



# CARe Timeline

## Program Setup

## Preparation

Ensure that the safety culture at your institution supports a CARe program

Set up resources

Educate providers

- Readiness Checklist
- Implementation Team

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- Implementation Guide
- Implementation Team

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- Best Practices for CARe Programs
- Implementation Team

**24-48 hours after event**

(algorithm steps 1, 2)

**1**

Patient Safety Alerted

Support services for providers and patients launched

Discussion with patient regarding error and known facts

- Sample Communication Policy
- Risk Managers/All Staff

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- Best Practices for Interfacing with Patients
- Patient Relations

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- Unexpected Outcome Sheet
- Patients

**2-4 weeks after event**

(algorithm step 3)

**2**

Internal investigation takes place

Patient Safety and Patient Relations maintain contact with providers and patients respectively

- DPH SRE Letter Templates
- Risk Managers

**1-3 months after event**

(algorithm steps 4, 5)

**3**

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

- CARe Algorithms
- Risk Managers

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- Insurer Referral Document
- Patient Relations/Risk Managers

**2-5 months after event**

(algorithm steps 6, 7, 8, 9)

**4**

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

- Best Practices for Patient Representation
- Risk Managers/Insurers

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- Suggested Insurer Contact Timeline
- Insurers

**3-6 months+ after event**

(algorithm steps 10, 11)

**5**

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)

- Guidelines for Initial CARe meeting
- Risk Managers/Insurers

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- Best Practices for Attorneys Representing Patients
- Attorneys

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- Best Practices for Attorneys Representing Providers
- Attorneys

## Resources Audience