



# Open Disclosure: Conversations

## PLANNER

### ATTENDANCE/ROLES

- Who is attending the discussion and what are their roles? Explain this to patient, their family and carers at the beginning of the meeting.
- Who has responsibility for documentation of the meeting in the medical record?

### REGRET/APOLOGY

- What harm has occurred and how will regret be expressed for the harm that has occurred including the words "I am sorry" or "we are sorry"?

### ADVERSE EVENT FACTS

- At this time, what facts are known?

### PATIENT CONCERNS

- What are the likely questions/concerns the patient, their family and carers will have about this adverse event?

### LISTENING

- Consider statements/comments you may use to indicate to the patient, their family and carers that their views and concerns are being heard and considered seriously.

### WHAT HAPPENS NEXT

- What will happen next and how will this be explained to the patient, their family and carers?

### OPTIONS AVAILABLE

- What information and options are there for the patient, their family and carers to take matters further, such as a complaint?

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\*Adapted from ACHSQ (2013), Australian Open Disclosure Framework



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## CONVERSATION PLANNER

**Use the spaces to plan questions, statements and action points for your conversation.**

1. Recognise the personal impact of the adverse event

2. Apologise using an expression of regret

3. Listen and answer questions honestly

4. Inform the patient about ways 'lessons will be learnt'

5. Develop a plan for future patient care

6. Provide ongoing patient follow-up