



Clarity in Care

Open disclosure workshop

Unlocking transparency in healthcare



Introduction to open disclosure

This workshop provides a practical approach to assist healthcare workers in understanding the true value of open disclosure beyond compliance. Equipping healthcare workers with the tools and confidence to handle adverse outcomes effectively, ensuring open and constructive communication with patients.

Based on guidelines from the Australian Commission on Safety and Quality in Health Care, effective open disclosure in healthcare settings involves training all healthcare workers on open disclosure, with a specific focus on the importance of the open disclosure process, communication skills, and patient, family and carer perspectives. The goals are to prepare healthcare workers for managing adverse events and to develop their skills for effective open disclosure. This training should be conducted periodically, and regular refresher training and performance feedback is recommended to maintain high standards.

By adopting this approach, healthcare facilities can enhance their open disclosure practices, ensuring clear, compassionate and effective communication when addressing patient care issues.

Learning Objectives:

- ▶ Understand ‘the why’ behind having open disclosure conversations, the definition and benefits of open disclosure.
- ▶ Be able to recognise the appropriate level of response to different incidents.
- ▶ Ensuring apologies to patients who experience harm are sincere, while being mindful of liability concerns.
- ▶ Communicate effectively and confidently with patients when issues arise.
- ▶ Apply key skills needed for effective open disclosure discussions.
- ▶ Address and support the emotional and psychological well-being of patients who face adverse outcomes and of staff involved in incidents.



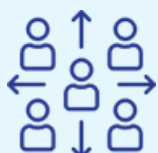
F2F or virtual



3 hours



25 people maximum



All healthcare workers



\$2,925 plus GST
(per group of 25)

The *Clarity in Care* workshop

Understanding open disclosure

Open disclosure is essential for engaging patients, their families and carers when something goes wrong with their care. However, many clinicians face challenges in initiating these difficult conversations due to fear of intense emotions, patient anger, or other potential repercussions.

Why this workshop matters

Healthcare workers might feel hesitant to initiate discussions regarding adverse outcomes with patients, fearing it may lead to heightened distress or impact their professional reputation. This workshop addresses these concerns by focusing on the importance of acknowledging and meeting patient expectations in such situations.

Facilitators

Our expert facilitators are highly experienced and provide exceptional learning experiences to healthcare professionals. Each facilitator brings a wealth of knowledge and hands-on expertise, ensuring participants receive exceptional insights and gain the skills and confidence needed to have open disclosure conversations. Our facilitators are registered psychologists, nurses, allied health clinicians, certified coaches and consultants.

Workshop overview

This workshop teaches the fundamentals of open disclosure and its significance as part of patient care. Legal considerations and support for healthcare workers are also covered. This workshop teaches the required skills for managing these difficult, emotionally charged conversations through interactive exercises and activities. Participants will learn a communication model to help them navigate these challenging conversations.

This workshop is designed to combine various interactive elements, including brief lectures, reflective exercises, small group discussions and case studies to ensure a balanced approach between instructional content and interactive learning.

Resources

Participants are provided with resources that they can use in real-life settings when they are required to participate in open disclosure.

Certificates

Participants will be provided with a certificate of completion following the workshop.



Clarity in Care

Learn more about our open
disclosure workshop.



Contact our expert

Shannon Harbinson

for personalised guidance
and support.

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