



NATIONAL OPEN DISCLOSURE OFFICE PROGRAMME NEWSLETTER

Issue 17 | January 2025

Dear Colleagues and Friends,

We're embarking on the fifth year of the quarterly newsletter from our National Open Disclosure Office, part of QPS Incident Management Team. We use this newsletter to share news, educational content, and upcoming training, events and networking opportunities.

As always, we offer our sincere thanks to the Open Disclosure Leads, Trainers, Champions, and all staff and services dedicated to providing the highest standards of health and social care. Your commitment to communicating openly, honestly, and transparently with patients and families – especially in times when they experience harm – is invaluable. The trust that patients and families place in us is built upon this transparency and compassion, and it is something we should all be immensely proud of.

As we move forward in 2025, we will continue to build on this important work – collaborating, learning, and progressing together. Thank you for your continued support and collegueship.

With Best wishes: Lorraine, Róisín, Ellie, Kelly and Mary



**NATIONAL
OPEN DISCLOSURE
PROGRAMME**

HSE Open Disclosure Policy and Procedures 2025



Following public consultation and extensive stakeholder engagement in 2024, we worked on collating the feedback and responses in Q4. The necessary revisions were made and we look forward to launching it very soon!

The updated version incorporates the Patient Safety (Notifiable Incident and Open Disclosure) Act 2023, the National Open Disclosure Framework, Sláintecare, and international guidance from the World Health Organisation. The 2025 Policy and Procedures also focus on the importance of support for patients / service users, their family and staff.

Visit our Website at <https://www.hse.ie/opendisclosure> for more information on open disclosure training and resources.



Do You Use the National Incident Management System (NIMS)?

NIMS is a live system. Please remember to keep NIMS entries updated with all relevant information and dates, particularly relating to open disclosure and notifiable incidents. This is very important for your oversight and compliance monitoring, in line with the Patient Safety Act 2023 and the National Open Disclosure Framework.



Training and Education

Our National Open Disclosure Office offers a range of training and education programmes

Training Programme	Delivery	Description	Target Audience
Module 1: Communicating Effectively through Open Disclosure	eLearning via HSeLanD	An overview of Open Disclosure, the principles for the management of the process, and the role of staff.	Mandatory for all staff in HSE and HSE-funded services.
Module 2: Open Disclosure: Applying Principles to Practice	eLearning via HSeLanD	Preparing for and managing open disclosure meetings following a patient safety incident or notifiable incident.	Mandatory for staff who may be involved in the open disclosure process in HSE and HSE funded services.
Module 3: Face to Face Skills Workshop	Half day in-person workshop	Enhance skills to engage in effective and meaningful open disclosure, including managing the open disclosure process and exploring policy and legislative requirements.	Mandatory for staff who may be involved in the open disclosure process in HSE and HSE funded services.
Overview of the Patient Safety Act 2023	eLearning via HSeLanD	Provides an overview of the main provisions of the Patient Safety Act and its legislative requirements, including case studies and the roles and responsibilities of staff to ensure compliance.	All staff as relevant working in health and social care services.
The Role of the Designated Person in Incident Management and Open Disclosure	eLearning via HSeLanD	Outlines the role of the Designated Person in supporting patients and their relevant person(s) after an incident. Includes guidance on legislation, policy, practice and the importance of self-care.	Staff who currently undertake the role of Designated Person, and those who may fulfil the role in the future.
Open Disclosure Train the Trainer Programme	1½ days hybrid (virtual + in-person)	Provides attendees with the appropriate skills to deliver open disclosure training and to support staff in their service. The programme is split into 2 parts: Part A (3 hour virtual) & Part B (full day workshop).	Staff as nominated by their line managers.

Visit the dedicated webpage with information on the Patient Safety Act



Access resources for staff available on the Open Disclosure website



Watch back on previous webinars focusing on the Patient Safety Act



For information on open disclosure and notifiable incidents as outlined in the the Patient Safety Act 2023, check out these resources.



Upcoming training, events, and networking opportunities

Workshop to Support the Designated Person (in-person)

- 19 February 2025

Open Disclosure Webinar (online)

- 26 February 2025
- 26 March 2025

Open Disclosure Leads Meeting (online)

- 6 March 2025

Patient Safety Act Drop-in for Open Disclosure Leads (online)

- 28 March 2025

Contact us for information on CPD (RCPI) and CEU (NMBI) for our training programmes and educational events.

Open Disclosure Webinars

We facilitate regular webinars on open disclosure related topics with a variety of guest presenters. We welcome all staff to attend these webinars. Each webinar is CPD accredited by RCPI and NMBI for those who attend the live event. Recordings are available if you wish to listen back or for those of you who cannot attend on the day.

Nov 2024 | Experiences of adverse events and reviews and why they matter so much



The objectives of this webinar were:

- To review recent and current research on healthcare workers' experiences of involvement in patient safety incidents, the review process and supports provided.
- To highlight how these experiences impact patient safety and staff wellbeing.
- To discuss how staff can be better supported.

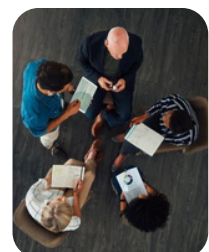
Featuring a panel of speakers from the Centre for Innovative Human Systems in Trinity College Dublin: Prof. Sam Cromie, Erika Carroll, Dr. Julia Louw



472 Attendees

99% of survey participants felt the webinar met or exceeded their expectations

Feb 2025 | After Actions Reviews (AAR) - a concise review tool following incidents



This webinar will focus on the benefits of debriefing in particular After Action Review (AAR), a structured review process which seeks to rapidly identify and reinvest learning for safety improvement. AAR was introduced in the HSE in 2018 as part of the Incident Management Framework as a concise review tool following patient safety incidents.

Featuring:

- Prof Dara Byrne, National Clinical Lead For Simulation, HSE National Simulation Office
- Dr Siobhan McCarthy, Lecturer/Programme Director, Graduate School Of Healthcare Management, RCSI
- Una Healy, Safety & Risk Lead Manager, Quality & Safety Improvement Directorate, St James's Hospital
- Loretta Jenkins, General Manager- Incident Management, QPS Incident Management Team, HSE National Quality And Patient Safety

**26 February
12 - 1.30pm**



Open Disclosure Themed Week 2024

7th - 11th October



It was wonderful to see many services support Open Disclosure Themed Week through a range of activities and engagements. Open Disclosure Themed Week 2024 focused on the Patient Safety Act 2023 and the National Open Disclosure Framework. We saw many examples of services supporting this important area of work and using it as a platform to raise awareness of the Act, which commenced on 26th September

THANK YOU

Thank you for supporting this initiative to promote open, honest and compassionate conversations between staff and people who use our services.



Cavan & Monaghan Hospital



Royal Victoria Eye and Ear Hospital



The Mater Hospital



Sligo University Hospital



Tipperary University Hospital

Connect with Us!



National Open Disclosure Office

Lorraine Schwanberg
Róisín Egenton
Ellie Southgate
Mary Friel
Kelly McDyer

Email:
opendisclosure.office@hse.ie

Website:
www.hse.ie/opendisclosure

LinkedIn:
HSE National QPS
Lorraine Schwanberg
Roisin Egenton



Róisín Egenton
General Manager, Incident Management (Open Disclosure)



As you may be aware, on 25th Nov we were delighted to welcome Róisín Egenton to the National Open Disclosure Office, QPS Incident Management Team.

Róisín brings with her a wealth of knowledge and experience, having worked 20+ years in healthcare in areas including primary and community care, health promotion, service transformation, healthcare audit, change management, and quality improvement. She is based in Merlin Park Hospital, Galway.

Róisín looks forward to meeting you in the coming weeks and months!

2025 Open Disclosure Training Schedule



The National Open Disclosure Office is planning our training schedule for the remainder of the year. This includes Train the Trainer Workshops, Skills Workshops, and other educational activities.

If you would like to support with running open disclosure training for your service, we are happy to help. Please email us at:
OpenDisclosure.Office@hse.ie