

WELCOME and MERRY CHRISTMAS

“On behalf of the National Open Disclosure Team, we are delighted to share with you the first of our quarterly newsletters which has been developed to keep you up to date on some of the progress of the National Open Disclosure programme and to inform you about new/ upcoming resources and events. Thank you all for your continued support for the programme throughout what has been a very difficult year for healthcare workers. Wishing you and your families a very happy, healthy and peaceful Christmas and looking forward to working with you all in 2021. Stay safe! With warm regards,



Angela Tysall

MERRY CHRISTMAS

**Issue 1:
23rd December 2020**



The National Open Disclosure Team
L-R Top: Angela Tysall, Kelly McDyer
L-R Bottom: Catherine Hand, Mary Friel

Managing Open Disclosure during Covid-19

The office has developed a Guideline for staff and services on managing open disclosure and the communication challenges arising during the Coronavirus Pandemic. Click [here](#) to access your copy.



Open Disclosure Training

E-Learning Module 1 “Communicating Effectively through Open Disclosure”

We are pleased to let you know that as of 21/12/20 34,563 staff have completed this module. Open disclosure training is mandatory for all staff and we are so grateful to you all for your support and promotion of this programme. A promotional poster for this module is available [here](#). For our open disclosure trainers, please remember to record all face to face training by logging it on the National Open Disclosure online database. This ensures that training gets captured and included in the quarterly training report. Click [here](#) to access the database.



We wish you all a very happy and joyous Christmas and a happy, healthy and prosperous year in 2021.

Open Disclosure Webinars

Thank you to everyone who participated and engaged in our Webinar series which launched in September 2020. Our office delivered 11 webinars in total, including programme updates, the role of the designated person, legislation, managing open disclosure during Covid-19. We are delighted we can continue to engage with you all through this virtual way of learning.

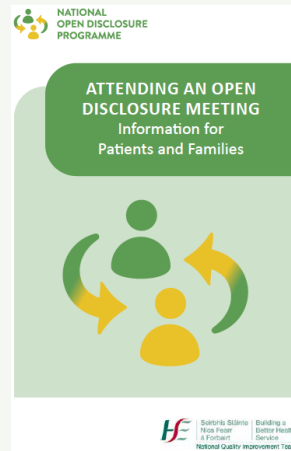
I find these sessions very helpful and I learn a lot each time Thank you

A very worthwhile presentation and lots of information provided - well done

Questions or comments? Email us at OpenDisclosure.Office@hse.ie

Patient Involvement

Our office continues to work proactively with patient and patient representative groups, and their input is critical and invaluable to our programme. We have recently developed a revised Patient Information Leaflet which provides patients and their families with information on what to expect and how to prepare for an open disclosure meeting. You can access the leaflet [here](#).



People will forget
what you said, people
will forget what
you did, but people
will never forget
how you made
them feel.

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Annual Report

The 2019 annual report for our programme is now published and can be accessed on our website. This report provides an overview of the work of the National Open Disclosure Office for 2019. Please click [here](#) to access the report.

National Open Disclosure Steering Committee

2020 has been a very proactive year for the National Open Disclosure Steering Committee. There were 3 meetings held during 2020, of which 2 were held virtually. Minutes of these meetings, including the terms of reference for this committee can be found on our website. Click [here](#) to access.

Analysis of Inclusion of Open Disclosure in Third Level Programmes

We are pleased to let you know that our office undertook a programme of work this year to identify if open disclosure training is included in undergraduate curriculums throughout the various colleges/universities. Of the 33 college responses received to date, open disclosure is included in 88% of the relevant programmes. This includes nursing, medical, allied health, dental, psychology programmes. The final analysis report will be published in 2021.

"This is a very positive and reassuring development."
Patient Representative

Future Webinars

20/01/21	Implications for Open Disclosure in Intellectual Disability Services
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Dates to follow:

- Implications for Open Disclosure in Mental Health Services
- Open Disclosure Communication Skills
- Patient Advocacy & National Advocacy Services

Current status on Legislation

We are liaising with the National Patient Safety Office in relation to progress of the Patient Safety Bill and review of Part 4 of the Civil Liability Amendment Act. This legislation remains as a priority for the Minister for Health and is actively progressing. Preparation for the commencement of this legislation will be a significant piece of work for our Programme during 2021. We will provide updates as they become available. Should you wish to access information on this legislation please click [here](#).

Open Disclosure Resources

There are a number of updated and new resources developed by our team to further support services in the implementation of the open disclosure policy. These resources include:

Meeting Checklists; The Role of the Designated Person; Checklist for the Designated Person; Managing Open Disclosure by Telephone; Managing Open Disclosure when wearing PPE; Patient Information Leaflet; Sample Language to assist with Open Disclosure Meetings; Patient Experience Questionnaire.

All resources can be found on our website by clicking [here](#).

Staff Support

The importance of support for staff from line managers, colleagues and peers in the aftermath of a patient safety incident should not be underestimated. Please take time to look after yourselves so that you can continue to take care of others.

The **HSE Employee Assistance Programme (EAP)** is a FREE and confidential service for all HSE staff. Please click [here](#) for further details on the supports that are available.

Bereavement Support Line

The Irish Hospice Foundation with the HSE have launched a national bereavement support line (-1800 80 70 77) will be available Mon-Fri 10am-1pm. Read more about this support line [here](#).

Staff Care Helpline, available 24/7: 1800 409388

WATCH OUT FOR...

- *Future webinars***
- *Launch of E-Learning Module 2 "Applying Principles to Practice" (early 2021)***

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EAPandME
Employee Assistance Programme

Many of us experience stresses and strains in our work and personal lives and might be wondering if there is anyone there to help.

The EAP is a free, confidential counseling service, here to help you. The EAP also offers support following a critical incident affecting you or your team.

Call **0818 327 327**
to speak to someone who can help.

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