

Introduction to Open Disclosure for frontline clinicians

Facilitator's manual for running the
10-minute PowerPoint presentation

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Introduction

This is a companion manual for facilitators running the PowerPoint presentation called *Open Disclosure: 10-minute presentation for frontline clinicians*.

The presentation is a shortened version of the 45-minute presentation for frontline clinicians, who include interns, Residents, nurses and allied health workers. It provides a quick snapshot of Open Disclosure for clinicians who don't have time to attend the longer presentation, however, you should encourage staff to log in to the e-learning module that is available from the Open Disclosure website at <http://www.health.nsw.gov.au/quality/opendisc/index.html>

Both presentations provide an overview of the knowledge required to provide a General Level Open Disclosure response to an adverse incident.

How the manual is organised

The pages presented in this manual follow the sequence of the PowerPoint presentation. Included is a screen shot of each slide, the speaker's notes for each slide, and additional information for some slides.

Special note before you begin....

As the purpose of this presentation is to provide a quick overview, some of the detail and case studies provided in the longer 45-minute version are omitted. If your audience want more information, you may wish to refer them to the resources listed at the end of this manual, or alternatively provide the longer presentation at a later time.

The graphic means that there is a handout related to the slide.



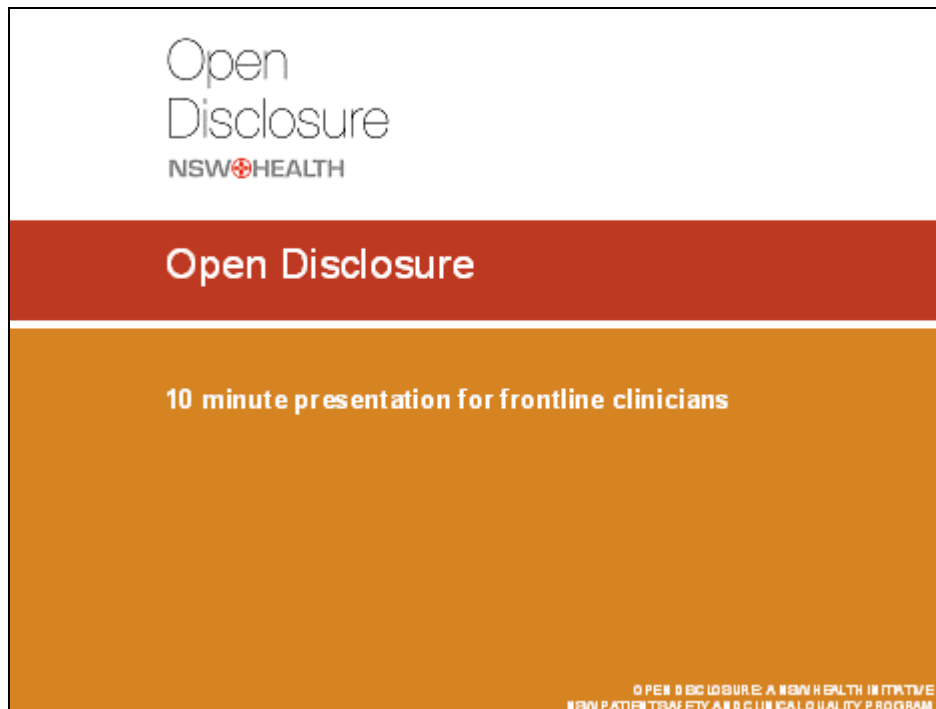
Handouts

- [Slide 2 - What is Open Disclosure?](#) on page [5](#).
Print and hand out any local guidelines and processes that relate to Open Disclosure. These are available from your Clinical Governance Unit.

Useful resources

- [Open Disclosure Policy Directive PD2007_040](#) 2007
- [Open Disclosure Guidelines GL2007_007](#) 2007
- [e-learning module](#)
- [Open Disclosure website](#)
- [Related policies and guidelines](#)

Slide 1 – Title page



Speaker's notes

Welcome to the Open Disclosure Education Program for frontline clinicians.

This presentation has been developed by NSW Health and is supported by the Clinical Excellence Commission.

The purpose of the presentation is to provide a quick overview of the key elements of the Open Disclosure process and how it works within your areas of responsibility.

Additional information for facilitator

Adherence to Open Disclosure is mandatory and this presentation supports the [Open Disclosure policy directive](#) that was issued on 6 June 2007.

Slide 2 – What is Open Disclosure?



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What is Open Disclosure?

Open Disclosure is a frank discussion with a patient and/or their support person(s) about an incident that resulted in harm or injury to the patient.

[NSW Open Disclosure Policy Directive PD2007_040](#)

OPEN DISCLOSURE: A NSW HEALTH INITIATIVE
NSW PATIENT SAFETY AND CLINICAL QUALITY PROGRAM

Speaker's notes

Everyone in NSW Health is committed to continually improving the healthcare we deliver. But sometimes things go wrong that may result harm or concern to the patient.

Open Disclosure is a frank discussion with a patient and their support person about an incident that may have caused harm or concern to the patient.

We know from patient surveys that patients and their support people value good information throughout their healthcare experience. Practising Open Disclosure is about communicating with the patient in an open and timely manner, listening to their concerns, and reassuring them that we will do all we can to address the situation and reduce the likelihood of it happening again.

Open Disclosure is about open and honest communication, not about blaming anyone.



Additional information for facilitator

The following link is in the Open Disclosure website and goes to policies and guidelines related to Open Disclosure. You may wish to print these out and provide them to the participants or at least make sure that they know where to find them. You may also wish to provide copies of your local AHS guidelines and processes. These are available from your Clinical Governance Unit.

Open Disclosure website link to related policies and guidelines
<http://www.health.nsw.gov.au/quality/opendisc/policies.html>

Slide 3 – Why is Open Disclosure important?

Open Disclosure
NSW HEALTH

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Why is Open Disclosure important?

- Patients value honesty, empathy and transparency.
- It's the right thing to do.
- Staff are supported by NSW Health and the NSW Government to always practise Open Disclosure.
- Nurtures an open and just culture that values learning from incidents.

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Speaker's notes

Patients expect honesty, empathy and transparency at all levels of their interaction with healthcare providers.

As healthcare professionals, it is important that you play your part to ensure these expectations are met.

Patients value good information throughout their healthcare experience. They become fearful if they feel information is being withheld or that staff are not being completely honest.

This undermines confidence in their healthcare team and in the healthcare system as a whole.

Open Disclosure supports our commitment to improving the quality and standards of health care and strengthens the relationship between patients, their support people and the staff who care for them.

The bottom line is, Open Disclosure is a priority because it's the right thing to do.

Slide 4 – Principles of Open Disclosure

Open Disclosure
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Principles of Open Disclosure

- Open and timely communication.
- Acknowledgement of incident.
- Expression of regret.
- Recognition of the patient's reasonable expectations regarding their care.
- Support for health staff.
- Confidentiality.

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Speaker's notes

The key principles of the Open Disclosure process are:

- communicating with patients in an open and timely manner
- acknowledging that something has gone wrong
- expressing regret and recognising the patient's reasonable expectations about their care
- supporting your colleagues
- maintaining confidentiality of all parties – patients and staff.

Additional information for facilitator

It is important to emphasise that timeliness is a critical factor. In some instances, we may not know all the details or facts, but it is still important to talk to the patient and let them know we will keep them updated as more information comes to hand.

Slide 5 – Easy way to remember the steps...

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An easy way to remember the steps is...

Explain

Apologise

Reassure

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Speaker's notes

A simple tool to remember the key steps is E A R :

Explain | Apologise | Reassure

One E A R is for the patient and the other E A R is for the staff involved. Both parties need support.

Let's use this tool in the following scenario.

Mrs Milson is a diabetic patient and was scheduled to have her insulin at 5.00 p.m. She didn't get her medication and it is now 8.30 p.m.

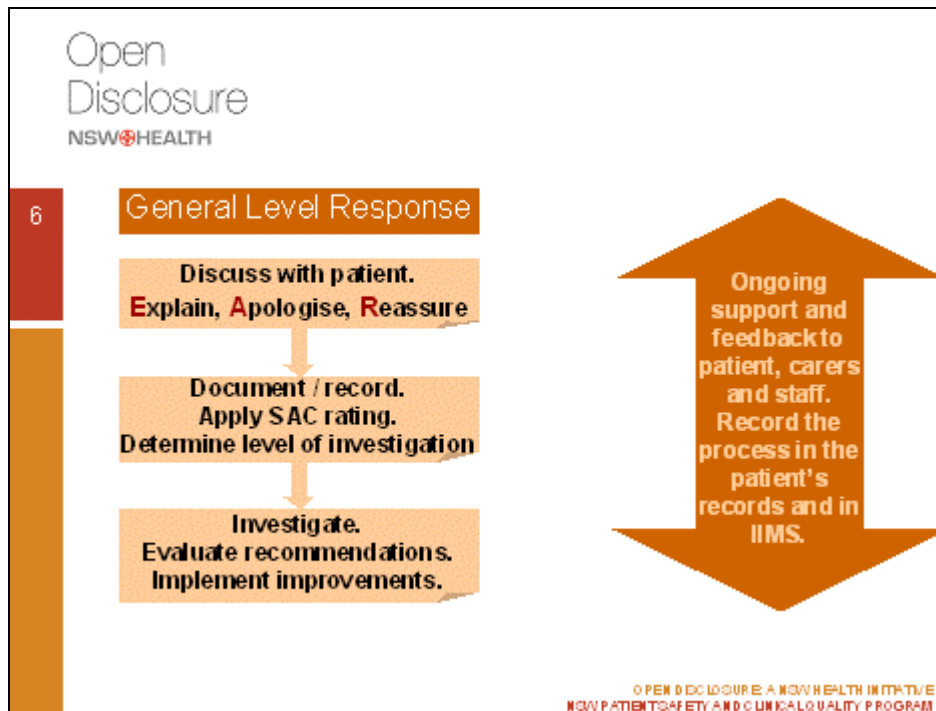
Using the E A R tool in this scenario:

- We provide an **EXPLANATION** to the patient. We then rate the incident as a SAC 3 and decide whether to call on another team member for assistance, for example, the NUM or the doctor. In this scenario, you would probably call the doctor involved.
- We **APOLOGISE** to the patient. For example, "Mrs Milson I'm really sorry your insulin is late."
- We **REASSURE** the patient by providing information about their ongoing care. You might say something like: "I'll contact your doctor to check if it's OK to give you your insulin now and to make sure there won't be any side effects. We'll also be keeping a close eye on you. Do you have any questions or is there anything else I can do for you?"

Additional information for facilitator

It's worth repeating the E A R as often as possible to reinforce the message. The more you repeat something, the more it sticks.

Slide 6 – Flow Diagram



Speaker's notes

Open Disclosure responses are categorised as **High Level** or **General Level** depending on the severity of the incident. While the steps involved are the same for both, the level of response and the people involved will differ. Incidents rated as SAC 3 or SAC 4, where there is a low level of harm or no harm as a result of the incident, usually require a General Level response. SAC 1 and SAC 2 incidents that result in moderate to serious harm (including death) require a High Level response, involving senior staff who have been trained appropriately. The principles are exactly the same for both. The key steps of Open Disclosure are:

- **Explain** the KNOWN CLINICAL facts only. There is no point in hypothesising what may have happened. Keep it simple and stick to the facts.
- **Apologise**. Say sorry, and be genuinely sympathetic. This does not mean you are taking ownership or accountability for the incident, or that you are admitting liability.
- **Reassure** the patient. Let them know that everything is being done to rectify the situation.

Speak to your manager or a senior clinician if you have any concerns. Depending on the nature of the incident, a senior clinician or manager will initiate an investigation. Patients' expectations of an investigation are different to those of staff. Staff are aware that the purpose of an investigation is to identify any problems within the system, to learn from these, and to work towards preventing their recurrence. Patients, on the other hand, tend to associate an investigation with identifying the "guilty" individual or party. This is not the case. In fact, Open Disclosure is NOT about blame. So, we need to make sure that patients understand the course of action and likely outcomes from any investigation.

Slide 7 – Resources



The slide features the 'Open Disclosure NSW HEALTH' logo in the top left corner. A vertical bar on the left side contains the number '7' in a red box above an orange box. The main content area is titled 'Resources' in red. It lists three items with their respective URLs: 'Open Disclosure website' with a blue link, 'Open Disclosure Guidelines' with a blue link, and 'Open Disclosure Policy Directive' with a blue link. At the bottom right, there is a small red text box containing the text 'OPEN DISCLOSURE: A NSW HEALTH INITIATIVE' and 'NSW PATIENT SAFETY AND CLINICAL QUALITY PROGRAM'.

Open Disclosure
NSW HEALTH

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Resources

Open Disclosure website
<http://www.health.nsw.gov.au/quality/opensdisc/index.html>

Open Disclosure Guidelines
http://www.health.nsw.gov.au/policies/gl/2007/GL2007_007.html

Open Disclosure Policy Directive
http://www.health.nsw.gov.au/policies/pd/2007/PD2007_040.html

OPEN DISCLOSURE: A NSW HEALTH INITIATIVE
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Speaker's notes

NSW Health has a variety of resources to assist healthcare workers understand Open Disclosure better as well as tools to improve their skills. All these resources can be found in the Open Disclosure website.

In the website, you will find the Open Disclosure Policy Directive, Open Disclosure Guidelines, and the e-learning module for the General Level response.

Additional information for facilitator

A wealth of more detailed information can be accessed through the Open Disclosure website. Encourage participants to check it out. While they are there, get them to log in to the e-learning module and have a look at the General Level session.

Slide 8 - Questions?



The slide features the 'Open Disclosure NSW HEALTH' logo in the top left corner. A vertical bar on the left side is divided into a dark red upper section containing the number '8' and a gold lower section. The word 'Questions?' is written in a large, dark red font in the upper left area. At the bottom right, there is a small red text box containing the text: 'OPEN DISCLOSURE: A NSW HEALTH INITIATIVE' and 'NSW PATIENT SAFETY AND CLINICAL QUALITY PROGRAM'.

Speaker's notes

Field any questions.