



East Side Recovery

Open Disclosure Policy

and Process

November 2021

Document Information

Authors	Sue Radic
Status	Draft
Location	<Link/Path>

History

Version	Date	Modified by	Changes
0.1	4/11/2021	Sue Radic	Initial Draft

Document Review and Sign-off

Name	Role	Action	Date Reviewed
Sharon Bourke	CEO	<Review>	04/11/21
Sharon Bourke	CEO	<Approve>	04/11/21

Contents

Policy.....	4
Process	5
Open Disclosure Patient Questionnaire	8
Open Disclosure Staff Questionnaire	9

Policy

Open disclosure is the open communication that takes place between health practitioners and client/patient after an adverse event.

It is a legal obligation under the *Victorian Charter of Human Rights and Responsibilities Act 2006* for public health services to discuss an adverse event with the affected patient. Additionally, Victorian health services have an ethical obligation to observe the process of open disclosure and East Side Recovery are committed to adhere with these obligations:

1. East Side Recovery will acknowledge when a client/patient has suffered an adverse event and will initiate the Open Disclosure Process as soon as practicable after the event.
2. A client/patient will receive an apology or expression of regret for any harm that resulted from an adverse event, without apportioning blame, as soon as practicable.
3. East Side Recovery will create an environment in which all staff are able and encouraged to recognise and report adverse events and are supported through the Open Disclosure Process.
4. A client/patient may reasonably expect to be fully informed of the facts surrounding an adverse event and its consequences in a transparent and truthful manner, treated with empathy, respect and consideration and provided with support in a manner appropriate to the patient's needs.
5. East Side Recovery will investigate adverse events and outcomes which will be conducted through processes that integrate a focus on risk management and on the continuous improvement of the service.
6. East Side Recovery's Board holds accountability to implement clinical risk and quality improvement processes that prevent the recurrence of adverse events, and to ensure changes are reviewed for their effectiveness.
7. Client/patient and staff privacy and confidentiality will be upheld by East Side Recovery in compliance with relevant law, including Commonwealth and state or territory privacy and health records legislation.
8. Any breach of this policy by staff or volunteers of East Side Recovery will result in disciplinary action as determined by the East Side Recovery Board.

Process

1. Schedule a meeting with the client/patient as soon as practicable
2. All East Side Recovery staff involved in the first meeting with the client/patient must read and agree upon the contents of this document.
3. Follow the checklist below and complete all fields
4. At the conclusion of the meetings, the client/patient should complete the Client/Patient Questionnaire and return to the Director of Nursing. East Side Recovery staff involved in the adverse event should complete the Staff Questionnaire and return to the Director of Nursing.

Note: Open disclosure is not a one-way provision of information, but an open exchange of information that may take place in several meetings over a period of time.

Data

Patient's full name (with title)	
UR and date of birth	
Admission diagnosis & comments about management etc.	
Patient admission date	
Names and relationships of relevant next of kin/family members/carers	
Date of incident	
Incident description	
Incident outcome	
Plan for further incident management and investigation <i>(such as RCA, report to department, Coroner)</i>	
Health professionals involved in patient care <i>It is recommended that clinicians involved in adverse events be given the option to participate in the disclosure. (consultants, anaesthetist and others as appropriate.)</i>	

First meeting

<p>Does the patient require an interpreter?</p> <p><i>If yes, provide details of language and arrangements that have been or to be made</i></p>	
<p>Has the patient (if able) consented to sharing information with family members/others?</p> <p><i>Give details</i></p>	
<p>Has the insurer been notified?</p> <p><i>Include date of notification</i></p>	
<p>Date of first meeting</p>	
<p>Location of first meeting</p> <p><i>Other details such as room booking, arrangements to ensure confidentiality if shared ward etc.</i></p>	
<p>Patient/family understanding of the incident prior to the first meeting</p>	
<p>Person to be responsible for note taking</p>	

Planning the disclosure dialogue

Notes

<p>Who will speak first, provide introductions and so on?</p>	
<p>Anticipated patient concerns at this time if known</p>	
<p>Apology or expression of regret</p> <p><u>Avoid admissions of liability</u></p>	
<p>Description of what happened</p> <p><i>Known facts only, avoid blaming individuals and self</i></p>	
<p>Listening to patient, family/carer concerns (ensure they are offered the opportunity to express/relate their experience and is listened to)</p>	
<p>Discussion of what will happen next</p> <p><i>(such as OR, further treatment, investigation into the incident)</i></p>	

Information to be provided about short/long-term effects	
Assurance for patient/support person that they will be informed when further information comes to hand	
Information about further support available to the patient and family	
Information provided in relation to how to take the matter further at any time <i>(such as internal and external complaint process. Avoid discussion about compensation without insurer consent, do not give legal advice but suggest patient seeks legal advice if information about compensation sought.)</i>	
Next meeting date and location	

First meeting outcomes

Actual date and location of meeting	
Names of all present at first meeting <i>Include titles/position/relationship to patient etc.</i>	
Concerns expressed by patient/family including requests for further information to be supplied	
Further support personnel identified <i>(such as pastoral worker, social worker)</i>	
Responsibility for documentation of the meeting in the medical record	
Name(s) of personnel given to patient/family if they have further questions prior to subsequent meetings	

Evaluation

Evaluation of this open disclosure process	

Open Disclosure Patient Questionnaire

Please tick the appropriate box:

No.	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I understand what happened to me or my relative during the hospital stay					
2	I received enough information after the event to understand what happened					
3	I understand what the organisation will do to prevent this happening to someone else					
4	I could have the people I wanted present during discussions					
5	The doctors and nurses involved in discussions with me were helpful and supportive					
6	Telling me what went wrong could have been done better					
7	I was given the opportunity to express/relate my experience in relation to the incident					
8	My questions were answered to my satisfaction					
9	I understand how the health organisations investigate a serious incident and tell families about them.					
10	I am satisfied with the outcome of the open disclosure meetings					
11	I know who to contact if I have any further questions					
12	I would rather not have known about what happened					
Please add further comments about your experience of open disclosure						

Open Disclosure Staff Questionnaire

Please tick the appropriate box:

No.	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I had adequate support immediately after the adverse event occurred					
2	I was given enough information/training prior to my involvement with open disclosure					
3	At the first meeting members roles and responsibilities were defined clearly					
4	At the first meeting after the adverse event, enough information was provided on clinical facts for an initial meeting with patient/carer					
5	During the discussions with the patient/carer I felt comfortable and confident					
6	The open disclosure process was completed in a timely manner					
7	The open disclosure process resulted in a satisfactory outcome for the patient					
8	The open disclosure process hasn't changed my practice					
9	After the completion of the open disclosure process, I was able to get the support if I needed					
10	I understand why the open disclosure process took place					
11	The processes around open disclosure are too complex					
12	Taking part in the open disclosure process has improved my ability to communicate with patients/families and carers					
13	Open disclosure is a valuable process for our organisation to engage in					
14	The open disclosure process will help me in my everyday practice					
Comments						