

# Dedicated Family Contact

Supporting patients, carers and families



NSW Health is committed to supporting people who have been impacted by a serious patient harm incident.

## How will support be provided?

The Health Service will assign a dedicated family contact following a serious patient harm incident to support families. This individual is a healthcare worker who understands the review process and has experience supporting those impacted by serious incidents.

## What does a dedicated family contact do?

The dedicated family contact maintains regular communication with families, and carers during the review process and sometime beyond. They assist the family in meeting with key teams.

The two teams are:

**Review Team:** who find out what happened, why it happened and recommend actions to prevent it happening again.

**Open Disclosure Team:** who share what is learnt during the review process including the final report and recommendations.

A dedicated family contact:

1. Contacts families within 72 hours of when a serious incident has been recognised to have occurred.
2. Identifies any needs for immediate support e.g. engages interpreters or social work

3. Understands and considers any family dynamics and cultural sensitivities
4. Explains how the review of the incident will happen, the steps involved, the time frames and the focus of the review.
5. Asks the patient, family, or carer what their communication preferences are, including: how often and the type of communication they would like.
6. Invites the family to provide information to the review team leader
7. Liaises with the review team and the open disclosure team to support compassionate communication
8. Responds to the family whenever they have questions or concerns.

## What happens if the family are unhappy with their dedicated family contact?

If difficulties arise that cannot be resolved, the family can raise this with the Director Clinical Governance.

Your dedicated family contact is available to answer questions.

**Name:**

**Phone number:**

**Email:**

**Days at work:**

**Hours at work:**