Transcript

Aged Care Quality and Safety Commission

Open Disclosure

 **Presented by:**

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[*Opening visual of slide with text saying ‘Altura Learning Talks’, ‘Open Disclosure’*]

[*Visual of slide with text saying ‘in collaboration with’, ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’*]

[The visuals during this video are of each speaker speaking to camera in reference to PowerPoint presentation being shown on screen at times during the video]

§(Music Playing)§

**Atewa Kigbo:**

I think open disclosure and open communication has always been a part of aged care and with the introduction of the new Aged Care Quality Standards it’s provided a great opportunity to highlight the benefits of using open communication and an open disclosure process within the sector.

Sally Ross:

Open disclosure is about the open conversation that you’re having with consumers and really getting to understand their needs and their perspectives on a situation.

Atewa Kigbo:

It allows for an opportunity to build trust and to work in partnership with your consumer. And this is really critical when things go wrong. It provides an opportunity to come back and engage with that consumer and provide timely information that can enable them to make decisions and make choices that are best for them but also enables them to be part of the process and not just having the process happen to them.

Open disclosure is a requirement under the Quality Standards. It’s also a great way to build partnerships with your consumers but more importantly it’s the right thing to do.

Sally Ross:

The four principles that underpin open disclosure relate to the Charter of Aged Care Rights which explains to consumers what their rights are and what they can expect from their aged care service.

[*Visual of slide with text saying ‘Principles of Open Disclosure’, ‘Dignity and respect’*]

Dignity and respect is absolutely fundamental to open disclosure. It’s about recognising and respecting the individual’s right to make decisions and choices about their care and how it’s delivered and when things have gone wrong how those things are going to be fixed.

[*Visual of slide with text saying ‘Principles of Open Disclosure’, ‘Dignity and respect’, ‘Privacy and confidentiality’*]

Privacy and confidentiality are very important when carrying out an open disclosure process. So it’s really important that providers have a conversation with the consumer and their representative about the information that might be shared and who they’re comfortable for that to be shared with.

[*Visual of slide with text saying ‘Principles of Open Disclosure’, ‘Dignity and respect’, ‘Privacy and confidentiality’, ‘Transparency’*]

Transparency is about open communication with consumers and building that relationship of trust. In an open disclosure context it means that you’re having an open conversation about something that’s gone wrong for that person, that you’re explaining what went wrong and why it went wrong, that you’re acknowledging and apologising for the impact on the person, and that you’re providing them with the confidence that you’ve taken steps to minimise the risk of it happening again.

Transparency is important from the minute a person enters care or services. It’s really important that consumers understand what care is going to be delivered to them and that they’re a partner in deciding how that’s going to happen. And if you’re establishing those relationships of open communication from the beginning then it’s going to be a lot easier to continue that relationship when something goes wrong.

[*Visual of slide with text saying ‘Principles of Open Disclosure’, ‘Dignity and respect’, ‘Privacy and confidentiality’, ‘Transparency’, ‘Continuous Quality Improvement’*]

Open disclosure is an integral part of the continuous quality improvement cycle. When something goes wrong the most important thing you can do is learn from it and use that to improve your processes into the future.

Atewa Kigbo:

Open disclosure is reflected under the Aged Care Quality Standards and you can find this under Standard 1, consumer dignity and choice, Standard 3, personal and clinical care, Standard 6, feedback and complaints, and Standard 8, organisational governance.

Sally Ross:

There are five main elements to an open disclosure process. The first one is identifying when something has gone wrong. And that can occur through a number of different ways. It may be through a complaint or some feedback that’s received from a consumer or their family or it may be through the provider’s internal systems for example audits, incident reports or something that’s been reported by a staff member.

When something goes wrong the most important thing that a provider needs to do is to take immediate action to make sure that the person is safe and that they’re receiving the care and support that they need. So that may mean practical support but it could also mean emotional support if there’s been a distressing incident.

A really important part of the open disclosure process is acknowledging what’s gone wrong and apologising for it. That doesn’t necessarily mean apportioning blame or taking legal liability for something that’s happened but it’s about a sincere acknowledgment of the experience that that person has had and the impact that the experience has had on them and an expression of regret for that. A sincere and well timed apology can be so important in restoring trust and confidence between a consumer and a provider when something has gone wrong and it can really avoid the situation escalating further.

It's really important that when something’s gone wrong providers look into it thoroughly and in an unbiased way. They need to look at the problem from different perspectives. You may need to interview staff, look at records, talk with the consumer, what they saw and experienced, but also what impact it had on them. By listening to the consumer’s story you can really get a better understanding of what’s important to them and what you need to do to fix the situation for them in the future. There may even be other external people, for example doctors or family members who may have seen something that might provide you with really useful information to get a full picture of the situation. If you don’t get to the bottom of what went wrong you can’t fix it.

Open disclosure gives providers the opportunity to learn and to continually improve on the way that they’re providing services. It helps them to understand the needs of their consumers better and also to involve all staff and through that to build a culture of learning and continuous improvement.

Atewa Kigbo:

Open disclosure is an integral part of organisational governance. To support open disclosure providers must consider the six enablers. Leadership and culture is about having an open culture in which people feel comfortable expressing themselves and raising concerns. Leaders have to model this behaviour and then it will follow through. So it comes from the top.

Consumer partnership is about first understanding your consumer and their needs and working with them to achieve their goals. In order for providers to have a successful open disclosure process you need to build trust and relationships with your consumers. That starts from when we first come in contact with the consumer and it’s something that will be ongoing through their journey through the healthcare system.

Organisational systems create a consistent approach and also provides an opportunity to evaluate and to continuously improve on your performance.

Monitoring and reporting is that ongoing review of your processes. It’s part of continuous improvement. You want to see that the actions you’re taking are successful and bringing about improved change within the organisation.

Within open disclosure it’s very important for staff and the workforce to understand their role and understand the processes and the system within which they work in. It’s also an opportunity for providers to support and develop their workforce.

An effective workforce supports the consumer to understand the process and know how to raise concerns.

Communication and relationships underpin an open disclosure process but it also underpins all the enablers. Organisations can help their staff understand open disclosure by engaging with them. The starting point could be the Open Disclosure Framework and Guidance which is available on the Commission’s website. This gives you a point to start a conversation about open disclosure and how to approach it within your service. It also gives the opportunity to train your staff up on what open disclosure means and then embed that into your system and processes. It’s really important that your staff understand what open disclosure practices within your services are and how that impacts on their role.

The Open Disclosure Framework and Guidance has been divided into two parts. Part A covers case studies, practical guidance and elements to consider. Case studies give you real life examples of what to expect during an open disclosure process and how to develop your policies and procedures around open disclosure. And Part B is the planning tool. It gives you some opportunity to measure yourself against the requirements of the Quality Standards. There’s also guidance on how to have conversations with your consumers and their representatives.

Sally Ross:

Open disclosure is not a one size fits all process. It’s really more an approach and a set of principles that you can apply in a way that it’s appropriate to the particular situation you’re dealing with. So it can be as simple as having ongoing conversations with people about their care and small things that might have happened through the day, right up to much more formal processes that you might need to go through if there’s been a major incident.

Atewa Kigbo:

If open disclosure is all working well we will have an open and transparent sector in which quality care and services are provided to consumers. This is vital for the consumers. It’s really important.

Sally Ross:

The improvement journey never ends. There’s always something that we could be doing better to improve a person’s quality of life and to make their experience the best that it can be.

§(Music Playing)§

[*Closing visual of slide with text saying ‘Altura learning’, ‘Copyright © 2019 Altura Learning’*]

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