

National Open Disclosure Programme Newsletter April 2022



**Issue 6:
29th April 2022**



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



Open Disclosure Team and Representatives from the Face to Face Pilot Working Group from Sligo University Hospital

L-R Back: Ms Catherine Hand, Mr John Kelly, Prof Catherine Mc Hugh, Dr Aine Mitchell

L-R Front: Ms Teresa Donnelly, Ms Moya Wilson, Ms Angela Tysall

WELCOME

Dear Colleagues, Welcome to our first Newsletter for 2022. Our work in the first quarter of this year has been focused on the establishment of various work streams to work on the development of a performance measurement programme for Open Disclosure which we see as critical in relation to providing assurance on policy compliance, measuring patient experience and developing a mechanism to collect and report on data relating to the mandatory OD provisions in the pending Patient Safety Bill. We are also excited to be rolling out our new skills based face to face workshops and associated revised Train the Trainer Programme. Thanking you all for your continued support for our programme and for your work on implementing this policy and programme in your services. With best wishes,

Angela Tysall

Open Disclosure Face to Face Programme

The National Open Disclosure Office is continuing work on the roll out of the **new skills based face-to-face workshop**, which is a natural follow on from and compliments the theoretical components provided in Module 1 and Module 2 of the online programmes. This workshop is aimed at all staff who are involved in open disclosure discussions with patients and their families. Workshops have been held for staff in CHOs (1, 2, 3, 6, 7 and 9); Sligo University Hospital; Mayo University Hospital and University Limerick Hospital Group. The revised **Train the Trainer programme** developed to support the new workshop is progressing well, with the facilitation of 3 virtual half day workshops and 4 full day face to face workshops.

We wish to thank sincerely all these services who have invited the National Team to deliver training in their area and we look forward to continuing to engage with other services in the coming months.

If you are an **Open Disclosure Trainer** and wish to continue to deliver training in your service, please contact the Open Disclosure Lead for your area to organise further training. Click [here](#) for details of Open Disclosure Leads.

Please contact the National Open Disclosure Office if you wish to discuss any aspect of training.

Open Disclosure Mandatory Training Requirement

Open disclosure training is mandatory for all staff working in HSE and in HSE funded services with refresher training required every 3 years.

All staff must complete Open Disclosure e-learning Module 1 **"Communicating Effectively through Open Disclosure"** which is available on HSeLanD.

Staff who may be involved in formal open disclosure meetings e.g. senior managers, medical staff, QPS staff and staff fulfilling the role of the Designated Person must also complete E-learning Module 2 **"Open Disclosure: Applying Principles to Practice"** and Module 3 Face to Face Skills workshop on the management of the open disclosure process.

**Questions or comments? Email us at OpenDisclosure.Office@hse.ie
Visit our website www.hse.ie/opendisclosure**

National Open Disclosure Programme Newsletter April 2022



An Stúirthóireacht um Ardchaidheáin
agus Sábháilteacht Othar
Oifig an Phríomhollígh Cúisliú

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



NATIONAL
OPEN DISCLOSURE
PROGRAMME

Update on National Open Disclosure Policy

We have been actively working on reviewing all the feedback received during the consultation process of the draft revision of the National Open Disclosure Policy. The new Draft Policy is now being finalized and will be presented to the National Open Disclosure Steering Committee for approval. We will keep you informed of the progress of the policy and we look forward to sharing it with you. The expected launch of this policy is Q3 of 2022.

Current Status on Legislation

The Patient Safety Bill was discussed and passed Committee Stage at the Health Committee on 10th March 2022. This legislation remains a priority for the Minister for 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 facilitated the following webinars in Q1 2022:

- **"The Role of Advocacy Services in Supporting Open Disclosure"** presented by Lisa Walsh, Patient Advocacy Service and Laura Dowling, National Advocacy Service
- **"Preparing for Important Conversations (HSE National Healthcare Communication Programme)"** presented by Wini Ryan and Prof Peter Gillen

For more information and resources on the National Healthcare Communication Programme visit the website www.hse.ie/nhcprogramme

Again a big thank you to our presenters and attendees for making the webinars so informative and engaging. We are working on our webinar schedule for the remainder of 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.

Open Disclosure Performance Measurement

Work has now commenced on a Performance Measurement Programme for Open Disclosure. 4 work streams have been established with membership from across internal and external services, patient representatives and patient advocacy services. An oversight committee has also been established to support and oversee the work of each work stream. The work streams are as follows:

1. Development of a KPI for Open Disclosure for the HSE Service Plan
2. The development and implementation of Open Disclosure Policy Compliance
3. The measurement of patient experience in relation to open disclosure
4. The uptake of open disclosure training

We will keep you informed of progress as this programme develops and wish to thank representatives from services who have committed to being involved.

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
Visit our website www.hse.ie/opendisclosure

Next Webinar

**18th
May at
11am**

**Open
Disclosure:
focusing on
GDPR**

Open Disclosure -

**It is the right thing to
do & it is important to
do it right!**

Webinar Feedback

"Excellent speakers. The case scenarios and videos brought the role of advocates to life and brought reality to the importance of the role of advocacy services."

"Hearing the voice of people who have used the service is powerful testament to the value of the service and quality of the service. Thank you"

"This was an excellent overview of NHCP communication skills; the what to do and equally as importantly, what not to do. I loved the inclusion of the posters to illustrate the concepts. Really worthwhile taking an hour + off to listen to this webinar. And I will listen again to the recording."

CONTACT OUR TEAM

Angela Tysall, Programme Lead

✉ Angela.Tysall@hse.ie

Catherine Hand, Trainer & Educator

✉ CatherineL.Hand@hse.ie

Mary Friel, Trainer & Educator

✉ MaryF.Friel@hse.ie

Kelly McDyer, Office Administrator

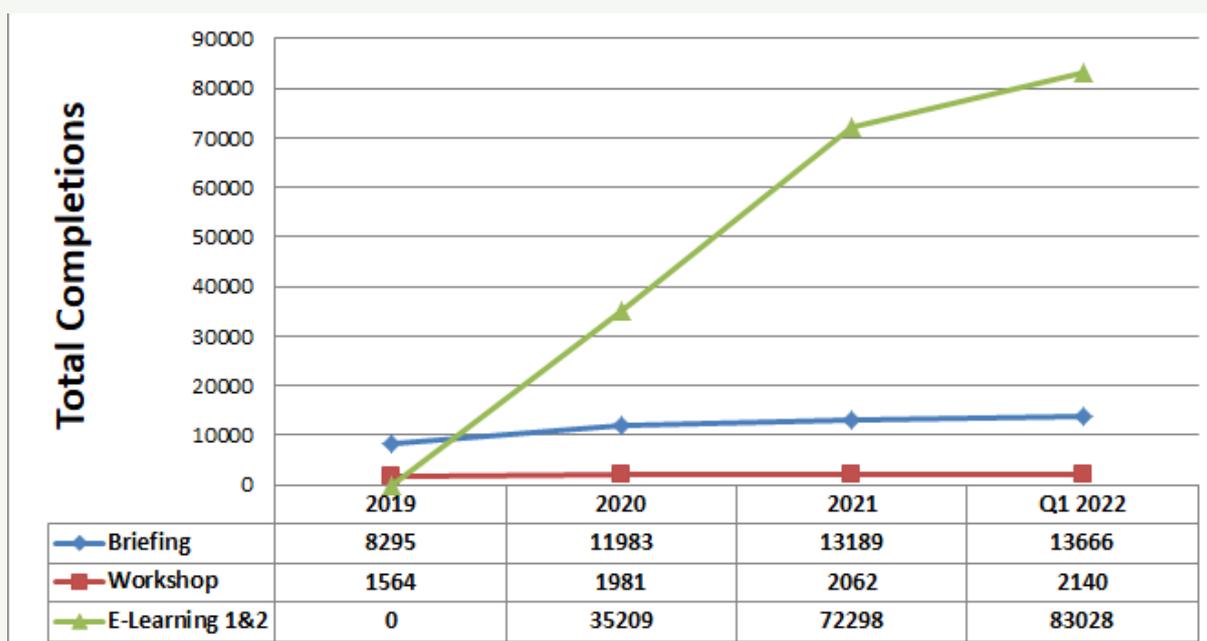
✉ Kelly.McDyer@hse.ie

Update on National Open Disclosure Training Programme

We are pleased to provide you with an overview of open disclosure training statistics for Q1 2022. The data for these statistics is generated through the National Open Disclosure Training Database and HSELand. Data in relation to staff that have completed face to face training is logged onto the National Open Disclosure Training Database by the open disclosure trainer. Data in relation to staff that have completed online training is generated through a report run on HSELand.

This report can be used as a guide to inform services of training data available to the National Open Disclosure Office. The accuracy of the statistics run for different organisations is dependent on the correct data being entered on the system. For assurance purposes and to identify gaps in training it is essential that individual services / organisations can ensure that their staff are compliant in meeting mandatory open disclosure training requirements by accurately maintaining training records at a local level.

Cumulative Number of Staff trained on Open Disclosure since 2019



Open Disclosure Refresher training is required every 3 years for all staff. This chart looks at the cumulative number of staff trained in Open Disclosure since the start of 2019.

Number of staff trained on Open Disclosure grew from a total of 9,859 (end of year 2019) to **98,834** (as at 31st March 2022).

This is a rolling cumulative total

In Q1 2022, **11,285** staff engaged in Open Disclosure Training, completed through e-learning or face to face training. For further information on relevant training available please click [here](#).

Overall Summary of E-Learning Module 1 & Module 2 Completions

Total Completions Q1 2022

In Q1 2022 there was a total of **8,114** completions of e-learning module 1.

In Q1 2022 there was a total of **2,616** completions of e-learning module 2.

Total Completions to date

Overall total completions of Module 1 since launch date up to 31st March 2022 are **74,088**.

Overall total completions of Module 2 since launch date up to 31st March 2022 are **8,940**.

Based on a headcount figure of 153,282 this is a **48.3% uptake of the mandatory open disclosure e-learning programme (E-Learning Module 1)** across the HSE & HSE funded services.

Average Uptake of Mandatory Open Disclosure Training (E-learning Module 1) since launch date (April 2020)

CHO Average Uptake Rate: 50%

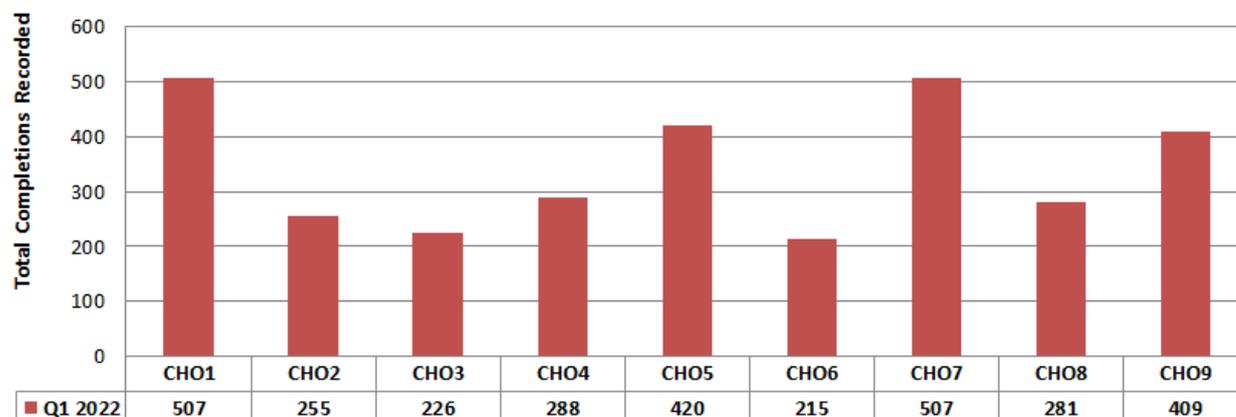
Hospital Group Average Uptake Rate: 34.8%

National Open Disclosure Programme Newsletter April 2022



CHO Area – Training completion 01/01/2022 – 31/03/2022

2022 Q1 Training Completion CHO Areas



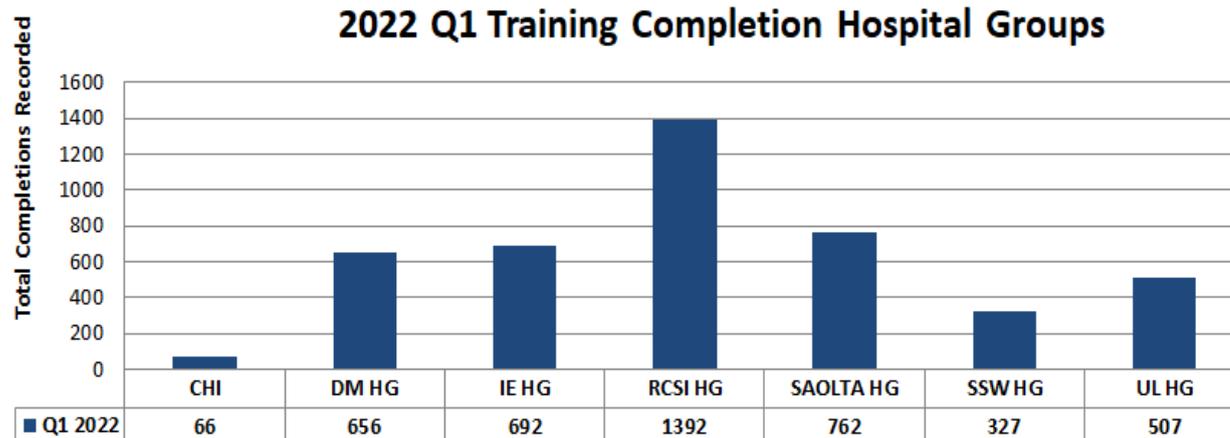
This chart displays total attendees who participated in open disclosure training for each CHO Area in Q1 2022. The majority of training for all CHO areas was through completion of the e-Learning modules.

In total, 3108 staff across all CHO areas completed Open Disclosure Training in Q1 2022.

Based on a headcount figure of 45,601 this is a **6.8%** uptake of all open disclosure training across CHO Areas in Q1 2022.

Hospital Group – Training completion 01/01/2022 – 31/03/2022

2022 Q1 Training Completion Hospital Groups



This chart displays total attendees who participated in open disclosure training for each Hospital Group in Q1 2022. The majority of training for all Hospital Groups was through completion of the e-Learning modules.

In total, 4402 staff across all Hospital Groups completed Open Disclosure Training in Q1 2022.

Based on a headcount figure of 77,578 this is a **5.7%** uptake of all open disclosure training across Hospital Groups in Q1 2022.

Other Training Data Available for Q1 2022:

National Ambulance Service = 81 completions

Federation of Voluntary Bodies = 1204 completions

Open Disclosure Train the Trainer = 13 new Trainers

Corporate Training delivered by the National Open Disclosure Team = 211 attendees

671 attendees at our 2 webinar programmes delivered during Q1 2022

A sincere **Thank You** to all our Open Disclosure Trainers and Leads for the support in rolling out and implementing the National Open Disclosure Training Programme. Should you require support with training roll out in your area, please contact your Open Disclosure Lead (details of Open Disclosure Leads can be got [here](#)) or by contacting our office (OpenDisclosure.Office@hse.ie).