Open Disclosure Expert Training Programme
Part of the Cognitive Institute Open Disclosure Series

KnowHow

- To assist, mediate and facilitate open disclosure in a health service organisation including:
  - preparing for an open disclosure discussion
  - effectively engaging with patients, their family or carers when something goes wrong
  - follow-up and further actions required after open disclosure dialogue
- To genuinely say “sorry” to a patient who has suffered an adverse outcome while being cognisant of the issues of admitting liability
- To engage with the psychological and emotional state of patients, their families and/or carers after an adverse outcome
- To appreciate the response clinicians may have following an adverse outcome and understand emotional barriers that can impact on conducting effective disclosure conversations
WORKSHOP OVERVIEW

OPEN DISCLOSURE EXPERT TRAINING PROGRAMME

Meeting Australian Open Disclosure Framework guidance, advanced communication skills training, including simulated patients, for health professionals who conduct or support open disclosure

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Premise

Extensive research shows that early engagement and support of patients after an adverse event can significantly decrease exposure to litigation and complaints. International experience of open disclosure implementation widely supports a model of training ‘experts’ to support colleagues to conduct open disclosure.

Meeting the Australian Open Disclosure Framework and National Accreditation Standards

“Health service organisations should provide open disclosure education and training as part of professional development programs. Where possible, training and development should be made available where appropriate to non-clinical workforce such as administrative staff, legal counsel and insurers.”

“Education and training should prepare clinicians for the experience of adverse events, and equip them with the communication skills to participate confidently in open disclosure.”

“Current evidence and practice suggests a modulated approach consisting of ... specialised coaching of a smaller group of ‘experts’ who support others following an adverse event and during open disclosure. If possible, this training should include simulation and role-playing, including real-time feedback.”

Australian Open Disclosure Framework.
### Content

Participants review:
- The psychological and emotional state of patients, their families and carers suffering an adverse outcome
- What an effective response looks like when something goes wrong, including:
  - an expression of regret
  - a factual explanation of what happened
  - consequences of the event
  - steps being taken to manage the event and prevent a recurrence
  - the emotional needs of clinicians and the barriers they may encounter to effectively communicate with patients, family and/or carers
  - the legal implications of effective responses to adverse outcomes.

Participants discuss the merits and disadvantages of different approaches to handling an adverse outcome and learn an effective model for open disclosure conversations. Working with actors in simulated cases designed around real and challenging adverse outcomes faced in clinical practice, participants rehearse communication skills and receive active coaching and feedback.

### Ideal for

Managers, clinical directors and senior clinicians needing to support and conduct open disclosure in their organisation.

### Benefits

The ultimate beneficiaries of this training are the patients, their family and carers who may have improved acceptance, and therefore recovery, after an adverse event when open disclosure is conducted effectively. Their confidence in the healthcare system can also be re-established when all elements of effective open disclosure are properly conducted.

**Healthcare organisations**
- Ensure a consistent and effective response to adverse outcomes across the organisation
- Comply with Australian Commission for Safety and Quality in Health Care Standard 1.16
- Reduce patient anger and frustration
- Reduce complaints and exposure to litigation (where liability is not admitted)

**Individual clinicians**
- Increase competency and confidence to support and conduct open disclosure
- Reduce anxiety and stress for clinicians conducting these conversations
- Gain protection from unintended admission of liability

### Number of participants

Up to 24 (in groups of 8)

### Duration

1 day
### Format

**Morning Session** - workshop comprising of short lectures, video scenarios, reflective exercises, small group facilitated discussion, group activities and skills rehearsal.

Brief didactic presentations provide the focus for small group sessions in which participants are able to share experiences and pool knowledge, enabling critical comparison of their skills with their peers and peer learning. Video case studies enable participants to analyse and reflect upon their own skills.

**Afternoon Session** - participants put into practice the concepts and skills learned from the morning workshop as they work through challenging cases, role-playing with professional actors. In particular, participants rehearse the A.S.S.I.S.T.© model for conducting these difficult conversations.

Each participant is given the opportunity to practise skills, with immediate feedback and coaching from the facilitator. Participants are encouraged to identify areas known to cause them difficulty or anxiety, and the actors are coached by the facilitator to focus on these areas to provide an opportunity for skills improvement.

### Presenter

All presenters of Cognitive Institute workshops are healthcare professionals who have attained accreditation after undertaking intensive formal skills training.

**For information on the Cognitive Institute, presenters and courses visit** [www.cognitiveinstitute.org](http://www.cognitiveinstitute.org)

**To book a course call Head Office on +61 7 3511 5000 or email enquiries@cognitiveinstitute.org**