

National Open Disclosure Programme Newsletter November, 2022

Open Disclosure Themed Week: 07–13 November 2022

WELCOME Dear Colleagues,

Welcome to our Newsletter for quarter 3 of this year. The Open Disclosure themed week from 7th to 13th November is the focus of this edition. The purpose of this week is to promote and raise awareness of the importance of open disclosure to patients and their families and to patient safety and quality improvement generally. This week will be an opportunity for services to ensure that staff are aware of their obligations in relation to Open Disclosure and are compliant with mandatory training requirements. Managers can use page 2 of this newsletter to raise awareness of OD to staff at team meetings/handovers/training events.

We look forward to hearing from you in relation to any promotional activities in your service. Thank you, as always, for your continued support.

With warm regards,



OPEN DISCLOSURE

“ THE RIGHT THING TO DO ”

Webinars

Webinars held during quarter 3 and co-presented by the HSE Employee Assistance Programme, Occupational Health, National Health and Safety Function, HSE Workplace Health & Wellbeing Unit and Healthy Workplace Framework:

- **Patient Safety Incidents : Supporting staff**
- **Patient Safety Incidents : The Role of the Manager in Supporting Staff**

Link to the presentations [here](#).

Join us for our **Webinar on 09 November 2022, at 11am** as part of the Open Disclosure Themed Week:

“Open Disclosure—Approaches to Implementation”



Staff Group attending a recent Train the Trainer Workshop for Ireland East Hospital Group.

Current Status on Legislation and the DoH National OD Policy Framework

The Patient Safety Bill was discussed and passed Committee Stage at the Health Committee on 10th March 2022. This legislation remains a priority for the Minister for Health.

The Draft National Open Disclosure Policy Framework: The National Open Disclosure Office and Steering Committee have provided feedback on the framework.

Open Disclosure Training Uptake:

Quarter 3 training statistics have demonstrated a significant increase in the uptake of both e-learning and face to face training with 26,735 completions of the online training programmes across all service areas during this quarter. If this level of training continues we will reach our training target for 2022. Thank you for your continued support in promoting this training in your service. If you wish to arrange training or need any support please contact our team.



Members of Patients for Patient Safety Ireland with the Open Disclosure Team at the recent National Patient Safety Conference in Dublin.

Questions or comments on the National Open Disclosure Programme?

Email us at OpenDisclosure.Office@hse.ie Our website www.hse.ie/opendisclosure

What is Open Disclosure? Open disclosure is defined as an open, consistent, compassionate and timely approach to communicating with patients and, where appropriate, their relevant person following patient safety incidents. It includes expressing regret for what has happened, keeping the patient informed and providing reassurance in relation to on-going care and treatment, learning and the steps being taken by the health services provider to try to prevent a recurrence of the incident (HSE Open Disclosure Week 2019).

Patient safety Incidents:

Patient safety incidents include harm, no harm and near miss incidents.

Ethos of Open Disclosure: Open disclosure is HSE Policy. It is a core professional requirement anchored in professional ethics. We must communicate effectively with our patients/service users in a compassionate, empathic and thoughtful manner at all times and especially following patient safety incidents.

Our Responsibilities in relation to Open Disclosure

Following a patient safety incident it is important to discuss what has happened with the patient/service user as soon as possible to:

- acknowledge what has happened and the impact;
- say you are sorry;
- provide the facts available;
- answer questions factually;
- provide reassurance about on-going care and treatment and
- provide reassurance about actions being taken to try to prevent the incident happening again.

Open disclosure may involve meeting with the patient on one or more occasions depending on the level of harm that occurred.

How should I document Open Disclosure?

A record of all open disclosure discussions must be maintained. The salient points of the open disclosure discussion, including the details of the apology provided, must be documented in the patient/service user's clinical/care record.

Formal Open Disclosure meetings:

A written record of the meeting must be provided to the patient/relevant person after the meeting including the salient points discussed, details of the apology provided, actions agreed and the name and contact details of the designated person (key contact person). A copy of this record will be maintained on file by the health services provider.

National Incident Management System (NIMS):

The patient safety incident must be reported on NIMS and the Open Disclosure fields on NIMS must be completed.

Where can I get support if I have been involved in a patient safety incident? Support is available from:

- Your line manager
- HSE Support services including Employee Assistance Programme (EAP) and Occupational Health. Critical Incident Stress Management support is available via EAP
- The HSE ASSIST Me booklet on staff support following patient safety incidents available on www.hse.ie/opendisclosure
- Your GP

Employee Assistance Programme:

Call **0818 327 327** if you need assistance.

Open Disclosure Mandatory Training

Open Disclosure training is mandatory for all staff with a requirement to complete refresher training every 3 years.

All staff must complete Module 1 on HseLand **"Communicating effectively through Open Disclosure"**

All staff who, as part of their role, may have to engage in formal Open Disclosure meetings must also complete

Module 2 on HseLand **"Open Disclosure: Applying Principles to Practice"** and

the 3 hour practical **Face to Face skills workshop.**