# Purpose

# To ensure that the open disclosure process will occur in the event that things go wrong, the patient and their family will be provided with information about what happened in a timely, open and honest manner.

# Process

In the event that an adverse event has occurred or something has gone wrong, the open disclosure process will be initiated. . The patient and their family will receive an apology or expression of regret for any harm that has resulted from an adverse event as early as possible. An apology or expression of regret will contain the words ‘I am sorry’ or ‘we are sorry’ but will not contain speculative statements, admission of liability or blame. Communication will occur in an honest and timely manner

The patient and their family can expect to be:

* Fully informed of the facts surrounding an adverse event, including the known facts and consequences of the adverse evet
* Treated with empathy, respect and consideration
* Supported in a manner appropriate to their needs
* Be provided with information in a timely matter
* Have an opportunity to tell the clinicians their story about the adverse event to explain their views on what happened and ask questions.

All staff are required to complete open disclosure education. Staff are encouraged to recognise and report any adverse events and are supported through the open disclosure process.

An open disclosure plan should be agreed upon and recorded in writing which outlines what the patient and their family hopes to achieve from the process and any questions they would like answered. A written account of any open disclosure meetings should be provided to the patent and their family. The patient and their family should be told the name and the role of everyone who attends the meetings and should be informed of any further reviews, the proposed process and the expected time frame.

An offer of support to the patient and their family should include:

* Information about how to take the matter further
* Assurance that the necessary follow-up care or investigation will be prompt and efficient
* Contact details for services they may need to access
* Ongoing support which may include reimbursement of out of pocket costs as a result from the adverse event.

See table 1 and 2 attached regarding incident responses from Open Disclosure Australian Framework

**Related Policies and Forms**

Open disclosure checklist and plan

Open disclosure patient questionnaire

# Legislation, Standards and References

* Standard 1 National Safety and Quality Health Service Standards, Australian Commission for Safety and Quality Version 2
* Australian Open Disclosure Framework 2014
* Australian Commission on Quality & Safety