**CARe Timeline**

### Program Setup

- **24-48 hours after event**
  - (algorithm steps 1, 2)
  - Patient Safety Alerted
  - Support services for providers and patients launched
  - Discussion with patient regarding error and known facts

- **2-4 weeks after event**
  - (algorithm step 3)
  - Internal investigation takes place
  - Patient Safety and Patient Relations maintain contact with providers and patients respectively

- **1-3 months after event**
  - (algorithm steps 4, 5)
  - Determination of CARe criteria fit
  - Providers, Chiefs, and Directors consulted
  - Team huddle; designee conducts Initial CARe Communication with the patient; connects them to Insurer for record release

- **2-5 months after event**
  - (algorithm steps 6, 7, 8, 9)
  - Insurer reviews case and develops offer parameters
  - Provider/System Allocation by insurer
  - Insurer invites patient to CARe Initial Meeting; recommends that counsel also attend
  - Corrective actions implemented at site

- **3-6 months+ after event**
  - (algorithm steps 10, 11)
  - Initial meeting with insurers, providers, patient safety staff, patient, counsel, and other parties
  - Additional resolution meetings occur as necessary
  - Financial offer to patient made and accepted or rejected (settlement may be negotiated)

### Preparation

- Ensure that the safety culture at your institution supports a CARe program
- Set up resources
- Educate providers

### Resources

- Readiness Checklist
- Implementation Team
- Implementation Guide
- Implementation Team
- Best Practices for CARe Programs
- Implementation Team

### Audience

- Sample Communication Policy
- Risk Managers/All Staff
- Best Practices for Interfacing with Patients
- Patient Relations
- Unexpected Outcome Sheet
- Patients

- DPH SRE Letter Templates
- Risk Managers

- CARe Algorithms
- Risk Managers
- Insurer Referral Document (to be finished)
- Patient Relations/Risk Managers

- Best Practices for Patient Representation
- Risk Managers/Insurers
- Suggested Insurer Contact Timeline
- Insurers

- Guidelines for Initial CARe meeting
- Risk Managers/Insurers
- Best Practices for Attorneys Representing Patients
- Attorneys
- Best Practices for Attorneys Representing Providers
- Attorneys

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