**OPEN DISCLOSURE: Share the Learning Template**

**\*\*See guidance on Page 2**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date Incident occurred:** |  | | **Category of Clinical Incident:** |  |
| **Service (tick)** | * **Acute Hospital** | | * **CHO** | * **Other /state:** |
| **1. Summary of incident – provide a brief description of the incident.** |  | | | |
| **2. Who was involved in meeting the patient/ relevant person?** |  | | | |
| **3. What were the key issues that arose during the open disclosure process?** |  | | | |
| **4 (a) What went well during the open disclosure process?** |  | | | |
| **4 (b) What did not go well?** |  | | | |
| **5. What was the learning/what changes in practice have been made?** | 1 |  | | |
| 2 |  | | |
| 3 |  | | |

**Please forward this report to the National Open Disclosure Office:** [**opendisclosure.office@hse.ie**](mailto:opendisclosure.office@hse.ie)

**Guidance**

Please share your experience of the open disclosure process which may include experience of patient/ family open disclosure meetings. Consider what went well and areas that led to an improvement or learning in your service. Please do not include names or confidential patient/service user/staff details or any information that may identify the individuals/service involved.

|  |  |
| --- | --- |
| **Event Date:** | Date that the incident occurred |
| **Category of Incident** | Category 1, 2 or 3 as per HSE Risk Impact Table |
| **Service** | Indicate service area and speciality e.g. Acute Hospital – maternity services or CHO – disability services |
| **1. Summary of incident** | Provide a brief description of the incident e.g. age and gender of patient/service user, what happened, how it was identified, impact on patient/service user, actions/treatment required as a consequence of the incident |
| **2. Who was involved in meeting the patient/ relevant person?** | Staff involved in open disclosure and roles  Patient/relevant person(s) involved in open disclosure |
| **3. What were the key issues that arose during the open disclosure process?** | Examples: List any barriers, challenges, specific circumstances which made the process more difficult, addressing specific needs of patient/service users which arose, communication challenges, staff factors, delays, resource issues, multiple disclosures involved, contacting patients/service users |
| **4 (a) What went well during the open disclosure process?** | Examples: Elements of the policy that worked well, resources that were of benefit, particular elements that worked well in this case |
| **4 (b) What did not go well ?** | Examples: Challenges/difficulties that arose and why |
| **5.** **What was the learning/what changes in practice have been made?** | Outline key learning for individuals/for the service from this open disclosure process and any actions taken  Examples:  Additional learning needs identified  Changes to practice, documentation,  Roles and responsibilities  Communication improvements |

The information provided may be used to inform the Annual Report of the National Open Disclosure Programme and in the development of a case book in an effort to share learning across all organisations.