

# National Open Disclosure Programme Newsletter March 2024



Dear Colleagues,  
 Welcome to our first newsletter for 2024, which has a particular focus on the forthcoming commencement of the Patient Safety Act 2023. As you can see a lot of work is underway to support services in implementing and complying with this legislation. In addition the HSE Open Disclosure Policy is also being revised and will be launched with the commencement of the Act. Thank you sincerely for all your work which has led to so many achievements during 2023, which are highlighted below. Please do not hesitate to contact our office should you need any support or guidance in relation to open disclosure.  
 Best wishes, **Angela and the Open Disclosure Team**

## Issue 14 / March 2024



Members of the Open Disclosure Team (L-R):  
 Mary Friel, Kelly McDyer, Sandra Lehmann, Catherine Hand, Angela Tysall, Ellie Southgate, Lorraine Schwanberg (not pictured)

### The Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023

The Patient Safety Act was signed into law by the President on 02 May 2023 – the commencement date for the Act has not yet been confirmed by the Department of Health but it is anticipated to be Quarter 2 this year. (Access the Act [here](#).)

As part of the HSE’s preparation for the commencement of the 2023 Act, work of the HSE Patient Safety Act Implementation Working Group is ongoing. This group is focused on an implementation plan for the Act across HSE and HSE-funded services. The group’s membership draws from stakeholders across the health and social care system and includes patient-representatives and advocates; subject matter experts and clinicians; representatives from the Department of Health and legal representatives. 5 work streams focusing on various components of the Act have been established also as follows – NIMS, OD/Incident Management, Notifiable Incidents, Screening, Clinical Audit. In addition a Communications work stream has been established to manage all communications in relation to the Act. Key activities under the implementation working group and each work stream are identified below.

### Patient Safety Act Open Disclosure Webinars

The February webinar provided an overview of the key provisions of the Act, and the March webinar focused on what the Act means for staff working in various roles across our health and social care services. Access the webinar recordings [here](#). (QR Code on page 2)

### HSE & HSE-funded Patient Safety Act Implementation Group

- Setting up governance arrangements for implementation
- Overseeing overarching implementation plan
- Overseeing overarching communication and engagement plan
- Development of resources (e-learning, guidance, etc.)
- Overseeing compliance requirements in relation to the wider system including HSE-funded organisations

Open Disclosure / Incident Management	Notifiable Incidents (NI) and Legal Clarifications	NIMS	Clinical Audit	Part 5 (Patient Requested Screening) Reviews
Ongoing development of supporting resources including: - Documentation Templates - PSA Procedure on managing open disclosure - E-Learning Module on the Role of the Designated Person	Ongoing development of guidance/policy on the Notifiable Incidents to support implementation of the Act, through engagement with HSE staff, Department of Health, Regulatory Bodies and other stakeholders.	NIMS is being adapted to meet the reporting and notification requirements of the Act. Additionally essential improvements are being made on how patient safety incidents are reported/captured on NIMS. This will be supported with guidance documents and training.	Development of a revised definition of clinical audit for HSE and HSE Funded Services.  Align all clinical audit policy, procedure, protocols and guidance with the Act.	Development of guidance on the implementation of the Act as it relates to Patient Requested Reviews.  Comparison of the current review processes across the three screening programmes.

### Communications Work Stream

A Communications Work Stream has been established with direct support from the HSE Communications Team. A Communications Plan has been developed. A deliverable of this work stream will be to publish the working group’s governance documents, provide updates and manage communications to all stakeholders on the Act.

### Supporting Implementation of the Patient Safety Act

In preparation for commencement of the Act, staff leading out on national implementation have planned a number of presentations on the detail of the Act with services across the operational system. We are working closely with the Open Disclosure Leads in the planning of these visits.

**Questions or comments?**  
 Email us at [OpenDisclosure.Office@hse.ie](mailto:OpenDisclosure.Office@hse.ie) Visit our website [www.hse.ie/opendisclosure](http://www.hse.ie/opendisclosure)

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## Key Programme Highlights 2023

Training Target  
for Module 1  
achieved

Significant increase  
in face to face  
training delivered  
by OD Trainers  
across services

Strong engagement  
during Open  
Disclosure Themed  
Week across  
services

Launch of the  
National Open  
Disclosure  
Framework

Medical Staff  
training uptake  
increased

Enactment of  
Patient Safety  
Act 2023

8 webinars  
completed on various  
topics. Recordings  
available on [website](#).

Continued focus  
on the importance  
of Staff Support

Continued  
engagement  
with Patient  
Partners

2023 Training and Education Report available [here](#)



Staff from HSE and HSE-funded services participating in an Open Disclosure TTT workshop in IEHG, Kilmainham (February 2024)

## Open Disclosure Face to Face Skills Workshop

In addition to **E-learning Module 1**, all staff who may be involved in formal open disclosure meetings must complete:

- **E-learning Module 2** "Open Disclosure: Applying Principles to Practice" (HSeLand) [and](#)
- **Module 3 Face to Face Skills Workshop** on the management of the open disclosure process.

All open disclosure training is CPD accredited. Should you wish to attend a Face to Face Skills Workshop, please contact the [Open Disclosure Lead](#) for your area. **For more information on mandatory training requirements click [here](#).**

## 6 New HSE Health Regions

The HSE National Open Disclosure Office, QPS Incident Management team will continue to support all services, and work with Open Disclosure Leads and Trainers as we transition to the new Regional Health Areas and adjust to the new structure.

## Measurement of Patient Experience of Open Disclosure

A key part of the Open Disclosure Performance Measurement Programme is the development of a patient experience survey or other assessment tool to measure patient / relevant person experience following the open disclosure process. This work is being undertaken in collaboration with Professor Aoife DeBrún (UCD) and a multi stakeholder working group which includes Patient Representatives and Advocates. A Co-design Workshop will be held in April, following which the research team will prepare a Report and Recommendations for the HSE.

## ! REQUIREMENT !

The DoH [National Open Disclosure Framework 2023](#) requires that all services appoint **Managerial and Clinical Leads** in Open Disclosure. This is particularly important now in advance of new legislation and the revised policy.

## 2024 Webinar Series - A date for your diary

The next webinar in the series is;

**Topic:** Impact of Patient Safety Events on Staff

**Presenter:** Professor Eva Doherty, Director of Human Factors in Patient Safety, RCSI

**Date:** 15th May 2024, 11am–12.30pm

**Link:** Click [here](#) to access webinar on the day or scan the QR code



Scan the QR code to access webinar link to join on the day or to listen back to previous webinars

**SAVE THE DATE**  
On 12th June our webinar will focus on the Manager's role in supporting staff, facilitated by the Employee Assistance Programme.

## Your Webinar Feedback

"It was relevant as it placed me in the victims shoes regarding feelings and attitudes so I have greater empathy as a result of participating."

"Excellent presentation having worked in healthcare for many years its good to see the patient and family put to the front of the presentation."

"I feel confident that I have been guided on the content of the act in order to gain more specific information as the need arises in clinical practice."

## Open Disclosure Webinar Series in Q1 2024

**Listen back:**

17 January 2024: **"What does Restorative Practice in healthcare look like?"**

14 February 2024: **"Patient Safety (Notifiable Incidents and Open Disclosure) Act, 2023 – An overview of the key provisions"**

20 March 2024: **"What does the Patient Safety Act (Notifiable Incidents and Open Disclosure) 2023 mean for me?"**

Questions or comments?

Email us at [OpenDisclosure.Office@hse.ie](mailto:OpenDisclosure.Office@hse.ie) Visit our website [www.hse.ie/opendisclosure](http://www.hse.ie/opendisclosure)