

24th February 2021

Deputy Róisín Shortall, TD
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PQ Number: 8861/21

To ask the Minister for Health the status of HSE open disclosure training as committed to on foot of the Scally Report; and if he will make a statement on the matter. - Róisín Shortall

Dear Deputy Shortall,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

A: The National Open Disclosure Training Programme Status at the time of the publication of the Scally Report in September 2018.

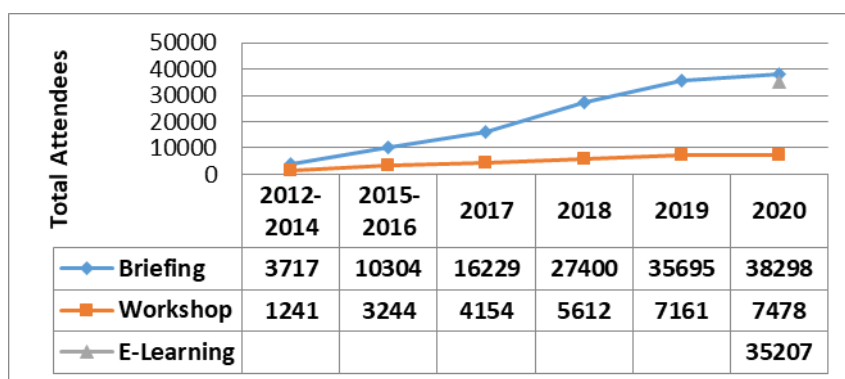
The HSE National Open Disclosure Training Programme has been in operation since 2014 with a pilot programme prior to that between 2011-2013. At the time of the publication of the Scally report in September 2018 approximately **28,000** staff had accessed open disclosure training. The national training programme consisted at that time of a number of face to face programmes to include (i) Staff briefing sessions (40 minutes), (ii) Half day CPD accredited skills workshops, (iii) 2 hour CPD accredited condensed workshop with pre course reading and (iv) 2 day Train the Trainer Programme commenced in May 2015.

There were 362 staff trained as open disclosure trainers across all health care areas e.g. Hospital Groups, CHOs, NAS and Voluntary agencies. All training was recorded on a national database of training. Open disclosure leads were in place in all healthcare areas with site leads in the acute hospitals also. Part of the role of the open disclosure leads was to develop and coordinate the local training programme. This work was supported by the HSE National Lead for Open Disclosure. Significant work was also on-going at that time with the Royal Colleges e.g. RCPI, RCSI, ICGP, ICO, Faculty of Radiology. All of the undergraduate programmes were contacted in 2016 by the National Director of Quality Improvement, Dr Philip Crowley, to update them on the HSE national training programme, direct them to HSE training resources and to seek assurance that open disclosure was included in the undergraduate curriculum for nurses, midwives, doctors and allied healthcare professionals.

B: Update on the National Training Programme since September 2018 – Training data as at 31st December 2020

(i) The establishment of the National Open Disclosure Office: The National Open Disclosure Office opened on 13th May 2019. Current staffing includes a Programme manager, x 2 Grade Vii trainers and educators and a Grade V office administrator. The national open disclosure training programme is supported and coordinated by the National Office.

(ii) Training Statistics: Open Disclosure training was identified by the Director General of the HSE in 2018 as mandatory training for all HSE staff and for staff employed in services funded by the HSE. The 1 hour briefing session delivered by trainers or Module 1 of the e-learning programme is sufficient for most staff. All managers and medical staff (any staff who are likely to be involved in higher level open disclosure meetings) are required to attend the 4 hour skills workshop. Refresher training is required every 3 years. The number of staff trained on Open Disclosure grew from a total of 4,958 (end of year 2014) to 80,983 (as at 31st December 2020).



Note: Face to face training reduced in 2020 due to Covid 19 restrictions. The launch and promotion of e-learning commenced in April 2020 to keep the training programme active.

(iii) E-Learning: The open disclosure e-learning module 1 ‘*Communicating Effectively through Open Disclosure*’ was launched on HSELand on 6th April 2020.

As at 31st December 2020, there were **35,207** completions of the module. (**Note:** a further **7163** staff have completed this module to date in 2021 bringing total training figures to **88,146**). Module 1 provides a basic overview of open disclosure including the principles of open disclosure and the ASSIST model of communication. Module 1 has been awarded 2 CPD points by RCPI and 1.5 CEUs by NMBI.

A further e-learning module has been developed and is due for launch in March 2021. Module 2 ‘*Open Disclosure: Applying Principles to Practice*’ is targeted at all staff who may have to engage in formal open disclosure meetings and focuses on how to prepare for and manage open disclosure meetings, how to manage some of the challenges that may arise, the communication skills involved and also how to follow up on the meeting. This module is based on a number of case scenarios across different healthcare settings to include the Emergency Department, Intellectual Disability Service, National Ambulance Service, Mental Health Service and General Practice. CPD is being sought for this programme also.

(iv) Train the Trainer (TTT): The overall total of staff to date who have completed the Open Disclosure TTT programme is 543. As of 31st December 2020 there are 374 trainers on the active trainer database representing Hospital Groups, CHO Areas, National Ambulance Service, National Screening Services, and the Federation of Voluntary Agencies.

(v) Training on Open Disclosure Legislation: (i) Part 4 of the Civil Liability Amendment (CLA) Act 2017 (ii) The Civil Liability (Open Disclosure) (Prescribed Statements) Regulations 2018 (iii) The General Scheme of the Patient Safety Bill July 2018 and revised Bill December 2019.

All training programmes and accompanying workbooks have been revised to incorporate information on the legislation. Training has been provided to open disclosure leads and trainers on the legislation. Presentations have been delivered in Grand Rounds and conferences in 9 hospitals by staff from the National Open Disclosure Office. Presentations have been delivered in five national consultant conferences and in 2 other national conferences reaching a large number of doctors. A specific webpage providing an overview of the legislation and links to relevant resources was developed on the Open Disclosure part of the HSE Quality Improvement Team website. An FAQ document on the CLA Act and Regulations was developed and is available on the Open Disclosure webpage.

(vi) Actions taken to improve access to and the uptake of Open Disclosure training by Medical Staff

- ✚ **Face to Face Programme Revision:** Planned revision of face to face programme in 2021 – focus on Medical led model – pilot commenced with involvement of medical staff (Saolta/CHO1). The progress of this work will be dependent on Covid 19 restrictions.
- ✚ **Analysis of uptake of training by medical staff** commenced in February 2019 and demonstrates that 3827 doctors have attended open disclosure training in the HSE since that time. This includes E-learning and face to face programmes. The data is obtained via HSE Land and compliance reports and data from national training databases.
- ✚ **E-Learning:** Launch of Module 1 E-Learning in April 2020 (>2000 doctors have now completed this module). Development of Module 2 which is due for launch in March 2021. Module 2 targets medical staff and senior managers particularly. Module 1 and Module 2 e-learning meet requirements for CPD. Module 1 was awarded 2 CPD points by RCPI. Module 2 has an in-built reflective tool. Module 1 and Module 2 development has included input from medical staff, RCPI and RCSI.
- ✚ **Collaboration with RCPI and RCSI:** Open Disclosure is included in the RCPI “*Gateway to Communication*” programme (launched in 2020) with links out to the HSE Open Disclosure Programme – the national open disclosure team had input to this programme. RCPI provides accreditation for HSE Open Disclosure training programmes. Workshops are delivered by the National Open Disclosure team in the RCPI. The National OD team work closely with the Human Factors programme in RCSI and facilitate workshops on open disclosure in RCSI.
- ✚ **Collaboration with Medical Council:** Open Disclosure and Communication to be included in CPD for doctors – this work is in progress. Open Disclosure is included in the Medical Council Safestart programme for doctors joining the register.
- ✚ **Collaboration with the National Doctors Training Programme (NDTP):** Open disclosure training for NCHDs is now built into the National Electronic Record (NER) which is a module in the Doctors Integrated Management E-system (DIME) operated by the NDTP. Evidence of completion of Open Disclosure training is now incorporated into the pre-employment screening documentation that NCHDs must provide prior to commencing a new post. Medical Manpower offices have been informed.
- ✚ **Collaboration with the Intern Network Executive (INE):** The Intern Networks Executive (INE) has agreed that the Open Disclosure module on HSE Land will be part of national intern induction e-learning from July 2021. The module will be linked from the interns' bespoke e-learning platform 'The National NCHD Training Hub' and its completion will be mandatory and monitored.

- ✚ **Analysis of Open Disclosure in Undergraduate Programmes:** All of the Heads of schools have been contacted again in 2020 and (i) provided with an update on the Open Disclosure National Programme and training programme and links to resources and online training, (ii) advised of the need to include open disclosure in undergraduate programmes and (iii) a template was provided to gather information on the current situation in relation to the inclusion of open disclosure in undergraduate programmes for doctors, nurses, midwives and AHPs. An analysis of the data is currently in progress.
- ✚ **Presentations on Open Disclosure and Legislation at Medical Conferences:** Presentations have been delivered at five national consultant conferences and in 2 other national conferences reaching a large number of doctors.

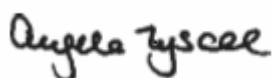
(vii) Open Disclosure Training and Covid 19: Face to face training has reduced due to Covid 19 restrictions and there has been an increased focus and promotion of the online training programme to manage this training gap. In addition the National Open Disclosure office staff were redeployed for a substantial period of time from March 2020 to work on Covid 19 – the team became fully operational again in December 2020. The National Office also commenced a programme of webinars in the last 4 months of 2020 as set out below. This webinar programme continues in 2021.

Name of Webinar	Date
Open Disclosure Update for Leads	29th September 2020
Open Disclosure Update for Leads, Trainers and QPS staff	14th October 2020
Open Disclosure Update NCCP	28th October 2020
Open Disclosure Update for Leads, Trainers and QPS staff (repeat)	29th October 2020
Maintaining the Principles of Open Disclosure during the Coronavirus Pandemic (QI Talktime)	3rd November 2020
Open Disclosure Legislation - Current Status	11th November 2020
Open Disclosure Update for Advanced Nurse Practice & Medicinal Prescribing Programmes	17th November 2020
Open Disclosure: Role of the Designated Person	18th November 2020
Open Disclosure: Role of the Designated Person (repeat)	3rd December 2020
Open Disclosure Update for Patient Advocacy Services and NAS	7th December 2020
Open Disclosure Legislation - Current Status (repeat)	8th December 2020

Guidance has been developed by the HSE National Open Disclosure Office on managing open disclosure during the Coronavirus Pandemic. This guidance was launched in May 2020. *“Open Disclosure: Maintaining the Principles of Open Disclosure during the Coronavirus Pandemic and Covid-19 Restrictions. A Practical Guide for staff”*. The guideline address the communication challenges that Covid 19 presents, how to manage open disclosure via telephone/video call, how to manage open disclosure when wearing PPE and managing open disclosure of Covid 19 related patient safety incidents.

I trust this answers your question to your satisfaction.

Yours sincerely



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National Open Disclosure Office
National Quality Improvement Team