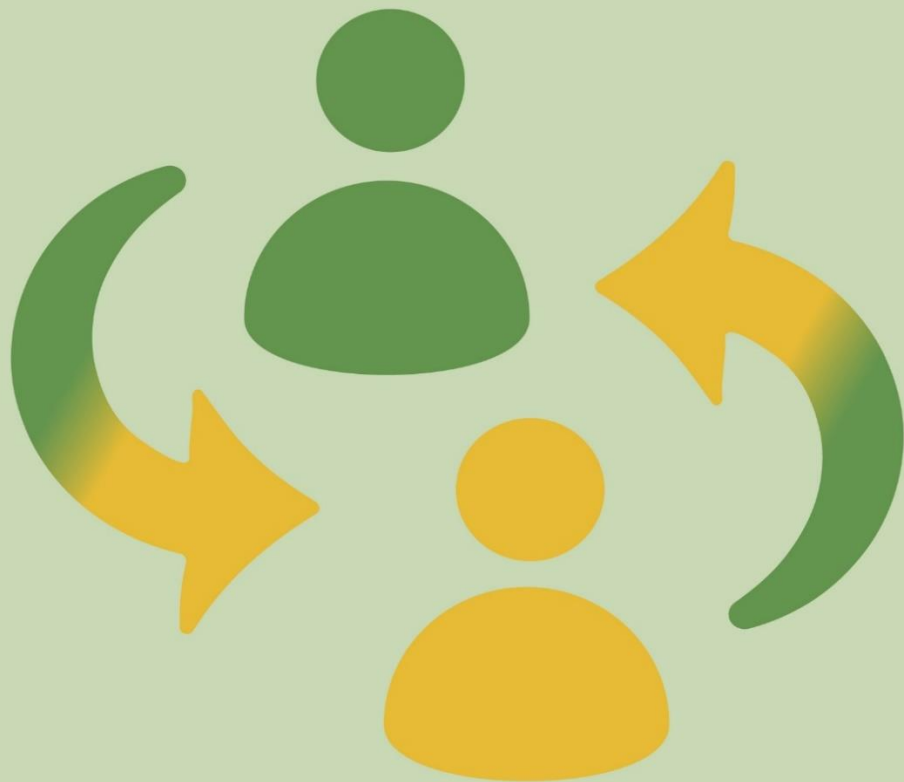




NATIONAL
OPEN DISCLOSURE
PROGRAMME

List of Support Services and Resources for Staff following an Incident



An Stiúirthóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer

Overview

When things go wrong during the delivery of care to patients it can affect staff also. A significant proportion of health and social care workers will experience varying degrees of stress as a result of exposure to an incident, in particular where a patient was harmed. It is important that all staff involved in, or affected by an incident can access immediate and on-going practical and emotional support and that they are made aware of the support services and resources that are available to them.

The support services and resources listed in this document are those provided by or endorsed by the HSE and which may most likely be of assistance to staff following an incident, in particular a patient safety incident. These services and resources will provide additional guidance and support during the incident management and open disclosure process.

This list of resources may be of particular interest to staff who are appointed to the role of Staff Liaison Person (i.e. a contact point at service delivery level for the staff member involved in an incident IMF 2020) in guiding staff to the additional support services that are available to them, as appropriate.

This is not an exhaustive list and some staff may require the support of other specific support services and resources which can be discussed with staff at local level.

This document has been developed by the HSE National Open Disclosure Office within the Quality and Patient Safety Incident Management Team in the HSE National Quality and Patient Safety Directorate.

Document Control			
Document Reference No:	NATOD-QRG-012-01	Date approved:	12 September 2022
Name of document	List of Staff Support Services, Resources and Training Programmes Resources	Revision Date:	01 November 2023

List of Staff Support Services, Resources and Training Programmes Resources (September 2022)

Name of Resource	Link
<p>HSE Employee Assistance Programme</p> <p>0818 327 327</p>	<p>National Phone Line 0818 327 327</p> <p>Contact: eap.service@hse.ie</p> <p>Information and resources: https://healthservice.hse.ie/staff/benefits-and-services/employee-assistance-programme-staff-counselling/</p> <p>HSE Critical Incident Stress Management (information) https://healthservice.hse.ie/staff/benefits-and-services/critical-incident-stress-management-cism/</p>
<p>HSE Workplace Health and Wellbeing Unit</p>	<p>Landing page to health and wellbeing support services and resources</p> <p>https://www.hse.ie/eng/staff/workplace-health-and-wellbeing-unit/</p>
<p>Occupational Health</p>	<p>Referral, rehabilitation, pre placement self -assessment and data protection https://healthservice.hse.ie/staff/benefits-and-services/occupational-health/</p> <p>“Returning to Work from Sick Leave” information booklet available here https://assets.hse.ie/media/documents/HSE_returning_to_work_from_sick_leave_employee_booklet.pdf</p>
<p>Rehabilitation of Employees Back to Work After Illness or Injury Policy & Procedure (2020)</p>	<p>Policy: https://healthservice.hse.ie/filelibrary/staff/rehabilitation-of-employees-back-to-work-after-illness-policy.pdf</p> <p>Information: https://healthservice.hse.ie/staff/benefits-and-services/occupational-health/rehabilitation/</p> <p>Training Programmes: <i>Work Rehabilitation in the HSE</i>, consists of two 20 minute modules and is available on HSeLanD</p>
<p>Dignity at work</p>	<p>Dignity at Work Policy 2022 available here https://assets.hse.ie/media/documents/Dignity_at_Work_policy_-_revised_2022.pdf</p> <p>Dignity at work training (mandatory) available on HseLanD</p>
<p>HSE Safety, Health and Wellbeing</p>	<p>Log your health and safety request at www.hse.ie/safetyandwellbeing Phone 1800 420 420</p> <p>Health and Safety Information and Resources: https://healthservice.hse.ie/staff/health-and-safety/</p>
<p>Work Positive Critical Incident Support</p>	<p>Information on supports and interventions https://www.workpositive.ie/support/criticalincidentsupport https://hseworkpositive.com/</p>

Name of Resource	Link
HSE Policy for Prevention and Management of Stress in the Workplace 2018	https://healthservice.hse.ie/filelibrary/staff/policy-for-prevention-and-management-of-stress-in-the-workplace-2018.pdf
HSE Policy for Preventing and Managing Critical Incident Stress	https://healthservice.hse.ie/filelibrary/staff/policy-for-preventing-and-managing-critical-incident-stress.pdf
Healthy Workplace Framework	https://www.hse.ie/eng/staff/workplace-health-and-wellbeing-unit/
An employer's guide to implementing inclusive health and safety practices for employees with disabilities.	Guidance available here https://www.hsa.ie/eng/publications_and_forms/publications/safety_and_health_management/employees_with_disabilities.html
HSE ASSIST Me Model of Staff Support following patient safety incidents	Booklet available here: https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/assist-me-a-model-of-staff-support-following-patient-safety-incidents-in-healthcare-january-2021-.pdf ASSIST ME Staff Poster available here https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/assist-me-staff-support-poster-june-2021-.pdf
HSE Your Mental Health	https://www2.hse.ie/mental-health/
Silvercloud	Giving free access to all HSE staff to 3 self-directed online programmes dealing with stress, resilience and sleep. https://hse.silvercloudhealth.com/signup/
Coping with Grief	Information and resources https://www2.hse.ie/wellbeing/mental-health/bereavement-and-loss.html Healthcare workers and grief https://www2.hse.ie/wellbeing/mental-health/healthcare-worker-grief.html Guidance for Healthcare Workers Affected by Death in Service of a Colleague due to COVID-19 https://www.hse.ie/eng/staff/workplace-health-and-wellbeing-unit/employee-assistance-and-counselling-service/guidance-for-healthcare-workers-affected-by-death-of-a-colleague-due-to-covid-19.pdf
Stress Control	Six free online sessions. For further information and dates visit https://stresscontrol.ie/

Name of Resource	Link
<p>Medical Council</p> <p>Medical Council</p>	<p>Doctor wellbeing booklet https://www.medicalcouncil.ie/public-information/wellbeing/doctor-well-being-booklet.pdf</p> <p>Staff support resources https://www.medicalcouncil.ie/public-information/wellbeing/wellbeing.html</p>
<p>Practitioner Health For Doctors, dentists and pharmacists</p>	<p>https://practitionerhealth.ie/</p>
<p>RCPI</p>	<p>Physician wellbeing programme https://www.rcpi.ie/physician-wellbeing/</p>
<p>ICGP Doctors Health Programme</p>	<p>Information and resources available here https://www.icgp.ie/go/in_the_practice/doctors_health</p>
<p>College of Anaesthesiologists of Ireland</p>	<p>Wellbeing Programme https://www.anaesthesia.ie/training/wellbeing/</p>
<p>World Health Organisation (WHO)</p>	<p>Mental health and psychosocial considerations during the COVID-19 outbreak</p> <p>https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf</p>
<p>Video: Tips for healthcare workers to manage our emotional response to unprecedented circumstances</p>	<p>https://www.youtube.com/watch?v=oLSbA-ehNM</p>
<p>The HSE Open Disclosure Policy and Resources</p>	<p>www.hse.ie/opensdisclosure</p>
<p>The HSE Incident Management Framework 2020</p>	<p>https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/incident-management/hse-2020-incident-management-framework-guidance.pdf</p>
<p>The HSE Just Culture Guide</p>	<p>https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/just-culture-guide.pdf</p>
<p>HseLand Training Courses</p>	<p>The following is a list of some of the training programmes currently available on HseLand. Visit www.hseland.ie to access the full range of programmes available.</p> <p>Open Disclosure Module 1: Communicating Effectively through Open Disclosure</p> <p>Open Disclosure Module 2: Open Disclosure: Applying Principles to Practice</p> <p>The Serious Incident Management Team (SIMT)</p>

Name of Resource	Link
HseLand Training Courses	<p>Do the Right Thing: HSE Risk and Incident Management</p> <p>The National Healthcare Communication Programme Dignity at Work (new module 2022)</p> <p>Managing pressure and stress to optimise your performance</p> <p>Supporting your staff's Mental Health – a programme for HSE Managers</p> <p>Positive Atmosphere: Establishing an engaged workforce</p> <p>Psychological Support: Looking after your wellbeing during Covid-19</p> <p>Psychological Support: Supporting the wellbeing of staff during Covid-19 – A manager's guide</p> <p>Covid-19 Return to Work x 3 webinars</p> <p>Your Safety, Health and Welfare in Healthcare</p> <p>Work Rehabilitation in the HSE</p> <p>National Health and Safety Function Occupational Safety and Health Risk Assessment Webinar.</p> <p>Managing Health and Safety in the Healthcare Setting</p>



For further information and additional resources visit
www.hse.ie/opensdisclosure

Email: opensdisclosure.office@hse.ie



An Stúirthóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhollíghigh Clínicíúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer