**Board Resolution**

**Commitment to the process of**

**Communication, Apology & Resolution, ‘CARe’**

**in the resolution of medical injury and adverse events attributable**

**to medical error**

As a hospital board of directors, we recognize that adverse events related to medical error are a recognized cause of medical injury. We acknowledge the work of the Institute of Medicine’s *To Err is Human* and take our responsibilities to promote systems improvements that provide safe, high quality patient care very seriously. We believe that when a systems error results in patient harm, \_\_\_\_\_\_\_\_\_ Hospital has a tangible role and responsibility in the process of disclosure of the event, in apology to the patient and family where appropriate, and in an offer of timely and fair compensation in those circumstances where it is determined that significant harm occurred as a consequence of the error.

Based on the results of an AHRQ funded joint initiative between Beth Israel Deaconess Medical Center and Massachusetts Medical Society, *A Roadmap for Removing Barriers to Disclosure Apology and Offer in Massachusetts* was developed. The Massachusetts Alliance for Communication and Resolution following Medical Injury has undertaken a coordinated health care quality improvement project to implement **Communication, Apology & Resolution aka ‘CARe’** as an alternative to liability reform. Utilizing the principles of disclosure, apology and offer, the goals of the framework seek to:

1. **Compensate patients quickly and fairly when unreasonable medical care caused injury.**
2. **If the care was reasonable or did not adversely affect the clinical outcome, caregivers and the organization are vigorously supported.**
3. **Reduce patient injuries by learning through patients’ experiences and enhancing patient safety at \_\_\_\_\_\_\_\_ Hospital.**

The Board of Directors of \_\_\_\_\_\_\_\_\_\_\_\_ Hospital supports this initiative, which will seek to enhance care not only in Massachusetts but also across the nation. As directors, we pledge to actively engage in activities that advance our hospital’s work in this area.

Adopted on November 26, 2012, by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Board of Directors

Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chair, Board of Directors