STARS® TOOL FOR CLINICIAN DISCLOSURE

Sorry: AAA
  • Acknowledge what happened, explain known facts
  • Apologise for the incident "I'm sorry that this has happened"
  • Acknowledge the consequences for the patient.

Tell me about it: ask the patient and/or their support person to tell their story about what happened. Listen and respond appropriately.

Answer questions: honestly, without speculation or blame.

Response: Explain what happens next
  • the plan for future care including a person to contact
  • follow up
  • lessons learned - how the incident will be investigated and managed to prevent recurrence.

Summarise: key points of the discussion and the next steps.

For more detailed information please refer to the Clinician Disclosure section of the CEC Open Disclosure Handbook www.cec.health.nsw.gov.au

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