



NATIONAL
OPEN DISCLOSURE
PROGRAMME



THE ASSIST ME MODEL - SUPPORTING STAFF FOLLOWING PATIENT SAFETY INCIDENTS

The importance of support for staff from line managers, colleagues and peers in the aftermath of a patient safety incident should not be underestimated. Being available for staff and hearing/acknowledging their story surrounding the event is crucial. Staff require a safe and confidential space in which to discuss the incident and can find this therapeutic.

A	ACKNOWLEDGE with empathy the incident that has occurred and the impact on the member of staff. ASSESS the impact of the incident on the member of staff and on their ability to continue normal work.
S	SORRY - express regret for what has happened and for their experience.
S	STORY – allow time and space for the member of staff to talk about what happened and how they are feeling. Demonstrate understanding. Share experience, as appropriate.
I	INQUIRE – encourage questions. INFORMATION – provide information.
S	SUPPORTS AND SOLUTIONS <ul style="list-style-type: none"> ◆ Informal Emotional Support: Demonstrate empathy and compassion. Be available and accessible to provide support, as required. ◆ Formal Emotional Support: Assess any immediate needs and discuss supports available including referral process. e.g. HSE Employee Assistance Programme (EAP), Occupational Health and/or GP. ◆ Practical Support: Discuss and agree immediate working arrangements e.g. ability of staff member to continue with normal duties – consider allocation to other duties, as appropriate. Provide contact details for staff liaison person.
T	TRAVEL – provide continued support and reassurance going forward and throughout the incident review/open disclosure process.
M	MAINTAIN contact and ongoing communication. MONITOR progress – check in regularly with the staff member. MOVE forward with guidance and support.
E	END – close this support process when the staff member feels ready. Remain available. EVALUATE the staff members experience of the support process and use learning to benefit other staff.

NOTE: This model has been adapted from the MPS Assist Model of Communication

Visit the HSE Open Disclosure website where you can access the full ASSIST ME staff support booklet

www.hse.ie/opensdisclosure

Employee Assistance Programme (EAP) is a free, confidential counselling service and offers support for you or your team when required and following a critical incident.

EMPLOYEE ASSISTANCE PROGRAMME (EAP)

CALL **0818 327 327**

Go to www.hse.ie/EAPandME to access the online hub of helpful resources.

