

TOOL 15 - Patient/consumer, family, carer and/or support person evaluation survey

July 2016

This survey has been developed to enable feedback from patients, families their carers about the open disclosure process. The aim of this survey is to improve the open disclosure experience for people involved in an incident that resulted in harm to a patient while receiving health care – this includes patients, their family and carers as well as health service staff.

This survey is about your experience with open disclosure. When completing the survey, please reflect on your experience either as a patient or as a family member, friend or carer.

You can request that this survey be conducted as a face-to-face interview.

Terms used in the survey: To help you complete the survey, the following terms are used:

Harmful incident	An incident that led to patient harm. Such incidents can either be part of the healthcare process, or occur in the healthcare setting (i.e. while the patient is admitted to, or in the care of, a health service organisation). Note: This term is used interchangeably with 'adverse event'.
Staff	Anyone working within a health service organisation, including self-employed professionals such as visiting medical officers.
Open disclosure	An open discussion with a patient about an incident(s) that occurred to that patient while they were receiving health care. The elements of open disclosure are an expression of regret (including the word sorry), a factual explanation of what happened, an opportunity for the patient to relate their experience, and an explanation of the steps being taken to manage the event and prevent recurrence. Open disclosure is a discussion and an exchange of information that may take place over several meetings.
Support person	An individual who has a relationship with the patient. References to 'support person' in this document can include: > family members/next of kin > carers > friends, a partner or other person who cares for the patient > guardians or substitute decision makers > social workers or religious representatives > where available, trained patient advocates. References to support person should be read with the words, 'where appropriate'.

All responses will remain confidential.

Survey Questions

1. I am a (please tick **all relevant** answers)

- Patient
- Relative of the patient
- Friend of the patient
- Carer of the patient
- Support person
- Other

2. Date of the incident that resulted in harm _____

3. Where did the incident occur?

- Hospital/Health Service
- Other _____

4. On a scale from 1-10 (**1** being **least serious** and **10** the **most serious**) how serious were the effects of the harmful incident?

No effects		Mild effects		Moderate effects			Severe effects		
1	2	3	4	5	6	7	8	9	10

5. When were you first told about the harmful incident? (Please tick **one**)

- Within 48 hours
- 1-2 weeks
- Within 1 month
- More than 1 month
- I was not told about the unexpected event

6. Was this timeframe acceptable for initial contact? (Please tick **one**)

- Yes
- No – it was too early
- No – it was too late
- Unsure

7. I had one or more planned open disclosure meetings about the harmful incident (please tick **one**)

- Yes
- No

If you did **not** have any open disclosure meetings, do not answer the other questions. Thank you for your time.

If you **did participate** in open disclosure meetings, please continue to the next question.

8. Were you informed about the plan to commence open disclosure? (Please tick **one**)

- Yes
- No

9. How long after the harmful incident did the first planned open disclosure meeting occur? (Please tick **one**)

- Within 48 hours
- 1-2 weeks
- Within 1 month
- More than 1 month
- More than 6 months

10. Who initiated the open disclosure meetings? (Please tick **one**)

- Health service organisation/ staff
- Patient/support person

11. If the open disclosure meeting was **initiated** by the **patient or support person**, when did this occur? (Please tick **one**)

- After** a request for information **from** the health service organisation
- After** a formal complaint to the health service organisation
- Other (please specify)

12. Who attended the open disclosure meeting? (Please tick all relevant answers in **each column**)

	This person was previously involved in the care of the patient
<input type="checkbox"/> Doctor	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<input type="checkbox"/> Surgeon	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<input type="checkbox"/> GP	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<input type="checkbox"/> Nurse	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<input type="checkbox"/> Midwife	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<input type="checkbox"/> Another healthcare provider	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<input type="checkbox"/> Health service administrator	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

13. Was there **anyone else** you would have liked to attend the open disclosure meeting/s? (Please tick **one**)

No

Yes (please specify) _____

Please indicate **your level of agreement** by circling the relevant answer:

		Strongly DISAGREE	Slightly DISAGREE	Neutral	Slightly AGREE	Strongly AGREE	NA or unknown
Open Disclosure Process							
14.	I was given the name of a health service staff member who would act as an ongoing point of contact throughout the open disclosure process	1	2	3	4	5	NA
15.	I was given options about the time and place of the open disclosure meeting/s	1	2	3	4	5	NA
16.	I was given options about the staff participants attending the open disclosure meeting/s	1	2	3	4	5	NA
17.	I was given the opportunity to have a support person(s) present who was not a health service organisation staff member	1	2	3	4	5	NA
18.	I was given enough information about what to expect during the open disclosure process	1	2	3	4	5	NA
19.	I was given an expression of regret including the words I am/ we are sorry	1	2	3	4	5	NA
20.	I was given an explanation about the harmful incident	1	2	3	4	5	NA
21.	This explanation was clear	1	2	3	4	5	NA
22.	I was given adequate time to talk about my experience of the harmful incident	1	2	3	4	5	NA
23.	I had opportunity to ask questions about the harmful incident	1	2	3	4	5	NA
24.	Clear information was given about the consequences of the harmful incident	1	2	3	4	5	NA
25.	After the open disclosure, it was clear to me how the health service organisation was investigating the harmful incident	1	2	3	4	5	NA
26.	I was given the opportunity to contribute to the health service organisation investigation of the harmful incident	1	2	3	4	5	NA
27.	Staff were willing to share further information as it became available	1	2	3	4	5	NA
28.	I was give information about how the health service will prevent similar harmful incidents in the future	1	2	3	4	5	NA
29.	The information given to me about how the health service will aim to prevent similar harmful incidents in the future was clear	1	2	3	4	5	NA
30.	Health service staff also gave written information about what we discussed in the open disclosure meeting(s)	1	2	3	4	5	NA
31.	Written information given to me about what we discussed in the open disclosure meeting(s) was clear	1	2	3	4	5	NA
32.	Health service staff did not try to avoid the open disclosure	1	2	3	4	5	NA

		Strongly DISAGREE	Slightly DISAGREE	Neutral	Slightly AGREE	Strongly AGREE	NA or unknown
Outcomes							
33.	Health service staff involved in the patient's care recognised and acknowledged the healthcare incident	1	2	3	4	5	NA
34.	Health service staff were regretful	1	2	3	4	5	NA
35.	Health service staff treated me with respect	1	2	3	4	5	NA
36.	Health service staff were good at listening to me	1	2	3	4	5	NA
37.	I was offered appropriate support to deal with the harmful incident immediately after it	1	2	3	4	5	NA
38.	I was offered appropriate support to deal with the harmful incident on an ongoing basis	1	2	3	4	5	NA
39.	Health service staff offered support for any future problems caused by the incident	1	2	3	4	5	NA
40.	I was given the option of arranging additional meetings if I have further questions in the future	1	2	3	4	5	NA
41.	The conclusion of the open disclosure process was mutually agreed between myself and the staff	1	2	3	4	5	NA
42.	The health service met its responsibility to me	1	2	3	4	5	NA
43.	I found open disclosure helpful	1	2	3	4	5	NA
44.	I would be willing to return to this health service for future care	1	2	3	4	5	NA
45.	I am satisfied with the open disclosure process	1	2	3	4	5	NA

46. Please tell us how the open disclosure process could be improved for patients/support persons?

Thank you for completing this survey.

For more information

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