



# QI TALK TIME

Building an Irish Network of Quality Improvers

# hello  
my name is...

Maintaining the principles of Open Disclosure during the coronavirus pandemic

3<sup>rd</sup> Nov 2020

Angela Tysall

CHAMPION PARTNER ENABLE DEMONSTRATE

[www.qualityimprovement.ie](http://www.qualityimprovement.ie)

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# Introductions:

## Angela Tysall

is the National lead for Open Disclosure for the HSE and Manager of the National Open Disclosure Office and programme, National Quality Improvement Team. Angela's background is in nursing and midwifery with various clinical nurse specialist roles. She is passionate about the rights of patients to be communicated with in an open, honest and compassionate manner and that, when this is done well, it will lead to significant learning and quality improvement for all health and social care services.

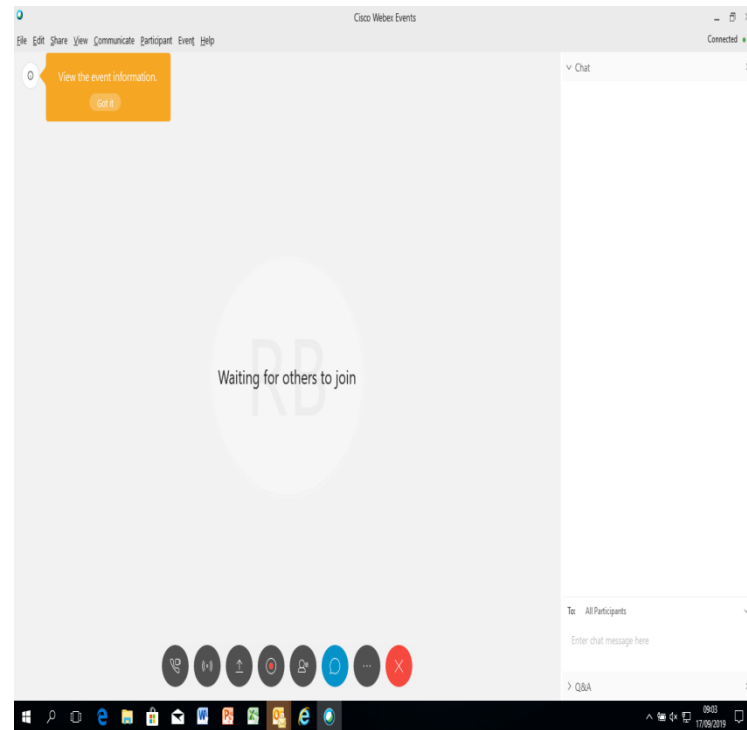


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# Housekeeping

- Sound: Computer or dial in:  
**Telephone no: 01-5260058**  
**Event number: 137 422 0394#**
- Chat box function
  - Comments/Ideas
  - Keep the questions coming
- **Twitter: @QITalktime/  
#QITalktime**
- **Recording**





NATIONAL  
OPEN DISCLOSURE  
PROGRAMME

# Maintaining the Principles of Open Disclosure during the Coronavirus Pandemic

QIT Webinair, 03/11/2020



## Our Values



Care  
Compassion

Trust  
Learning

Person Centred  
Kindness

Empathy  
Openness

Honesty



Seirbhís Sláinte  
Níos Fearr  
á Forbairt

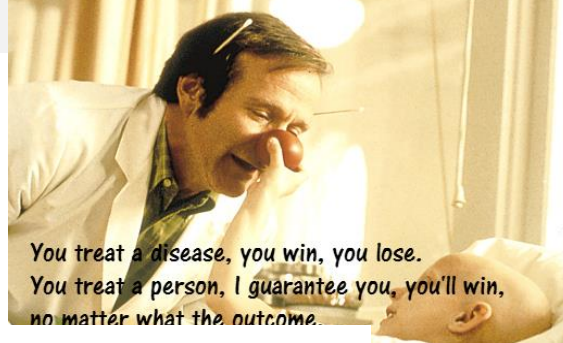
Building a  
Better Health  
Service

National Quality Improvement Team

# Ethos of HSE Open Disclosure Policy



The ethos of the HSE Open Disclosure policy is to ensure that the rights of all patients to be communicated with in an open honest, timely, compassionate and empathic manner are met when things go wrong, for whatever reason, during their health care journey and that this communication process is managed in a manner that is dignified and respectful.



*Listen to me,  
please!*

# # hello my name is...

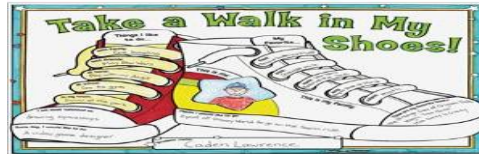


## STAFF ENGAGEMENT



CARE  
COMPASSION  
TRUST  
LEARNING  
KINDNESS  
EMPATHY

IT MATTERS TO **Me**



Our Values  
Care Compassion Trust Learning



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Níos Fearr  
á Forbairt**

## Building a Better Health Service

# Communication challenges Covid-19



- Restricted movement – quarantine- self-isolation- cocooning
- Personal distancing
- Visiting restrictions
- Risk of exposure to Covid-19 for patients, their loved ones and staff
- PPE
- Illness

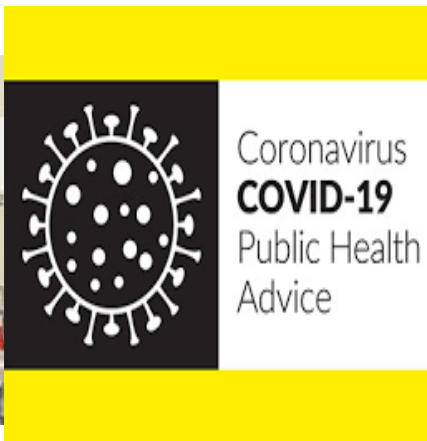


## Impact for Staff, Patients and their loved ones:



- Difficult to hold face to face meetings which is preferred option for OD meetings
- PPE – Creates distancing – can reduce human interaction. Difficult to see the person and hear what they are saying. Staff concern that their humanity is hidden behind the PPE.
- Inability to provide physical comfort such as holding a patient's hand.
- Conversations may be shortened
- Fear: Getting Covid-19 or infecting others with Covid-19. Patient may be ill with Covid-19 and fearing the psychological and physical impact – fear and distress experienced by families as they can't be with their loved ones.
- Loneliness and isolation – patient may not be able to have a loved one present – limited to telephone communications.
- Staff are dealing with personal and professional impact of Covid 19 - Increased workload, reduced staffing – time - discomfort of wearing PPE – worry about getting Covid-19 and infecting family members.





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## Managing the Communication Challenges



## Open disclosure must happen

### In-patient – First Meeting

- Face to face
- Risk assessed - Appropriate PPE
- Patient support person – PALS – patient advocate
- Family connected via technology e.g. whatsapp video
- Confidential environment
- Use visual aids to support information e.g. communication flashcards e.g. [cardmedic.com](http://cardmedic.com)
- Confidentiality
- Manage information provided as per HSE OD Policy

## Manage the Communication Challenges: Formal OD Meetings



### Open Disclosure Policy

Communicating with Patients:  
Following Patient Safety Incidents

[https://www.hse.ie/eng/patients/patient\\_safety/patient\\_safety\\_incidents/patient\\_safety\\_incidents.htm](https://www.hse.ie/eng/patients/patient_safety/patient_safety_incidents/patient_safety_incidents.htm)

017 April 2016

HSE  
Health Service Executive  
Department of Health  
Dublin



- Face to face meeting only if it is safe to do so
- Involve IPC – refer to HPSC for guidance
- Risk assess – appropriate space to meet physical distancing, level of PPE required, attendees not in vulnerable group, good hand hygiene and cough etiquette, potential risks acknowledged.
- Designated person: Contact with patient and family pre meeting to discuss how meeting will be conducted, explain risks, explain PPE requirements, agree date and time of meeting, agree meeting point
- Provide assistance with PPE
- Prepare for and conduct meeting as per HSE policy
- Acknowledge communication challenges posed by PPE
- Use appropriate words, tone of voice, speak clearly, provide information in small chunks and check back re understanding – non verbal cues important.
- Demonstrate empathy and compassion
- Use visual aids
- Assistance with decontamination and removal of PPE post meeting
- Follow up call from designated person post meeting

## Managing OD when it is not safe to do a Face to Face meeting



- Consider alternative method of communication
- Designated person to liaise with patient and family and agree preferred communication option – provide support e.g. telephone call, zoom, face time, WhatsApp video, teams – secure network,
- Prepare for meeting as though it was a face to face meeting. IT support if needed.
- Manage meeting and information provided as per HSE OD Policy
- Telephone Call: No visual cues – focus must be on words used and ensure tone of voice matches words – speak clearly - small chunk of information at a time and check understanding
- Offer face to face meeting at later stage, if required.

## Open Disclosure: Covid 19



- Open, honest and factual communication in relation to those affected by Covid 19 in relation to:
  - Diagnosis, care and treatment,
  - Risks
  - Source of infection (if known e.g community, family, healthcare worker) – must protect identity of patients and staff tested positive for Covid 19
  - Contributory factors
- Empathy and compassion are key
- HSE Case Management and Contact Tracing Service

## Staff Support



1. Consider physical, psychological and social impact of Covid 19 on staff across services including Contact Tracing services
2. Walk in my shoes
3. Support from peers and managers is critical
4. Compassion is key
5. Promote self compassion and kindness
6. Staff need to be cared for and minded – psychological support
7. Team talks, Schwartz rounds, access to and provision of staff support services



## Staff Support



## Maintaining Open Disclosure Training for Staff

- Mandatory training – 3 yearly refresher required
- Challenges in delivering face to face training due to Covid Restrictions – conducted in a safe environment – in compliance with “HPSC Guidance for delivering face to face education”. July 2020
- Promote Module 1 E-Learning – “Communicating Effectively through Open Disclosure”
- Promote RCPI “Gateway to Communication” online programme
- Provide support on the ground to staff engaging in formal OD meetings
- Access resources on Open Disclosure website
- Contact National Open Disclosure Office  
[opendisclosure.office@hse.ie](mailto:opendisclosure.office@hse.ie)

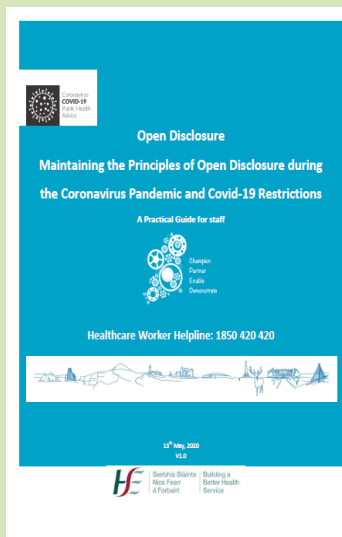


## Open Disclosure: The Role of the Designated Person



- Critical
- Identify and support staff to act as liaison between patient, service user, family and service
- Build rapport
- Maintain communication processes
- Assist with preparing for and attending an open disclosure meeting
- Provide support during the meeting and post meeting
- Provide information on support services available

# Open Disclosure Resources:



- Staff support documents and resources for staff working in CTCs on RCSI Moodle
- HSE Open Disclosure Policy
- OD – Managing the Principles of OD during the Coronavirus Pandemic and Covid 19 Restrictions – contains list of staff support resources
- Open Disclosure E-Learning on HSE LanD – “Communicating Effectively through Open Disclosure”
- RCPI “Gateway to Communication” programme  
<https://courses.rcpi.ie/product?catalog=Gateway-to-Communication>
- Numerous Resources on Website: [www.hse.ie/opendisclosure](http://www.hse.ie/opendisclosure)
- National Office: [opendisclosure.office@hse.ie](mailto:opendisclosure.office@hse.ie)



NATIONAL  
OPEN DISCLOSURE  
PROGRAMME

For further information and additional resources visit

[www.hse.ie/opacity](http://www.hse.ie/opacity)

Email: [opacity.office@hse.ie](mailto:opacity.office@hse.ie)



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# QUESTIONS AND FEEDBACK?



Missed a webinar – Don't worry you can watch recorded webinars on HSEQID QITalktime page

Dates of QITalktime 2020	Topic	Speakers
Tues 17 <sup>th</sup> Nov	Stop Watch Early Warning Tool	Sandra O'Reilly Quality and Practice Nurse in Cheeverstown
Tues 1 <sup>st</sup> Dec	Guidance regarding Cardiopulmonary Resuscitation and DNAR Decision-Making during the COVID-19 Pandemic	ADM Office, National QI Team

Thank you from all the team @QITalktime

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