

OPEN DISCLOSURE

What is it?

"Good, professional, rights based Communication from providers to consumers"

"It is open and honest discussion with Consumers and families/whanau when something unexpected happens"

Why do it?

Right 6: Fully Informed
Revised Public Sector Standards
-Audit Requirements (July 09)

Not "*New*" but intended to provide a clear and consistent approach to open disclosure (right 6) and will from July 09 be monitored during Service Audits of the Health and Disability Standards.

Consumers want it/ it encourages trust and good relationships between consumers and providers

How do you do it?

- Have a plan
- Stick to the facts
- Update regularly and to a schedule
- Support your staff

"Open disclosure: a timely and transparent approach to communication with and supporting consumers when things go wrong. This includes a **factual explanation** of what happened, an **apology**, and **actions that deal with the actual and potential consequences**. An important aspect of open disclosure is explaining to consumers **how the incident has been reviewed and what systems will be put in place** to make sure similar incidences will not happen again"

Who does it?

The provider with overall responsibility for the consumer's care

Ideally someone who:

- Knows the consumer and is known by the consumer
- Is well briefed on the circumstances (can answer questions)
- Is sufficiently senior (relative to the adverse event)
- Has good interpersonal skills
- Is able to communicate in everyday language
- Will be around over the course of the process

When do you do it?

Unexpected harm to a consumer while receiving health or disability care or a near miss

As soon as possible after the event (hours not days)

Remember it is an ongoing process

What are the Goals?

Being Honest and Open

Consumer is Fully Informed

Improved Ongoing Care

Efficient, Productive Communication following an Adverse Event

Promoting Safer and Better Services for Everyone



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**NATIONWIDE HEALTH AND DISABILITY ADVOCACY
OPEN DISCLOSURE TRAINING RESOURCE**

Exercise one:

As this topic is subject to certification under the Health and Disability Standards there is an opportunity to involve your participants in the questions an auditor would ask.....

When to use it? Early in the session after you have introduced yourself and have briefly described the topic of today's session...What we are doing.

<p>1 Introduction A brief description of what you mean by open disclosure</p>	<p>– <i>Open disclosure: a timely and transparent approach to communicating with, and supporting consumers when things go wrong. This includes a factual explanation of what happened, an apology, and actions that deal with the actual and potential consequences. An important aspect of open disclosure is explaining to consumers how the incident has been reviewed and what systems will be put in place to make sure similar incidences will not happen again.</i></p>	
<p>Step 1</p>	<p>Imagine you have been asked to go into another rest home (or like facility) and check whether that facility practices open disclosure,</p> <ul style="list-style-type: none"> • What would you be looking for • How would you know the service practices open disclosure? <p>Think about for a moment or two...</p>	<p>Participants reflect on the question</p>
<p>Step 3</p>	<p>What have you come up with? Each is asked what is the key things they would be looking for?</p>	<p>Participants are asked to list what they have come up with <i>Write them up on a chart or white board</i></p>
<p>Step 4</p>	<p>You also pose some questions they could ask....</p> <ul style="list-style-type: none"> • There is a policy? • Staff know the policy? • What training have they had? • Examples of how they have practiced it when the unexpected happened (or didn't) 	
<p>Finally</p>	<p>How about we come back to this at the end of the session...you may have more to add...also how would you respond if your colleagues down the road came visiting and were asking you the same questions?</p>	<p>Put the chart aside</p>