

QUALITY MANAGEMENT		RISK		ST KILDA DAY HOSPITAL
		High		
		Med	X	
		Low		QMS POLICY NO : 11
POLICY TITLE:		Open Disclosure		
POLICY PURPOSE		Establish a framework for communicating with patients and their support person after an incident. Ensure that communication with, and support for, affected patients and their support person, occurs in an empathetic and timely manner.		
DISTRIBUTION		All staff		
PROTOCOL		In the event of an adverse event, the open disclosure policy is put into place		
Raise a QSIR for any Breakdown in Policy, Process, Issue, Incident or suggestion to improve				
POLICY STATEMENT		<p>Open Disclosure is the process of providing an open, consistent approach to communicating with the patient and their support person following a patient related incident. This includes expressing regret for what has happened, keeping the patient informed, and providing feedback on investigations, including the steps taken to prevent a similar incident occurring in the future. It is also about changing systems in order to improve patient safety. SDH will provide an environment in which staff recognise and openly discuss incidents with patients and their support person.</p> <p>Staff will be supported to acknowledge when an incident has occurred and to initiate the open disclosure process with the patient and their support person.</p> <p><i>Staff are required to complete an online open disclosure module upon commencement of employment.</i></p> <p>Principles for Open Disclosure</p> <p>Openness and timeliness of communication</p> <ul style="list-style-type: none"> • Acknowledgement of the incident • Expression of regret/apology • Recognition of the reasonable expectations of the patient and their support person • Staff need for support • Confidentiality. 		
RELATED POLICIES		..\Forms Register\43. Open Disclosure Checklist & plan.doc		
STANDARDS AND REFERENCES		ISO 9001 NSQHS 2011 Open Disclosure for Victorian Health Services Guidebook		

Approved By:	Director of Nursing	Version	1.1	Page 1 of 2
File Path:	Quality Management System/Quality Management			

DOCUMENT CONTROL

Version 1.0	Policy Approved & Implemented	July 2012
Version 1.1	Policy updated	July 2016