

FORMAL OPEN DISCLOSURE CHECKLIST 'D' - DURING THE DISCUSSION

This checklist may be useful for identifying important points to address in a formal open disclosure discussion with the patient and/or his or her support person(s).

If there is more than one discussion, not all steps may be required for follow up interactions.

Please notify the Clinical Governance Unit when planning a formal open disclosure discussion

<input type="checkbox"/>	Use language and terminology that is appropriate for the patient – avoid jargon. If using this checklist during the discussion, explain the reason to the patient/support person
<input type="checkbox"/>	Assess the need for and as required, arrange support for the patient and/or their support person e.g. social worker, patient safety representative, health care interpreter
<input type="checkbox"/>	Introduce the participants to the patient and/or their support person(s); explain their roles and reasons for attending
<input type="checkbox"/>	Acknowledge and apologise: <ul style="list-style-type: none"> • Acknowledge what happened - known facts • Apologise for the patient safety incident "I am/we are sorry that this has happened" • Acknowledge the consequences for the patient and/or their support person
<input type="checkbox"/>	Explain the formal open disclosure process , including: <ul style="list-style-type: none"> • The process for investigating the incident and timelines • The patient and/or support person will be able to contribute to the investigation • How the patient and/or support person will be kept informed • What the open disclosure process does not include • Any restrictions on information that is able to be provided and reasons
<input type="checkbox"/>	Invite the patient and/or support person to tell of his/her experience of the incident, its impact and what is needed from their perspective.
<input type="checkbox"/>	Listen and respond appropriately.
<input type="checkbox"/>	Describe the agreed upon facts of the patient safety incident and any outcomes known at the time
<input type="checkbox"/>	Provide the findings of any review or investigation that are able to be shared
<input type="checkbox"/>	Discuss and agree on a plan for care for the patient and/or his/her support person: <ul style="list-style-type: none"> • Ongoing care and support (if required) addressing short and long term consequences • Names and contact details for people/services who will be providing care • Information on the patient's right to continue his/her care elsewhere if preferred • Information on how to take the matter further, including complaint or legal processes available to him/her • Offers of practical and emotional support as needed • An offer to reimburse out of pocket expenses
<input type="checkbox"/>	Review with the patient and/or support person(s) and health care staff present what was discussed and any decisions made
<input type="checkbox"/>	Agree to provide the patient and/or support person(s) and health care staff involved in the incident and/or the open disclosure discussion with a written record of the discussion and outcomes, including the plan for care
<input type="checkbox"/>	Offer to arrange follow up discussions as needed
<input type="checkbox"/>	Provide the patient and/or their support person with the relevant person's name and contact details should they have any concerns or questions
<input type="checkbox"/>	Document in the patient's health record that formal open disclosure has occurred and the date.

For more detailed information please refer to the Formal Open Disclosure section of the CEC Open Disclosure Handbook www.cec.health.nsw.gov.au/programs/open-disclosure