

OPEN DISCLOSURE POLICY

POLICY

Adeney Private Hospital mandate that the patient is provided with a Statutory Duty of Candour (SDC) when they have suffered a serious adverse patient safety event (SAPSE) Open disclosure is encouraged whenever a clinical incident occurs even without patient harm (“near miss”) or when a patient outcome is not as expected.

EXPECTED OUTCOME

Open disclosure is recognised by the Board of Adeney Private Hospital to be a right of the patient, to be professionally ethical and to be good clinical practice. It is consistent with the belief of the Board that the patient should be at the centre of clinical decision making. This policy aims to provide information to the patient, family and carers of any event deemed to be an adverse event.

BACKGROUND

Definition

Adverse Event - An incident in which harm resulted to a person receiving health care.

Open Disclosure - the open disclosure is the open, honest, and timely discussion with a patient about an incident that caused harm during the delivery of healthcare.

Expression of regret – An expression of sorrow for a harm or grievance experienced by the patient.

PROCEDURE

If an incident occurs that is unexpected and causes the expected clinical course to be altered open disclosure should be considered. If patient harm results (remembering that it is the patient who determines if harm has occurred), open disclosure must take place.

The patient can decide who is present at the open disclosure discussion and he or she may wish a family member or carer or support person to be present.

Open disclosure is not a one-way conversation but a discussion that may require more than one meeting. It is preferable for the discussion to be initiated by a knowledgeable and experienced member of the healthcare team, often after a multidisciplinary team preparatory meeting.

When a patient has suffered a SAPSE, Adeney will be legally required to provide the patient, and/or their next-of-kin (NOK)/carer, with:

- 1: A written account of the facts regarding the SAPSE
- 2: An apology for the harm suffered by the patient
- 3: A description of Adeney’s response to the event.
- 4: The steps that Adeney has taken to prevent re-occurrence of the event.

The key features that the healthcare team member should convey are honesty, openness, empathy, care and support.

Reporting

The clinical incident that caused harm must be reported in the clinical risk management system: MEG. In addition, the Open disclosure meeting must also be recorded in the clinical risk management system.

Support for Health providers

The Board recognises that an incident that causes a patient harm may also cause distress to members of the healthcare team. It is the responsibility of the senior manager involved to provide support as required.

Confidentiality

At all times, the hospital must comply with relevant privacy and health record regulations.

REFERENCES

Australian Commission on Safety and quality in Health Care – Australian Open Disclosure Framework

RELEVANT DOCUMENTS

Australian Open Disclosure Framework – Better Communication, a better way to Care
www.Safetyandquality.gov.au

[Statutory Duty of Candour and protections for SAPSE review](http://www.safercare.vic.gov.au)
www.safercare.vic.gov.au

Linked PP

Incident Management Protocol
Incident Response Investigation Procedure
Privacy and Confidentiality Policy

Document name

Open Disclosure Policy v1

Approval summary

Step 1

Jen Owen Nov. 25, 2024, 3:14 p.m.