

WELCOME

Dear Colleagues,

Welcome to Issue 3 of our Newsletter from the National Open Disclosure Team. The key developments since our last Newsletter have been the completion and launch of Module 2 of our E-learning Programme and the commencement of the pilot workshops for our revised face to face programme. The recent cyber attack has impacted us all significantly. We are delighted that, despite all the challenges, services have continued to access the open disclosure online programmes and these have been very positively evaluated.

As a result of the HSE Centre Reform, the National Open Disclosure Programme has moved to Quality and Patient Safety and we look forward to working with our colleagues in this new team. We want to reassure you that we will continue to work closely with services. Thank you for all your work and continued support for this programme.

Best wishes, Angela Tysall, HSE Lead for Open Disclosure



Issue 3: 22nd July 2021



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

HSeLand E-Learning Module 2 - LAUNCHED

Module 2 "Open Disclosure: Applying Principles to Practice" is a follow on module to Module 1 and focuses on how to prepare for and manage a formal open disclosure meeting, including some of the complexities that may arise. This module is aimed at staff who may be involved in formal open disclosure meetings. It includes case scenarios from various healthcare settings to bring together different learning components.

As HSeLand is currently unavailable due to the cyber attack, Module 1 and Module 2 are available to complete on the temporary version of HSeLand. For further details on how to access this please click [here](#).

Module 2 Awarded: 3 external CPD points RCPI / 3 CEU's NMBI

Click [HERE](#) to access the Open Disclosure E-learning Poster to advertise this programme in your service

Open Disclosure Face to Face Pilot Programme

The National Open Disclosure Office is working closely with Senior Managers and Consultants in Sligo University Hospital and CHO1 in the development of a new skills based open disclosure workshop. This workshop will compliment e-learning Module 1 and Module 2 and will be aimed at staff involved in open disclosure discussions with patients and families. We will keep you informed on how this pilot is progressing in future newsletters. We will also be developing a new train the trainer programme to support the revised workshop. Watch out for more information in our next newsletter.

Managing Face to Face Training during Covid-19

Currently the advice from the National Open Disclosure Office is to continue to promote the online modules. We are aware that a number of services may be commencing face to face training. To ensure the safety of staff, we recommend that you access and adhere to IPC guidance on delivering face to face training. Click [here](#) to access this document.

Questions or comments? Email us at OpenDisclosure.Office@hse.ie
Visit our website www.hse.ie/opensdisclosure



NATIONAL
OPEN DISCLOSURE
PROGRAMME

OPEN DISCLOSURE E-LEARNING
AVAILABLE ON HSeLand

Module 1

"Communicating Effectively through Open Disclosure"

This module, which is for all staff, provides an overview of Open Disclosure, the principles and your role as a member of the health care team.

(NMBI 2 CEU's and RCPI 2 external CPD points)

Module 2

"Open Disclosure: Applying Principles to Practice"

This module is a follow on to Module 1. Module 2 will assist staff when preparing for and managing a formal open disclosure meeting, including some of the complexities that may arise. This module is for all staff that may be involved in formal open disclosure meetings.

(NMBI 3 CEU's and RCPI 3 external CPD points)

Refresher training is required every 3 years.

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

Email: opensdisclosure.office@hse.ie

Building a Better Health Service
Súiríú Stánte Níos Fearr a Fhorbair
National Quality Improvement Team



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 has been delayed due to the recent cyber attack and will commence shortly.

Current Status on Legislation

The Patient Safety Bill remains a priority for the Minister of Health and is actively progressing. Progress of this Bill can be followed on the Oireachtas website by clicking [here](#). Part 4 of the CLA Act will be amended to align it with the Patient Safety Bill.

The National Patient Safety Office provided an update webinar for staff on the legislation and the National Policy Framework on 12 May 2021. You can access a recording of this webinar by clicking [here](#).

If your
compassion
does not include
yourself, it
is incomplete.

✱

JACK KORNFIELD



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Uptake of E-Learning Programmes

- **E-Learning Module 1 "Communicating Effectively through Open Disclosure"** - completions for Module 1 has now exceeded **51,000!** CPD for Module 1 is: 2 external CPD points (RCPI) and 2 CEU's (NMBI).
- **E-Learning Module 2 "Open Disclosure: Applying Principles to Practice"** - total completions for Module 2 since launch date on 30th April 2021 is **2,093!** CPD for Module 2 is: 3 external CPD points (RCPI) and 3 CEU's (NMBI).

Thank you all for the support and promotion of both of these e-learning modules! Watch out for our quarterly training reports for a further breakdown of open disclosure training statistics.

Module 2 Feedback

"It was perfectly laid out and very descriptive"

"good course, well delivered, great videos."

"I enjoyed the course and I was able to complete each module in my own time"

Webinars

The National Office facilitated the following webinars during Q2 2021:

- A Culture of Safety, delivered by Dr John Fitzsimons & Dr David Vaughan
- Update on (i) Open Disclosure Legislation and (ii) the development of an Open Disclosure National Policy Framework, delivered by the National Patient Safety Office, Department of Health

Thanks to all who joined and engaged with us during these webinars. The recordings of these webinars and presentations, as well as previous webinars are available [here](#).

The webinar series is currently on hold due to the cyber attack. We hope to be back with you very soon.

Webinar Feedback

"An excellent, informative, thought provoking presentation. Both speakers inspiring to listen to."

"The webinar was inspirational, a real boost to staff morale"

"Excellent webinar, very succinct and to the point, with reference to legislation and upcoming legislation"

Corporate Centre Review – National Open Disclosure Office

The Open Disclosure Office and Programme now sits within the Incident Management function of Quality and Patient Safety under the direction of the National Clinical Director for Quality and Patient Safety, Dr Orla Healy. The working relationship between the National Open Disclosure Office and services remains unchanged at the current time. The work of the National Open Disclosure Office aligns closely with the commitments of the **HSE Patient Safety Strategy 2019–2024** available [here](#).

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. See below examples, including link to the resource:

- ◇ [Management of an Open Disclosure Meeting Quick Reference Guide and Toolkit](#) (includes meeting checklists and documentation template)
- ◇ [Open Disclosure Share the Learning Template](#)
- ◇ [The Assist Model of Communication Poster](#)
- ◇ [Management of an Apology in Open Disclosure](#)
- ◇ [Managing Specific Requests arising during the Open Disclosure Process](#)
- ◇ [The Role of the Designated Person](#)
- ◇ [Checklist for the Designated Person](#)

Further resources to support the open disclosure process are available on the open disclosure website [here](#).

Documentation Reminder

Please remember the importance of maintaining good records of all open disclosure discussions and to document that open disclosure has occurred on the National Incident Report Form / NIMS.

The “ASSIST ME” Model – Supporting Staff Following Patient Safety Incidents

The “Assist Me” Booklet and Poster have been developed to provide practical information and guidance for staff and managers in relation to the impact of patient safety incidents on staff and the supports needed for staff following patient safety incidents.

Click [here](#) to access the “Assist Me” Staff Support Poster

Click [here](#) to access the “Assist Me” Staff Support Booklet.

EAP National Phone Line: 0818 327 327

Commitments of the Patient Safety Strategy 2019-2024

1. Empowering and Engaging Patients to Improve Patient Safety
2. Empowering and Engaging Staff to Improve Patient Safety
3. Anticipating and Responding to Risks to Patient Safety
4. Reducing Common Causes of Harm
5. Using Information to Improve Patient Safety
6. Leadership and Governance to Improve Patient Safety

CONTACT OUR TEAM

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THE ASSIST ME MODEL - SUPPORTING STAFF FOLLOWING PATIENT SAFETY INCIDENTS

The importance of support for staff from line managers, colleagues and peers in the aftermath of a patient safety incident should not be underestimated. Being available for staff and hearing/acknowledging their story surrounding the event is crucial. Staff require a safe and confidential space in which to discuss the incident and can find this therapeutic.

A	ACKNOWLEDGE with empathy the incident that has occurred and the impact on the member of staff. ASSESS the impact of the incident on the member of staff and on their ability to continue normal work.
S	SORRY - express regret for what has happened and for their experience.
S	STORY - allow time and space for the member of staff to talk about what happened and how they are feeling. Demonstrate understanding. Share experience, as appropriate.
I	INQUIRE - encourage questions. INFORMATION - provide information.
	SUPPORTS AND SOLUTIONS
	<ul style="list-style-type: none"> ◆ Informal Emotional Support: Demonstrate empathy and compassion. Be available and accessible to provide support, as required. ◆ Formal Emotional Support: Assess any immediate needs and discuss supports available including referral process. e.g. HSE Employee Assistance Programme (EAP), Occupational Health and/or GP. ◆ Practical Support: Discuss and agree immediate working arrangements e.g. ability of staff member to continue with normal duties - consider allocation to other duties, as appropriate. Provide contact details for staff liaison person.
T	TRAVEL - provide continued support and reassurance going forward and throughout the incident review/open disclosure process.
M	MAINTAIN contact and ongoing communication. MONITOR progress - check in regularly with the staff member. MOVE forward with guidance and support.
E	END - close this support process when the staff member feels ready. Remain available. EVALUATE the staff members experience of the support process and use learning to benefit other staff.

NOTE: This model has been adapted from the NHS Assist Model of Communication

Visit the HSE Open Disclosure website where you can access the full ASSIST ME staff support booklet www.hse.ie/opendisclosure

Employee Assistance Programme (EAP) is a free, confidential counselling service and offers support for you or your team when required and following a critical incident.

EMPLOYEE ASSISTANCE PROGRAMME (EAP)
CALL 0818 327 327

Go to www.hse.ie/EAPonline to access the online hub of helpful resources.

