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| **Purpose** | The processes direct staff how to communicate with service users’ about adverse events and errors made during service delivery. |
| **Scope** | Open disclosure applies to all staff providing services to service users.  (*Communication with service users and/or support persons will need to reflect the fact that services are provided by multi-disciplinary teams*.) |
| **References** | |
| **Guidelines** | [HDC Guidance on open disclosure policies (2009)](http://www.hdc.org.nz/media/18328/guidance%20on%20open%20disclosure%20policies%20dec%2009.pdf)  [e-Training](http://learnonline.health.nz/course/view.php?id=100) |
| **Standards** | [NZS 8134:2008 Health and Disability Services Standard](http://www.health.govt.nz/system/files/documents/pages/81341-2008-nzs-health-and-disability-services-core.pdf)  NZS 8158:2012 Home and Community Support Sector Standard |
| **Service Documents** | Adverse Events  Complaints Management  Health and Safety  Infection Prevention and Control |
| **Definition** | A timely and transparent approach communicating with, and supporting service users – and their families - when things go wrong. This includes factual explanations of what happened, an apology, and actions that deal with the actual and potential consequences.  An important aspect of open disclosure is explaining to service users how the incident/event has been reviewed and what systems will put in place to make sure that similar incidents will not happen again. |



**Processes**

**A mistake has been made**

**An adverse event occurred**

**As soon as mistake/harm is identified**

**Manager/Personnel**

Acknowledge to the service user and their family/supports what has happened.

**Provide information about**

* The facts surrounding the mistake.
* The consequences of the mistake.
* openly
* honestly
* timely

**Provide:**

* Support to the service user as is

necessary and in a manner

appropriate to their needs.

**Possible inclusion:**

* family/whanau
* cultural support
* independent advocate
* peer support

**Apology**

**Communicate showing:**

* **e**mpathy
* respect
* consideration

The service user and/or identified supports must receive an honest and

genuine apology for any harm that has resulted from a mistake or error as soon as possible after the event.

**Investigation – follow adverse event/incident processes**

The service user is to be fully informed as to:

* The outcome of any investigation undertaken.
* Any changes instituted as a result of that investigation.

**Ongoing service delivery**

**Confidentiality**

Open disclosure processes must be confidential to ensure that

the service user’s /support person’s and staff’s privacy is maintained.

Discuss with the service user and/or supports:

* Ongoing services provided.
* Specific needs the service user has as a result of the mistake/adverse event.
* Alternative service providers.

# Consultation

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| Group/Role | Date |
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