

# National Open Disclosure Programme Newsletter December 2023

Dear Colleagues, As we approach Christmas time and the end of another year I want to take this opportunity to thank you all sincerely for your continued support throughout the year and for the significant work that has been undertaken across services in the implementation of the HSE Open Disclosure Policy and programme. A particular thank you to our Open Disclosure Leads and Trainers across the system who work so hard in supporting services in this work. We are currently on track to reach our training target for 2023.

On behalf of Lorraine Schwanberg (AND) and the team in the National Open Disclosure Office I would like to wish you all a very happy, healthy and peaceful Christmas period with your families and best wishes to you all for 2024. Merry Christmas and kind regards, Angela



## Issue 13 / December 2023



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

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

The Patient Safety Act was signed into law by the President on 02 May 2023.– the commencement date for the Act has not yet been confirmed but it is anticipated to be Quarter 2 next year. (Access the Act [here](#).)

As part of the HSE's preparation for the commencement of the 2023 Act, the HSE Patient Safety Act Implementation Work Group was established by the Chief Clinical Officer. This group is tasked with developing an implementation plan for the Act across HSE and HSE-funded services. The development of the implementation plan will consider the full implications of the 2023 Act. The group's membership draws from stakeholders across the health and social care system and includes patient-representatives and advocates; subject matter experts and clinicians; representatives from the Department of Health and legal representatives.

5 work streams focusing on various components of the Act have been established also as follows – NIMS, OD/Incident Management, Notifiable Incidents, Screening, Clinical Audit. A number of legal clarifications have also been submitted to the DOH. We will be issuing monthly updates from the PSA Implementation Group from January onwards and publishing this on the HSE website.



[Access the National Open Disclosure Framework \(2023\)](#)

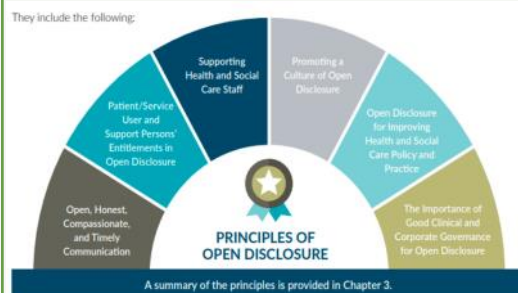
## Department Of Health — National Open Disclosure Framework

The National Open Disclosure Framework was developed by the National Patient Safety Office in the Department of Health and informed by recommendations from the Independent Patient Safety Council. It was launched at the NPSO Patient Safety Conference on 19th October, 2023.

### Aim of the Framework:

1. 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.
2. to further embed a culture of openness and transparency across the entirety of health and social care services and in the practice of all health and social care professionals.

### Chapter 3 - sets out the Principles of Open Disclosure



- (1) Open, honest, compassionate and timely communication,
- (2) Patient/service user and support person's entitlement in open disclosure;
- (3) Supporting health and social care staff,
- (4) Promoting a culture of open disclosure
- (5) Open disclosure for improving policy and practise in health and social care
- (6) Clinical and corporate governance for open disclosure

**Chapter 4** - sets out guidance for Health Service Providers on the management of the Open Disclosure process

**Chapter 5** - sets out the requirements for Open Disclosure in Practice for Non-Health Service Providers e.g. regulators, training and education bodies, clinical placement sites, undergraduate and postgraduate education programmes and placements.

**Chapter 6** - outlines the key Drivers for Change including:  
(i) Learning and continuous improvement,  
(ii) Communication, Engagement and Feedback,  
(iii) Leadership,  
(iv) Training and Development,  
(v) Open Disclosure **Champions**

**\* ACTION:** Clinical and managerial **champions** must be identified and appointed by health and social care service providers to lead and promote open disclosure policy, education, and training, and monitor practice.

**Chapter 7** - sets out the requirements for monitoring and evaluation of Open Disclosure, including a requirement for healthcare providers to submit an annual report to the Minister/DoH on:  
(a) OD policy implementation,  
(b) training programme,  
(c) staff support structures,  
(d) number of staff trained,  
(e) number of clinical/managerial champions,  
(f) number of OD events initiated and closed.

**This reporting requirement will commence in April 2025.**

### Questions or comments?

Email us at [OpenDisclosure.Office@hse.ie](mailto:OpenDisclosure.Office@hse.ie) Visit our website [www.hse.ie/opendisclosure](http://www.hse.ie/opendisclosure)

## Resources for demonstrating compliance and assurance

The National Open Disclosure Office, in collaboration with Performance Measurement Work Stream 2, have developed and piloted an Open Disclosure Implementation toolkit.

This toolkit has been designed to support services in the implementation of the HSE Open Disclosure Policy. It incorporates a change management approach to implementation and includes guidance on how to use the toolkit, an in-built quality improvement plan and guidance on annual reporting requirements.

The toolkit can be used as a working document to evidence compliance with HSE Open Disclosure Policy and can be accessed [here](#).

Thank you to our colleagues who were involved in the development and pilot of this toolkit.

## Role of the Designated Person

The role of the Designated Person (Key Contact Person) is embedded in Open Disclosure legislation, the National Open Disclosure Framework, HSE Open Disclosure Policy and HSE Incident Management Framework.

It is essential that patients, service users and their families are supported in the immediate aftermath of a patient safety event and during the incident review and Open Disclosure process. The Designated Person plays an important role in ensuring that they do not feel isolated and that their on-going support and communication needs are addressed.

Training on the role of the Designated person will be developed and rolled-out during 2024. This will include an e-learning module and face-to-face training.

**Action:** All services must identify staff who currently fulfil this role and ensure that they have access to the supports available. →

### Supports available for staff working in the role of the Designated Person:

- [The Role of the Designated Person](#)
- [Designated Person Checklist](#)
- [Webinar on the Role of the Designated Person in Incident management and Open Disclosure](#)

## NPSO Conference, 19 October 2023

Open Disclosure was the predominant topic at the DoH National Patient Safety Conference held in Dublin Castle on 19 October 2023. The day included a presentation and launch of the Framework and a panel discussion on Open Disclosure developments in the HSE and HSE funded services.



Some of our Open Disclosure Leads at the NPSO conference, 19/10/23

## Open Disclosure Training 2023

We would like to thank you all sincerely for your continued support in 2023 in promoting Open Disclosure training in your services.

We are currently on track to achieve the 30% annual target for the uptake of e-learning Module 1.

In addition, 2023 training data has demonstrated a significant increase in the roll out and uptake of Open Disclosure face-to-face Skills Workshops. A detailed end of year 2023 training report will issue at the end of January 2024.

For more information on mandatory training requirements click [here](#).

## 2024 Webinar Series - A date for your diary

We are delighted to confirm that our webinar series will continue in 2024. We would love to hear from you if you have any suggestions for topics for the 2024 series. Our first webinar will focus on Restorative Practice.

- Topic:** What does Restorative Practice in healthcare look like?
- Date:** 17 January 2024, 11am–12.30pm
- Facilitators:** Catherine O'Connell, Maynooth University  
Dr Treasa Kenny, Maynooth University

## Open Disclosure Webinar Series in Q4 2023

The National Open Disclosure Office facilitated two webinars in Q4.

- **"Learn Together - Patient Involvement in the Incident Management Process"** Presenter: **Dr. Jane O Hara**, Professor of Healthcare & Safety, Learn Together, UK
- **"The Role of the Designated Person in Incident Management and Open Disclosure"**. Presenters: **Catherine Hand**, Trainer and Educator, Open Disclosure Office; **Liz Barry**, Patient Advocacy Liaison Manager, UHLG; **Gary Watkins**, Quality and Risk Manager, St John of Gods; **Brenda Ryan**, Head of Client Services, National Screening Services; **Georgina Cruise**, National Manager of the Patient Advocacy Service.



Scan the QR code to access webinar link to join on the day or to listen back to previous webinars



## Your Webinar Feedback

*The personal experience shared by the family member was really good as it helped to understand their perception and expectations.*

*Topic was presented with great empathy for the topic being covered. Really thought provoking and inspiring.*

*Presenters came across very knowledgeable and very engaging. The role of Designated Person clearly explained. Up to date with recent changes.*

Questions or comments?

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## Performance Measurement Work Stream 3 - Measurement of Patient Experience

The objective of this work stream is the development of a Patient Experience Survey or other assessment tool to measure the patient/relevant persons' experience of the open disclosure process. This work is being undertaken in collaboration with Dr Aoife de Bruin, UCD.

Recruitment of healthcare staff, patient advocates and patients for the interview stage of this study is now complete and interviews of participants are being finalised. The next stage of this study will involve setting up a co-design workshop early in 2024 to inform the design of the patient experience tool.

Thank you to everyone across services who promoted this important research study—we greatly appreciate your support.



## Open Disclosure Themed Week

We wish to thank you sincerely for all your support leading up to and during Open Disclosure Themed in October.

The response across the system was amazing in terms of the efforts made by you all to promote the importance of Open Disclosure. Services and people were so creative in the ways they chose to promote open disclosure throughout the week.

The picture below capture some of the promotional events. It was great for our team to be out and about and to be able support some of you in your work. We know how busy you all are and we really appreciate all of the work that you do to promote this important policy and programme. Please see below some links to videos that were developed for this week.

Listen Back to messages shared on Social Media during the Open Disclosure Themed Week



Bernard Gloster, CEO HSE  
Listen [here](#)



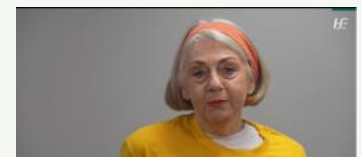
Dr Colum Henry, CCO HSE  
Listen [Link](#) here



Tibbs Pereira, PFPSI, Listen [here](#)



Anne Kelly, PFPSI, Listen [here](#)



Katie Verling, PFPSI, Listen [here](#)



HSE Mid West



Mater Hospital



National Screening Service Promotions and Patient Story



PFPSI, Bernadette O Reilly and Stephen Teap, Listen [here](#).



Training and promotions in Community Healthcare West



Training and promotions at Beaumont Hospital



South East Community Healthcare



University Hospital Waterford



Sligo University Hospital



Community Healthcare East

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NATIONAL  
OPEN DISCLOSURE  
PROGRAMME



An Stiúthóireacht um Ardchaighdeán  
agus Sábháilteacht Othar  
Oifig an PhríomhFhoghlaim

National Quality and  
Patient Safety Directorate  
Office of the Chief Clinical Officer

## Open Disclosure Themed Week



Open Disclosure Week  
2023  
2nd - 8th October 2023

Royal Victoria Eye and Ear Hospital IEHG

Cork/Kerry Community Healthcare

CHO Dublin North City & County



National Screening  
Service

University Limerick HG

Letterkenny  
University Hospital

Clonskeagh NU

Community  
Healthcare CDLMS



LOL Drogheda

Tallaght Hospital

Wexford Hospital

Naas Hospital

Galway University Hospital

A number of initiatives took place to highlight the importance of Open Disclosure for patients and service-users, their support persons and caregivers - all of whom have a crucial role to play in open disclosure and in improving patient safety.



Dublin Midlands Hospital Group

Mayo University Hospital

Milford Care Centre

*Merry Christmas and a Prosperous New Year!*

Questions or comments?

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