

# National Open Disclosure Programme Newsletter April 2021

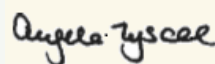
## WELCOME

Dear Colleagues,

Welcome to the second newsletter for the National Open Disclosure Office. Some of the highlights of our work this year so far include the completion and launch of Module 2 of our e-learning programme and also the development of an Open Disclosure Quick Reference Guide and Toolkit – see further details below. We are delighted with the uptake to date and the very positive feedback on Module 1 of our E-Learning Programme.

Our webinar series continues in 2021 with 1430 attendees this year to date. We are providing webinars based on your recommended or requested topics so if there is any topic you would like to see covered in our future webinars keep your ideas and suggestions coming by emailing them to [opendisclosure.office@hse.ie](mailto:opendisclosure.office@hse.ie).

Best wishes, Angela Tysall, HSE Lead for Open Disclosure,  
National Quality Improvement Team.



## Issue 2: 30th April 2021



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

## Launch of E-Learning Module 2 on HSELand 30th April 2021

This module "**Open Disclosure: Applying Principles to Practice**"

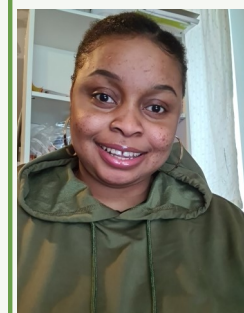
focuses on how to prepare for and manage a formal open disclosure meeting, including some of the complexities that may arise. This follow on module is aimed at staff who may be involved in formal open disclosure meetings.

**Awarded:**

**3 external CPD points RCPI / 3 CEU's NMBI**



## UCD Internship



Chinonyerem Enyoazu (Sociology and Social Justice student in UCD)

completed a 12 week internship with the National Open Disclosure Office. Chinonyerem worked on various projects with the team and we wish her every success with her future studies and career.

## Update on National Open Disclosure Policy

The open disclosure national policy is currently being revised and updated in line with recent documents (e.g. Interval Cancer Reports and the recommendations for the development of a National Policy Framework) and developments in the national open disclosure programme. Consultation on the draft revised policy document will commence shortly.

## National Open Disclosure Policy Framework

The Independent Patient Safety Council, appointed by the Minister for Health, have developed recommendations for the development of a National Policy Framework. These recommendations were accepted by the Minister and the National Policy Framework will now be developed by the National Patient Safety Office in the Department of Health. For more information click [here](#).

## 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. This document highlights the importance of Open Disclosure in response to Covid-19 related Patient Safety Incidents.

Click [here](#) to access this resource.



Kind words can  
be short and easy to speak,  
but their echoes are truly  
endless.

-Mother Teresa

Questions or comments? Email us at [OpenDisclosure.Office@hse.ie](mailto:OpenDisclosure.Office@hse.ie)

## Current Status on Legislation

The Patient Safety Bill remains a priority for the Minister of Health and is actively progressing. It is anticipated the Bill will go to Committee Stage in the summer session. Part 4 of the CLA Act will be amended to align it with the Patient Safety Bill. For further information please attend the webinar on 12th May, when the National Patient Safety Office will be providing an update for staff on the legislation and the National Policy Framework.

## Open Disclosure Training

### E-Learning Module 1 "Communicating Effectively through Open Disclosure"

Thank you for your support in the promotion of this module and for the ongoing feedback. As of 30th April 2021 there were **49,176** completions of Module 1. This module has been awarded **2 external CPD points by RCPI and 2 CEU's by NMBI.**

*"Excellent online learning experience"*

*"I found it very helpful and there are plenty of resources available to read up on in my own time."*

## Webinars

The National Office facilitated the following webinars during Q1 2021:

- The Role of the National Advocacy Service and Patient Advocacy Service in the Management of Complaints and Open Disclosure
- Applying the Principles of Open Disclosure in ID Services
- Making Difficult Conversations Easier
- Implications for Open Disclosure in Mental Health Services.

The recordings of these webinars and presentations are available [here](#).

*"It was very practically oriented providing tools that could be immediately useful."*

*"Presenters were amazing and made the content relatable and friendly to all seeking to improve in this area"*

## The Role of the Designated Person in Open Disclosure

The early appointment of a named designated person following patient safety incidents is essential to maintain personal contact between the patient, their family and the health service provider. For more information on the role of the designated person, click [here](#).

## Advocacy Services

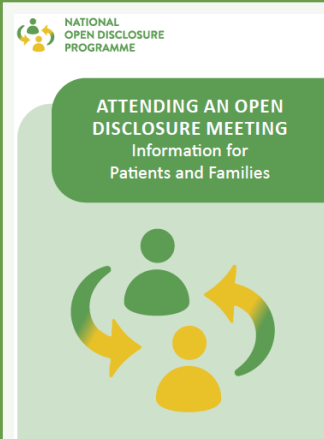
In addition to the appointment of the designated person, please remember to consider the role of independent advocacy services in supporting patients and their families following patient safety incidents and during the incident management and open disclosure process. Details of advocacy services are available [here](#).

## Future Webinars

12/05/21 at 11am	Update on Legislation & National Framework
09/06/21 at 11am	The Role of the Designated Person

**If you wish to be added to our mailing list to receive details of future webinars please email [OpenDisclosure.Office@hse.ie](mailto:OpenDisclosure.Office@hse.ie)**

*"Very glad to have joined the webinar; I now know more about NAS and PAS and how to access both services"*



ATTENDING AN OPEN DISCLOSURE MEETING  
Information for Patients and Families

The Patient Information Leaflet is available [here](#) to support patients and their families when preparing for open disclosure meetings.



## Open Disclosure Resources

There are numerous resources available on the open disclosure website to assist staff and services in the implementation of the open disclosure programme and to support the open disclosure process. These resources are continually revised and updated. To access these resources click [here](#).

## Open Disclosure Quick Reference Guide and Toolkit

This recently developed resource provides easily accessible information to assist staff when preparing for and managing an open disclosure meeting. It will be particularly helpful during the current Covid-19 pandemic when services have had to suspend face to face training. The resource includes helpful checklists to guide the open disclosure process and ensure compliance with the HSE Open Disclosure Policy. Click [here](#) to access this resource.

## Sharing the Learning

The National Office have developed a "Share the Learning" template and guidance to facilitate services in sharing their experience of the open disclosure process which may include experience of patient / family open disclosure meetings. The information shared may be used to inform Annual Reports and in the development of a case book to continue to share learning across all organisations. This resource is available [here](#).

## Other Helpful Resources

- St Michael's House "Easy Read" Version of the Open Disclosure Policy—available [here](#)
- St John of God Community Services "Open Disclosure Standard Operating Procedure"—available [here](#)

## Staff Support

The "Assist Me" Staff Support Booklet has been revised in collaboration with the HSE Employee Assistance Programme. This booklet has been developed to provide practical information and guidance for health and social care managers and staff in relation to:

- (a) Understanding the potential impact of patient safety incidents on staff
- (b) Recognising and managing the associated signs and symptoms
- (c) Supporting staff following patient safety incidents
- (d) Providing information on the support services available to staff

Click [here](#) to access this booklet.

**EAP National Phone Line: 0818 327 327**

## WATCH OUT FOR...

**\*Future webinars\***

**\*Launch of E-Learning Module 2  
"Open Disclosure:  
Applying Principles  
to Practice"\***

## CONTACT OUR TEAM

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## EAPandME

Employee Assistance Programme

The EAP is for people  
like you and people like me.

Our trained counsellors are just a phone call away.

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



#EAPandME

Go to <https://www.inspiresupporthub.org/HSE-EAPandME>  
to access our online hub of helpful resources



Questions or comments? Email us at [OpenDisclosure.Office@hse.ie](mailto:OpenDisclosure.Office@hse.ie)