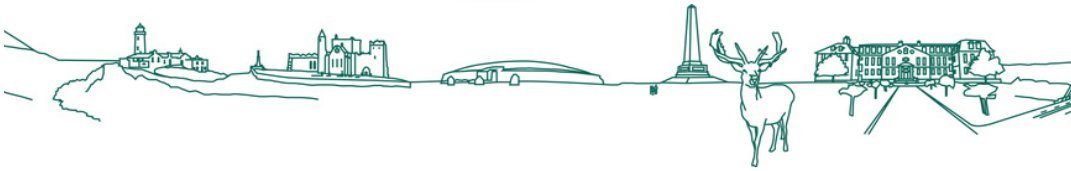
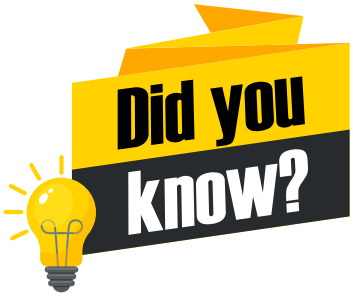
Cáilíocht Náisiúnta agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil
National Quality and Patient Safety
Office of the Chief Clinical Officer

QPS Incident Management Team



THE HSE OPEN DISCLOSURE POLICY 2025

INFORMATION FOR STAFF



The HSE Open Disclosure Policy 2025 was launched 17 June 2025. It is an important revision of the 2019 policy. It includes updated legal obligations and national standards, and reinforces our commitment to compassionate, honest communication with patients following incidents.



✅ Legal Clarity and National Alignment

- Aligns with the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 and the Department of Health's National Open Disclosure Framework 2023.
- Includes the revised process to achieve the protections of the Civil Liability (Amendment) Act 2017.
- Outlines new compliance and assurance requirements of all services.

✅ Support Structures Strengthened for Patients and Staff

- Explains the role of the Designated Person.
- Reinforces the ASSIST ME staff support model.
- Focuses on listening to the patient's perspective and sharing incident findings transparently.
- Signposts to restorative practice and independent advocacy services.

✅ Clearer Roles and Governance

- Defines governance processes at local, regional, and national levels.
- Outlines new roles such as Open Disclosure Clinical & Managerial Champions.
- Clarifies who is a Relevant Person for the purpose of disclosure, aligned with the Patient Safety Act 2023.

✅ Standardised Process and Templates

- Step-by-step disclosure process outlined, including preparation, meeting, follow-up and closure.
- Describes that written follow-up communication after disclosure will now be in the form of a compassionate, person-centred summary letter to the patient / relevant person rather than detailed minutes.
- Underlines the imperative for good documentation and record keeping.

WHAT CAN I DO?

- Read and sign the 2025 HSE Open Disclosure Policy.
- Understand the importance of open disclosure for patients, families, and staff as part of the incident management process.
- Know when and how to initiate open disclosure.
- Use the national templates and support documentation provided.
- Complete mandatory open disclosure training.
- Lead and embed a culture where openness and transparency is the norm, and where staff are supported.

Find out more at
www.hse.ie/opendisclosure

MORE INFO »

SCAN HERE

Contact Us

Email: opendisclosure.office@hse.ie Website: www.hse.ie/opendisclosure LinkedIn: HSE National QPS

NATIONAL
OPEN DISCLOSURE
PROGRAMME