Communication & Resolution Programs
What Patients and Families Need

When harm occurs, we want a principled, comprehensive, systematic approach.

Tell us what happened. Be honest and transparent. Apologize.¹ Be accountable. Tell us how you are going to fix the problem. Recognize and respond to our short- and long-term needs.

We are part of the solution
Involve patients and families throughout the process

Harm is...
Physical Mental Emotional Psychological Financial Spiritual.³

Communicating about the error reduces feelings of sadness, depression, abandonment or betrayal.³

One of the main reasons patients and families take legal action is to understand what happened in their care and why.⁴

60% of events with injury are resolved by an apology alone (with a lawyer present).⁵

Developed by the Patient and Family Advocate Committee
The Collaborative for Accountability and Improvement
www.communicationandresolution.org