



NATIONAL
OPEN DISCLOSURE
PROGRAMME

National Open Disclosure Programme

Annual Report 2022
Executive Summary



Summary of the Key Developments in the HSE Open Disclosure Programme during 2022

The following is a summary of the key developments in the HSE National Open Disclosure Programme during 2022 as outlined in detail in the Annual Report for 2022. The 2022 annual report was written taking into considerations the annual report requirements as set out by the Department of Health in the Draft National Open Disclosure Policy Framework, 2022. The content of the annual report is aligned with the themes of the HSE Patient Safety Strategy.

1.1: Performance measurement:

The establishment of 5 work streams to measure compliance with the HSE Open Disclosure Policy through the implementation of the recommendations of the Open Disclosure Performance Measurement Committee in 2021.

Work stream 1 is focusing on the development of a KPI for the pending Patient Safety Bill, the identification of data required and the adaptation of NIMS to provide this data.

Work stream 2 is focusing on the development of audit and assurance mechanisms to demonstrate compliance with the implementation of the HSE Open Disclosure policy.

Work stream 3 is focusing on the development of a patient experience survey tool to establish patient experience of the Open Disclosure process. Following an invitation to quote UCD have been successful in their bid and will be conducting the research and development of this tool in collaboration with Work Stream 3.

Work stream 4 is focusing on the development of an indicator to accurately capture the percentage of staff who are up to date with their open disclosure training over a 3 year period.

Work stream 5: Oversight work stream - oversees the work of the 4 work streams as outlined above to ensure that work stream deliverables as agreed, are completed within agreed timelines and allocated budget.

1.2: National Open Disclosure Training and Education Programme: The roll out, monitoring and evaluation of all elements of the National Open Disclosure training and education programme continued throughout 2022.

1.2.1: The number of trained clinical and non-clinical staff 2020- 2022: There was a significant increase in the uptake of open disclosure training programmes during 2022 with a total of **78,084** completions of open disclosure training programmes throughout the year. This indicates an encouraging 103% increase on the previous year.

Year	Number of completions of Open Disclosure Training Programmes
2020	39,314
2021	38,376
2022	78,084
Total 2020-2022	128,624

Number of completions of Open Disclosure Training Programmes 2020-2022 (these figures includes both e-learning modules and face to face training)

1.2.2: Open Disclosure Training Completions by Medical Staff 2020-2022

There was a significant increase in the uptake of open disclosure training programmes by medical staff during 2022 as indicated in the table below:

Year	Medical staff headcount	Uptake of training
2020	11,762	2284
2021	12,113	2435
2022	12,697	5149 (5383 when including dental)

1.2.3: Face to face skills workshops: The pilot programme for the development and roll out of a revised skills-based face to face workshop was completed at Sligo University Hospital and CHO1. Work progressed on the roll out of the revised train the trainer programme to support the roll out of this new workshop across all services.

1.2.4: Webinars: The National Open Disclosure Office facilitated 7 webinars during 2022 on Open Disclosure related topics. Numerous stakeholders were involved in the delivery of the webinar programme. The total attendance across the 7 webinars = **2,396**.

1.3: Legislation:

Work continued work on the implementation of Part 4 of the Civil Liability Amendment Act 2017 and Accompanying Regulations 2018 and in preparation for the pending Patient Safety (Notifiable Incidents and Open Disclosure) Bill 2019. **Note:** The PSB passed Report Stage in the Dail in February 2023 and is currently progressing through the Seanad. It is anticipated that the Bill will complete Seanad stage in March 2023.

1.4: Revision of the National Open Disclosure Policy

Following the 2021 consultation process the HSE Open Disclosure Policy revision was completed in 2022. The publication of this policy is currently on hold as it will need further alignment with the National Open Disclosure Policy Framework and Patient Safety Bill when finalised and published.

1.5: National Open Disclosure Policy Framework

The Draft Policy Framework for Open Disclosure in the Irish Health and Social Care Sector was published on 29th August, 2022. The Minister for Health Stephen Donnelly launched a public consultation on this draft national policy framework in the Irish health sector on the same day. Submissions closed on 30th September 2022. It is anticipated that the framework will be published in quarter 1 of 2023.

1.6: Open Disclosure Themed Week

The HSE National Open Disclosure Office planned, supported and facilitated its first themed week across all health and social care services during the week 7th to 13th November, 2022. This work was undertaken working in collaboration with Open Disclosure service area and site leads across all service areas. There was a great response from across the healthcare system with many promotional events facilitated across different service areas throughout the week.

1.7: Share the Learning

The annual report share the learning section focused on learning from the management of multiple disclosures which can be challenging for services. The National Open Disclosure Team provide ongoing support, guidance and training for staff who are involved in the management of multiple disclosures. Due to matters relating to GDPR and confidentiality and the sensitivity attached to multiple disclosure situations the approach to share the learning for this report was via the circulation of a questionnaire which was sent to a number of staff who have been involved in the management of multiple disclosures.

1.8: Partnering with Patients:

The mission of the National Open Disclosure Programme is to promote and support a culture of honesty and transparency through compassionate and empathic communication with our patients, service users, their families and staff. Central to achieving our mission is our engagement and partnership with patients, service users, patient representative and patient advocacy groups to include Patients for Patient Safety Ireland, Patient Advocacy Service (PAS) and National Advocacy Service. There is patient representation on the National OD Steering committee and on two of the Performance measurement work streams. Patient representatives are invited to webinars and were actively involved in the OD themed week. The National OD Office updated the “Information for the public” page on the Open Disclosure section of the HSE website and developed and published a resource listing some of the support services and resources available for patients, service users and their relevant persons following an incident. 2 monthly meetings were held with PAS.

1.9: Stakeholder Engagement:

The HSE National Open Disclosure Team continued to work proactively with many internal and external stakeholders, on an on-going basis throughout 2022 as part of the implementation strategy for the National Open Disclosure Policy and programme. The type of collaboration varied from provision of training, attending meetings, engaging in and supporting various work streams, presentations at study day/conferences, providing and receiving data, embedding open disclosure in policies, curriculums, systems and programmes, responding to queries, providing support and guidance, supporting local policy development and sharing learning.

1.10: Staff Support:

Staff support is one of the Principles of Open Disclosure and work continued throughout 2022 in supporting staff across health and social care services who have been involved in and/or affected by patient safety incidents. Two webinars focused on staff support. Staff support is continually emphasised in all training programmes and events. The National Open Disclosure office developed and published a resource listing and providing information on some of the support services, training programmes and resources available for staff. The “ASSIST ME” staff support guidance document and poster is promoted at all events.

1.11: Publications and Resource Development:

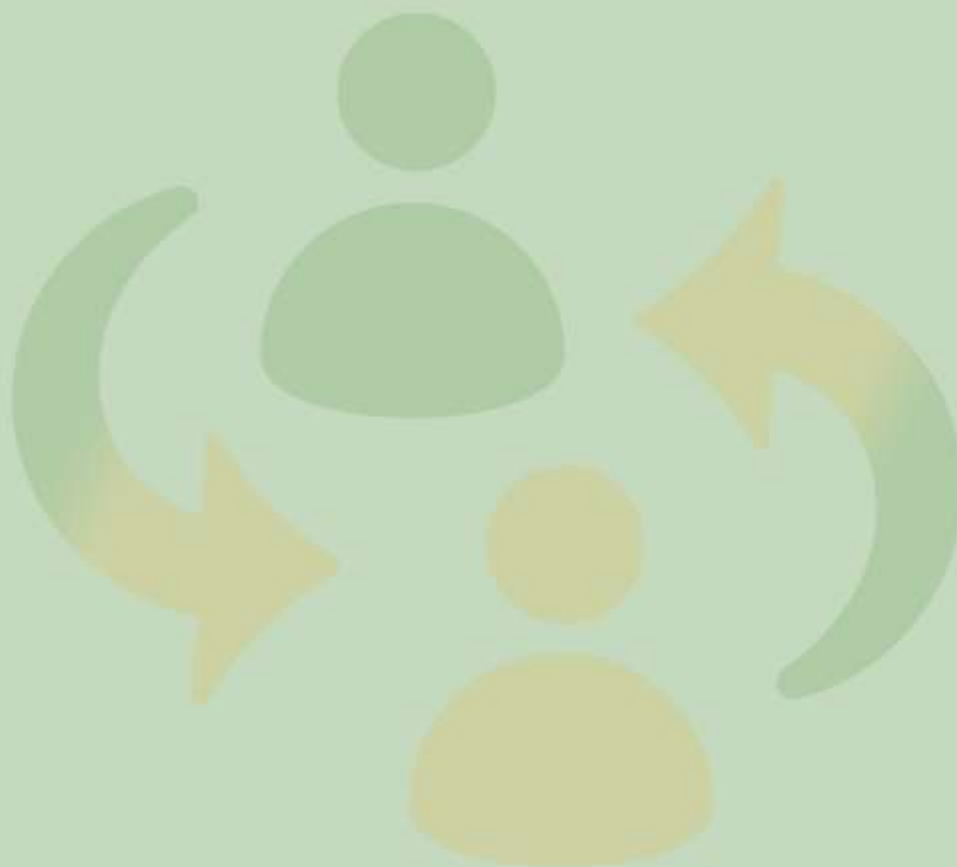
The National Open Disclosure Office published the 2021 annual report, quarterly newsletters, the 2021 national training report, a patient safety supplement, and information articles in HSE Health Matters and WIN magazine. The following resources were developed by the National Open Disclosure team during 2022 (i) Review and update of the Open Disclosure website, (ii) Revised and updated dedicated public webpage, (iii) List of support services and

resources for patients and service users following an incident and (iv) List of support services and resources for staff following an incident. Other resources on the website were updated.

1.12: Open Disclosure Operational Plan for 2023

The operational plan for the National Open Disclosure Office for 2023 includes the following:

- Continue the roll out of the National Open Disclosure Training Programme with a focus on the roll out of the revised face to face workshop and targeting medical staff and senior managers.
- Continue work on the development of a robust performance measurement programme for Open Disclosure.
- Preparation for the commencement of the Patient Safety Bill and revised Part 4 of the CLA Act 2017 including the development of training and education programmes and resources to support implementation.
- Continue the Open Disclosure webinar programme.
- Publish annual report and training report for 2022.
- Publish quarterly newsletters.
- Support the National Cervical Check Screening Programme in the development and implementation of the Personal Care Review process including training programmes for call centre staff and staff involved in the communication of the review results.
- Revise and launch the HSE Open Disclosure Policy.
- Plan, facilitate and support an Open Disclosure Themed week
- Continue to engage with stakeholders including patient and patient advocacy partners.
- Continue to support national workgroups.



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

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