



Clarity in Care: Open disclosure *workshop*

Introducing transparency in health and aged care

Workshop overview

The Clarity in Care: Open disclosure workshop focuses on the fundamentals of open disclosure and its importance in patient and consumer care. Designed for health and aged care workers, it provides the tools and confidence needed to address adverse outcomes and communicate transparently.

By the end of the workshop, participants will:

- Gain a clear understanding of the purpose behind open disclosure conversations, including its definition and the benefits it brings to the different care settings
- Learn to identify the appropriate level of response based on the severity of different incidents
- Master the art of offering sincere apologies to patients/consumers while balancing concerns around legal liability
- Develop the confidence to communicate effectively with patients/consumers when issues arise
- Acquire critical skills needed to conduct open and honest disclosure discussions
- Provide emotional and psychological support to both patients/consumers affected by adverse outcomes and healthcare staff involved in incidents

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



**F2F or
virtual**



**3 hour
duration**



**25 people
maximum**



**Health and aged
care workers**



**\$2,998 ex GST
(per group of 25)**

Resources and certification

Participants will receive practical resources to assist them in real-life open disclosure scenarios. After completing the workshop, 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 health and aged care *experts*

Our expert facilitators are highly experienced in providing health and aged care communication training. They include registered psychologists, nurses, allied health clinicians, certified coaches, and consultants. Among them, Beverley brings 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.



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



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.