

# National Open Disclosure Programme Newsletter December 2021



NATIONAL  
OPEN DISCLOSURE  
PROGRAMME



An Stúirthóireacht um Ardchaidheán  
agus Sábháilteacht Othar  
Oifig an Fhionnholáigigh Cliniciúil

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

## WELCOME

Dear Colleagues,

Thank you for your continued support for the National Open Disclosure Programme. We appreciate your promotion of Open Disclosure Training in your service, attendance at Open Disclosure webinars and welcome your suggestions for the webinar series next year. We look forward to rolling out the new Skills Workshop in 2022 and to meeting and continuing to support you in implementing the Open Disclosure Programme in your service.

This has been a very challenging year for healthcare workers so we hope that you have an opportunity to enjoy some relaxation over the holidays. Wishing you and your families a very happy, healthy and peaceful Christmas and looking forward to working with you all in 2022.

Do keep safe! With warm regards,

**The National Open Disclosure Team**

*Merry Christmas*

## **\*\*HSeLand E-Learning Module 1 and Module 2\*\***

Completion of Module 1 meets the mandatory three-yearly training requirement for every staff member. Module 2 is aimed at staff involved in the open disclosure process.

Module 1: **"Communicating Effectively through Open Disclosure"**

Module 2: **"Open Disclosure: Applying Principles to Practice"**

CPD points are available for both modules. Click [here](#) to access HSeLand

## **Open Disclosure Face-to-Face Pilot Programme**

The face-to-face skills workshop aims to equip staff who are involved in the open disclosure process with the skills required. The programme aims to build the capacity of healthcare staff to prepare for and manage open disclosure meetings with patients/service users and their relevant person following a patient safety incident. It specifically aims to equip staff with the skills to communicate well with affected persons. This module is completed after Open Disclosure e-learning Modules 1 and 2.

Pilot workshops were completed with thanks to staff in Sligo University Hospital and CHO Area 1. Over 80 healthcare staff participated including Medical, Nursing, Quality and Risk, Allied Health Services and Patient Representatives. The Train the Trainer programme has also been revised using a blended learning approach to support the new skills based face-to-face workshop. Roll out of the new face-to-face training will be coordinated by the National Open Disclosure Office with OD leads in services in 2022.

**Feedback comments include:** "Role-play provided an opportunity to learn from colleagues", "very interactive and opportunity for open discussion" and "thoroughly enjoyed the training. Looking forward to delivering the workshops"

## Issue 5: 16th December 2021



**The National Open Disclosure Team**  
L-R Top: Angela Tysall, Kelly McDyer  
L-R Bottom: Mary Friel, Catherine Hand



**Questions or comments? Email us at [OpenDisclosure.Office@hse.ie](mailto:OpenDisclosure.Office@hse.ie)  
Visit our website [www.hse.ie/opensdisclosure](http://www.hse.ie/opensdisclosure)**

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An Stúirthóireacht um Ardchaighdeán  
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## Update on National Open Disclosure Policy

We again wish to extend a sincere **Thank You** to all those who returned feedback during the consultation process of the draft revision of the national Open Disclosure Policy. Feedback was received across a range of services including patient representatives and representatives from CHO Areas, Acute Services, National QPS, Health & Wellbeing, Advocacy Services, ONMSD, Tusla, National Screening Services, The Medical Council, The Medical Protection Society, Irish Hospice Foundation, CORU, Irish Hospital Consultant's Association, State Claims Agency, Irish Cancer Society, RCPI and RCSI. We are now reviewing and collating all feedback received. We will soon be issuing the final draft policy for approval. We will keep you informed of the progress of the policy and we look forward to sharing it with you.

## Current Status on Legislation

The Patient Safety Bill remains a priority for the Minister of Health. If you wish to follow progress of this Bill you can do so on the Oireachtas website by clicking [here](#).

## Webinars

The National Office have ran the following webinars in Q3 2021:

- **"Making Difficult Conversations Easier"** presented by Prof Eva Doherty, RCSI
- **"The Role of the Designated Person in Supporting Patients and their Families"** presented by Josephine Griffin and Catherine Hand, HSE
- **"Implications for Open Disclosure in Mental Health Services"**, presented by Gary Watkins, SJOGCS

A massive thanks to our presenters and attendees for making the webinars for informative and engaging. We are working on our webinar schedule for 2022, so don't forget to send on any suggestions to our office! We would love to hear from you. Visit our website [here](#) to access recordings and presentations of these webinars and others.

## Uptake of E-Learning Programmes

- **E-Learning Module 1 "Communicating Effectively through Open Disclosure"** - completions for Module 1 since launch date on 6th April 2020 is now at over **68,100 completions!**
- **E-Learning Module 2 "Open Disclosure: Applying Principles to Practice"** - total completions for Module 2 since launch date on 30th April 2021 is **7,436!**

Watch out for our quarterly training reports for a further breakdown of open disclosure training statistics, which is sent out to all services. Please remember to ensure your service and location details on HSEland are correct and up to date, as this will impact the accuracy of our report and training uptake for your service. **Thank you all for the support and promotion of both of these e-learning modules!**

## Staff Support

Remember if you need any assistance please contact:

**EAP National Phone Line: 0818 327 327**

Questions or comments? Email us at [OpenDisclosure.Office@hse.ie](mailto:OpenDisclosure.Office@hse.ie)

## CONTACT OUR TEAM

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## Webinar Feedback

*"Good practical skills regarding ASSIST ME Model which can be applied to work scenarios as required. Good additional resource links provided."*

*"Really engaging speaker who made the webinar as interactive as possible with various presentation forums. Really relative and applicable information to your daily work routine. Overall an excellent webinar"*

*"Excellent case studies to demonstrate how OD policy implemented. Staff support very evident throughout the presentation."*

## Holiday Self-Care Tips



Make space for messy feelings like grief.



Learn to say no without feeling guilty.

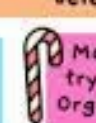
Create your own holiday traditions.



Keep your stress levels in check. It's okay to step back or delegate.

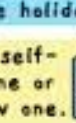


Set realistic expectations for yourself and the holiday.



Make a plan and try to stick to it. Organization is key.

Keep your self-care routine or begin a new one.



Give yourself permission to let it be a normal day.

BlessingManifesting