**Open Disclosure Face to Face Skills Workshop Lesson Plan**

**Context of this programme**

**A.** It is the policy of the HSE that staff:

1. Communicate with our patients in an open, honest, transparent and empathic manner following patient safety incidents,

2. Provide our patients with a sincere and meaningful apology when they are harmed as a result of a patient safety incident.

3. Begin the communication process within 24 – 48 hours of the incident occurring or becoming known to the health services provider or as soon as possible after the incident happens or becomes known.

**B.** The pending Patient Safety Bill makes provision for mandatory open disclosure of a number of Notifiable Patient Safety incidents

**The aim of this Face to Face workshop**

To build the capacity of healthcare staff to prepare for and manage open disclosure meetings with patients, services users and their relevant person following a patient safety incident following completion of Open Disclosure e learning Modules 1 and 2.

**Objectives : by the end of the workshop staff will:**

1. Be more knowledgeable about the National Open Disclosure programme including relevant legislation and resources available.
2. Recognise the impact of communication and importance of being empathic, person centred and be more aware of your own communication style.
3. Have an opportunity to practice the key skills required to effectively manage an open disclosure meeting to get the best outcome for the patient/ relevant person and staff involved.
4. Be more confident in managing the open disclosure process and associated challenges as part of a Team being mindful of the key roles of staff involved.
5. Be aware of the patient perspective, the support needed and available for them.
6. Recognise the importance of team dynamics, support for each other and their own support needs throughout the open disclosure process.

**Workshop overview and resources**

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| **Topic** | **Areas included** | **Supporting Resources** | **Time allocated** |
| Opening and setting the context | * Welcome and introductions * Aims and objectives * Workshop outline | Course participant resources | 10 minutes |
| Setting the context | * Open Disclosure policy and Legislation | Powerpoint | 25 minutes |
| Communication skills and open disclosure process | * Communication skills & tools * Open disclosure levels and process * Roles in OD meeting | ASSIST Model of Communication Poster.  Management of an Open Disclosure Meeting: Quick Reference Guide and Tool Kit. | 30 minutes |
| Case scenario  Management of initial meeting | * Introduction to case scenarios * Allocation of roles * Preparation for initial discussion * Case scenario role play of meeting * Reflection on learning | Activity 1 Managing Low Level Open Disclosure using ASSIST model of communication (Role play activity) 3 service specific scenarios, 3 groups all rotate roles | 30 minutes |
| Case scenario  Management of Open Disclosure meeting | * Update on case scenario- review findings * Preparation for meeting * OD Team – roles * Role play of meeting * Reflection on learning | Activity 2  Managing Emotions of all those affected by Patient Safety incidents  Group A Scenario(Discussion & feedback)  Group B Role Play.  Activity 3  Preparing for and managing the formal open disclosure meeting;  Group A Role play  Group B Role play/observe)  Scenarios provided. | 60 minutes |
| Summary and closing | * Share learning and takeaway messages |  | 10 minutes |
| Evaluation |  | Standardised evaluation tool | 10 minutes |

**Participant workbook contents**

1. Participant self-awareness tool and learning plan
2. Open Disclosure Quick Reference Guide
3. Assist Me Staff Support Guideline
4. ASSIST and ASSIST ME poster