

National Open Disclosure Programme Newsletter June 2023

Dear Colleagues, **Welcome** to our second newsletter for 2023. Our main news for this quarter is the enactment of the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 on 2nd May. We look forward to working closely with you in preparation for the implementation of this important legislation in your service.

Thank you for your continued support and promotion of Open Disclosure training, we continued to see a positive trend in the uptake of this training during quarter 2.

We are very mindful of how busy your services are and appreciate your support for the Open Disclosure programme. Please continue to let us know if you need any help or advice and you can contact the lead for your area [here](#). Best wishes, **Angela**

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

This Bill was signed into law by President Michael D Higgins on 02 May 2023 and is now called the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023. The date for commencement of the Act has not yet been confirmed by the DOH. A National Implementation workgroup, chaired by Dr Orla Healy, and with representation from across NQPSD, acute and community services, screening services, clinical audit and patient representatives, has been established to guide and oversee the implementation of the Act. The HSE National Open Disclosure team will be working closely with this working group to support the roll out of the Act across HSE and HSE funded services. We will provide further updates, as appropriate, as this work progresses. For further information, and to view the Act please visit the Oireachtas website [here](#).

Department Of Health — National Open Disclosure Policy Framework

The National Open Disclosure Policy Framework aims to provide a unified and consistent approach to open disclosure across public and private health and social care service providers, service regulators, health and social care professional regulators, health and social care educators, and other relevant bodies and organisations.

The National Open Disclosure Policy Framework is due to be published by National Patient Safety Office, Department of Health before the end of Q3/2023. This framework will inform the Open Disclosure policy for all public and private health and social care services going forward.

Role of the Designated Person

The early assignment of a named Designated Person is essential to provide support to the patient/relevant person affected by a patient safety incident. This person will act as the liaison person between the service and the patient / relevant person and will assist them in preparing for the open disclosure meeting, provide support during the meeting, and will follow up and maintain communication with them following the meeting.

This is a key role within the provisions of the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023. The **upcoming webinar on 12th July 2023** (details via QR code) will focus on key aspects of this role, and will look at the support provided through this role in various healthcare settings.



Scan for webinar details

Open Disclosure Themed Week

This year's Open Disclosure week will take place from:

02—06 October 2023

The theme for the Open Disclosure week is aligned to this year's World Patient Safety Day: **"Engaging patients for patient safety"**. We would like to encourage you again to host local events with the aim to empower staff in your area to **'Elevate the voice of patients' through Open Disclosure**. We very much appreciate your support in building on last year's success and look forward to working with you on and during the Open Disclosure Themed Week. Our team will aim to support you at your local events. Your activities could include: promotional stands, running a training event, focus group discussions, case scenario discussions and patient/staff stories. Please reach out to us at opendisclosure.office@hse.ie to discuss your ideas and how we might assist you.

Issue 11 / June 2023



Open Disclosure Team (L-R):
Mary Friel, Kelly McDyer, Sandra Lehmann,
Catherine Hand, Angela Tysall, Ellie Southgate

Welcome to the team:

We are delighted to welcome Ellie Southgate to the Open Disclosure team! Ellie is a trained physiotherapist and for the last year she has worked in the UK as a Freedom to Speak Up Guardian and Policy Advisor in an acute hospital.

*Self care is not
an expense.
It's an investment.*

@therandomvibez

THANK YOU

To all our Open Disclosure Trainers, Open Disclosure Leads and Service Managers for your continued support in promoting Open Disclosure. We greatly appreciate your support in ensuring that you have completed this training and that all staff in your area of supervision are also compliant in relation to Open Disclosure mandatory training, which applies to all staff working in HSE and in HSE funded services.

Full details on Open Disclosure mandatory training requirements are available [here](#).

Questions or comments?

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

Share the Learning: Documentation

Documentation and good record keeping is an important part of the open disclosure process. All open disclosure discussions (low level and high level) must be documented, and maintained on record. For high level open disclosure discussions a copy of the notes of the meeting must be provided to the patient/relevant person as soon as possible after the meeting. Open disclosure must also be recorded on **NIMS**.

A recent webinar focused on sharing the learning in relation to documenting Open Disclosure, and provided some helpful tools to support best practice. A sample documentation template for recording formal open disclosure meetings has been developed and is available [here](#). This template can be adapted to suit your service.

Open Disclosure Training



Engagement at a recent training event in Drogheda.



Just Culture Conference 23rd May, 2023



Bernard Gloster, CEO HSE

Just Culture refers to a values based supportive model of shared accountability. It states that individual staff should not be held accountable for system failings over which they have no control. Instead, organisations need to encourage staff to report such incidents and near-misses and apply system-learning to improve patient safety. The implementation of the HSE Open Disclosure policy is a key component in moving to a culture that is open and honest and that promotes learning from patient safety incidents while supporting all those affected in the process.

The conference "**Building a Just Culture in Healthcare: a HSE Dialogue**" organised by the Incident Management Team within the National Quality Patient Safety Directorate was held on the 23 May 2023 and was centred around how leadership are building a Just Culture in the HSE. To review the presentations and access additional resources [click here](#).



Open Disclosure Team at the Just Culture Conference



L-R: Dr. Orla Healy, National Clinical Director, Dr. Colm Henry, Chief Clinical Officer and Joan Johnston Patient Partner

Upcoming Webinars and Autumn Schedule

Next Webinar: The role of the Designated Person in Incident Management and Open Disclosure

Date: 12 July 2023

Autumn Schedule

Managing Conflict - 13 September, 2023 11am

Prof Eva Doherty RCSI

Restorative Practice - date to be confirmed

Open Disclosure Webinar Series in Q2/2023

The National Open Disclosure Office facilitated three webinars in Q2 / 2023

- "**Medico-legal aspects of record-keeping and documentation**"
Presenter: **Mr Asim Sheikh**, Barrister-at-Law and Assistant Professor in Legal Medicine, UCD School of Medicine
- "**Sharing the Learning - Documenting Open Disclosure**" Presenters: **Angela Tysall**, Open Disclosure Lead, Manager of National Open Disclosure Office, **Mary O'Dwyer**, Head of Quality, Safety and Service Improvement, HSE Mid West Community Healthcare, **Linda McEvoy**, Clinical Audit and Governance Manager, Beaumont Hospital, **Noreen Kennedy**, QPS Manager, St John's Hospital, Limerick and **Cathy Sexton**, Patient Advocate Liaison Manager, Cavan Hospital.
- "**Update on (i) The Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 (ii) The National Open Disclosure Policy Framework**".
Presenters: Staff from the National Patient Safety Office, Department of Health



Scan the QR code to
access our webinar
page

Your Webinar Feedback

The presentation was excellently delivered. I really feel this should be mandatory for all staff who need to record keep and document. It really reinforced the importance and consequences of why we need good documentation and record keeping.

I am very new to my role but I found it excellent and very informative. I have a much better understanding of OD now.

This was an excellent webinar and the practical examples really enhanced the learning.

I found the information very relevant and was presented in a focused, factual way. It was also interesting to listen to.

Questions or comments?

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