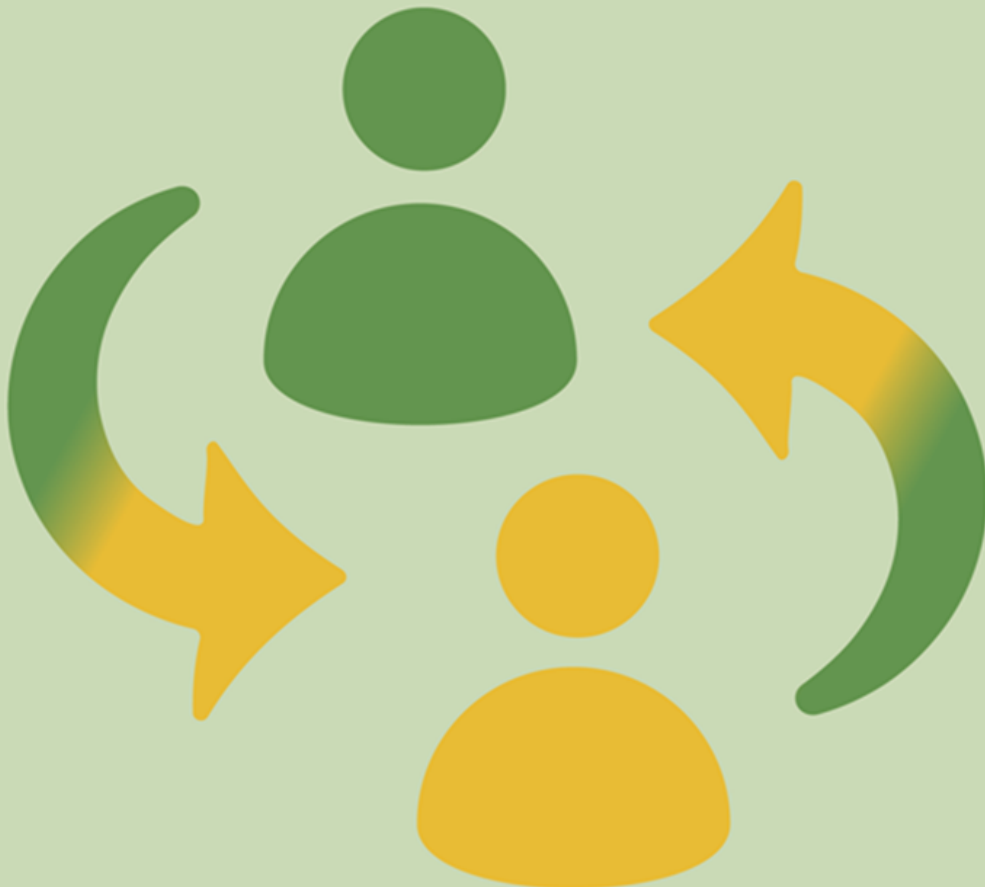




NATIONAL
OPEN DISCLOSURE
PROGRAMME

National Open Disclosure Programme

National Open Disclosure Training Report 2021 (End of Year)



An Stiúrthóireacht um Ardchaighdeán
agus Sábhálteacht Othar
Oifig an Phríomhollígh Clínicíúil

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

National Open Disclosure Training Report Disclaimer:

Open Disclosure Training is mandatory for all staff with three yearly refresher training required. It is the responsibility of each service to ensure that staff are trained in open disclosure and that a copy of the training certificate is maintained at local level, so that individual services/organisations can ensure that their staff are compliant in meeting open disclosure training requirements.

On a quarterly basis, the National Open Disclosure Office provides a breakdown of training statistics for the programme. This report is issued to Chief Officers of the Community Healthcare Organisations; Hospital Groups Chief Executive Officers; NAS; National Screening Services; Open Disclosure Leads; Open Disclosure Trainers and the National Open Disclosure Steering Committee.

This end of year report looks at all open disclosure training statistics for 2021 and also provides statistics for the last 3 year period. The data for these statistics is generated through the National Open Disclosure Training Database, HSeLanD and HSE Strategic Workforce Planning & Intelligence. Data in relation to staff that have completed face to face training is logged onto the National Open Disclosure Training Database by the open disclosure trainer. Data in relation to staff that have completed online training is generated through a report run on HSeLanD. Percentage of training uptake is then established by comparing these figures with staff headcount data from the Employment Data Report provided by HSE Strategic Workforce Planning and Intelligence, National HR Directorate.

This report can be used as a guide to inform services of training data available to the National Open Disclosure Office. The accuracy of the statistics run for different organisations is dependent on the correct data being entered on the system. A reminder is sent to all open disclosure trainers to upload their training in advance of the publication of this report. The e-learning statistics are dependent on staff members identifying themselves as working in the correct services / organisations on HSeLanD. It is therefore important for staff to update their work location on HSeLanD.

Further limitations identified in relation to data presented in this report, is that the data includes everyone who completed any form of open disclosure training in the three years (36 months) prior to the report. This includes staff that have retired, resigned from the HSE or moved post within the HSE over that period. As there are various training programmes available, staff may have attended more than 1 training session, and therefore may be counted more than once. It is therefore essential, for assurance purposes and to identify gaps in training, that individual services/organisations can ensure that their staff are compliant in meeting mandatory open disclosure training requirements by accurately maintaining training records at a local level.

The National Open Disclosure Office strongly urges services to nominate a HSeLanD Data Manager who can apply to have access to a detailed report (including individual staff details) of all HSeLanD learning within their organisation. This data can be cross-checked with local HR files to identify staff that that have not yet completed the training module.

Please note, for the purposes of this report, that Open Disclosure face to face training has been significantly impacted by Covid-19 and associated restrictions since March 2020.

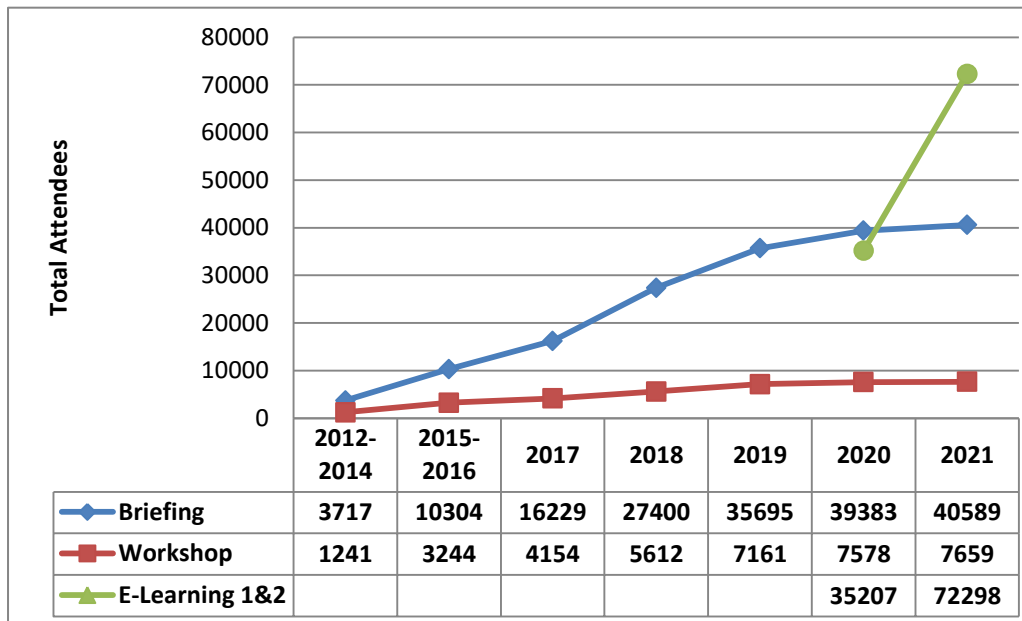
Please note also that the uptake of online Open Disclosure training for Q2 and Q3 2021 has been significantly impacted by the cyber-attack.

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Section 1: Overall Summary of Open Disclosure Training Completed

1.1: Cumulative Number of Staff trained on Open Disclosure



Number of staff trained on Open Disclosure grew from a total of 4,958 (end of year 2014) to 114,224 (as at 30th September 2021)

Total trained since 2014: 120,546
This is a rolling cumulative total.

1.2: Training Target for National Open Disclosure Programme

The National Open Disclosure Training Programme aims to achieve 90% staff completion of open disclosure training every 3 years (30% per year). This is based on the requirement to complete mandatory training every 3 years.

Total Trained Per Year

Total Trained 2019: **9,859 (7.3%** completion based on headcount for that year)

Total Trained 2020: **39,314 (27.3%** completion based on headcount for that year)

Total Trained 2021: **38,376 (25.4%** completion based on headcount for that year)

Total trained over 3 year period: 87,549.

Completion rate over 3 years based on an average headcount figure of 144,262 = **60.7%**

Based on the figures above, the programme is aiming to achieve 90% completion rate by the end of 2022. This will be dependent on the continued commitment of services to meet compliance with open disclosure mandatory training requirements. There are a number of further actions planned by the National Open Disclosure Office for 2022 to promote uptake of training.

1.3: Overall Summary of E-Learning Module 1 & Module 2 Completions

- The open disclosure e-learning Module 1 ‘Communicating Effectively through Open Disclosure’ was launched on HSELand on 6th April 2020.
- The open disclosure e-learning Module 2 ‘Open Disclosure: Applying Principles to Practice’ was launched on HSELand on 30th April 2021.

2021 Yearly Total

- In 2021 there were **30,765** completions of e-learning Module 1 across all registered users on HSELand.
- In 2021 there were **6,324** completions of e-learning Module 2 across all registered users on HSELand.

Total Completions since Launch of E-Learning Modules

- Overall total completions of Module 1 since launch date up to 31st December 2021 are **65,974**.
- Overall total completions of Module 2 since launch date up to 31st December 2021 are **6,324**.

There is a 23.5% increase of the uptake of the online modules in 2021.

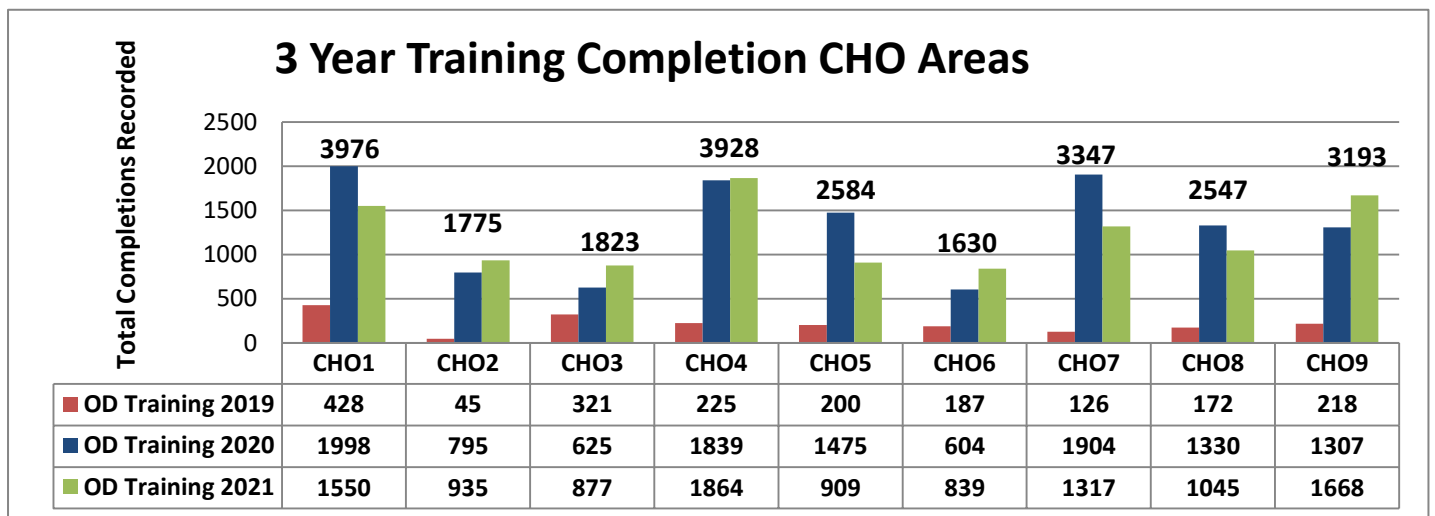
2021 E-learning Completions per Grade Category

- See **Appendix 1** for a further breakdown of Module 1 and Module 2 completions per **Grade Category**

Note: E-learning completions for Q2 and Q3 2021 were affected by the HSE cyber-attack and lack of access to HSELand. A temporary version of HSELand was set up. Access was restored to the HSELand site on 10th August 2021.

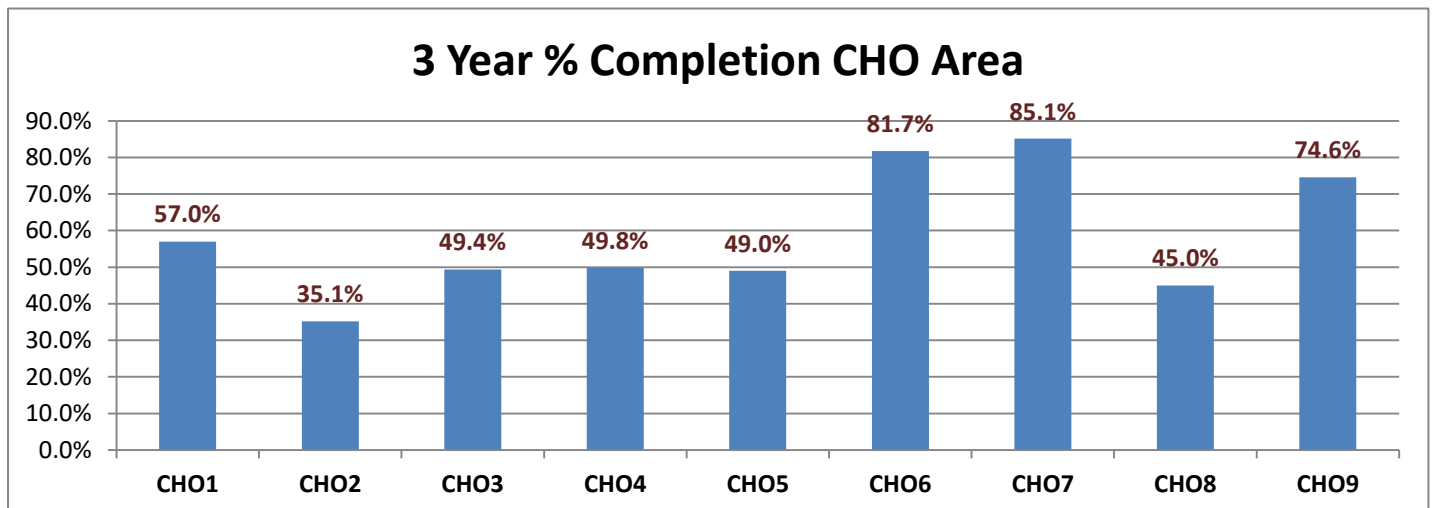
Section 2: HSE Community Healthcare Organisations:

2.1: CHO Area – Training completions recorded (2019, 2020, 2021)



- This chart displays total attendees who participated in open disclosure training for each CHO Area in 2019, 2020, 2021, and the label at the top identifies the total across all 3 years. This includes all training (face to face and e-learning).
- The surge of training identified in 2020 reflects the commencement of Module 1 of the online programme.
- The cyber-attack contributed to the reduction in training figures in 2021.
- The majority of training for all CHO areas was through completion of the e-learning modules.
- Over the 3 year period, a total of **24,803** CHO staff completed Open Disclosure Training.

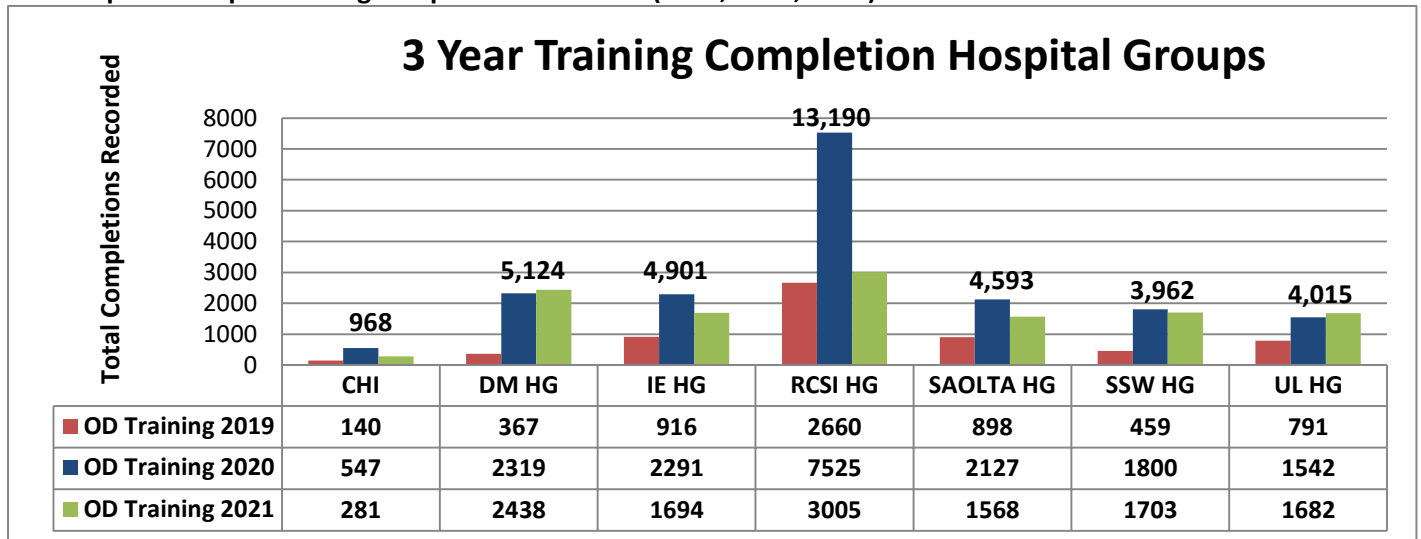
2.2: CHO Area – % completion based on headcount (2019, 2020, 2021)



- This chart displays training completion per CHO area, as a percentage of the total headcount for that area (headcount total as at 31/12/2021).
- Based on a CHO headcount of 44,752, this is an average completion rate of approximately **55.4%** across all CHO areas.
- Note this includes all training – face to face and e-learning.

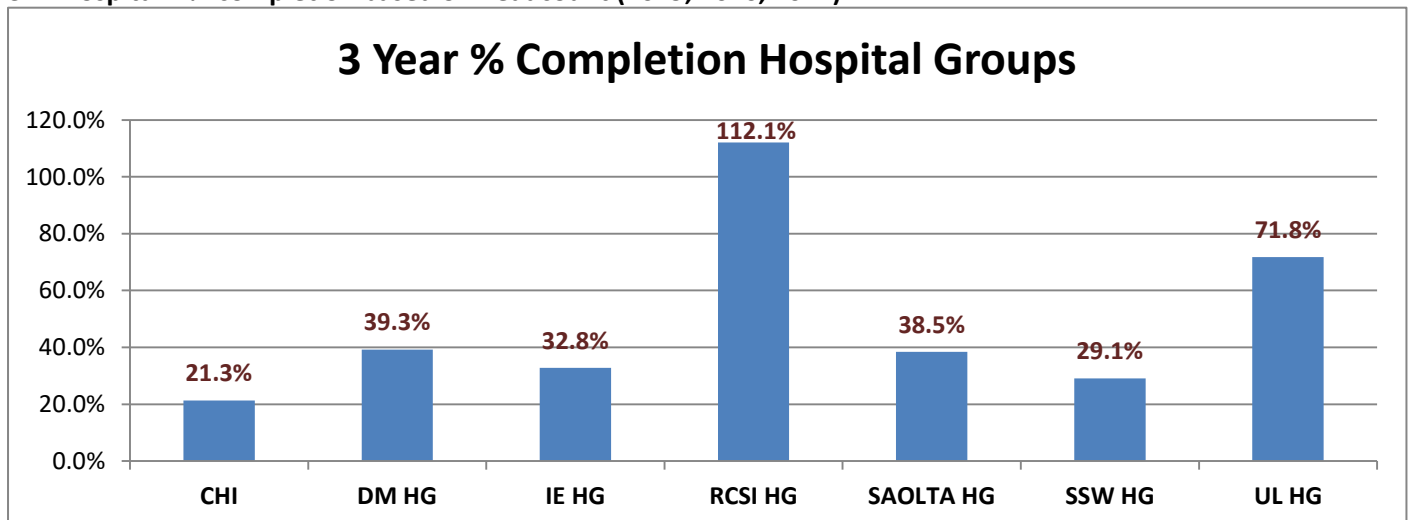
Section 3: HOSPITAL GROUPS:

3.1: Hospital Group – Training completions recorded (2019, 2020, 2021)



- This chart displays total attendees who participated in open disclosure training for each Hospital Group in 2019, 2020, 2021, and the label at the top identifies the total across all 3 years. This includes all training (face to face and e-learning).
- The surge of training identified in 2020 reflects the commencement of Module 1 of the online programme.
- The cyber-attack contributed to the reduction in training figures in 2021.
- The majority of training for all Hospital Groups was through completion of the e-learning modules.
- Over the 3 year period, a total of **36,753** Hospital Group staff completed Open Disclosure Training.

3.2: Hospital – % completion based on headcount (2019, 2020, 2021)



- This chart displays training completion per Hospital Group, as a percentage of the total headcount for each group (headcount total as at 31/12/2021).
- Based on a total headcount of 75,452, this is an average completion rate of approximately **48.7%** across all hospital groups.
- Note this includes all training – face to face and e-learning.

Further breakdown by grade/category/location can be provided per CHO Area / Hospital Group on request

Section 4: OTHER SERVICES

4.1: National Ambulance Service (NAS) Training Overview (2019, 2020, 2021)

Completion rate for staff in the National Ambulance Service for Open Disclosure Training across the 3 year period is as follows:

2019 = 47

2020 = 502

2021 = 392

3 Year Total: 941

Based on a total headcount of 2,129 (as at 31/12/2021), this is an average completion rate of approximately **44.2%** across NAS. The majority of training NAS was through completion of the e-Learning modules.

Total completions for online E-Learning Module 1 for NAS = 805

Total completions for online E-Learning Module 2 for NAS = 89

4.2: National Screening Services Training Overview (2019, 2020, 2021)

Recording of training for National Screening Services commenced in 2019, and since then it has been recorded that **70** staff members of NSS have completed Open Disclosure Training. Many senior clinical staff in National Screening Services have a dual contract with the acute host hospitals. As such where this staff cohort have completed Open Disclosure as part of their mandatory training in the host hospital this will not be reflected in the screening services numbers. A significant cohort of clinical and administrative staff were seconded to other services to assist with COVID in 2020.

4.3: Federation of Voluntary Bodies (FedVol) Training Overview (2019, 2020, 2021)

Completion rate for staff in the Federation of Voluntary Bodies for Open Disclosure Training across the 3 year period is as follows:

2019 = 242

2020 = 3,857

2021 = 5,527

3 Year Total: 9,626

Based on a total headcount of 20,706 (as at 31/12/2021), this is an average completion rate of approximately **46.5%** across the Federation of Voluntary Bodies. The majority of training for FedVol was through completion of the e-Learning modules

Total completions for online E-Learning Module 1 for FedVol = 8,304

Total completions for online E-Learning Module 2 for FedVol = 1,059

Section 5: Training provided / facilitated by the National Open Disclosure Office

Face to face training, including the Train the Trainer Programme was stood down in March 2020 due to Covid 19 restrictions. The focus on training by the National Open Disclosure Office in 2021 has been through the promotion of E-Learning Module 1 and Module 2 of the online programme and also through online webinars.

5.1 Webinars facilitated by the National Open Disclosure Office

- The National Open Disclosure Programme Webinar Series helps maintain communication with Open Disclosure leads, trainers and staff working across all of our health and social care services, external agencies and patient representative / patient advocacy groups.
- Each webinar was CPD accredited by RCPI (2 external CPD points) and NMBI (1.5 CEUs).
- In total, the National Open Disclosure Office facilitated 9 webinars in 2021 to various groups of staff, students and patient representatives on a range of open disclosure topics. Numerous stakeholders were involved in the delivery of the webinar programme. **Total attendees across 2021 webinars = 2,498.** Details of webinars delivered by the programme include:

Webinar Title	Date	Total Attendees
The Role of the National Advocacy Service (NAS) and Patient Advocacy Service (PAS) in the Management of Complaints and Open Disclosure	3rd February 2021	202
Applying the Principles of Open Disclosure in a Service for Individuals with an Intellectual Disability (St Michael's House)	17th February 2021	332
Making Difficult Conversations Easier (RCSI)	9th March 2021	406
Implications for Open Disclosure in Mental Health Services (St John of God Community Services)	30th March 2021	190
A Culture of Safety (National QIT)	28th April 2021	286
Update on (i)Open Disclosure Legislation and (ii)the development of an Open Disclosure National Policy Framework (National Patient Safety Office, DOH)	12th May 2021	221
Making Difficult Conversations Easier Part 2 (RCSI)	13th October 2021	490
The Role of the Designated Person (National Open Disclosure Office)	20th October 2021	247
Implications for Open Disclosure in Mental Health Services (St John of God Community Services)	17th November 2021	124

Note: Due to the HSE cyber-attack, and the impact on HSE applications and technology, the webinar series had to be put on hold in Q2 and Q3, therefore no webinars were run during this period.

Evaluation of the Webinar Programme

- Attendees from each webinar invited to complete a short survey immediately after each webinar.
- Averages were calculated across all evaluations. Of the webinar feedback received (816 responses in total):

% of Respondents who <u>Agreed or Strongly Agreed</u> that:	Average % based on completed evaluations
The content of the webinar was relevant to them	96%
The webinar has helped them to develop their knowledge and understanding of the subject area	97%
The subject area was presented effectively	97.9%
The pace of the webinar was satisfactory	96.9%
Plan to apply what they learned from the webinar in their work	95.2%

- 97.8% of respondents stated that the webinar met or exceeded their expectations
- All respondents were invited to leave additional feedback / comments. Examples of some comments include:

“Presenters were amazing and made the content relatable and friendly to all seeking to improve in this area.”

“This is about one of the very best webinars I have attended since the pandemic started (and there have been loads).”

“Practical suggestions, workable for a range of work environments and food for thought on a number of levels for everyday life!”

“Fantastic presentation and a lot of learning points. Should be mandatory for all HCW's”

“Excellent and the compassion from the presenters was palpable which is so need in Healthcare, they epitomized Person Centred Care”

5.2 Open Disclosure Face to Face Pilot Programme

Face to Face Skills Workshop

- The National Open Disclosure Office commenced and completed a pilot programme with Sligo University Hospital and CHO1, which involved the revision of the face-to-face skills workshop. This revision was undertaken to devise a programme which complimented E-Learning Module 1 and Module 2 for staff who are involved in the open disclosure process. See **Appendix 2** for further details of this pilot.
- In 2021 the National Open Disclosure Team completed 6 x pilot workshops in both Sligo University Hospital and CHO1, with a total of 50 attendees. There was a range of staff disciplines included in these workshops including staff representatives from medicine, nursing, clinical practice, allied health, risk management, management.
- The National Open Disclosure Team wishes to acknowledge **1)** the significant contribution made by the members of the pilot working group which included Consultants, Senior Managers, QPS Staff and Nurse Practice Development Staff **2)** the time that they invested in this important programme of work and **3)** their commitment to the implementation of open disclosure in their respective areas. The National Open Disclosure Team would also like to acknowledge the input from the Patient Representative from the Hospital Patient Forum, for their time and valuable contribution to the pilot programme.

Train the Trainer Programme

- Work also commenced on the revised Train the Trainer programme to support the new skills based face to face workshop, and this includes a blended learning approach.
- The revised TTT programme encompasses 1 x 3 hour virtual session and 1 x full day face to face session. In Q4 2021 there was 1 pilot TTT programme facilitated in Sligo University Hospital, with a total of 9 attendees which included representatives from medicine, nursing, admin, patient representative, quality and patient safety.

The roll out of the revised skills based face to face workshop and TTT programme is scheduled for 2022.

Section 6: CONSULTANTS / NCHDS

- In 2021 (up to 31st December 2021), **2,435 doctors** (Consultants / NCHDs) have been recorded as participating in open disclosure training.
- Total attendance at open disclosure training for doctors (Consultants/NCHDs) since Feb 2019 = **6,644**
Note: Figures are reflective for training which took place from February 2019 as attendance data for Consultants / NCHDs was not broken down / recorded pre February 2019.
- Based on a headcount figure of 12,975 for medical / dental staff across HSE and HSE funded services, this is a completion rate of approximately **51.2%** of total attendance at open disclosure training by medical staff since Feb 2019. This headcount data is extracted from an Employment Data Report provided by Strategic Workforce Planning and Intelligence, National HR Directorate.**

2021 Open Disclosure Training Consultants

Face to Face Open Disclosure Training	63
E-learning Module 1	212
E-learning Module 2	48

Total training recorded for Consultant's in 2021 is **323**

Total training recorded for Consultant's since February 2019 is **2216**.

2021 Open Disclosure Training NCHDs

Face to Face Open Disclosure Training	289
E-learning Module 1	1442
E-learning Module 2	381

Total training recorded for NCHDs in 2021 is **2112**.

Total training recorded for NCHDs since July 2019 is **4428**.

****Note: Due to data limitations, the National Open Disclosure Office is unable to provide a further breakdown of medical specialities. See page 2 for further information on the limitations of the data presented.**

APPENDIX 1: HSeLanD E-Learning Completions by Grade Category

- These charts are extracted from HSeLanD and demonstrate total completions for both Module 1 and Module 2 per Grade Category.

2021 Module 1 Completions by Grade Category

Location	Medical/ Dental	Nursing and Midwifery	Health & Social Care Professionals	Management/ Admin	Other Patient & Client Care	General Support Staff
Classroom Trainers	0	0	0	0	0	0
Community Health Organisation	298	2217	2336	1035	1784	695
Demo	0	0	0	0	0	0
External Guests	0	0	0	0	0	0
Funded Service	29	563	1654	294	967	518
Health Business Service or Business Unit	8	42	88	139	264	25
Hospital Group	803	3606	860	651	505	486
Other	258	1564	689	61	377	147

2021 Module 2 Completions by Grade Category

Location	Medical/ Dental	Nursing and Midwifery	Health & Social Care Professionals	Management/ Admin	Other Patient & Client Care	General Support Staff
Classroom Trainers	0	0	0	0	0	0
Community Health Organisation	41	409	514	144	270	89
Demo	0	0	0	0	0	0
External Guests	0	0	0	0	0	0
Funded Service	3	79	400	48	156	82
Health Business Service or Business Unit	2	6	11	24	74	6
Hospital Group	137	477	143	74	76	53
Other	56	128	99	8	65	17

APPENDIX 2: Summary of Pilot Programme Sligo University Hospital and CHO 1

The Purpose and Role of the Pilot Skills Workshop and Train the Trainer Programme

The overall purpose of this pilot was to develop a face to face skills based training programme which provides a follow up to and compliment the on-line e learning Open Disclosure modules. The revised face to face programme was tested in Sligo University Hospital and CHO 1 Community Services. Staff in these service areas participated in the pilot project to test the revised workshop and programme. This was evaluated by participants to assess the effectiveness of this approach prior to roll out to other service areas.

The aim of the new Skills Based Face to Face workshop

To build the capacity of healthcare staff to prepare for and manage open disclosure meetings with patients, services users and their relevant person following a patient safety incident following completion of Open Disclosure e-learning Modules 1 and 2.

By the end of the workshop staff will:

- Be more knowledgeable about the National Open Disclosure programme including relevant legislation and resources.
- Recognise the impact of communication and importance of being empathic, person centred and be more aware of their own communication style.
- Have an opportunity to practice the key skills required to effectively manage an open disclosure meeting to get the best outcome for the patient/ relevant person and staff involved.
- Be more confident in managing the open disclosure process and associated challenges as part of a Team.
- Be aware of the patient perspective, the support needed and available for them.
- Recognise the importance of team dynamics, support for each other and their own support needs throughout the open disclosure process.

Open Disclosure Resources Developed to support new programme

- Self-Reflective Tool for participants
- Revised Workshop Presentation
- New Virtual Training Resource Manual and Workshop Facilitators Guide
- Development of role play scenarios relevant to the services
- Quick Reference Guide and Tool Kit
- ASSIST ME Staff support document

Four Skills Workshops were held and attended as follows:

Sligo University Hospital

Discipline	Attendees	Roles/ areas represented
Medicine	10	Anaethetist, Emergency Department, Orthopaedic, Geriatrician, General Medicine, Paediatrics
Nursing	13	ADON, CNM, Senior Staff Nurses
Nurse Practice Development	4	Clinical Facilitator, Clinical Placement Coordinators
Quality/ Risk Management	2	QPS Manager, Risk Support Officer




CHO 1 Community Service Area

Discipline	Attendees	Roles/ areas represented
Medicine	3	Psychiatrist, Dental Surgeon, Palliative Care
Nursing	10	ADON, CNM, Person in Charge, Senior Staff Nurses
Nurse Practice Development	1	Nurse Tutor
Quality/ Risk Management	3	QPS Manager, Risk Support Officer
Allied Health	1	OT Manager
Management	2	General Manager, Consumer Services




Train the Trainer Nominees who attended virtual training and skills workshops in Sligo University Hospital and CHO 1 area

Discipline	Attendees	Roles/ areas represented
Medicine	2	Emergency Department and Palliative Care
Patient Representative	1	Chairperson of Patient Forum
Nursing	24	CNM, CNS, ANP, Person in Charge, DON, Nurse Tutor, Clinical Placement Coordinator, Assistant Director of Public Health Nursing
Admin/ Management	5	Clinical Admin Supervisor, Community Healthcare Manager, Covid Centre Coordinator, Guidance Officer, Community Access Facilitator
Quality/ Risk Management	2	QPS Manager, Risk Support Officer
Allied Health Professionals	8	Podiatrist, Principle Social Worker, Physiotherapist, Audiology, Cervical Check Liaison Officer, Speech and Language Therapist

Summary of Evaluation Results

1. How relevant was this training for you?				
Answer Choices			Response Percent	Response Total
1	Extremely relevant		64.44%	29
2	Very relevant		33.33%	15
3	Moderately relevant		2.22%	1
4	Minimal relevance		0.00%	0
5	Not relevant		0.00%	0
6	No response		0.00%	0
			answered	45
			skipped	0

2. Will this training influence or change your practice?

Answer Choices			Response Percent	Response Total
1	Yes		86.67%	39
2	No		2.22%	1
3	No response		11.11%	5
			answered	45
			skipped	0

If yes, please specify proposed changes



Responses include:

- Improved knowledge of ASSIST Model
- Awareness of importance of documentation
- Importance of preparation for meeting
- Use of template to record meetings
- Improved communication awareness and skills and body language
- Importance of follow up actions
- Increased awareness of open disclosure policy and legislation
- Importance of supporting staff and Assist Me guidance document

3. Were the stated objectives met?

Answer Choices			Response Percent	Response Total
1	Yes		100.00%	45
2	No		0.00%	0
3	No response		0.00%	0
			answered	45
			skipped	0

4. What is your overall assessment of the training?

Answer Choices			Response Percent	Response Total
1	Very satisfied		80.00%	36
2	Satisfied		20.00%	9
3	Partially satisfied		0.00%	0
4	Not satisfied		0.00%	0
5	No response		0.00%	0
			answered	45
			skipped	0

Key Learning points highlighted include

- ASSIST Model of communication
- ASSIST ME staff support resource
- Avoiding using information to manage emotional response
- Be factual not speculative when talking
- Being open
- Civil Liability and Patient Safety legislation
- Communication awareness and skills
- Complex conversation challenges
- Continue open disclosure process
- Designated person and their role
- Documentation template for meetings
- Emotions of staff /patient identified well
- Empathic responses samples helpful
- Importance of follow-up
- Formal open disclosure process clarified

What did participants specifically like about the training?

- *“Relaxed environment. Felt v comfortable to share own knowledge. Also to ask questions/get clarity”.*
- *“Educators incredibly knowledgeable & keen to share their expertise”.*
“How open and friendly it was”
- *“Clear objectives. All questions and queries addressed. Staff approachable and knowledgeable”.*
- *“Interaction between the course participants and trainers was excellent”.*
“Each participant had the opportunity to deliver a designated part of the programme, very helpful”.
- *“Practical hands-on approach. TTT trainees were nicely facilitated to take on trainer role”.*
- *“Opportunity to practice role play”*

9. Circle the number that best represents your confidence/readiness level to engage in an Open Disclosure process where:1= least confident/ready and 5 = most confident/ready

Answer Choices	1	2	3	4	5	Response Total	
	0.00% 0	0.00% 0	11.11% 5	44.44% 20	44.44% 20	45	
						answered	45
						skipped	0

10. Would you recommend this training to others?

Answer Choices	Response Percent	Response Total	
1 Yes	100.00%	45	
2 No	0.00%	0	
3 No response	0.00%	0	
		answered	45
		skipped	0



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

Email: opendisclosure.office@hse.ie



An Stiúrthóireacht um Ardchaighdeán
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National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer