

TOOL 7 -

Frequently Asked Questions about Open Disclosure for patients/ consumers, families, carers and/or support persons

July 2016

What is open disclosure?

Open disclosure is open discussion about an incident that happened during care which caused harm to a patient/consumer.

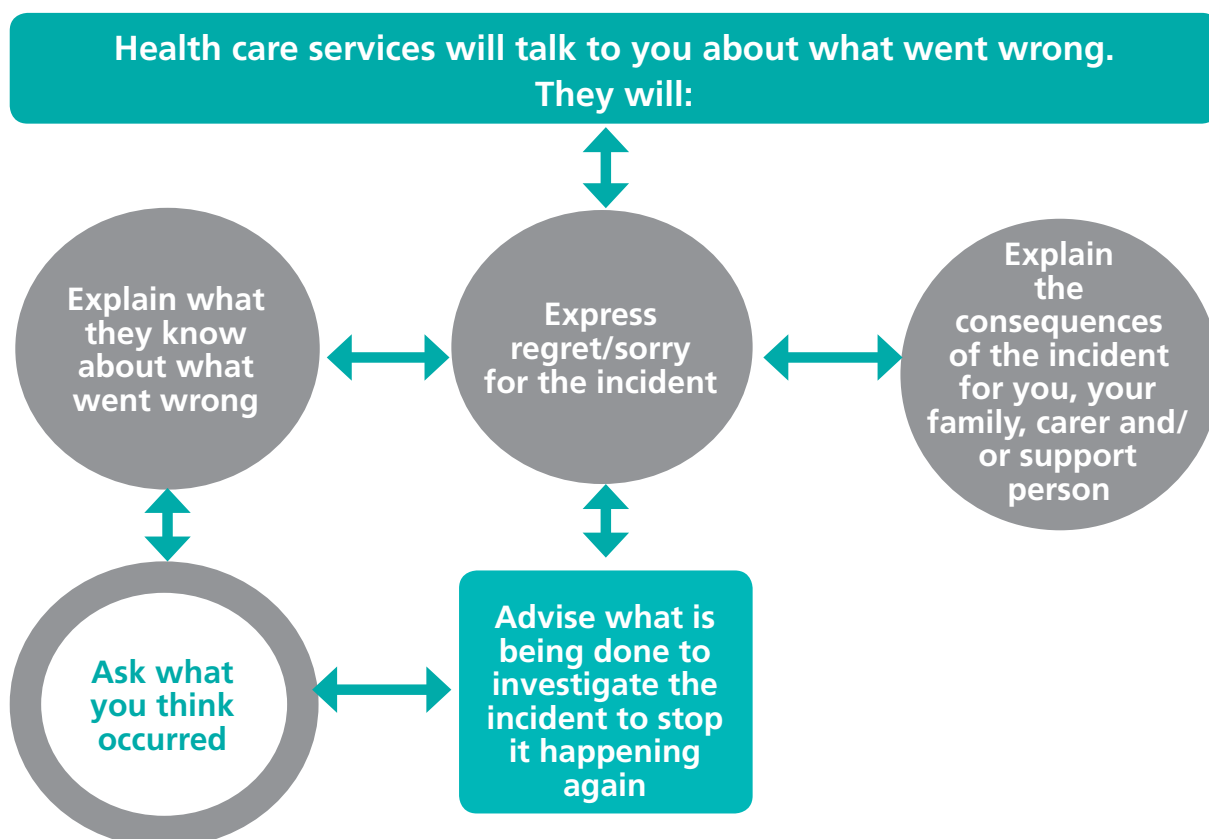
If you have been harmed during your treatment, your doctor, nurse or a health service representative should talk with you, your family, carer and/or support person about it.

Open disclosure is intended to:

- > assist patients that have experienced harm
- > guide clinicians, the clinical workforce and health service organisations in supporting patients that have experienced harm
- > ensure that health service organisations learn from the incident
- > put in place actions to reduce this from occurring again.

Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings.

What can you expect from the open disclosure process?



What is an incident?

Incident (harm) This is an incident that led to patient/consumer harm. Such incidents can either be part of the health care process, or occur in the health care setting (ie while the patient/consumer is admitted to, or in the care of a health service organisation).

Incident (no harm) This is an error or system failure that reaches the patient / consumer but does not result in patient harm.

Near miss (no harm) This is an incident that did not cause harm but had the potential to do so.

What is the open disclosure process?

If you are harmed, senior health service staff will arrange a meeting with you, your family, carer and/or support person.

Further information on the Open Disclosure process is available in the 'Guide for patients/consumers beginning an open disclosure process'.

What can you do?

At the meeting, you should bring at least one support person of your choice to the meeting. They could be a member of your family, a carer or a close friend. You can bring more than one support person.

You will be asked to choose a specific person who you would like to be a contact person during this process.

You should choose:

- > someone you are comfortable with and can talk to easily
- > someone who is able to take the time to be with you, if needed
- > someone to whom the health service can give personal information about you.

You can write down any questions to ask and things to say during the open disclosure meeting in the "Guide for patients/consumers beginning an open disclosure process".

Write down the name and contact person (health staff member) who will keep you up to date on the progress in investigating the incident.

How do I find out more about open disclosure

You can find the Australian Open Disclosure Framework and supporting resources on the website of the Australian Commission on Safety and Quality in Health Care at www.safetyandquality.gov.au/opendisclosure.

South Australia has their own policies and guidelines on open disclosure about open disclosure, and these are available on the SA Health website at www.sahealth.sa.gov.au/safetyandquality.

For more information

SA Health
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Telephone: 08 8226 6539
www.sahealth.sa.gov.au/safetyandquality

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This document has been reviewed and endorsed by SQCAG* for consumers and the community July 2016.



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