

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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