

Timeline

COMMUNICATION, APOLOGY AND RESOLUTION (CARE)

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