



Clarity in Care: Open disclosure *masterclass*

Mastering transparency in healthcare

Masterclass overview

The Clarity in Care: Open disclosure masterclass is designed for advanced health professionals, enabling them to refine their skills and tackle complex conversations with confidence. Going beyond the fundamentals, this masterclass allows participants to put theory into action and confidently manage adverse outcomes with transparency and empathy.

By the end of the masterclass, participants will:

- Understand the purpose and value behind having honest and candid open disclosure conversations
- Recognise the appropriate level of response to different incidents
- Ensure apologies to patients who experience harm are sincere while being mindful of legal and liability concerns
- Communicate effectively and confidently with patients when issues arise
- Apply critical skills needed for practical open disclosure discussions
- Address and support the emotional and psychological wellbeing of both patients and staff involved in adverse outcomes
- Have the confidence and skills needed to handle open disclosure conversations when it matters most

Led by professional actors and facilitators, participants will engage in hands-on practice using the R.I.T.E. model, receive personalised coaching, and tackle real-life scenarios to address specific challenges in a supportive, focused environment.



**F2F or
virtual**



**6 hour
duration**



**14 people
maximum**
(10 for virtual delivery)



**All healthcare
workers**



\$5,850 ex GST
(per group)

Resources and certification

Participants will receive practical resources to assist them in real-life open disclosure scenarios. After completing the masterclass, attendees will receive a certificate of completion, acknowledging their new skills and knowledge in open disclosure.

Why Insync?

“Insync's Clarity in Care: Open disclosure workshop provides a comprehensive and thoughtfully structured approach to open disclosure. The workshop materials are carefully organised and comprehensively cover essential stages and critical issues while emphasising meaningful engagement with patients and their support persons. The content is precise and positive and aligns with national standards. The use of relatable case studies brings home the learning experience, solidifying core principles in a highly practical context. This workshop is an excellent resource for those committed to excellence in open disclosure practices.”

Charles Hartley

Consulting Principal (Keypoint Law)

Former Executive Director, Legal Services, Office of the Health Ombudsman

A proven team of healthcare *experts*

Our expert facilitators are highly experienced in providing health care communication training. They include registered psychologists, nurses, allied health clinicians, certified coaches, and consultants. Among them, Beverley and Sheila bring valuable insights and hands-on expertise to ensure an exceptional learning experience. Additionally, Shannon and Divya, our Senior Managers at Insync, will oversee the project to guarantee a seamless process for all participants.



Shannon Harbinson - Senior Manager

MBA (Dist), MA (Aud), BA (Sp&H Th)

Shannon is a dedicated healthcare specialist with a strong commitment to understanding the needs of stakeholders, employees, and patients.



Beverley Sutherland - Facilitator

BBus(HRM), GDip(Psych), PGDip(Applied Psych)

Beverley is an engaging and experienced speaker, trainer, and facilitator with over two decades of senior leadership in the healthcare and education sectors.



Divya Martyn - Senior Manager

Associate Certified Coach (ACC- ICF)

Divya supports aged and healthcare organisations, specialising in cultivating positive culture and empowering leadership. She is passionate about fostering growth, collaboration, and sustainable success within teams and organisations



Sheila Daly - Facilitator

RN , BN, Grad Dip Bus Mgt, MMgt, WCLP

Sheila has over two decades of experience in executive, senior management, clinical services leadership, and coaching in public and private not-for-profit organisations.

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Success. Mapped.