National Open Disclosure Programme Newsletter April 2023

NATIONAL OPEN DISCLOSURE PROGRAMME

HSE An Stiúrthóireacht um Ardchaighdeáin agus Sábháilteacht Othar | National Quality and Patient Safety Directorate
Oifig an Phríomhoifigigh Cliniciúil | Office of the Chief Clinical Officer

Happy Easter!

Open Disclosure Team (L-R)
Angela Tysall, Kelly McDyer,
Mary Friel, Catherine Hand, Sandra Lehmann

Dear Colleagues, **Welcome** to our first newsletter for 2023. Our work this year will focus predominately on preparation for the Patient Safety Bill which is pending, the continued roll out of the Open Disclosure mandatory training programme (building on the great achievements across services in this area during 2022) and continued work on the development and roll out of an assurance programme for Open Disclosure. We have a great line up of webinars also for you this year and plan another themed week in October. We look forward to working with you all again and progressing this work further. Remember we are here if you need any help and advice and you can contact the lead for your area here. Happy Easter to you all and to your families.
Best wishes, Angela Tysall (Programme Lead)

The Patient Safety (Notifiable Incidents and Open Disclosure) Bill 2019

The Patient Safety Bill which makes provisions for mandatory Open Disclosure of notifiable incidents (as listed within the bill) passed the final stage in the Dail on the 15th February 2023. The bill is currently at Report stage in the Seanad and will progress soon to final stage before it is enacted. Please note that the title of the bill has now changed to the **Patient Safety (Notifiable Incidents and Open Disclosure) Bill 2019**. The HSE has commenced work on an implementation plan to support the roll out of the bill across all HSE and HSE funded health and social care services.

The National Open Disclosure Office will inform you of any further updates/ progress and will plan further training, including e-learning and a webinar, on this legislation during 2023.

Department Of Health National Open Disclosure Policy Framework

The National Open Disclosure Framework which provides overarching principles and a national consistent approach to Open Disclosure across all health and social care services in Ireland (public and private) is due to be published in the coming weeks.

The Framework guides the operational procedures and standards which determine how patients/service users, their families, or support persons and carers are communicated when something goes wrong in the course of their care. The Framework leads relevant health and social care services providers through the substantial culture change required to improve patient/service user outcomes and experience in this area. The Framework also recognises and guides developments in the substantial education and learning changes required to enable these improvements.

The HSE National Open Disclosure Policy will be further revised to ensure alignment with the Framework. Going forward the Framework requires that all health services providers provide an Annual Report on the implementation of the HSE Open Disclosure Policy. Further guidance on this will be provided by our office going forward. An implementation tool has been developed to support services in assessing compliance with the policy and is currently being tested across a number of service areas.

Open Disclosure 2022 Annual Training Report — Mandatory Training

The Open Disclosure Annual Training Report for 2022 is now published on the HSE website. Access it here. This reports provides an update on training per service delivery area for 2022 while also providing cumulative three year data.

Open Disclosure training is mandatory for all staff working in the HSE and HSE funded services. All staff must complete Open Disclosure e-learning Module 1 "Communicating Effectively through Open Disclosure"

Staff who may be involved in formal open disclosure meetings 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.

Spring Self-Care

Go camping
Visit a Farmer's Market
Do things that make you feel happy
Listen to birdsong
Water your dreams and goals
Focus on how you're growing
Go star-gazing
Create a nourishing morning routine
Spend time outside in the fresh air
Start on your spring cleaning
SelfLoveRainbow

ATTENTION PLEASE!

It is the responsibility of all line managers to ensure that their staff are compliant with Open Disclosure training, as relevant to their role.

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

Questions or comments?

Email us at OpenDisclosure.Office@hse.ie Visit our website www.hse.ie/opendisclosure

National Open Disclosure Programme Newsletter March 2023

Webinars

Listen Back

The National Office have facilitated the following webinars in Q1 2023:

- **"Managing Difficult Conversations (Part 3) - Getting it Right When Things Go Wrong"** Presenter: Professor Eva Doherty, RCSI

- **"Positive Health and Wellbeing: What does the Science Tell Us? "** Presenter: Professor Ciaran O'Boyle, RCSI

If you wish to access these presentations you can do so by visiting the Open Disclosure Website here.

A big thank you to our presenters and attendees for making the webinars so informative and engaging.

Upcoming Webinars

- "**Medico-legal aspects of record-keeping and documentation**" - 12th April 2023 at 11am. This will include guidance on documenting Open Disclosure.

- **"Patient Safety Bill"** (date to be confirmed depending on the progress of the Bill)

- **"Restorative Practice"**— 14th June 2023, at 11am.

Further details will be circulated with links to join these webinars via Webex.

Webinar Feedback

Very relevant in today's environment and the additional resource links will prove invaluable over time. Should be made mandatory for all staff in my opinion along with the HSEland existing core mandatory training. Cannot rate this webinar highly enough.

It was a super presentation, so relevant in our post covid healthcare settings with huge retention and burnout issues. Any support especially scientific evidence to support good staff support and patient engagement practices will only be positive for healthcare.

I found it very useful in terms of self care, stress management and seeing certain situations differently. I am beginning to view old things with new eyes. I feel energized with the new knowledge and shift in mind set. This is healthy.

Share the Learning

In line with the HSE Patient Safety Strategy, the open disclosure programme is committed to using and sharing information to ensure learning to improve good practice and patient safety. The 2022 Open Disclosure Annual Report includes a section on "Share the Learning" which focuses on the management of multiple disclosures i.e. when a patient safety incident involves more than one patient /service user. The National Open Disclosure Office collated feedback received from a number of staff who have been involved in the management of multiple disclosures. The learning that was shared from this focuses on:

- Preparation and planning for multiple disclosure meetings
- Managing open disclosure meetings
- Supports and Resources to assist the management of multiple disclosures
- Additional comments and recommendations

This section also includes Learning from the Open Disclosure Recommendations in the report "Consultation with 221+ Members Research Report February 2022.

You can access the report here ➡

2022 ANNUAL REPORT

The annual report outlines a summary of the key developments in the HSE National Open Disclosure Programme during 2022. The content of the annual report is aligned with the themes of the HSE Patient Safety Strategy.
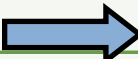
Click here to access the report.

Patient Safety Together

Patient Safety Together is the new sharing learning component of the patient safety programme to support the Patient Safety Strategy. This was officially launched on 17th January 2023.

The National Open Disclosure Office collaborated with colleagues in Patient Safety Together on the development of a Patient Safety Supplement, which focuses on managing open disclosure conversations with a vulnerable person. Click here to learn more about this platform. Click here to access the supplement.

SAVE THE DATE

The Open Disclosure Themed Week will take place on:

2nd—6th October 2023

Consider how you might promote Open Disclosure in your service during Open Disclosure week.