

Introduction to CArE and recent developments

What is CArE? Why is it important? What can the Betsy Lehman Center do to support you in implementation?

Communication, Apology, and Resolution: The basics

Communicate	Apologize	Investigate	Move toward healing	Resolve
<p>Proactively communicate with patients/families about adverse events</p> <p>Connect them with team members who can help them throughout CARE</p>	<p>Offer empathy and, where appropriate, an apology of responsibility</p>	<p>Investigate the events to find root causes and develop corrective actions to improve patient safety</p>	<p>Have resolution conversations to discuss those findings with the patients/families</p> <p>Proactively move the case to the insurer for resolution if criteria are met</p>	<p>Resolve compensation cases outside of court system (patients who may receive compensation are encouraged to have attorneys)</p> <p>Ensure safety improvements are made</p>

Why use CARe?

Better for patients

- Treated with compassion and honesty
 - Can get the answers and support they need
 - Fairer and more timely process than court system
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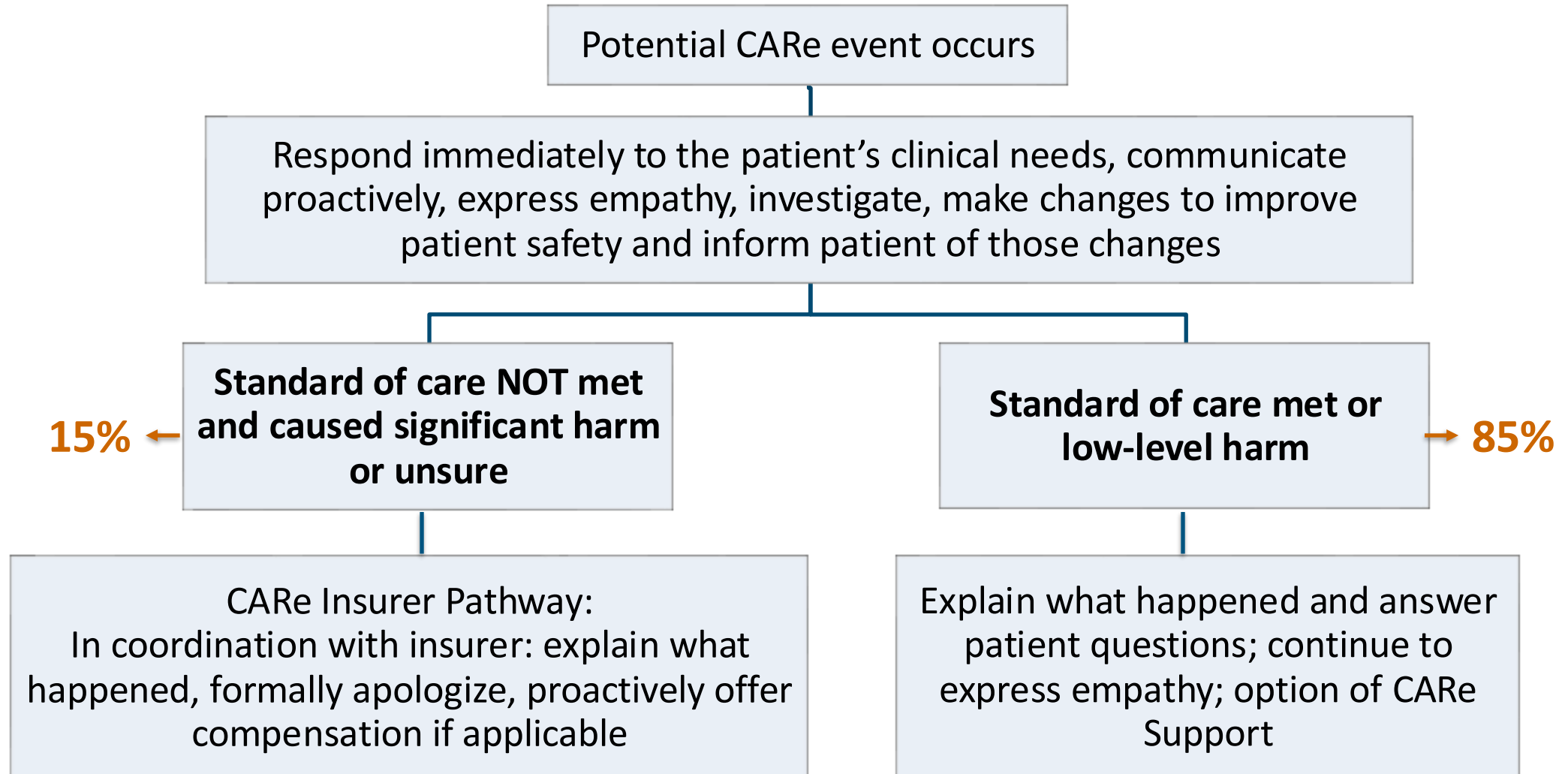
Better for providers

- Preserves provider/patient relationship when possible
 - Can express natural empathy and get support they need
 - True systemic root causes are more likely to be unearthed
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Better for the health care system

- Less defensive medicine
 - System improvements are made
 - Builds trust in the system which can increase reporting and morale
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CARe adverse event pathway

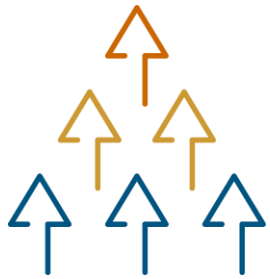


What does the data show?*

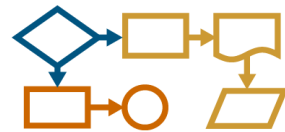
- **Claims/costs do not increase** even when systematically using CArE, and in many cases, costs decrease
- **Providers are supportive** of the use of the program
- **Patients are supportive** of the use of the program
- Patients who do not receive components of the program can suffer long-term negative impacts
- Systematic, rigorous application of the program is needed to receive the full benefits of the program, including improved safety culture

*Citations and links to articles in appendix

CARe: A rigorous program



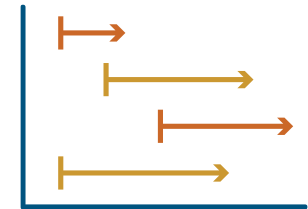
Benefits realized for the facilities and participants can only happen when the program is rigorous



Algorithms must be applied in every case, every time



Cases are tracked to ensure good communication



Data is reported to the Betsy Lehman Center for collective learning

What does the Betsy Lehman Center do?

- **Development and publication of new free resources for CArE implementation**
 - Iterative, cooperative development and approval
 - Directly from those implementing or using CArE in their facilities
 - Simulations, document samples, tools, etc.
- **Data analysis**
 - Outcome measures required from each site, analyzed and comparative data reported back
- **Discussion sessions**
 - Quarterly
 - All fully implemented and developing sites
- **A voice for change**
 - Members present across the country about the benefits of CArE and strategies to overcome challenges
 - Assist with national efforts as able

CARe developments in 2024-2025



16 MA sites have CARe programs

3 new sites currently implementing; full implementation expected before year end
6 sites in early preparation stages



New resources

[Handout for Patients](#)

[Template: CARe Information for Harmed Patients](#)

[CARe Insurer Case Conversation Language Guide](#)



Website additions

[BetsyLehmanCenterMA.gov/CARe](#)

Simulation library

Letter template repository

National trends

- Over **400 facilities across the country** have implemented or are implementing the CArE model on the heels of Michigan, Stanford, and Massachusetts pioneer programs.
- The **open-source CANDOR toolkit** has been developed by AHRQ to support these programs nationally. Betsy Lehman Center board members advised AHRQ on this kit.
- **PACT Collaborative** joint venture with IHI, CAI, and Ariadne Labs has begun efforts to develop national support for CArE, including a community of practice which the Betsy Lehman Center assists with as needed.
- The new **CMS Patient Safety Metric** includes CRP/CArE programs as a component of the metric.

Today

In the last 15 years, CARE (aka CRP) has gone from a little-known idea to a program used all over the United States and in some foreign countries.



The Betsy Lehman Center has tested implementation resources, tools, and *experienced coaches* to help you implement this program.



And if you are in Massachusetts, it's **free**. Join us!