

National Open Disclosure Programme Newsletter July 2024

Dear Colleagues and Friends, in this newsletter we bring you some updates on the Patient Safety Act and importantly highlight resources available that will support patients/service users, their relatives and staff following an incident. Offering support and helping others is one of our biggest motivations in healthcare. That must of course include supporting colleagues and peers.

We have been busy meeting staff and presenting on the Patient Safety Act over the last few months. It has been extremely helpful to listen to colleagues talk about potential challenges and the positives of the Act. One message has been loud and clear: "This is not new, we have been doing open disclosure for many years." The fact that open disclosure, as we now know it, is not new, is thanks to some of our dear colleagues who have sadly left us over the last while. We want to take this opportunity to bid them a fond farewell— Angela, Catherine and Sandra—thank you.

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 by the Department of Health but it may be as soon as September of this year (Access the Act [here](#).)

As part of the HSE's preparation for the commencement of the 2023 Act, work of the HSE Patient Safety Act Implementation Working Group is ongoing. Some of the key pieces of work underway are:

- The delivery of a Notifiable Incident reporting form on NIMS, in collaboration with the DOH, HIQA, MHC and the State Claims Agency;
- The development of an e-learning programme on the Act to support all health and social care staff with implementation, and
- The updating of guidance documents, resources and policies.

The National Incident Management System (NIMS) and Open Disclosure updates:

- 1) Staff will be able to record if open disclosure took place at the time of reporting the incident on the electronic NIMS record, including the date.
- 2) Staff will be able to log if the open disclosure meeting has taken place; whether this has been followed-up in writing, and whether the review report was shared for Category 1 and Category 2 patient safety incidents and notifiable incidents described in the Patient Safety Act.
- 3) The functionality has been built to report notifiable incidents to the relevant regulator using NIMS. Private providers will report via a portal on the relevant regulator's website page.

We are very grateful for all our HSE colleagues who have tested the updates and provided invaluable feedback. We are in the final stages of this project and await commencement of the Act for these changes to go live. Thank you!

Have you decided in your health service who is going to report a notifiable incident to the regulator on NIMS if one occurs? Do they have access to the system? If not contact NIMS@hse.ie. Who will be the point of contact for the regulator in your organisation if they want to follow-up with you? Are you ready for the Act?

Supporting Implementation of the Patient Safety Act (PSA)

PSA Presentations

Open disclosure staff have been out visiting services across the healthcare system providing presentations on the detail of the Act. A total of 30 presentations have been delivered, to over 750 attendees. More site visits are planned so get in touch if we have not visited you yet! At these events, staff have been engaging in valuable discussion on the Notifiable Incidents listed in the Patient Safety Act. **Would you recognise a Notifiable Incident? Are you ready for the Act?**

Questions or comments?

Email us at OpenDisclosure.Office@hse.ie Visit our website www.hse.ie/opendisclosure

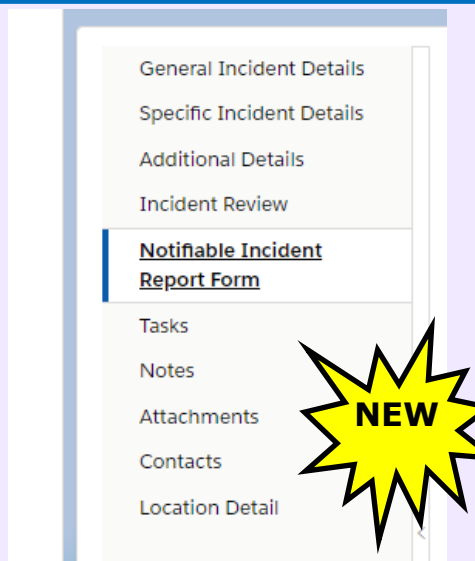
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For the Act?

! Consultation !

The **HSE Open Disclosure Policy** has been updated following learning from experiences around open disclosure and national developments such as the Patient Safety Act and National Open Disclosure Framework. We welcome your feedback. Consultation will open imminently!



General Incident Details
Specific Incident Details
Additional Details
Incident Review
Notifiable Incident Report Form
Tasks
Notes
Attachments
Contacts
Location Detail

NEW

The Role of the Designated Person—E-Learning now available on HSeLanD!

An e-learning programme has been launched on [HSeLanD](#) to support the Designated Person in their role. It has been designed to provide clear guidance on legislation, policy, practice and the importance of self-care as it applies to incident management and open disclosure

The role of the Designated Person is essential to support patients / service users / families who have suffered harm, ensuring that they do not feel isolated and that their support and communication needs are met. The importance of this role is highlighted in the HSE Open Disclosure Policy and is a legal requirement of the Patient Safety Act.

Who is the Designated Person in your service? Are you ready for the Act?



OPEN DISCLOSURE THEMED WEEK

This year the National Open Disclosure Programme is planning to host Open Disclosure Themed Week from:

7th October—13th October 2024

We very much appreciate your ongoing support in promoting open disclosure and we look forward to working with you on and during the Open Disclosure Themed Week. More information to follow, and please reach out to us at opendisclosure.office@hse.ie to discuss your ideas and how we might assist you.

Supporting Staff following Patient Safety Incidents

A key theme from our Q2 webinars is the importance of supporting and caring for staff following patient safety incidents, and supports available. It is important that all staff involved in, or affected by these incidents can access immediate and on-going practical and emotional support.

The HSE Employee Assistance Programme (EAP) is a work-based support service for staff and the organisation. This is a free confidential independent service. More details, including contact details can be accessed by clicking [here](#).

Additional supports are also available, click [here](#) to access a full list of support services and resources available for staff.



2024 Webinar Series - A date for your diary

The next webinar in the series is;

Topic: Patient Safety (Notifiable Incidents and Open Disclosure) Act, 2023 - with focus on the Notifiable Incidents

Date: Wednesday 14th August 2024, 11am—12.30pm

Link: Click [here](#) to access webinar on the day or scan the QR code 



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

Open Disclosure Webinar Series in Q2 2024

LISTEN BACK

15 May 2024: **"Caring for staff after a serious incident in healthcare delivery: Second Victim or Second Casualty"** presented by **Professor Eva Doherty**, Director of Human Factors in Patient Safety, RCSI.

12 June 2024: **"HSE EAP Supports for Staff Following Patient Safety Incidents"** presented by **Morgan Lucey**, HSE Workplace Health & Wellbeing Unit.

Questions or comments?

Email us at OpenDisclosure.Office@hse.ie Visit our website www.hse.ie/opendisclosure

YTD Training Compliance for Module 1 for HSE & HSE Funded Services

(Year Target: 30%)



NEW HEALTH REGIONS

The National OD Office will continue to support services as we transition and adjust to the new Regional Health Areas. **Open Disclosure Leads** are available in services also should you have any open disclosure related queries.

Your Webinar Feedback

"Very good to know personally and for colleagues all that is available to us in the HSE and the circumstances you can access the services."

"Eva Doherty is an inspiration to listen to. Her approach is always so practical, realistic, honest and equally patient and staff focused."

"Excellent presentations that enriched our knowledge and guided us for safer practice"