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The Australian Commission on Safety and Quality in Health Care can be contacted through its website at <http://www.safetyandquality.gov.au/> or by email mail@safetyandquality.gov.au

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Education and Organisational Support Package

AN OVERVIEW

The Open Disclosure Education and Organisational Support Package has been designed as a comprehensive package to assist with implementation of the National Open Disclosure Standard. It was developed in 2002- 2003 as part of the Open Disclosure Project, work commissioned by the Australian Council for Safety and Quality in HealthCare as part of their ongoing endeavours to improve the care and safety of patients. The Support Package is designed for use by public and private hospitals, health care professionals and managers.

When implementing the Open Disclosure Standard, hospital managers should plan a comprehensive strategy that includes consultation, education, policy development and incorporation into the existing risk management framework. Implementation of the Standard should be considered in the context of local policies, guidelines and the legal environment of the organisation. It is designed to compliment existing local resources that provide guidance on many of the issues covered by the Standard.

The Support Package provides practical tools for use in implementing the Standard including:

Interactive CD Rom – This CD Rom may be used for self directed learning by individual health practitioners and for groups requiring training in the elements of open disclosure. It also contains the electronic resources listed below, the Legal Review, video clips for the workshops and self-assessment questions.

Facilitators Handbook for the

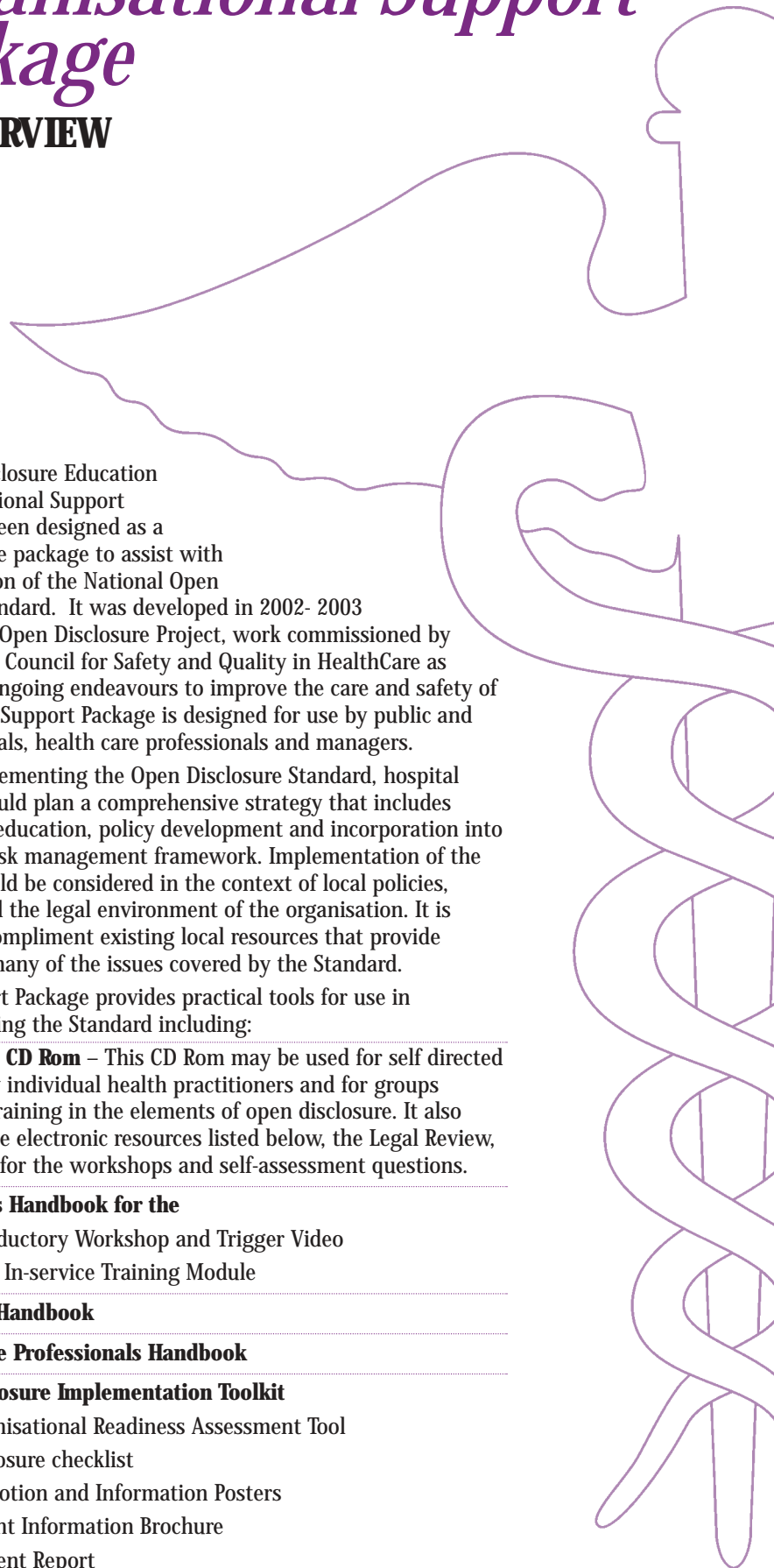
- Introductory Workshop and Trigger Video
- Ward In-service Training Module

Managers Handbook

Health Care Professionals Handbook

Open Disclosure Implementation Toolkit

- Organisational Readiness Assessment Tool
- Disclosure checklist
- Promotion and Information Posters
- Patient Information Brochure
- Incident Report



THE FOLLOWING table demonstrates key phases of implementation of the Open Disclosure Standard and Support package resources available to facilitate success of the implementation

IMPLEMENTATION PHASE	RESOURCES
Stakeholder engagement and policy development – ensure you have key people involved in this process	<ul style="list-style-type: none"> – Manager’s handbook – Open Disclosure Standard – CD Rom – Organisational Readiness Assessment Tool
Identify key personnel	<ul style="list-style-type: none"> – Manager’s handbook
Engage key clinical and management staff in roll out of open disclosure	<ul style="list-style-type: none"> – Introductory workshop – Workshop Facilitator’s Manual – Trigger Video – CD Rom – Posters – Health Care Professional’s handbook
Train staff in open disclosure	<ul style="list-style-type: none"> – Ward In-service Training Module – Workshop Facilitator’s manual – CD ROM – Health Care Professional’s Handbook
Open disclosure in operation	<ul style="list-style-type: none"> – Disclosure checklist – Posters – Patient Information Brochure – Ward In-service Training Module – Health Care Professional’s Handbook – Manager’s Handbook
Evaluation of open disclosure implementation	<ul style="list-style-type: none"> – Organisational readiness evaluation tool – Evaluation Survey – Facilitator’s Manual – Analysis of reported adverse events – Evaluation of investigation and implementation of changes

Selected Support Package items are available on the CD-Rom in easy to modify MS Word format so that you can tailor them to the unique needs and profile of your hospital.

About the Australian Council for Safety and Quality in Health Care

The Australian Council for Safety and Quality in Health Care, established in 2000, is leading national efforts to improve patient safety and the quality of health care provision in Australia. It reports annually to Health Ministers, and is supported by the Commonwealth and all State and Territory jurisdictions. The Council works closely with other national bodies to ensure that its work program complements the effort of others.

- The Council’s key priority areas are:
- supporting those who work in the health system to practise safely;
 - improving data and information for safer care;
 - involving consumers in improving health care safety;
 - redesigning systems of health care to facilitate a culture of safety; and
 - building awareness and understanding of health care safety

VISION OF SUCCESS

COUNCILS VISION for a safer health care system is one that:

- is consumer centred;
- has open and honest communication;
- is accountable;
- supports multidisciplinary approaches;
- has a culture of learning for quality improvement; and
- constantly strives to maximise safety, eliminate error and improve systems design.

