

## **A better approach to medical malpractice claims? The University of Michigan experience.**

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Boothman RC; Blackwell AC; Campbell, Jr. DA; Commiskey E; Anderson S.

<https://psnet.ahrq.gov/issue/better-approach-medical-malpractice-claims-university-michigan-experience>

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This legal discussion shares one hospital system's approach to addressing error and apology in a [proactive](#) and sensitive way—that also makes smart business sense.