

WELCOME

Dear Colleagues,

Welcome to our Newsletter for quarter 2 of this year. I hope you have all been enjoying the summer months. During this quarter our work has focused predominately on progressing the work streams set up to develop a performance measurement programme for open disclosure and also to promote and support the uptake of open disclosure training across all health and social care services. Open Disclosure training is mandatory for all staff with refresher training required 3 yearly. We would greatly appreciate your support in ensuring that you have completed this training and that all staff in your area of supervision are also compliant. Further information is available below on mandatory training requirements and how to access training. In our next edition we will be commencing an Open Disclosure "Share the Learning" section; if you have any learning you wish to share with us please email our office. Thank you all for your continued support for our programme. Should you need any additional support or guidance you can contact the Open Disclosure Lead in your area [here](#) or email the Open Disclosure office on opendisclosure.office@hse.ie

With warm regards,



**Issue 7:
September 2022**

Open Disclosure training is mandatory for all Staff

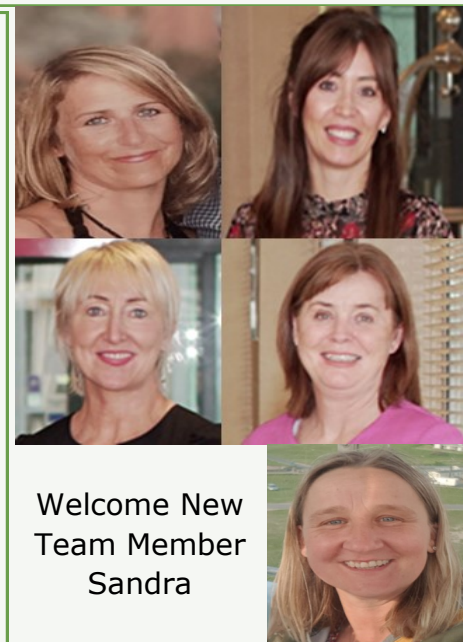
A memo from Anne Marie Hoey, National Director Human Resources, was issued on the 07 July 2022 confirming that Open Disclosure training is mandatory for all staff working in HSE and HSE funded services with refresher training required every 3 years.

"It is the responsibility of each Service Manager to ensure that staff are trained in Open Disclosure and to maintain local training records to provide assurance that the service is meeting mandatory training requirements."

All staff must complete Open Disclosure e-learning Module 1 **"Communicating Effectively through Open Disclosure"** which is available on HSeLand.

Staff who may be involved in formal Open Disclosure meetings e.g. managers, medical staff, QPS staff, complaints officers and staff fulfilling the role of the designated person must also complete E-learning Module 2 **"Open Disclosure: Applying Principles to Practice"** and Module 3 Face to Face Skills workshop on the management of the Open Disclosure process.

Further information on the Mandatory Training Requirements, Accountability, Access to training and Continued Professional Development (CPD) can be accessed [here](#).



Welcome New
Team Member
Sandra

The National Open Disclosure Team

1st Row Angela Tysall, Kelly McDyer
2nd Row: Mary Friel, Catherine Hand
3rd Row: Sandra Lehman (L-R)

Some feedback received on the Open disclosure e Learning Modules

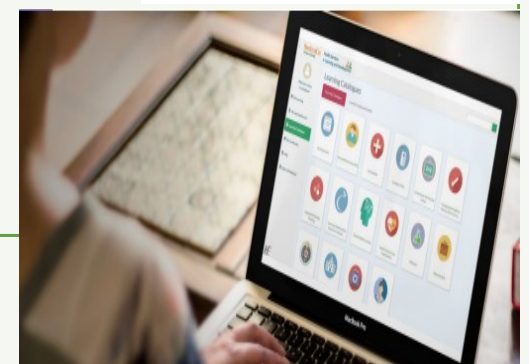
Overall feedback was very positive.

This is a very powerful and important tool for all staff with clear and concise support and instructions

I have no hesitation in recommending this programme to healthcare workers and any one interested in pursuing a career in the health service

I think the videos really help to get perspective that it is not just open disclosure on the ward but for all staff dealing with patients ie porters, cleaners admin etc.

hse.land.ie
Cúram le Eolas



To complete your E-learning modules please log onto [HSELand](https://hse.land.ie)

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Webinars

The National Office have facilitated the following webinars in Q2 2022:

- **“Open Disclosure: The State Claims Agency perspective”** Presenters: Dr Cathal O’Keeffe, Ms Mary Godfrey, Mr Gary McCann - State Claims Agency
- **“Open Disclosure: Focusing on GDPR”** Presenter: Annette Ridley Information Governance Office Manager ULHG

If you wish to access these presentations you can do so by visiting the Open Disclosure Website [here](#).

A big thank you to our presenters and attendees for making the webinars so informative and engaging.

Next Webinars

- **Supporting Staff following Patient Safety Incidents** : to be held on 21st September 2022 at 11am.
- **Patient Safety Incidents : The Role of the Manager in Supporting Staff** to be held on 12th October 2022 at 11am.

Further details will be circulated with links to join these webinars via Webex.

Open Disclosure Performance Measurement

As you will be aware from our previous newsletter, 5 work streams with membership from internal and external stakeholders, patient representatives and patient advocates have been established to develop an Open Disclosure performance measurement programme. This work has progressed well during quarter 2.

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. A number of training bodies are involved in this group.

We will keep you informed of progress as this programme develops and wish to thank all of our work stream members who have committed to being involved.

Current Status on Legislation and the National Open Disclosure Policy Framework

The Patient Safety Bill was discussed and passed Committee Stage at the Health Committee on 10th March 2022. Further amendments to the Bill are proposed at Report stage. This legislation remains a priority for the Minister for Health.

The National Open Disclosure Policy Framework developed by the NPSO in the Department of Health is now out for consultation [here](#) (closing date 30th Sept)

Webinar Feedback

“The webinars arranged by the OD Office are excellent learning tools for extending knowledge base that can be applied to help our patients on their journeys through the healthcare system. Well done all.”

“Hearing the voice of people who have used the service is powerful testament to the value of the service and quality of the service. Thank you”

“Excellent presentations by all speakers. Topics were very relevant in my role as a Risk Manager. Many thanks to all involved.”



IF YOU WANT TO TAKE CARE OF OTHERS THEN START TAKING CARE OF YOURSELF FIRST.

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Questions or comments on the National Open Disclosure Programme? Email us at OpenDisclosure.Office@hse.ie

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An Stiúirtheacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoiligh Cliniciúil

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



NATIONAL
OPEN DISCLOSURE
PROGRAMME

Open Disclosure Themed Week: 7th-13th November, 2022

Openness and transparency are key themes in the HSE Patient Safety Strategy and Incident Management Framework. We are planning an Open Disclosure themed week in November to promote and raise awareness of the importance of open disclosure to patients and their families and to patient safety and quality improvement generally. In preparation for this week we are asking all services to consider what you might do to promote Open Disclosure in your service. We recommend that in advance of the week that services try to ensure that all staff are up to date with mandatory training requirements. If you are planning any events please let us know on opendisclosure.office@hse.ie so that we can assist you in promoting the events. We will be in touch with you all to update you on our plans for the week. Meantime please contact us if you require any further information or have any suggestions.

Update on National Open Disclosure Policy

The HSE Open Disclosure Policy has been revised following a consultation process in 2021. The launch of the policy is currently on hold due to (i) the pending publication of the National Open Disclosure Policy Framework which is being developed by the National Patient Safety Office in the Department of Health and (ii) the pending Patient Safety Bill. The policy will require further alignment with the framework and legislation.

Open Disclosure Face to Face Skills Training Programme

The National Open Disclosure Office is continuing work on the roll out of the **new skills based face-to-face workshop**, which is a natural follow on from and complements the theoretical components provided in Module 1 and Module 2 of the online programmes. This workshop is aimed at all staff who may, as part of their role, be involved in open disclosure discussions with patients and their families. In this quarter our office has facilitated workshops in CHOs (2, 4, 6 and 9); St Michael's House; Saolta Hospital Group (Sligo, Portlinculla and Galway University Hospitals); Ireland East Hospital Group; Dublin Midlands Hospital Group and University of Limerick Hospital Group. The revised **Train the Trainer programme** developed to support the new workshop is progressing well, with the facilitation of 3 virtual half day workshops and a further 4 full day face to face workshops. We again wish to thank sincerely all the services who have invited the National Team to deliver training in their area and we look forward to continuing to engage with other services in the coming months.

We know that following the training many services are now preparing their Training Schedule for delivery of the workshop in their services during Quarter 3 and Quarter 4 of this year.

There are many resources on our website to assist staff, services and trainers in the implementation of the policy and delivery of the training programme [here](#).

Trainers are required to log all training on the National Open Disclosure Database. Please contact the National Open Disclosure Office if you wish to discuss any aspect of training.

Staff Support following Patient Safety Incidents

Remember if you need any assistance please contact:

HSE Employee Assistance Programme Phone Line: 0818 327 327

Open Disclosure Themed Week

How you will mark this week
in your service?



Open Disclosure -

**It is the right thing to do & it
is important to do it right!**



CONTACT OUR TEAM

Angela Tysall, General Manager
National Open Disclosure Programme

Catherine Hand, Trainer & Educa-
tor

Mary Friel, Trainer & Educator

Kelly McDyer, Trainer & Educator

Sandra Lehmann, Office Adminis-
trator

You can contact any of our staff on
the email address below:

OpenDisclosure.Office@hse.ie