National Open Disclosure Programme

National Open Disclosure Training Report 2022 (End of Year)

National Open Disclosure Training Report Disclaimer:

Open Disclosure Training is mandatory for all staff with three yearly refresher training required. It is the responsibility of each service to ensure that staff are trained in open disclosure and that a copy of the training certificate is maintained at local level, so that individual services/organisations can ensure that their staff are compliant in meeting open disclosure training requirements.

On a quarterly basis, the National Open Disclosure Office provides a breakdown of training statistics for the programme. This report is issued to Chief Officers of the Community Healthcare Organisations; Hospital Groups Chief Executive Officers; NAS; National Screening Services; Open Disclosure Leads; Open Disclosure Trainers and the National Open Disclosure Steering Committee.

This end of year report looks at all open disclosure training statistics for 2022 and also provides statistics for the last three-year period. The data for these statistics is generated through the National Open Disclosure Training Database, HSeLanD and HSE Strategic Workforce Planning & Intelligence. Data in relation to staff that have completed face to face training is logged on the National Open Disclosure Training Database by the open disclosure trainer. Data in relation to staff that have completed online training is generated through a report run on HSeLanD. Percentage of training uptake is then established by comparing these figures with staff headcount data from the Employment Data Report provided by HSE Strategic Workforce Planning and Intelligence, National HR Directorate.

This report can be used as a guide only to inform services of training data available to the National Open Disclosure Office. The accuracy of the statistics run for different organisations is dependent on the correct data being entered on the system. A reminder is sent to all open disclosure trainers to upload their training in advance of the publication of this report. The e-learning statistics are dependent on staff members identifying themselves as working in the correct services / organisations/roles on HSeLanD. It is therefore important for staff to update their work location and role on HSeLanD.

Further limitations identified in relation to data presented in this report are as follows:

- The data includes everyone who completed any form of open disclosure training in the three years (36 months) prior to the report - this includes staff that have retired, resigned from the HSE or moved post within the HSE over that period.
- As there are various training programmes available, staff may have attended more than 1 training session, and therefore may be counted more than once. It is therefore essential, for assurance purposes and to identify gaps in training, that individual services/organisations can ensure that their staff are compliant in meeting mandatory open disclosure training requirements by accurately maintaining training records at a local level.
- Data on HSeLanD includes users who work outside of HSE and HSE funded services.

The National Open Disclosure Office strongly urges services to nominate a HSeLanD Data Manager who can apply to have access to a detailed report (including individual staff details) of all HSeLanD learning within their organisation. This data can be cross-checked with local HR files to identify staff that that have not yet completed the training module.

Please note, for the purposes of this report, that Open Disclosure face to face training has been significantly impacted by Covid-19 and associated restrictions since March 2020.

Please note also that the uptake of online Open Disclosure training for Q2 and Q3 2021 has been significantly impacted by the cyber-attack.

CONTENTS

Section 1: Open Disclosure Training Requirements

Open disclosure training is mandatory for all staff working in HSE and in HSE funded services since January 2019 as per the instruction of the Director General of the HSE in August 2018. A letter was issued from the National Director of HR in July 2022 setting out the mandatory training requirements, how to access training and accountability arrangements in relation to the same. **(See Appendix 2).** It is the responsibility of each service manager to ensure that staff are trained in open disclosure and to maintain local training records to provide assurance that the service is meeting mandatory training requirements.

All staff must complete Open Disclosure E-Learning Module 1 "Communicating Effectively through Open Disclosure" which is available on HSeLanD.

Staff who may be involved in formal open disclosure meetings e.g. senior managers, senior nursing, midwifery and health and social care professionals, medical staff, QPS staff and staff fulfilling the role of the Designated Person must also complete: E-Learning Module 2 "Open Disclosure: Applying Principles to Practice" and Module 3 Face to Face Skills Workshop (3 hours) on the management of the open disclosure process. These staff must be identified locally and provided with access to this training.

1.1: How to access Open Disclosure Training programmes

- Module 1: Communicating Effectively through Open Disclosure available on HSeLanD – login here

- Module 2: Open Disclosure: Applying Principles to Practice available on HSeLanD – login here

- Face to Face Training can be accessed by contacting the Open Disclosure Lead for your service area available here.

1.2: Continuing Professional Development(CPD) and Continuing Educations Units(CEUs):

All of the above Open Disclosure training programmes attract CPD/Continuing Education Units as follows:

- Module 1: 2 External CPD points (RCPI) and 2 CEUs (NMBI)

- Module 2: 3 External CPD points (RCPI) and 3 CEUs (NMBI)

- Face to Face Skills Workshop: 3 External CPD points (RCPI) and 3 CEUs (NMBI)

Section 2: Open Disclosure Performance Measurement – Work Stream 4 - Training

The overall purpose of the National Open Disclosure Performance Measurement Project Group is to develop and implement performance measurement processes in line with the recommendations of the Open Disclosure Performance Measurement Committee. The purpose of Work Stream 4 is to work on recommendation 4 made by the Performance Measurement Sub Committee and accepted by the National Open Disclosure Steering Committee as follows:

2.1: Recommendation 4: The Uptake of Open Disclosure Training

"Develop an indicator to accurately capture the percentage of relevant staff who are up to date with their Open Disclosure training within the past 3 years. In lieu of accurate data, the National Open Disclosure Office to continue to provide quarterly and annual activity reports on the uptake of open disclosure training per service area including e-learning modules, face to face training programmes and other virtual training programmes to demonstrate compliance with 3 yearly mandatory training requirements. A Working Group should be established to complete this work with representation from, inter alia, NIMS, Screening Services, Community Services, Acute Services, National Quality & Patient Safety, Office of Midwifery and Nurses Services Directorate (OMNSD), National Doctor and Training Programme (NDTP) Health and Social Care Professionals (HSCP) and HR".

2.2: Work Stream 4 - Aim

To provide assurance, expertise and support to ensure the work stream deliverables are aligned with the project objectives as described by the Project Oversight Committee.

2.3: Work Stream 4: Objectives

- Develop an indicator to accurately capture the percentage of relevant staff who are up to date with their Open Disclosure training over a 3 year period.
- Provide guidance to the National Open Disclosure Office on the statistics to be included in the quarterly and annual activity reports on the uptake of open disclosure training per service area including e-learning modules, face to face training programmes and other virtual training programmes to demonstrate compliance with 3 yearly mandatory training requirements.
- Membership of this working group will include representation from QPSD Team Screening Services, Community Services, Acute Services, National Quality & Patient Safety, Office of Midwifery and Nurses Services Directorate (OMNSD), National Doctor and Training Programme (NDTP), Medical Council, HSeLanD, Health and Social Care Professionals (HSCP), QPS Education Team and HR.

2.4: Work Stream 4: Scope

In-Scope: The development and implementation of the performance measurement programme will apply to HSE and HSE funded health and social care services.

Out of Scope: Health and social care services not funded by the HSE

2.5: Work Stream 4: Update

The work of this group during 2022 includes the following:

(a)An exploration of the current training data provided currently in the annual and quarterly training reports.

(b)An overview of the current data limitations and work with HSeLanD and Aurion in relation to managing the data limitations identified.

(c)A programme of work with the National Doctors Training Programme (NDTP) in relation to improving the uptake of open disclosure training by NCHDs. NDTP data extracted from the Doctors Integrated Management E-System on the uptake of training by NCHD's has led to the commencement of a pilot piece of work in x 2 hospital groups to look at ways to improve the uptake of training.

(d) Work with the Forum of Postgraduate Training bodies in relation to providing data on the uptake of open disclosure training provide by the colleges, to explore the inclusion of open disclosure training in medical staff induction and pre-induction programmes and to call out Open Disclosure in the "Memorandum of agreement" with Training Bodies re agreement on training site accreditation (timeline July 2023).

(e)Setting up a work group with other HSE mandatory training leads to explore a consistent approach to the provision of training data.

Section 3: Data limitations associated with this report

There are currently a number of limitations which impact on the provision of accurate training data. These and the current actions being taken to address these limitations are outlined in the table below:

No	Limitation	Current actions to address limitation
1	Constantly moving HSE headcount data.	Quarterly headcount data reports are obtained from HSE Strategic Workforce Planning and Intelligence, National HR Directorate to inform training reports.
2	Smartsurvey (National training database for recording face to face Open Disclosure training) data is dependent on upload of face to face training data by trainers.	Constant reminders are sent out to trainers regarding the need to upload training data. Trainers are contacted to upload training 2 weeks prior to training reports being commenced.
3	HSeLanD e-learning stats are dependent on staff members identifying themselves as working in the correct service area / organisations / grade category on their HSeLanD profile and to update this when they move/get promoted/ etc.	HSeLanD users are reminded regularly through a range of means to ensure their registration details are current. HSeLanD is working with services in relation to new user authentication software tools.
4	The training data provided includes everyone who completed any form of open disclosure training in the three years (36 months) prior to the report. This includes staff that have left the HSE (retired/resigned from the HSE) or moved post within the HSE over that period.	Training data provided is based on most up to date HSE staff numbers obtained quarterly from HSE Strategic Workforce Planning and Intelligence.
5	As there are two training programmes available on HSeLanD, staff may have (i)Completed each module more than once (ii)Completed more than 1 training programme, and therefore may be counted more than once.	Both modules on HSeLanD are counted separately. In December 2022 training for Open Disclosure office staff was commenced by Aurion on how to remove duplicates from data for each module and how to identify users who have completed both modules.
6	There could be triple counting when HSeLanD data is added to face to face training data.	This relates to staff who may have competed one or both online modules and the face to face training programme. A process does not exist to identify staff who have completed all three modules. This information will be held by local management teams who have the ultimate responsibility to ensure that staff have completed the appropriate level of training.
7	Staff may have several accounts on HSeLanD using different email addresses.	A project is underway within HSeLanD to identify any duplications. There is an action to follow up with identified accounts to amalgamate training records into single user account.

No	Limitation	Current actions to address limitation
8	It was identified in Quarter 4 of 2022 that HSeLanD data includes users outside HSE and HSE funded services e.g. private hospitals, private nursing homes, TUSLA, Volunteers, students.	Training was commenced for the National Office staff in December 2022 on how to exclude users outside HSE and HSE funded services and how to report on HSE, Section 38 and Section 39 organisations separately.
9	Not all HSeLanD service lists are accurate e.g. Data on training completions by UHL staff can be found in two locations on HSeLanD.	Both locations checked and counted to inform reports. This has been notified to HSeLanD.
11	Downloading reports can be slow if longer period requested	Reports requested for shorter period or additional time allowed for longer reports.

However, even though there are limitations to the data, the total numbers affected are relatively low (i.e. not many staff perform the same e-learning multiple times, it is primarily HSE staff who use the system, etc.)

HSeLanD is a fantastic platform and similar training access is not available in other jurisdictions at national level. It highlights the importance of maintaining good local training records however. The total number of staff accessing the training is substantial as outlined in this report.

Section 4: The number of trained clinical and non-clinical staff 2020- 2022

4.1: A year in numbers - 2022 Training Infographic

Q1 / 2022
11,285 completions of Open Disclosure Training
671 attendees at two Open Disclosure Webinars

Q2 / 2022
14,071 completions of Open Disclosure Training
722 attendees at two Webinars

Q3 / 2022
26,914 completions of Open Disclosure Training
352 attendees an Open Disclosure Webinar

Q4 / 2022
26,555 completions of Open Disclosure Training
651 attendees at two Webinars

2022
Nation wide events during the Open Disclosure Week
HR Circular raising awareness of mandatory requirement for Open Disclosure Training
Circulation of quarterly Open Disclosure Newsletters and Training Reports

4.2: 2022 – A year in pictures, some snapshots of 2022 training and promotional events

University Hospital Tullamore | Letterkenny University Hospital | University Hospital Limerick | Patients for Patient Safety Ireland | Wexford University Hospital | St John's Hospital, Limerick | St Joseph's ID Service, CHO3

Beaumount Hospital | Dalkey Nursing Unit | CHO DNCC | Mater Hospital | Sligo University Hospital | Tallaght Hospital | Dublin Midlands Hospital Group

Some promotional items developed by services to support the promotion of Open Disclosure

CHO2 | St. Columcilles

4.3: Cumulative Number of Completions of Open Disclosure Training 2020-2022

4.3.1: The following table shows the number of completions of Open Disclosure E-learning Modules 1 and 2 for the period 2020-2022. Open Disclosure E-Learning Module 1 'Communicating Effectively through Open Disclosure' was launched on HSeLanD on 6th April 2020 and Open Disclosure E-Learning Module 2 'Open Disclosure: Applying Principles to Practice' was launched on HSeLanD on 30th April 2021. Open Disclosure E-learning Module 1 is mandatory for all staff, Open Disclosure E-learning Module 2 is mandatory for staff who, as part of their role, may have to take part in high level Open Disclosure meetings.

E-Learning Modules

	2020	2021	2022
E-Learning Module 1	35209	65974	128624
E-Learning Module 2	0	6324	21057
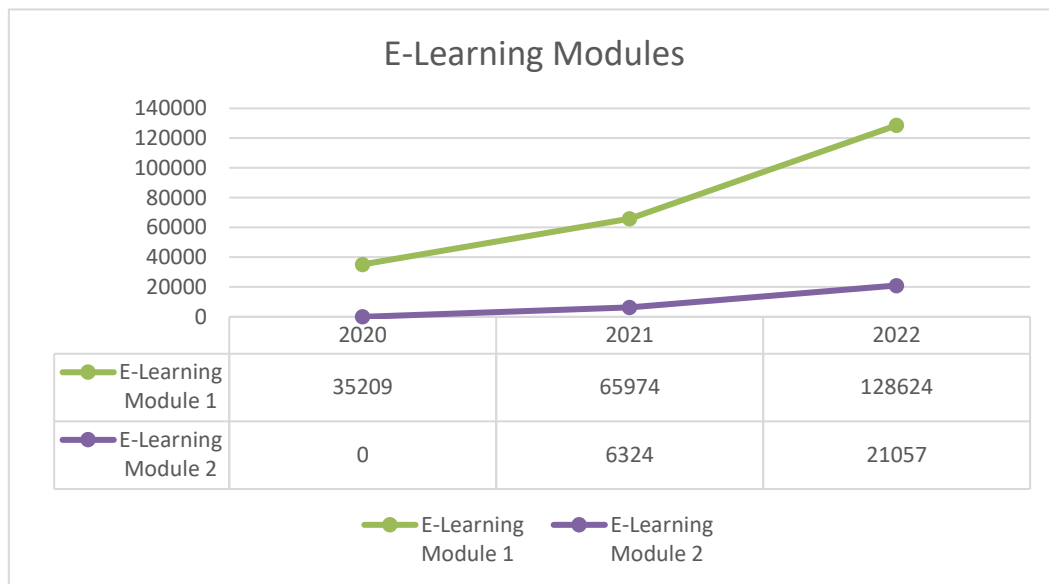
Total completions for E-Learning Module 1

2020-2022 = **128,624**

This is a rolling cumulative total.

In 2022 **62,650** completions of E-Learning Module 1 were registered on HSeLanD

In 2022 **14,732** completions of E-Learning Module 2 were registered on HSeLanD.

- This chart displays a rolling cumulative total of open disclosure training completions registered on HSeLanD 2020-2022
- The HSE cyber-attack contributed to the reduction in uptake of training in 2021.

4.3.2: The following table displays the number of completions of the open disclosure face to face skills workshop during 2020-2022. The Face-to-Face Skills workshop is mandatory for staff who, as part of their role, may have to take part in high level Open Disclosure meetings.

Face-to-Face Skills Workshop

	2020	2021	2022
Workshop	347	428	1130

Total completions for the face-to-face skills workshops 2020-2022 = **1130**

This is a rolling cumulative total.

In 2022 **702** staff attended face-to-face skills training.

Note: This figure does not include any open disclosure Train the Trainer workshops.

- This chart displays a rolling cumulative total of open disclosure training completions registered on the National Open Disclosure Database.
- The covid-19 pandemic had a significant effect on face to face training delivered during this time.

**4.4: Training Target for National Open Disclosure Programme**

The National Open Disclosure Training Programme currently aims to achieve 30% annual uptake of Open Disclosure E-Learning Module 1 (90 % over 3 years). This is based on the requirement to complete refresher training every 3 years and all staff groups are required to complete Module 1.

Note: The training target may change going forward based on the work of Performance Measurement work stream 4. Currently, due to the data limitations identified in this report, an accurate overall % uptake of Module 1 cannot be provided.

4.4.1: Total Completions of E-Learning Module 1 Per Year

Open Disclosure E-Learning Module 1 'Communicating Effectively through Open Disclosure' was launched on HSeLanD on 6th April 2020.

- 2020: **35,209** Completions of E-Learning Module 1 across all registered users on HSeLanD

- 2021: **30,765** Completions of E-Learning Module 1 across all registered users on HSeLanD

- 2022: **62,650** Completions of E-Learning Module 1 across all registered users on HSeLanD
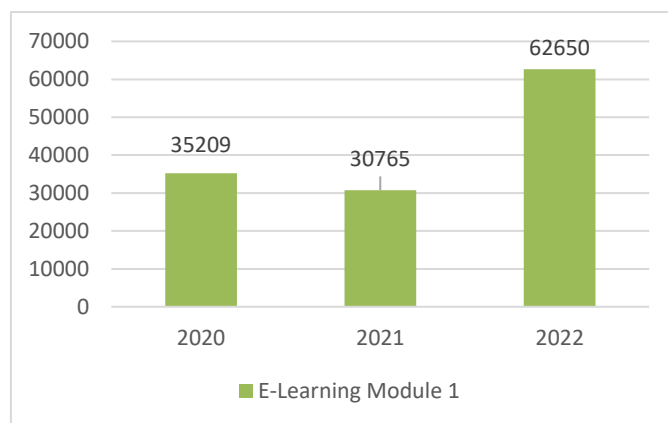
4.4.2: Total Completions of E-Learning Module 2 Per Year

Open Disclosure E-Learning Module 2 'Open Disclosure: Applying Principles to Practice' was launched on HSeLanD on 30th April 2021.

- 2021:   **6,324** Completions of E-Learning Module 2 across all registered users on HSeLanD
- 2022: **14,732** Completions of E-Learning Module 2 across all registered users on HSeLanD

Total Completions of E-Learning Module 2 since its launch: **21,056**

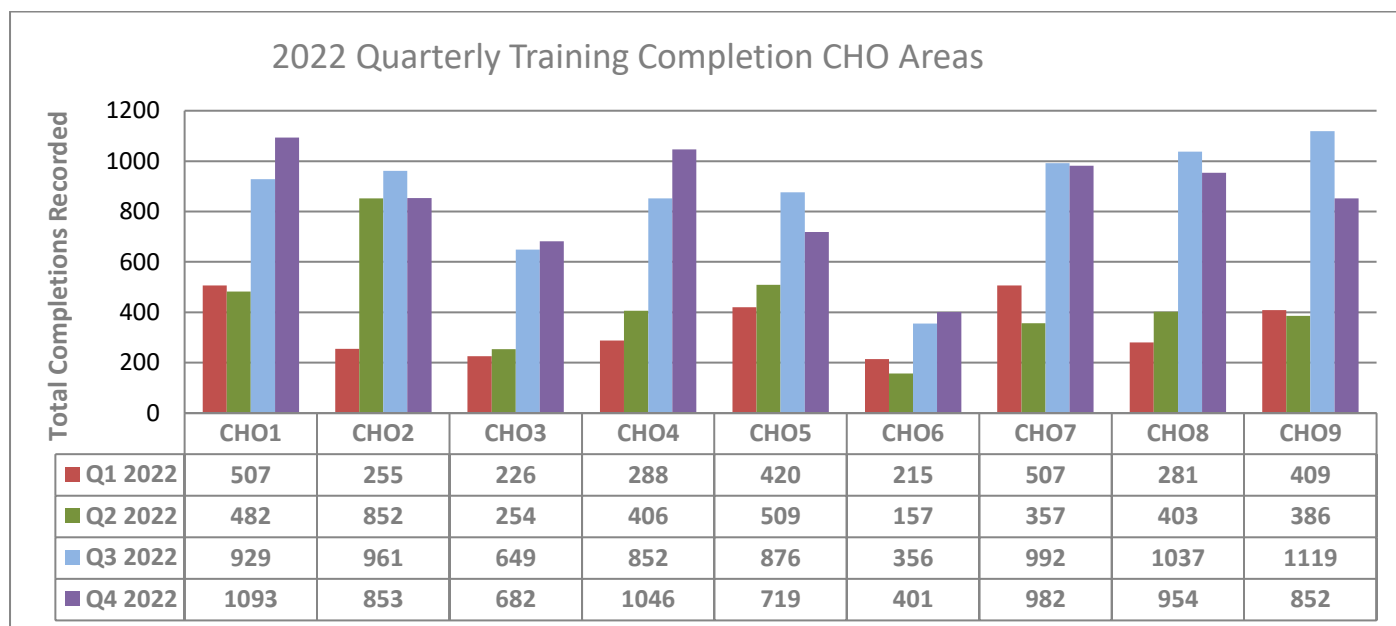*Note: E-learning completions for both modules for Q2 and Q3 2021 were affected by the HSE cyber-attack and lack of access to HSeLanD. A temporary version of HSeLanD was set up. Access was restored to the HSeLanD site on 10th August 2021.*

4.4.3: E-learning Completions per Grade Category 2022
See *Appendix 1* for a further breakdown of Module 1 and Module 2 completions per **Grade Category**
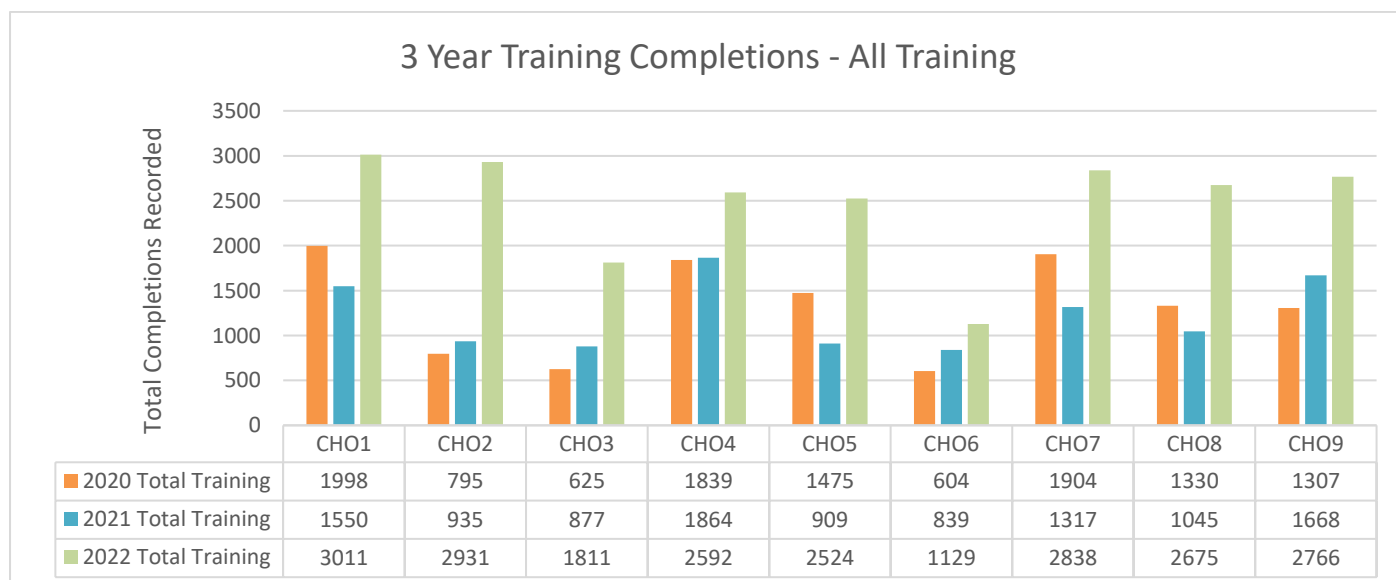
Section 5: HSE Community Healthcare Organisations:

5.1: CHO Area - 2022 Quarterly Review

2022 Quarterly Training Completion CHO Areas

	CHO1	CHO2	CHO3	CHO4	CHO5	CHO6	CHO7	CHO8	CHO9
■ Q1 2022	507	255	226	288	420	215	507	281	409
■ Q2 2022	482	852	254	406	509	157	357	403	386
■ Q3 2022	929	961	649	852	876	356	992	1037	1119
■ Q4 2022	1093	853	682	1046	719	401	982	954	852

- This chart displays total completions for open disclosure training for each CHO, quarterly for 2022.
- This includes all open disclosure training (face to face skills workshop and both e-learning modules). The majority of training for all CHO areas was through completion of the e-learning modules.
- The pandemic and associated Covid-19 restrictions continued to impact on the uptake of face to face training during Quarter 1 and Quarter 2.

5.2: CHO Area – Training completions recorded (2020, 2021, 2022)

3 Year Training Completions - All Training

	CHO1	CHO2	CHO3	CHO4	CHO5	CHO6	CHO7	CHO8	CHO9
■ 2020 Total Training	1998	795	625	1839	1475	604	1904	1330	1307
■ 2021 Total Training	1550	935	877	1864	909	839	1317	1045	1668
■ 2022 Total Training	3011	2931	1811	2592	2524	1129	2838	2675	2766

- This chart displays total completions of open disclosure training for each CHO area in 2020, 2021, 2022.
- This includes all open disclosure training (face to face skills workshop and both e-learning modules).
- The majority of training for all CHO areas was through completions of the e-learning modules.
- The cyber-attack contributed to the reduction in training figures in 2021 and face to face training was impacted over the three years by Covid-19 restrictions.
- Over the three-year period, a total of **45,158** completions of open disclosure training were registered for the CHO areas.

5.3: CHO Area –- Mandatory Training Compliance

5.3.1 This chart displays the percentage completion rate for E-Learning Module 1 over three years (2020, 2021, 2022), based on an average headcount.

3 Year Percentage per Headcount - Module 1 Completions

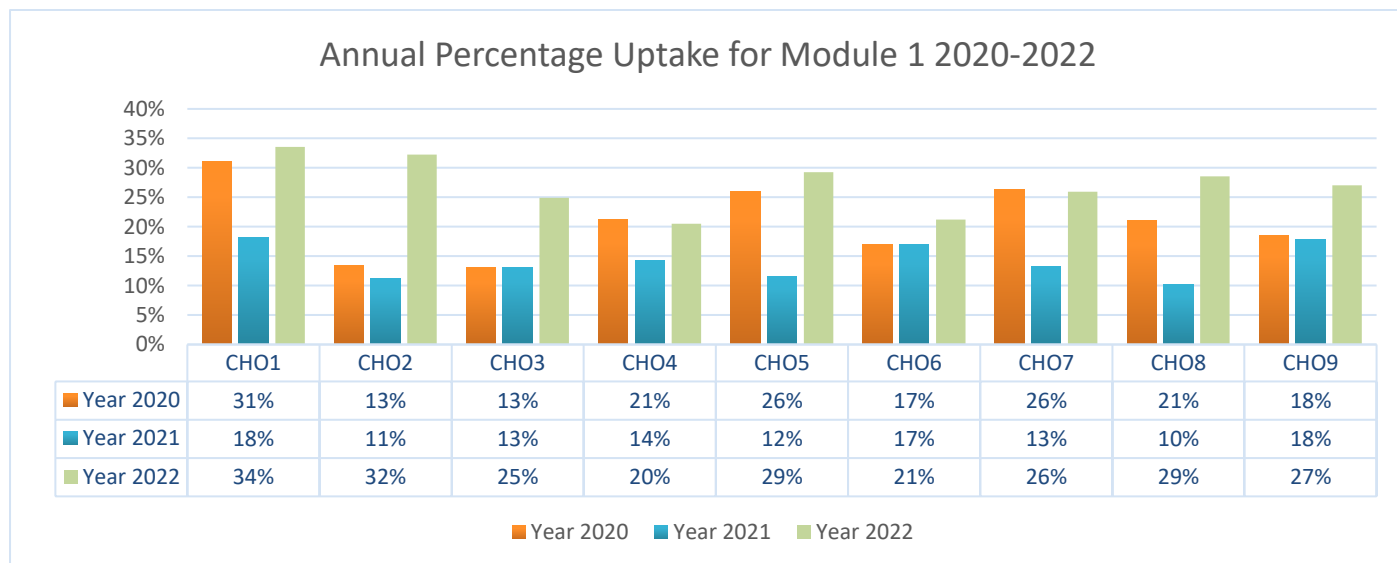| CHO Area	Percentage
CHO1	82%
CHO2	58%
CHO3	52%
CHO4	56%
CHO5	66%
CHO6	55%
CHO7	65%
CHO8	60%
CHO9	64%
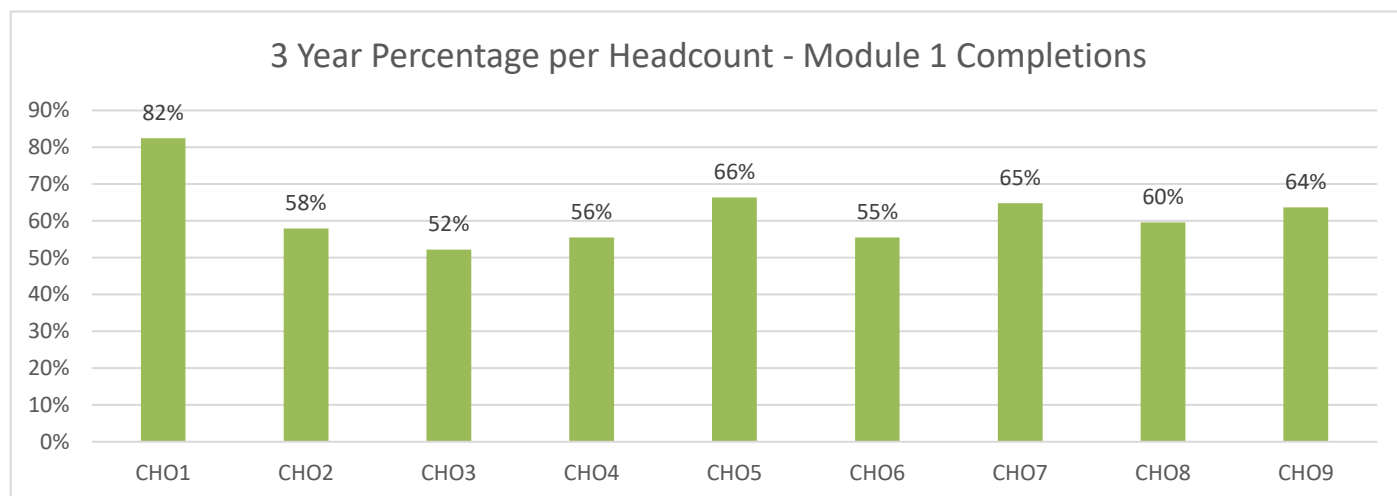
- This chart displays the completions of Module 1 per CHO area as a percentage of the average headcount over 3 years for that area.
- The training target is 30% annual uptake of Open Disclosure E-Learning Module 1 (90 % over 3 years).
- Based on a three year average CHO headcount of 61,939, this is an average completion rate of approximately **62% across all CHO areas**.

5.3.2 This displays the annual percentage completion rate for E-Learning Module 1 for 2020, 2021 and 2022

Annual Percentage Uptake for Module 1 2020-2022

	CHO1	CHO2	CHO3	CHO4	CHO5	CHO6	CHO7	CHO8	CHO9
Year 2020	31%	13%	13%	21%	26%	17%	26%	21%	18%
Year 2021	18%	11%	13%	14%	12%	17%	13%	10%	18%
Year 2022	34%	32%	25%	20%	29%	21%	26%	29%	27%

- This chart displays training completions of E-Learning Module 1 per CHO area as a percentage, based on the headcount for each area as of December Health Personnel Census Report 2020, 2021, 2022 respectively.
- The cyber-attack contributed to the reduction in training figures in 2021.

Section 6: Hospital Groups:

6.1: Hospital Group - 2022 Quarterly Review
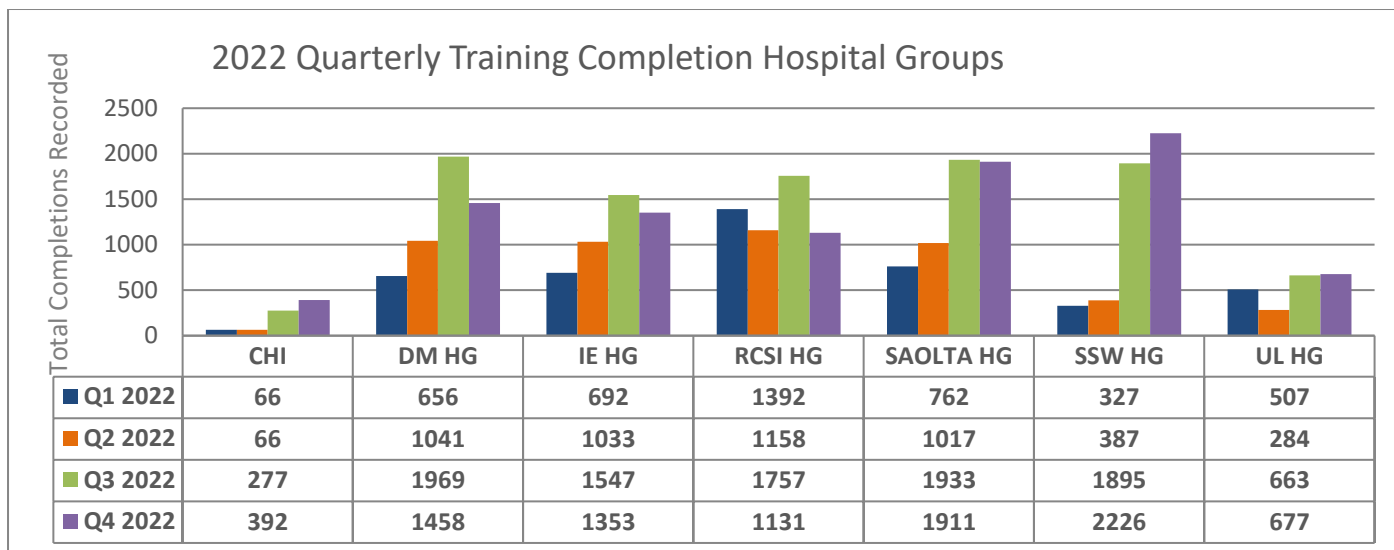
2022 Quarterly Training Completion Hospital Groups

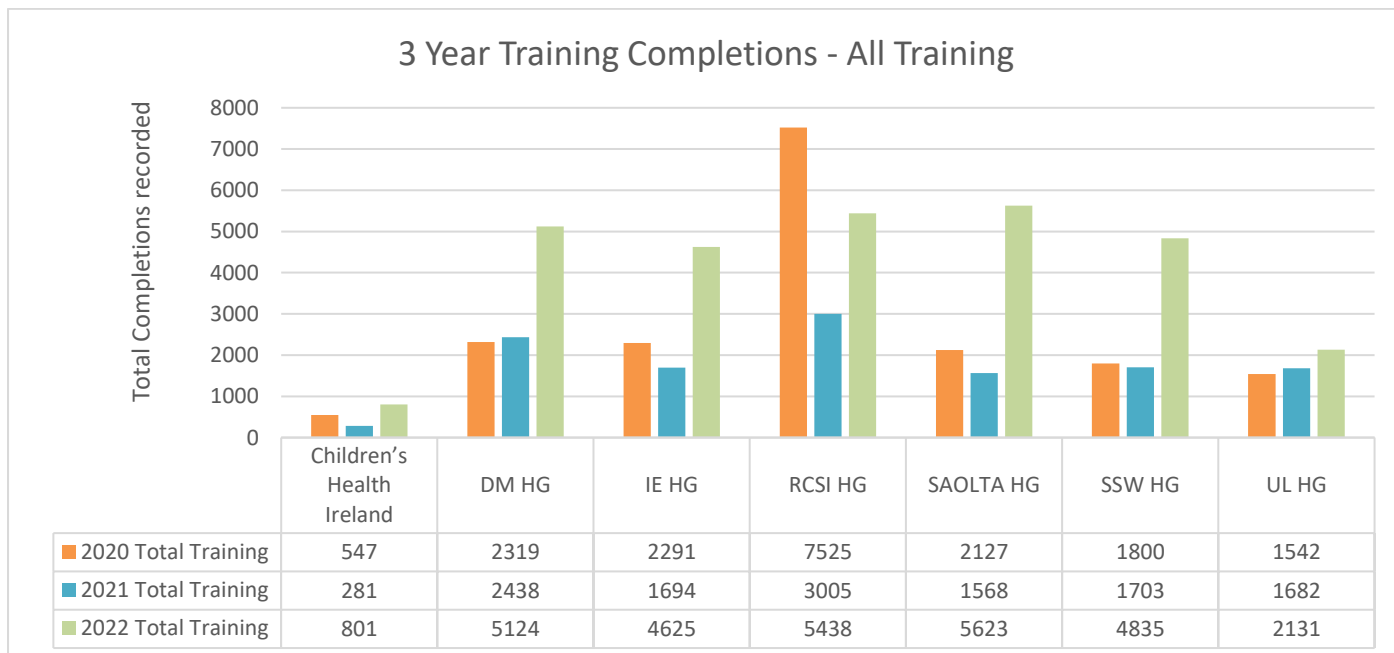|	CHI	DM HG	IE HG	RCSI HG	SAOLTA HG	SSW HG	UL HG
Q1 2022	66	656	692	1392	762	327	507
Q2 2022	66	1041	1033	1158	1017	387	284
Q3 2022	277	1969	1547	1757	1933	1895	663
Q4 2022	392	1458	1353	1131	1911	2226	677

- This chart displays total completions for open disclosure training for each Hospital Group, quarterly for 2022.
- This includes all open disclosure training (face to face skills workshop and both e-learning modules). The majority of training for all Hospital Groups was through completion of the e-learning modules.
- The pandemic and associated Covid-19 restrictions continued to impact on the uptake of face to face training during Quarter 1 and Quarter 2.

6.2: Training completions recorded (2020, 2021, 2022)

3 Year Training Completions - All Training

	Children's Health Ireland	DM HG	IE HG	RCSI HG	SAOLTA HG	SSW HG	UL HG
2020 Total Training	547	2319	2291	7525	2127	1800	1542
2021 Total Training	281	2438	1694	3005	1568	1703	1682
2022 Total Training	801	5124	4625	5438	5623	4835	2131

- This chart displays total completions of open disclosure training for each Hospital Group in 2020, 2021, 2022
- This includes all open disclosure training (face to face skills workshop and both e-learning modules).
- The majority of training for all Hospital Groups was through completions of the e-learning modules.
- The cyber-attack contributed to the reduction in training figures in 2021 and face to face training was impacted over the three years by Covid-19 restrictions.
- Over the three-year period, a total of **59,099** completions of open disclosure training were registered for the Hospital Groups.
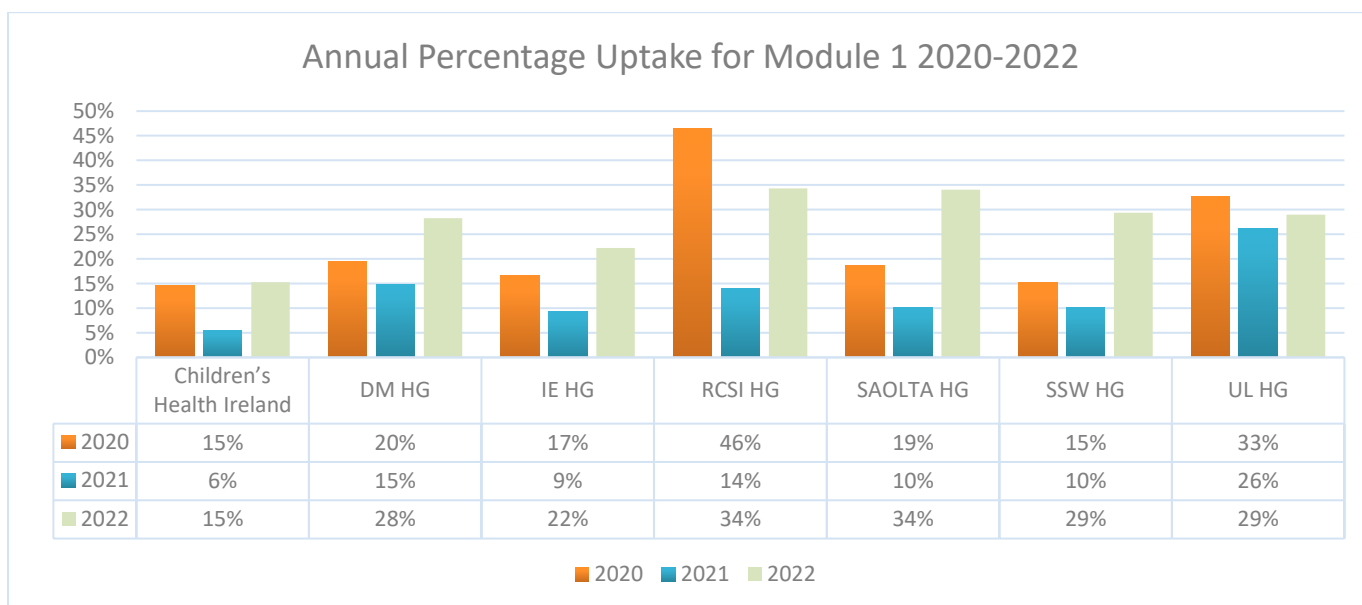
6.3: Hospital Group – Mandatory Training Compliance

6.3.1 This chart displays the percentage completion rate for E-Learning Module 1 based on an averaged headcount (2020, 2021, 2022). Target of 30% annual uptake of Open Disclosure E-Learning Module 1 (90 % over 3 years).

3 Year Percentage per Headcount - Module 1 Completions
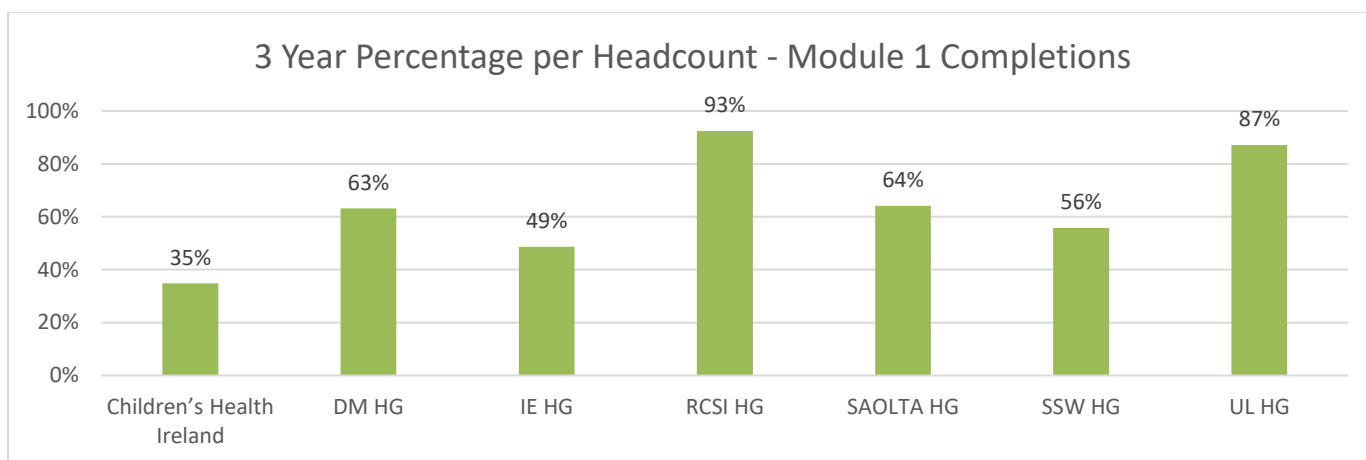
- This chart displays training completions per Hospital Group as a percentage of the average headcount over 3 years for each group.
- Based on a three year average Hospital Group headcount of 75,652, this is an average completion rate of approximately **64% across all Hospital Groups**.

6.3.2 This chart displays the annual percentage completion rate for E-Learning Module 1 for 2020, 2021 and 2022

Annual Percentage Uptake for Module 1 2020-2022

	Children's Health Ireland	DM HG	IE HG	RCSI HG	SAOLTA HG	SSW HG	UL HG
2020	15%	20%	17%	46%	19%	15%	33%
2021	6%	15%	9%	14%	10%	10%	26%
2022	15%	28%	22%	34%	34%	29%	29%

- This chart displays training completions of E-Learning Module 1 per Hospital Group as a percentage, based on the headcount for each area as of December Health Personnel Census Report 2020, 2021, 2022 respectively.
- The cyber-attack contributed to the reduction in training figures in 2021.

Further breakdown by grade/category/location can be provided per CHO Area / Hospital Group on request

Section 7: Other Services:

7.1: National Ambulance Service (NAS) Training Overview (2020, 2021, 2022)

The number of completions of Open Disclosure Training by staff in the National Ambulance Service across the three year period is as follows. (**Note:** This includes all open disclosure training (face to face skills workshop and both e-learning modules). The majority of training was through completion of the e-learning modules.

    2020 = 502
    2021 = 392
    2022 = 966

3 Year Total = **1,860** completions.

National Ambulance Service 2022 Mandatory Training Compliance for E-Learning Module 1

Total completions for online E-Learning Module 1 for NAS = **833**
Total completions for online E-Learning Module 2 for NAS = **133**

Based on completions of E-Learning Module 1 and on a headcount for NAS of 2,158 (as at 31/12/2022), this is a completion rate of **approximately 38.6% across NAS for 2022**.

7.2: National Screening Services (NSS) Training Overview (2020, 2021, 2022)

Recording of training for National Screening Services commenced in 2019. For the reporting period of the last three years 50 completions of open disclosure training for the NSS have been recorded. Many senior clinical staff in National Screening Services have a dual contract with the acute host hospitals. As such where this staff cohort have completed Open Disclosure as part of their mandatory training in the host hospital, this will not be reflected in the screening services numbers. A significant cohort of clinical and administrative staff were seconded to other services to assist with COVID in 2020.

7.3: Federation of Voluntary Bodies (FedVol) Training Overview (2020, 2021, 2022)

The number of completions of Open Disclosure training by staff in the Federation of Voluntary Bodies over the three-year period 2020-2022 is as follows. (**Note:** This includes all open disclosure training i.e. face to face skills workshop and both e-learning modules). The majority of training was through completion of the e-learning modules.

    2020 = 3,857
    2021 = 5,527
    2022 = 10,984

 3 Year Total = **20,368**

Federation of Voluntary Bodies (FedVol) 2022 Mandatory Training Compliance for E-Learning Module 1

Total completions for online E-Learning Module 1 for FedVol = **17,426**
Total completions for online E-Learning Module 2 for FedVol = **2,918**

The completions for FedVol include completions by staff working in section 38 and section 39 agencies. A headcount is only available for HSE section 38 agencies. Work is on-going to provide a percentage completion rate for E-Learning Module 1 for section 38 agencies going forward.

Section 8: Training provided / facilitated by the National Open Disclosure Office:

8.1: Webinars facilitated by the National Open Disclosure Office during 2022

- The National Open Disclosure Programme Webinar Series helps maintain communication with Open Disclosure leads, trainers and staff working across all of our health and social care services, external agencies and patient representative / patient advocacy groups.
- Each webinar was CPD accredited by RCPI (2 external CPD points) and NMBI (1.5 CEUs).
- In total, the National Open Disclosure Office facilitated 7 webinars in 2022 to various groups of staff, stakeholders, students and patient representatives on a range of open disclosure related topics. Numerous stakeholders were involved in the delivery of the webinar programme. **Total attendance across 2022 webinars = 2,396**. Details of webinars delivered by the programme include:

Webinar Title	Date	Total Attendees
The Role of Advocacy Services in Supporting Open Disclosure	9th February 2022	317
Preparing for Important Conversations (NHCP)	9th March 2022	354
Open Disclosure: The State Claims Agency's Perspective	13th April 2022	391
Overview of GDPR	18th May 2022	331
Open Disclosure: Supporting Staff following Patient Safety Incidents	21st September 2022	352
Open Disclosure: The Role of Managers in Supporting Staff following Patient Safety Incidents	12th October 2022	323
Open Disclosure: Approaches to Implementation	9th November 2022	328

Evaluation of the Webinar Programme

- Attendees from each webinar were invited to complete a short survey immediately after each webinar.
- Averages were calculated across all evaluations and 762 evaluations were received in total.

% of Respondents who Agreed or Strongly Agreed that:	Average % based on completed evaluations
The content of the webinar was relevant to them	**95%**
The webinar has helped them to develop their knowledge and understanding of the subject area	**96%**
The subject area was presented effectively	**94%**
The pace of the webinar was satisfactory	**91.5%**
Plan to apply what they learned from the webinar in their work	**94.5%**

- 95.7% of respondents stated that the webinar met or exceeded their expectations
- All respondents were invited to leave additional feedback / comments. Examples of some comments include:

"The support of the OD team is excellent both in arranging and managing the webinars. Thank you."

"Excellent and engaging - thank you! I also appreciated that it was online, as it allows me to attend and then get back to work for the day"

"The webinars arranged by the OD office are excellent learning tools for expanding knowledge base that can be applied to help our patients on their journeys through the healthcare system. Well done all."

"I think this was an very good piece of work and it hopefully it was recorded and can be edited and circulated to all Line Managers, so that we can let all staff watch the webinar and take what they need from it."

Webinars provide easily accessible support tools for the vast number of staff in the HSE, section 38 and 39 organizations - please keep presenting!

8.2: Training Delivered by the National Open Disclosure Team

8.2.1: Train the Trainer (TTT) Programme

- The roll out of the revised Train the Train programme continued throughout 2022 to support the new skills based face to face workshop. This programme consists of a 3 hour virtual programme and a full day face to face workshop. The purpose of the TTT programme is to refresh current trainers on the new training programme and introduce new trainers to the system, to support the rollout of the open disclosure skills workshop across all HSE and HSE funded health and social care services.
- In 2022, the National Open Disclosure Programme delivered 10 virtual TTT programmes. A total of 163 participants attended this virtual training in 2022.
- The National Open Disclosure Programme hosted 12 full day workshops in 2022. A total of 114 attendees attended the TTT workshop in 2022.
- In 2022 89 staff completed the full 1.5 day Train the Trainer programme.
- There are currently 411 Open Disclosure Trainers on the Trainer's database, representing a range of services including HSE and HSE funded services and patient representatives.

What participants said they liked about this training programme
- Relaxed environment. Felt very comfortable to share own knowledge and to ask questions/get clarity;
- Educators incredibly knowledgeable and keen to share their expertise;
- The role play and interactive work;
- Clear objectives. All questions and queries addressed. Staff approachable and knowledgeable;
- Interaction between the course participants and trainers was excellent;
- Each participant had the opportunity to deliver a designated part of the programme, very helpful;
- Practical hands-on approach. TTT trainees we were nicely facilitated to take on trainer role.

What participants said they would recommend to improve in this programme

- Would have liked to attend the workshop first before doing this course;
- More time;
- Ensure virtual three hour training is completed prior to face to face training component;
- I wouldn't change anything, I was very happy with this training programme.

8.2.2: Open Disclosure Face to Face Skills Workshop

The Face to Face Skills Workshop is a 3 hour workshop which focuses on the management of the open disclosure process and targets all staff who may be involved in formal open disclosure meetings.

In 2022, the National Open Disclosure Team delivered 23 skills workshops across a range of services.

Feedback on revised Face to Face Workshop during 2022

All Open Disclosure workshops are evaluated using a standardised evaluation tool. Analysis of a random sample (44) of workshop evaluations from across three different sites identified the following:

Will this training change or influence your practice:	Were the stated objectives met?	What is your overall assessment of the training?
Yes – 97.7% (43)	Yes – 100% (44)	Very Satisfied – 68.2% (30)
No – 2.3% (1)		Satisfied – 29.5% (13)
		Partially Satisfied – 2.3% (1)

How will this training change or influence your practice?

- Timely Information
- Support Staff and Patient
- Multidisciplinary Approach
- Documentation
- Ensure any minor / no harm incidents are documented
- Now aware of Assist and Assist Me structures to facilitate conversations
- Honesty at all times with patients and their families
- Supporting colleagues and knowledge of EAP
- Share the learning
- Importance of preparation
- De-briefing
- Acknowledgement of the patients story
- Use more non-verbal language
- Be more careful using language of blame
- Continuity of care

Learning Points from the training:

- Encourage more staff to get educated
- How to handle particular situations
- Assist Approach
- Staff Support
- Start open disclosure asap
- Good communication skill are essential
- Organisation and Family Meeting procedure
- Awareness of website supports
- Awareness of impact of Patient Safety Bill
- Importance of genuine apology with no 'buts'
- Naming Emotions

8.2.3: Other training and presentations delivered by the National Open Disclosure Team

- The National Open Disclosure Programme supports and delivers training and programme updates to services and stakeholders as requested during the year. During 2022, the National Open Disclosure Programme delivered update presentations to a range of stakeholders including: NUIG, UCD, representatives from NOTMAG, National Screening Services, HSE Community & Acute Services.

An Stiúrthóireacht um Ardchaighdeáin
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer

P a g e | **20**

Section 9: Consultants / NCHDS::

In 2022; a total of **5,383** completions of open disclosure training have been recorded for Medical Dental grade group, with the majority of completions by Consultants and NCHDs. This includes Open Disclosure E-learning Modules 1 and 2 and the face-to-face skills workshop.

9.1: Medical Dental Grade Group - 2022 Review`

Open Disclosure Training Completions for Consultants and NCHDs

- This chart visualises the completions of open disclosure training for Consultants and NCHDs 2022
- This includes all training (face to face skills workshop and both e-learning modules).

2022 Open Disclosure Training Consultants

Face to Face Open Disclosure Skills Training	114 completions
E-Learning Module 1	589 completions
E-Learning Module 2	161 completions

Total training completions recorded for Consultants in 2022 is **864**

2022 Open Disclosure Training NCHDs

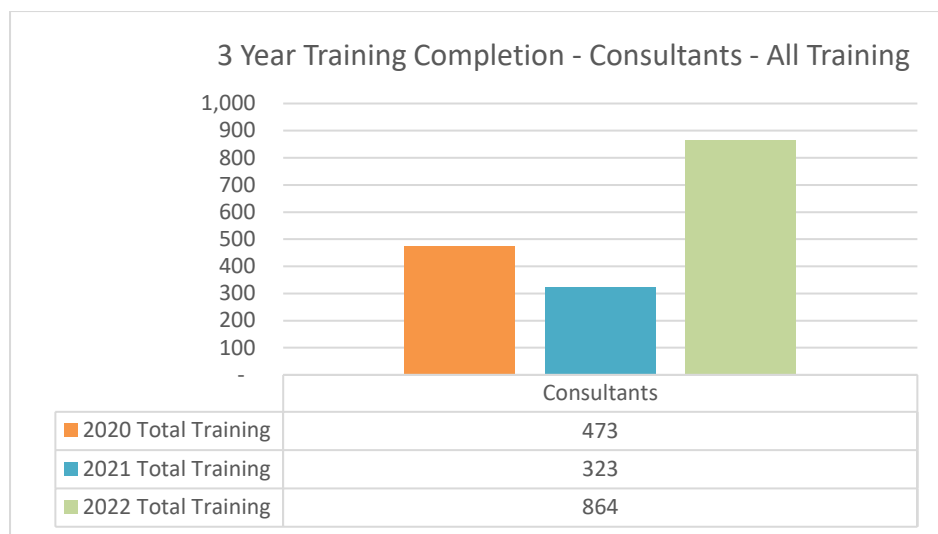| Face to Face Open Disclosure Skills Training	178 completions
E-Learning Module 1	2,832 completions
E-Learning Module 2	1,275 completions

Total training completions recorded for NCHD's in 2022 **is 4,285.**

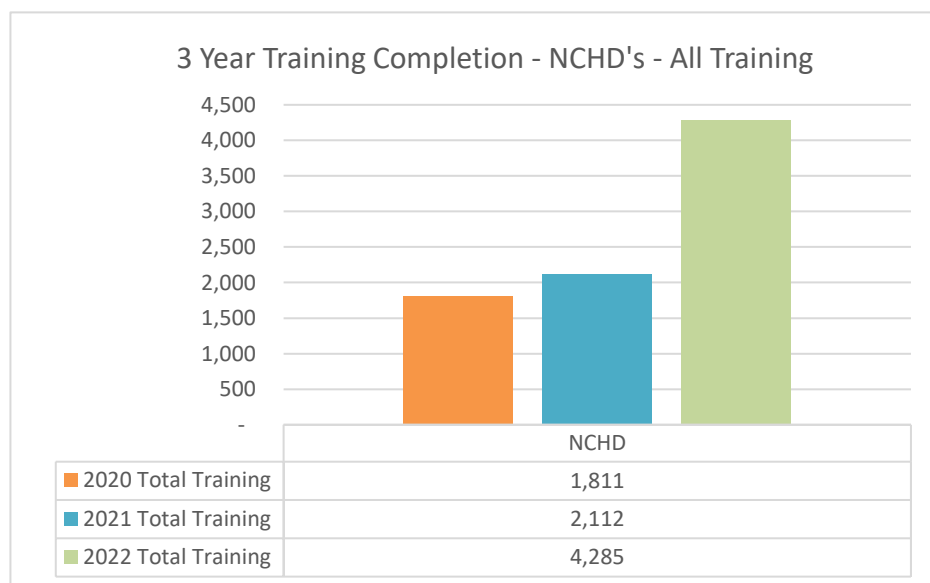### 2022 Open Disclosure Training Other Medical Dental Grades

E-Learning Module 1	192 completions
E-Learning Module 2	41 completions

Total training completions recorded for Other Medical Dental Grades in 2022 is **233.**

9.2: Training completions recorded (2020, 2021, 2022)

3 Year Training Completion - Consultants - All Training

|	Consultants
■ 2020 Total Training	473
■ 2021 Total Training	323
■ 2022 Total Training	864

- This chart displays total completions of open disclosure training by Consultants in 2020, 2021 and 2022
- This includes all open disclosure training (face to face skills workshop and both e-learning modules).
- The majority of training for all Consultants was through completions of the e-learning modules.
- The cyber-attack contributed to the reduction in training figures in 2021 and face to face training was impacted over the three years by Covid-19 restrictions.
- Over the three-year period, a total of **1,660** completions of open disclosure training were registered for Consultants.

3 Year Training Completion - NCHD's - All Training

	NCHD
■ 2020 Total Training	1,811
■ 2021 Total Training	2,112
■ 2022 Total Training	4,285

- This chart displays total completions of open disclosure training by NCHD's in 2020, 2021 and 2022
- This includes all open disclosure training (face to face skills workshop and both e-learning modules).
- The majority of training for all NCHD's was through completions of the e-learning modules.
- The cyber-attack contributed to the reduction in training figures in 2021 and face to face training was impacted over the three years by Covid-19 restrictions.
- Over the three-year period, a total of **8,208** completions of open disclosure training were registered for NCHD's.

9.3: Consultants / NCHD's – Mandatory Training Compliance

9.3.1: This displays the percentage completion rate for E-Learning Module 1 based on an averaged headcount for medical / dental staff (2020, 2021, 2022). Target of 30% annual uptake of Open Disclosure E-Learning Module 1 (90 % over 3 years).
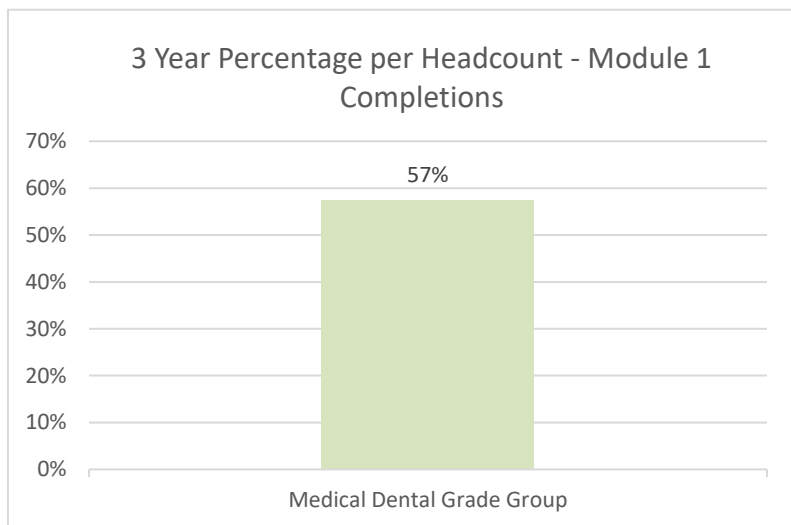
- This chart displays training completions for the Medical Dental grade group as a percentage of the average headcount over 3years.
- Based on a three year average headcount of 12,789, this is an average completion rate of approximately **57%** for this grade group.

9.3.2 This displays the annual percentage completion rate for E-Learning Module 1 for 2020, 2021 and 2022
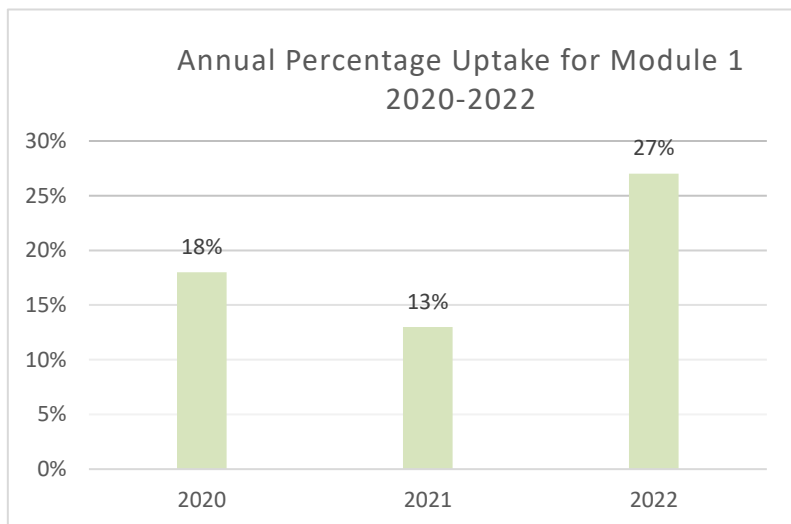
- This chart displays training completions of E-Learning Module 1 for the Medical Dental grade group as a percentage, based on the headcount as of December Health Personnel Census Report 2020, 2021, 2022 respectively.
- The cyber-attack contributed to the reduction in training figures in 2021.

APPENDIX 1: HSeLanD E-Learning Completions by Grade Category

These charts are extracted from HSeLanD and demonstrate total completions for both E-Learning Module 1 and E-Learning Module 2 per grade category.

2022 Module 1 Completions by Grade Category

Location	Medical/ Dental	Nursing and Midwifery	Health & Social Care Professionals	Management/ Admin	Other Patient & Client Care	General Support Staff
Community Health Organisation	556	4802	4185	3393	3731	1188
Funded Service	83	1209	3219	750	2375	1363
Health Business Service or Business Unit	67	112	238	2342	769	163
Hospital Group	2128	10618	3002	2905	1597	1727
Other	651	1201	796	162	492	179

2022 Module 2 Completions by Grade Category

Location	Medical/ Dental	Nursing and Midwifery	Health & Social Care Professionals	Management/ Admin	Other Patient & Client Care	General Support Staff
Community Health Organisation	178	1298	1206	522	722	225
Funded Service	9	264	933	116	409	270
Health Business Service or Business Unit	9	16	26	196	126	12
Hospital Group	787	2632	630	439	302	187
Other	516	316	211	67	144	47

APPENDIX 2: HR Memo - Open Disclosure Training: Mandatory for all Staff

The following memo outlining mandatory open disclosure training requirements was issued by the National Director of HR on 07 July 2022 to all HSE and HSE funded services.

Memo

To:
Chief Executive Officer
Each National Director
Each Assistant National Director HR
Each Assistant Chief Finance Officer
Each Hospital Group CEO
Each Hospital Group Director of HR
Each Chief Officer CHO
Each Head of HR CHO
Head of HR, PCRS
Each CEO Section 38 Agencies
Each HR Manager Section 38 Agencies
Each Employee Relations Manager
Each Group Director of Nursing & Midwifery
Each Group Director of Midwifery
Each Clinical Director
Director National Ambulance Service

From: Anne Marie Hoey, National Director Human Resources

Date: 7th July 2022

Subject: HE Memo - Open Disclosure Training: Mandatory for all Staff

Dear Colleagues,

Open disclosure training is mandatory for all staff working in HSE and in HSE funded services with refresher training required every three years.

All staff must complete Open Disclosure e-learning **Module 1 "Communicating Effectively through Open Disclosure"** which is available on HSeLanD.

Staff who may be involved in formal open disclosure meetings e.g. senior managers, senior nursing, midwifery and health and social care professionals, medical staff, QPS staff and staff fulfilling the role of the Designated Person must <u>also</u> complete:

- E-learning Module 2 "Open Disclosure: Applying Principles to Practice" <u>and</u>
- Module 3 Face to Face Skills Workshop (3 hours) on the management of the open disclosure process.

Refresher training must be undertaken by all staff every 3 years.

Accountability

It is the responsibility of each service manager to ensure that staff are trained in open disclosure and to maintain local training records to provide assurance that the service is meeting mandatory training requirements.

Access to Training

Module 1: Communicating Effectively through Open Disclosure available on HSeLanD – login here

Module 2: Open Disclosure: Applying Principles to Practice available on HSeLanD – login here

Face to Face Training can be accessed by contacting the Open Disclosure Lead for your area available here.

Continuing Professional Development (CPD)

All of the above Open Disclosure training programmes attract CPD/Continuing Education Units as follows:

Module 1: 2 External CPD points (RCPI) and 2 CEUs (NMBI)

Module 2: 3 External CPD points (RCPI) and 3 CEUs (NMBI)

Face to Face Skills Training: 3 External CPD points (RCPI) and 3 CEUs (NMBI)

For further information and queries contact the National Open Disclosure Office on opendisclosure.office@hse.ie

Yours Sincerely

Anne Marie Hoey
National Director, Human Resources

For further information and additional resources visit
www.hse.ie/opendisclosure

Email: *opendisclosure.office@hse.ie*

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