	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
KEY STEPS	Preparation	1	2	3	4	5
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