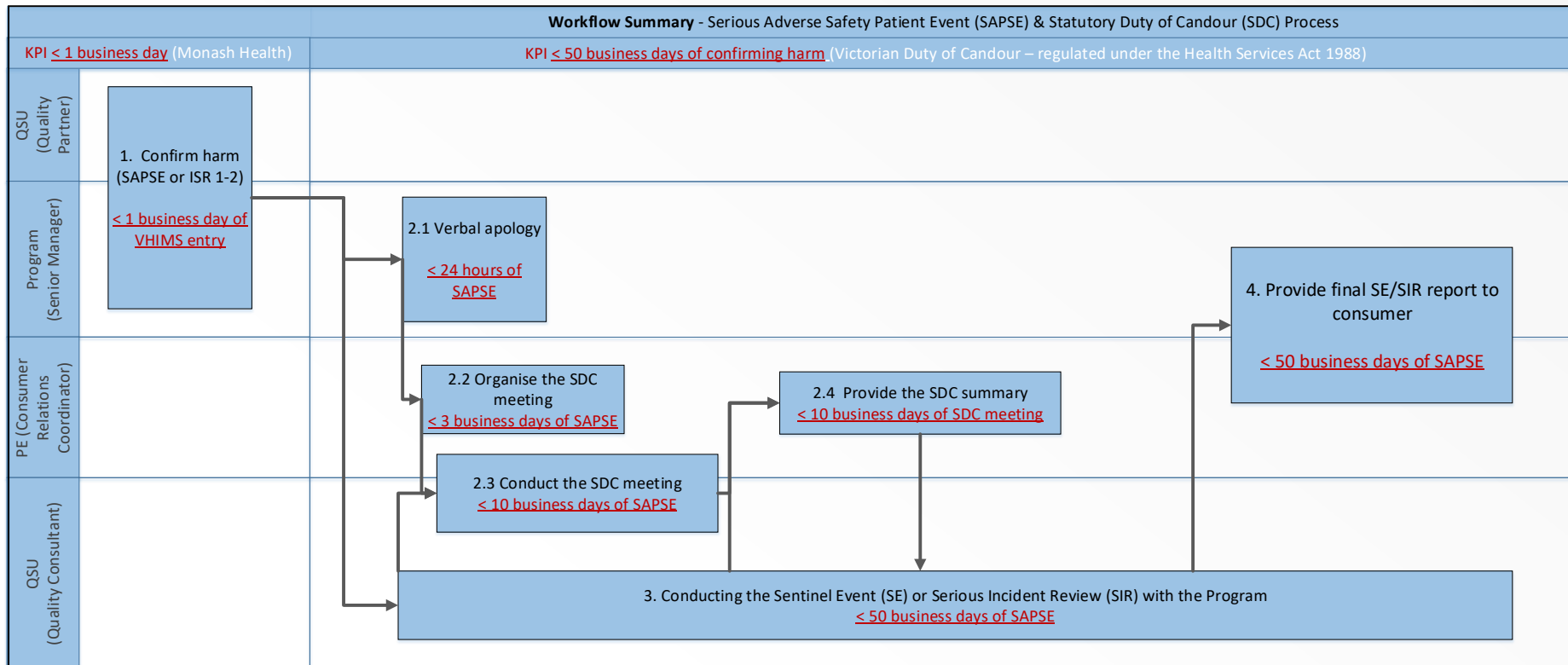


Update - Implementation of Statutory Duty of Candour legislation

Process

- **Procedure** *Available from Mon 28th November

Clinical Incident Management and Open Disclosure Procedure, Appendix 4: SAPSE, SDC process



Recruitment

- Patient Experience Office
 1. **Consumer Relations Manager, Patient Safety** (1 EFT) ***Commenced**
 2. **Consumer Relations Coordinators** (2 EFT) ***Commenced**
- Quality & Safety Unit
 3. **Systems Administrator** (2 EFT – Shared between PEO/QSU) ***Commenced**
 4. **Quality Consultants** (4 EFT) ***Commenced**
 5. **Senior Quality Clinician, Medical** (0.5 EFT) ***In progress**



Monitoring systems

1. RiskMan SDC enhancement (Incident Module) *Available from Mon 28th November

1. Confirmation of Harm

Incident Assessment

Is this a confirmed (SAPSE) ISR 1 or 2? Yes No

Date ISR confirmed: 22 Nov 2022

Time ISR confirmed: 12:00

Program Leadership notified of SAPSE? Yes No

2.1 Verbal apology

Statutory Duty of Candour (SDC)

Stage 1: Apologise and provide initial information

Initial verbal apology conducted & documented? Yes No

Date verbal apology conducted & documented in EMR: 22 Nov 2022

Has the Consumer Brochure been provided? Yes No

Date Consumer Brochure provided: 23 Nov 2022

2.2 Organising SDC meeting

Organising the SDC meeting

Consumer successfully contacted? Yes No

Anticipated date of consumer contact (within 3 business days of the SAPSE): 25 Nov 2022

Date consumer contacted: 23 Nov 2022

Status of SDC offer: Accepted

Anticipated date to hold the SDC meeting (within 10 business days of the confirmed SAPSE): 06 Dec 2022

Proposed date of SDC meeting: 30 Nov 2022

Proposed time of SDC meeting: 13:00

Monitoring systems

2. EMR Verbal Apology – Power Form

*Available from Thu 24th November

Verbal Apology	Details of Verbal Apology
RiskMan ID: <input type="text" value="3,243,242"/>	Genuine verbal apology was offered to the Consumer(s) with "I am/We are sorry" for the harm suffered. <input checked="" type="radio"/> Verbalised to consumer <input type="radio"/> N/A
Date & Time Verbal Apology provided: <input type="text" value="17/11/2022"/> <input type="text" value="1045"/>	Further comments <input type="text" value="Further comments"/>
Mode of Delivery: <input checked="" type="radio"/> Videoconference <input type="radio"/> In-person <input type="radio"/> Phone <input type="radio"/> Other:	Factual information (known at the time) provided verbally to the Consumer(s). <input checked="" type="radio"/> Verbalised to consumer <input type="radio"/> N/A
Role of Senior Clinician: <input checked="" type="radio"/> Allied Health Manager <input type="radio"/> General Manager <input type="radio"/> Senior Medical Staff <input type="radio"/> Associate Midwife Manager <input type="radio"/> Midwife Manager <input type="radio"/> Team Manager <input type="radio"/> Associate Nurse Manager <input type="radio"/> Nurse Manager <input type="radio"/> Unit Director <input type="radio"/> Consultant <input type="radio"/> Program Director <input type="radio"/> Other: <input type="radio"/> Deputy Program Director <input type="radio"/> Registrar <input type="radio"/> Director Clinical Operati <input type="radio"/> Senior Allied Health	Further comments <input type="text" value="Further comments"/>
Consumer(s) in attendance: <input checked="" type="checkbox"/> Child <input type="checkbox"/> Medical Treatment Decisio <input checked="" type="checkbox"/> Unable to identify MTC <input checked="" type="checkbox"/> Client <input type="checkbox"/> Parent <input type="checkbox"/> Other: <input checked="" type="checkbox"/> Family <input type="checkbox"/> Patient <input type="checkbox"/> Legal guardian <input type="checkbox"/> Resident	Further comments <input type="text" value="Further comments"/>
2.1 Verbal apology & Consumer Brochure	*Please explain to the Consumer(s) that a Consumer Relations Coordinator will be in touch with them *Please print a copy of the consumer Brochure "Next Steps after a patient safety event" and give this to the Consumer(s)
	Right-Click then 'reference text' this box to access brochure <input type="text" value="Comment"/>



Monitoring systems

3. (Daily) Tier 4b Patient Safety Update *Available from Wed 30th November

- **Purpose: Timely escalation** of any ISR 1 or 2 incidents **requiring:**
 1. Confirmation of harm (ISR 1- death/severe or 2 - moderate) (within 1 business day of incident entry)
 2. Verbal apology (within 24 hours of confirmation)

Program	Total ISR 1 & 2's requiring follow up *(# exceeding KPI)	ISR 1 & 2's requiring (i) Confirmation of Harm *(# exceeding 1 business day)	ISR 1 & 2's requiring (ii) Verbal Apology *(# exceeding 24 hours)
ED	1	1	-
Community	3	1	2 *(1)
W&N	2	2 *(1)	-
Total	6 *(2)	4	2



Resources

- **Consumer Brochures** - Available from Wed 30th November
 - *Taking part in a Quality and Safety review*
- **Report Templates** - Available from Wed 30th November
 - Rapid incident review (RIR) questions (confirmation of harm)
 - SDC summary of meeting letter
 - Serious incident review report



Resources

- Targeted Training on LATTE - Available now
 - SCV Introduction to Open Disclosure

latte

Home Find Learning Reports EMR Webinars EMR eLearn Programs

Dashboard / My courses / Introduction to Open Disclosure

Course Status

Course Completion Status: Not completed

Administration

- ▼ Course administration
- Grades

General

Your progress 1

National Standards Training
Open Discussion (Disclosure) Online Training

Course information

If a patient suffers a serious adverse patient safety event (SAPSE) in the course of receiving care, the health service will owe a duty of candour, which includes providing a genuine apology for the harm suffered by the patient. This must be done as soon as practicable (and no longer than 24 hours) after the event has been confirmed by Monash Health. This process is known as Open Disclosure and is a part of a just culture. This training provides information on the elements of the Open Disclosure process and why it is important. It is estimated to take approximately 30 minutes to complete.

Topic 1

- Introduction to Open Disclosure

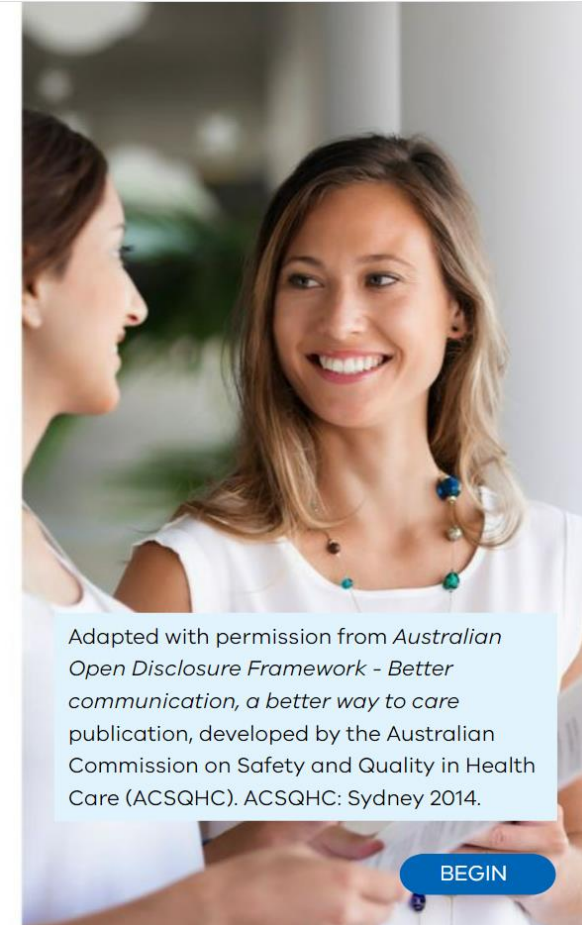


Welcome to Introduction to Open Disclosure

Completing this module will help you to:

- **understand** the value and importance of open disclosure
- **want** to communicate more openly and honestly with patients following adverse patient safety events
- **know** the basic principles, elements, and process of apologising during open disclosure
- **feel** more confident to apologise following adverse patient safety events.

- Set aside up to 30 minutes to complete this module.
- This module contains video and audio. We recommend using headphones.
- Select** any **blue bold words** to explore their definitions.



Communication

- SDC legislation: Procedure, Training & Resources via:
 - iNews Article
 - CE Update
 - Manager Bulletin
 - CMO Newsletter
 - CNMO Forum
 - Monash Doctors
- Program Quality Partners at the Program Quality & Safety meetings
- Quality and Safety Newsletter

