



Workshop name

Mastering Open Disclosure

Clinical communication skills for open and honest communication with patients when things go wrong.

Target audience

Clinicians of all professions

Duration

Standard 3 hours

Number of participants

Optimum 7-15

Minimum 5

Maximum 20

Other recommended workshops

Recommended to undertake before this workshop:

For Doctors

- Mastering Your Risk
- Doctor Patient Communications

For Nurses, Allied Health Professionals and Technicians

- Mastering Healthcare Communications

Recommended to undertake after this workshop:

- Advanced Training in becoming a Clinical Incident Manager
- Open Disclosure Masterclass
 - 1 Day program comprising this workshop, with 4 hours rehearsing skills with simulated patients
- Mastering Difficult Patient Interactions

See overviews at www.cognitiveinstitute.com.au

CME

Refer to College Accreditation and Points Document at www.cognitiveinstitute.com.au or email enquiries@cognitiveinstitute.com.au

Format

Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities, rehearsal of skills.

Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers and peer learning. Videotaped case vignettes will be used to enable participants to analyse and reflect upon their own skills. The format has been carefully structured to enable a mix of lectures, discussion, critical reflection and evaluation.

Presenter

All presenters of Cognitive Institute workshops are General Practitioners or Specialists who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.





Premise

From the Australian Open Disclosure Standard:

Currently, there is often a great deal of uncertainty and confusion on the part of health care professionals and health care providers about disclosing information following an adverse event. The active management of adverse events through the exchange of timely and appropriate information is vital to drive and support improvements in the safety and quality of our health care system. A key step in this process is encouraging greater openness in response to adverse events.

Consumers and consumer organisations support open and honest communication following an adverse event. Patients and their carers want to know and understand what happened, they want to feel there is genuine regret that the event occurred and they want to know that steps will be taken to minimise the risk of similar events occurring again.

This standard aims to encourage greater openness with regards to adverse events, to ensure that action is taken to uncover the causes of the event and to put in place systems to prevent similar events from occurring again.

Objectives

To support the principles of Open Disclosure

- To provide communication skills training to enable participants to effectively engage patients when something goes wrong, including:
 - an expression of regret;
 - a factual explanation of what happened;
 - consequences of the event; and
 - steps being taken to manage the event and prevent a recurrence
- Explore how to genuinely express regret to a patient who has suffered an adverse outcome while being cognisant of the issues of admitting liability
- To provide insights into the psychological and emotional state of patients suffering an adverse outcome
- To understand what and why patients want to know about adverse outcomes
- To provide techniques for effectively dealing with patient anger and disappointment, and how to avoid argumentation
- To explore clinicians' own emotional barriers to undertaking these difficult conversations





Benefits

- Effective implementation of Open Disclosure and the resulting improved safety and quality
- Greater empathy and support for patients suffering an adverse outcome
- Reduced patient anger and frustration
- Reduced complaints and exposure to litigation (where liability is not admitted)
- Reduced anxiety and stress for clinicians conducting these conversations
- Protection from unintended admission of liability

Overview

Open Disclosure requires clinicians to engage patients when something goes wrong.

But many clinicians are fearful of confronting the intense anger and emotions that can be associated with these difficult discussions and this is a major barrier to successful implementation of Open Disclosure.

Clinicians are also fearful that these discussions may inflame patient anger and encourage them to take the matter further.

This workshop takes a comprehensive approach to the difficult area of discussing adverse outcomes with patients. There is a natural inclination to want to avoid such discussions for fear of strong emotions from the patient, causing the patient distress, or even loss or professional reputation.

This workshop highlights the importance of recognising patient expectations when an adverse outcome occurs and how failing to address them increases the risk of the patient turning to other avenues for accountability.

The workshop provides an overview of Open Disclosure and then progresses to providing a thorough grounding on the issues and the legal obligations and implications of these discussions.

The workshop then focuses on the communication skills required to conduct these conversations and how to handle patient anger and distress.

Clinician / patient video scenarios of the various approaches to handling an adverse outcome are shown. Participants discuss the merits and disadvantages of each approach in small groups. With this understanding, participants then learn an effective model for handling adverse outcomes, called A.S.S.I.S.T.®





The A.S.S.I.S.T.® model

The Cognitive Institute's A.S.S.I.S.T.® model

- helps clinicians stay focused on the patient's experience
- provides a framework for key communication tasks to be undertaken
- facilitates a discussion on possible solutions and future care

The A.S.S.I.S.T.® approach recognises and addresses what patients are looking for in a dialogue about an adverse outcome, namely:

- an open and honest discussion
- information to their level of satisfaction
- an acknowledgement of the adverse outcome from the clinician
- sometimes a referral to another clinician for further care

Clinicians have an opportunity to rehearse the A.S.S.I.S.T.® model to develop skills that can be used immediately. The workshop then addresses the area of important pre-conditions needed to conduct an effective discussion about an adverse outcome.

Clinicians are provided with a self assessing checklist they can use to help determine whether they / the patient / or the situation are ideal to undertake the process.

Open Disclosure Planner

The Cognitive Institute has developed an Open Disclosure Planner to assist clinicians to prepare and conduct conversations with patients about sentinel events, adverse outcomes and disappointment with standards of care.

The Planner prompts clinicians to address all important areas of Open Disclosure and to prepare answers to likely patient concerns and questions.

Participants are given the opportunity to rehearse a patient discussion using the completed planner.

Note

- This workshop is similar to the Cognitive Institute Mastering Adverse Outcomes workshop which was designed as risk management education for Clinicians. If a Clinician has already attended Mastering Adverse Outcomes, there would be no added benefit in attending this Mastering Open Disclosure workshop.
- This workshop provides an overview of Open Disclosure, but is not a comprehensive explanation or exploration of the rationale for Open Disclosure.
- This workshop does not dedicate time for debate on the pros and cons of Open Disclosure or how it should be implemented within an organisation.

For information on the Cognitive Institute, presenters and workshops visit www.cognitiveinstitute.com.au

To book a workshop call Head Office on 61 7 3876 5711
or email enquiries@cognitiveinstitute.com.au

