

POLICY **OPEN DISCLOSURE**

Statement:

Open disclosure is the process of open discussion with a patient and or their family/support person about an incident that resulted in harm to that patient while they were receiving healthcare.

Scope of policy:

This policy refers to all persons at Essendon Private Clinic.

Policy:

Essendon Private Clinic follows the Australian Open Disclosure framework. In the event of a situation where a patient may have suffered unintended harm whilst under the care of the Hospital, open disclosure will form the basis of how the matter is handled.

All staff at the Hospital will understand and adhere to this framework when involved in such instances, via mandatory training and orientation.

The process commences with the recognition that the patient has suffered unintended harm during treatment which resulted in an adverse event.

Communication will be open, honest and occurring as soon as practical. This will include;

- An apology or expression of regret, which should include the words “I am sorry” or “we are sorry”
- A factual explanation of what happened
- An opportunity for the patients to relate their experience of the adverse event
- A discussion of the potential consequences of an adverse event
- An explanation of the steps being taken to manage the adverse event and prevent recurrence

All relevant persons will be included in this communication and kept informed of the progress of the issue as well as the final resolution.

Outcome:

That open disclosure occurs during the management of every adverse patient event.

Measures:

- Incident report
- Complaints register
- Patient clinical files
- Documentation

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Date: 24/10/2019	Review date: 06/05/2020	Next review date: 06/05/2023

References:

- Complaints Policy
- Complaints Procedure
- Risk Management Policy
- Risk Management Procedure
- Clinical Procedures
- Clinical Documentation Policy
- Clinical Documentation Procedure
- Clinical and Nursing Services Philosophy, Aims and Objectives
- Australian Open Disclosure Framework
- <https://www.safetyandquality.gov.au/our-work/open-disclosure/the-open-disclosure-framework>

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