



An Stiúirthóireacht um Ardchaighdeáin  
agus Sábháilteacht Othar  
Oifig an Phríomhoifigigh Cliniciúil

National Quality and  
Patient Safety Directorate  
Office of the Chief Clinical Officer

# National Open Disclosure Programme Training and Education Annual Report 2023



## About National Quality and Patient Safety Directorate

The National Quality and Patient Safety Directorate (NQPSD) was established in mid-2021 as a result of the HSE Central Reform Review. The NQPSD is part of the HSE Office of the Chief Clinical Officer, and is led by Dr Orla Healy, National Clinical Director, Quality and Patient Safety.

### Purpose

Our vision for patient safety is that all patients using health and social care services will consistently receive the safest care possible by:

- Building quality and patient safety capacity and capability in practice
- Using data to inform improvements
- Developing and monitoring the incident management framework and Open Disclosure policy and guidance
- Providing a platform for sharing and learning; reducing common causes of harm and enabling safe systems of care and sustainable improvements.

### Teams

In line with the “Patient Safety Strategy 2019-2024”, the NQPSD delivers on its purpose through the following teams:

- **Office of the National Clinical director:** Working in partnership with HSE operations, patient partners and other internal and external partners to improve patient safety and the quality of care.
- **QPS Improvement:** Using of improvement methodologies to address common causes of harm.
- **QPS Intelligence:** Using data to inform improvements in quality and patient safety.
- **QPS Incident Management:** Working with people to identify, understand and share safety learning, advocate for Open Disclosure and develop the national incident management system in the HSE.
- **QPS Education:** Enabling QPS capacity and capability in practice.
- **QPS Connect:** Communicating, sharing learning, making connections.
- **National Centre for Clinical Audit:** Supporting Clinical Audit service providers locally and nationally.

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## Version Control

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## National Open Disclosure Training Report Disclaimer:

Open Disclosure training is mandatory for all staff with three yearly refresher training required. It is the responsibility of each service to ensure that staff are trained in open disclosure and that a copy of the training certificate is maintained at local level, so that individual services/organisations can ensure that their staff are compliant in meeting open disclosure training requirements.

On a quarterly basis, the National Open Disclosure Office provides a breakdown of training statistics for the programme. This report is issued to Chief Officers of the Community Healthcare Organisations; Hospital Group Chief Executive Officers; National Ambulance Service; National Screening Services; Open Disclosure Leads; Open Disclosure Trainers and the National Open Disclosure Steering Committee.

This end of year report looks at all open disclosure training statistics for 2023 and also provides statistics for the last three-year period. The data for these statistics is generated through the National Open Disclosure Training Database, HSeLanD and HSE Strategic Workforce Planning & Intelligence. Data in relation to staff that have completed face to face training is logged on the National Open Disclosure Training Database by the open disclosure trainer. Data in relation to staff that have completed online training is generated through a report run on HSeLanD. Percentage of training uptake is then established by comparing these figures with staff headcount data from the Health Service Employment Report provided by HSE Strategic Workforce Planning and Intelligence, National HR Directorate.

This report can be used as a guide only to inform services of training data available to the National Open Disclosure Office. The accuracy of the statistics run for different organisations is dependent on the correct data being entered on the system. A reminder is sent to all open disclosure trainers to upload their training in advance of the publication of the quarterly and annual training reports. The E-Learning statistics are dependent on staff members identifying themselves as working in the correct services / organisations/roles on HSeLanD. It is therefore important for staff to update their work location and role on HSeLanD. HSeLanD reminds its users regularly through a range of means to ensure their registration details are current; and is working with services in relation to new user authentication software tools.

Further limitations identified in relation to data presented in this report are as follows:

- The data includes everyone who completed any form of open disclosure training in the three years (36 months) prior to the report - this includes staff that have retired, resigned from the HSE or moved post within the HSE over that period.
- As there are various training programmes available, staff may have attended more than 1 training session, and therefore may be counted more than once. It is therefore essential, for assurance purposes and to identify gaps in training that individual services/organisations can ensure that their staff are compliant in meeting mandatory open disclosure training requirements by accurately maintaining training records at a local level.
- Data on HSeLanD includes users who work outside of HSE and HSE funded services.

To address some limitations within the available resources, the National Open Disclosure Office developed a data collection methodology, in which monthly source data reports are collected and combined to provide quarterly and annual statistics. Both E-Learning modules on HSeLanD are reported on separately, and any duplicates are removed from the individual datasets. Due to a constantly moving workforce, it can be acknowledged that there are minimal discrepancies when running smaller localised reports. However, this method provides the opportunity to guide and display a national picture on the uptake of Open Disclosure Training. The National Open Disclosure Office strongly urges services to nominate a HSeLanD Data Manager who can apply to have access to a detailed report (including individual staff details) of all HSeLanD learning within their organisation. This data can be cross-checked with local HR files to identify staff that that have not yet completed the training module(s).

HSeLanD is a fantastic platform and similar training access is not available in other jurisdictions at national level. It highlights the importance of services maintaining good local training records also. The total number of staff accessing the training is substantial as outlined in this report.

The National Open Disclosure Office constantly works to improve the level of accuracy of data and to provide any additional data that is of interest to services.

The following additional information has been introduced for this report:

- A report on the HSE Care Areas, including number of open disclosure training completions and a compliance rate for 2023. This will be included going forward and will enable the National Open Disclosure Programme to report on compliance annually and over a 3-year timeframe.
- A refined report on the number of completions of open disclosure training for the Federation of Voluntary Agencies, now reporting separately on Section 38 agencies and Section 39 agencies. As headcount is only available for HSE Section 38 agencies, a compliance percentage is displayed in the report.
- A breakdown of the number of completions of the E-Learning modules by HSE Services, Voluntary Agencies, and Non HSE staff (including Private Hospitals, Private Nursing Homes, volunteers, etc).
- A refined report on the number of completions and compliance rate of the E-Learning modules by grade categories. This also includes external data from the Doctors Integrated Management E-system (DIME).
- A report on the number of E-Learning completions relating to postgraduate and undergraduate training by Third Level Institutes.
- A report on educational projects.

**In consideration of the data provided in this report please note the following:**

- Open Disclosure E-Learning Module 1 '*Communicating Effectively through Open Disclosure*' was launched on HSeLanD on 6th April 2020;
- Open Disclosure E-Learning Module 2 '*Open Disclosure: Applying Principles to Practice*' was launched on HSeLanD on 30th April 2021;
- Refresher Training is required every 3 years;
- Open Disclosure face to face training was significantly impacted by Covid-19 and associated restrictions in 2021 and Q1 and Q2 of 2022;
- The uptake of online Open Disclosure training for Q2 and Q3 2021 was significantly impacted by the cyber-attack.

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## Section 1: Open Disclosure Training Requirements

Open disclosure training is mandatory for all staff working in HSE and in HSE funded services since January 2019 as per the instruction of the Director General of the HSE in August 2018. A letter was issued from the National Director of HR in July 2022 setting out the mandatory training requirements, how to access training and accountability arrangements in relation to the same. **(See Appendix 1)**. It is the responsibility of each service manager to ensure that staff are trained in open disclosure and to maintain local training records to provide assurance that the service is meeting mandatory training requirements.

All staff must complete Open Disclosure E-Learning Module 1 *“Communicating Effectively through Open Disclosure”* which is available on HSeLanD.

Staff who may be involved in formal open disclosure meetings e.g. senior managers, senior nursing, midwifery and health and social care professionals, medical staff, QPS staff and staff fulfilling the role of the Designated Person must also complete E-Learning Module 2 *“Open Disclosure: Applying Principles to Practice”* and Module 3 Face to Face Skills Workshop (3 hours) on the management of the open disclosure process. These staff must be identified locally and provided with access to this training.

### 1.1: Open Disclosure Framework Training Requirements

The National Open Disclosure Framework was developed by the National Patient Safety Office in the Department of Health and informed by recommendations from the Independent Patient Safety Council. It was launched on 19th October 2023. Chapter 7 of the Framework sets out the requirements for monitoring and evaluation of open disclosure, including a requirement for healthcare providers to submit an annual report to the Minister/DoH as from April 2025, which requires the provision of data on the number of staff trained in open disclosure.

*“An annual report on open disclosure must be submitted by health and social care service providers to the Minister/Department of Health to demonstrate how they are meeting the requirements of the Framework. The health and social care service providers’ annual report will include information regarding:*

- a. Development and implementation of open disclosure policy.*
- b. Development and implementation of open disclosure training for all clinical and non-clinical staff including agency staff.*
- c. Evidence of the availability of support structure for all staff clinical and non-clinical including agency staff.*
- d. The number of trained clinical and non-clinical staff including agency staff.*
- e. The number of appointed and trained clinical and managerial open disclosure champions.*
- f. The number of open disclosure events initiated and closed.*

*Health and social care service providers must also comply with the requirements for mandatory open disclosure as set out in the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023.”*

## 1.2: How to access Open Disclosure Training Programmes

### E-Learning Programmes:

- Module 1: Communicating Effectively through Open Disclosure available on HSeLanD – [login here](#)
- Module 2: Open Disclosure: Applying Principles to Practice available on HSeLanD – [login here](#)

### Face-to-face Skills Workshop

- Face to Face Training can be accessed by contacting the Open Disclosure Lead for your service area. Information on Open Disclosure Leads is available [here](#).

## 1.3: Continuing Professional Development(CPD) and Continuing Educations Units(CEUs):

These Open Disclosure training programmes attract CPD/Continuing Education Units as follows:

- Module 1: 2 External CPD points (RCPI) and 2 CEUs (NMBI)
- Module 2: 3 External CPD points (RCPI) and 3 CEUs (NMBI)
- Face to Face Skills Workshop: 3 External CPD points (RCPI) and 3 CEUs (NMBI)

## Section 2: Performance Measurement – Work Stream 4

The overall purpose of the National Open Disclosure Performance Measurement Programme is to develop and implement performance measurement processes in line with the recommendations of the Open Disclosure Performance Measurement Committee. The purpose of Work Stream 4 is to work on recommendation 4 made by the Performance Measurement Sub Committee and accepted by the National Open Disclosure Steering Committee as follows:

### 2.1: Recommendation 4: The Uptake of Open Disclosure Training

*“Develop an indicator to accurately capture the percentage of relevant staff who are up to date with their open disclosure training within the past 3 years. In lieu of accurate data, the National Open Disclosure Office to continue to provide quarterly and annual activity reports on the uptake of open disclosure training per service area including E-Learning modules, face to face training programmes and other virtual training programmes to demonstrate compliance with 3 yearly mandatory training requirements. A Working Group should be established to complete this work with representation from, inter alia, NIMS, Screening Services, Community Services, Acute Services, National Quality & Patient Safety, Office of Midwifery and Nurses Services Directorate (OMNSD), National Doctor and Training Programme (NDTP) Health and Social Care Professionals (HSCP) and HR”.*

### 2.2: Work Stream 4 - Aim

To provide assurance, expertise and support to ensure the work stream deliverables are aligned with the project objectives as described by the Project Oversight Committee.

### 2.3: Work Stream 4: Objectives

- Develop an indicator to accurately capture the percentage of relevant staff who are up to date with their open disclosure training over a 3 year period.
- Provide guidance to the National Open Disclosure Office on the statistics to be included in the quarterly and annual activity reports on the uptake of open disclosure training per service area including E-Learning modules, face to face training programmes and other virtual training programmes to demonstrate compliance with 3 yearly mandatory training requirements.
- Membership of this working group will include representation from QPSD Team Screening Services, Community Services, Acute Services, National Quality & Patient Safety, Office of Midwifery and Nurses Services Directorate (OMNSD), National Doctor and Training Programme (NDTP), Medical Council, HSeLand, Health and Social Care Professionals (HSCP), QPS Education Team and HR.

### 2.4: Work Stream 4: Scope

**In-Scope:** The development and implementation of the performance measurement programme will apply to HSE and HSE funded health and social care services.

**Out of Scope:** Health and social care services not funded by the HSE

### 2.5: Work Stream 4: Update 2023

**Performance Measurement Work Stream 4** focused on the development of an indicator to accurately capture the percentage of staff who are up to date with their open disclosure training within the past 3 years. This work involved:

- (i) An examination of the current data provided in quarterly and annual open disclosure training reports and the associated data limitations:

(ii) Working with staff in HSE LanD on managing some of the identified limitations and improving the quality of data provided to services to include the removal of duplicates on the system, separate reporting on training completed by staff working in HSE services, HSE funded services and other services, breakdown on uptake of training by staff in each service area in the Community Healthcare Organisations (primary care, mental health, intellectual disability and older persons services) and data on year to date % compliance with completion of Module 1 of the Open Disclosure E-Learning Programme per hospital group and CHO area;

(iii) Work with the Forum of Postgraduate Training bodies in relation to:

- providing data on the uptake of open disclosure training provided by the colleges,
- establishing a list of courses in each training body that include open disclosure,
- exploring the inclusion of open disclosure training in medical staff induction and pre-induction programmes and
- calling out open disclosure in the "Memorandum of agreement" with Training Bodies and in site accreditation standards.

(iv) A programme of work with the National Doctors Training Programme in relation to

- Extracting data from the Doctors Integrated Management E-System on the uptake of training by NCHD's,
- Analysing this data per service area,
- Discussing an approach to managing the failure of NCHDs to upload evidence of attendance at training on DIME;
- Communication to all NCHDs x 2 to remind them of mandatory open disclosure training requirements;
- Meeting with Medical manpower leads to update them on mandatory open disclosure training requirements and the requirement for NCHDs to upload evidence of training to DIME.

(v) The development of x 2 Draft training indicators as follows:

1. % of NCHDs registered on the Doctors Integrated Management E-system(DIME) who have uploaded evidence of completion of open disclosure training to DIME/NER system within past 3 years;
2. Number of consultant doctors who have completed face to face skills training\*.

\*It was agreed that uptake would be monitored initially during 2023 and 2024 before setting a training target.

**Section 3: 2023 - A Year in Numbers and Pictures**

**3.1 Infographic – A Year in Numbers**

**NATIONAL OPEN DISCLOSURE PROGRAMME 2023**

- ✓ **38%** annual compliance with E-Learning Module 1 for HSE and HSE Funded Service (Sec 38's only) (Target 30% annually / 90% over 3 years)
- ✓ **7,744** completions of Open Disclosure Training by Medical / Dental Staff - overall Training increased
- ✓ Pilot Project with UCD Undergraduate Medical Training Programme commenced

**39%** Hospital Groups  
Annual compliance E-Learning Module 1 for all Hospital Groups

**CHO's**  
Annual compliance E-Learning Module 1 for all CHO's **32%**

**8 WEBINARS** attracting **4,263 ATTENDANCES**

**220** Open Disclosure Training Events  
Face to Face and Virtual

**2,024** Completions of Open Disclosure face to face Skills Workshop

**OPEN DISCLOSURE THEMED WEEK** 02–08 October  
Elevating the Voice of Patients

**109,300**  
Total completions of Open Disclosure training in 2023 including E-Learning for all HSeLanD users and all face to face training.



**75,400**  
Total completions of Open Disclosure training in 2023 (including E-Learning, virtual and all face to face training) for HSE and HSE Funded Services (Section 38s only).

**OPEN DISCLOSURE**

“ THE RIGHT THING TO DO ”

HSE An Stúideochtaí agus Ardchaitheáin agus Sábháilteacht Othar Oifig an Phríomhoifigeigh Clínicíúil | National Quality and Patient Safety Directorate Oifis na Ceannairdeora Clínicíúil | NATIONAL OPEN DISCLOSURE PROGRAMME

**62,645**  
Completions of E-Learning Module 1 in 2023 across HSE & HSE funded services (Section 38s only).



**3.2: 2023 – A year in pictures, some snapshots of 2023 training and promotional events**



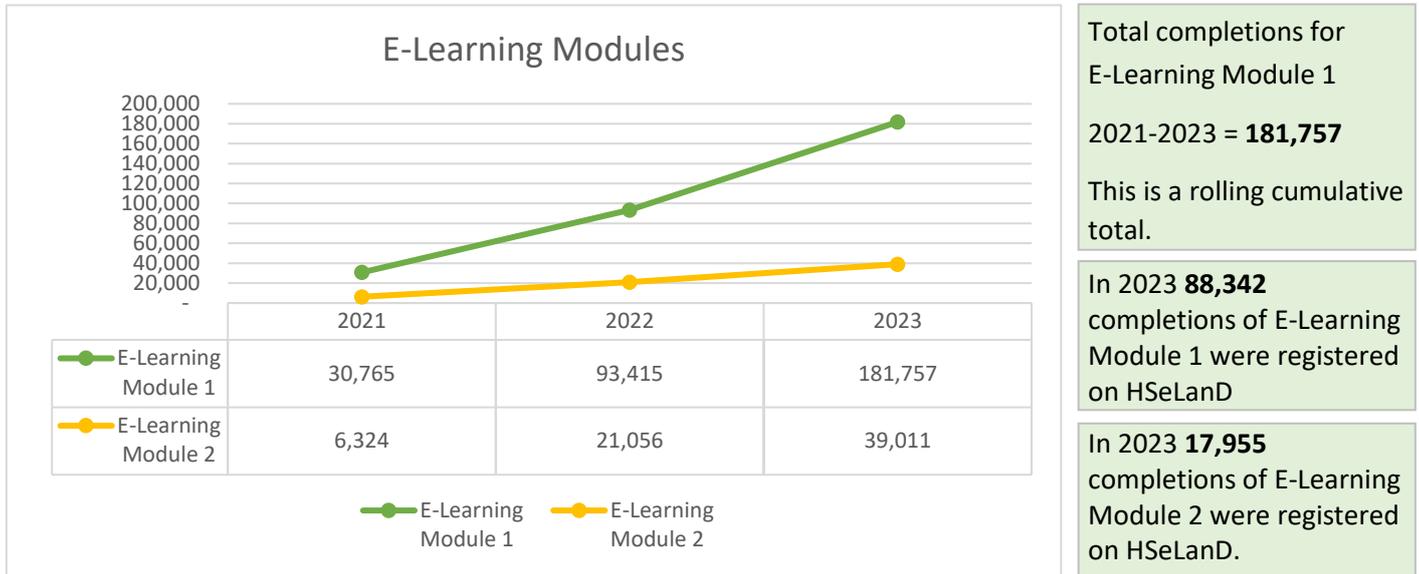
Note: Please note these are only a few snapshots to reflect on Open Disclosure Training events in 2023. The National Open Disclosure Office would like to thank all Open Disclosure Leads and Trainers for their support in 2023.



## Section 4: Number of trained clinical and non-clinical staff 2021-2023

### 4.1: Cumulative Number of Completions of Open Disclosure Training 2021-2023

**4.1.1:** The following table shows the number of completions of Open Disclosure E-Learning Modules 1 and 2 for the period 2021-2023. Open Disclosure E-Learning Module 1 ‘Communicating Effectively through Open Disclosure’ is mandatory for all staff, Open Disclosure E-Learning Module 2 ‘Open Disclosure: Applying Principles to Practice’ is mandatory for staff who, as part of their role, may have to take part in formal open disclosure meetings.



Total completions for E-Learning Module 1  
2021-2023 = **181,757**  
This is a rolling cumulative total.

In 2023 **88,342** completions of E-Learning Module 1 were registered on HSeLand

In 2023 **17,955** completions of E-Learning Module 2 were registered on HSeLand.

- This chart displays a rolling cumulative total of open disclosure training completions registered on HSeLand 2021-2023
- The HSE cyber-attack contributed to the reduction in uptake of training in 2021.
- Open Disclosure E-Learning Module 2 ‘Open Disclosure: Applying Principles to Practice’ was launched on HSeLand on 30th April 2021

**4.1.2:** The following table displays the number of completions of the open disclosure face to face skills workshop during 2021-2023. The face-to-face skills workshop is mandatory for staff who, as part of their role, may have to take part in formal open disclosure meetings.



Total completions for the face-to-face skills workshops 2021-2023 = **2,727**  
This is a rolling cumulative total.

In 2023 **2,024** completions of face-to-face skills training.

**Note:** This figure does not include Open Disclosure Train the Trainer workshops.

- This chart displays a rolling cumulative total of open disclosure training completions registered on the National Open Disclosure Database.
- Open Disclosure face to face training was significantly impacted by Covid-19 and associated restrictions in 2021 and Q1 and Q2 of 2022.

## 4.2: Training Target for National Open Disclosure Programme

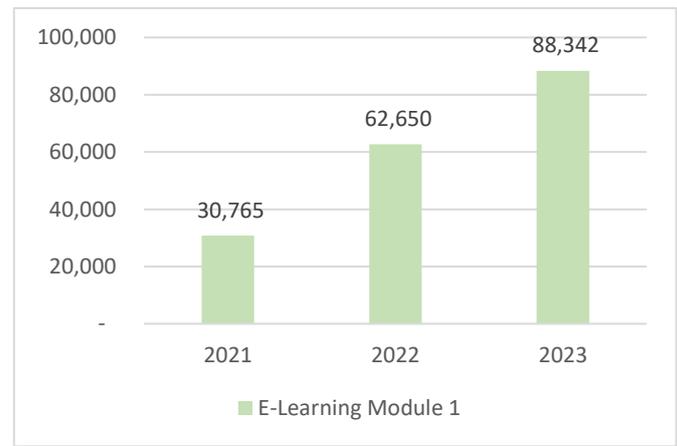
The National Open Disclosure Training Programme currently aims to achieve 30% annual compliance in the uptake of Open Disclosure E-Learning Module 1 (based on a target compliance of 90 % over 3 years). This is based on the requirement to complete refresher training every 3 years and all staff groups are required to complete Module 1.

For 2023 an overall **38%** compliance rate was achieved for HSE Services and Section 38's. **62,645** completions of E-Learning Module 1 for HSE and Section 38's were registered on HSeLanD. Compliance by specific HSE service areas is noted in the following chapters of the report.

### 4.2.1: Total Completions of E-Learning Module 1 per Year (2021 – 2023)

Open Disclosure E-Learning Module 1 'Communicating Effectively through Open Disclosure' was launched on HSeLanD on 6<sup>th</sup> April 2020.

- 2021: **30,765** Completions of E-Learning Module 1 across all registered users on HSeLanD
- 2022: **62,650** Completions of E-Learning Module 1 across all registered users on HSeLanD
- 2023: **88,342** Completions of E-Learning Module 1 across all registered users on HSeLanD



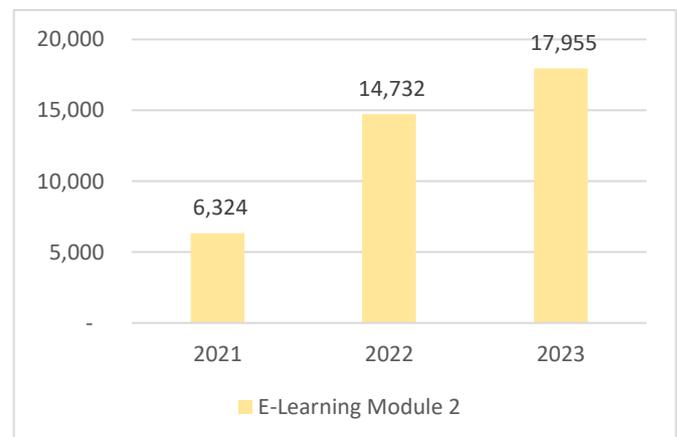
Total Completions of E-Learning Module 1 between 2021 – 2023: **181,757**

**Note:** E-Learning completions for E-Learning Module 1 for Q2 and Q3 2021 were affected by the HSE cyber-attack and lack of access to HSeLanD. A temporary version of HSeLanD was set up. Access was restored to the HSeLanD site on 10<sup>th</sup> August 2021.

### 4.2.1: Total Completions of E-Learning Module 2 Per Year (2021 – 2023)

Open Disclosure E-Learning Module 2 'Open Disclosure: Applying Principles to Practice' was launched on HSeLanD on 30<sup>th</sup> April 2021.

- 2021: **6,324** Completions of E-Learning Module 2 across all registered users on HSeLanD
- 2022: **14,732** Completions of E-Learning Module 2 across all registered users on HSeLanD
- 2023: **17,955** Completions of E-Learning Module 2 across all registered users on HSeLanD

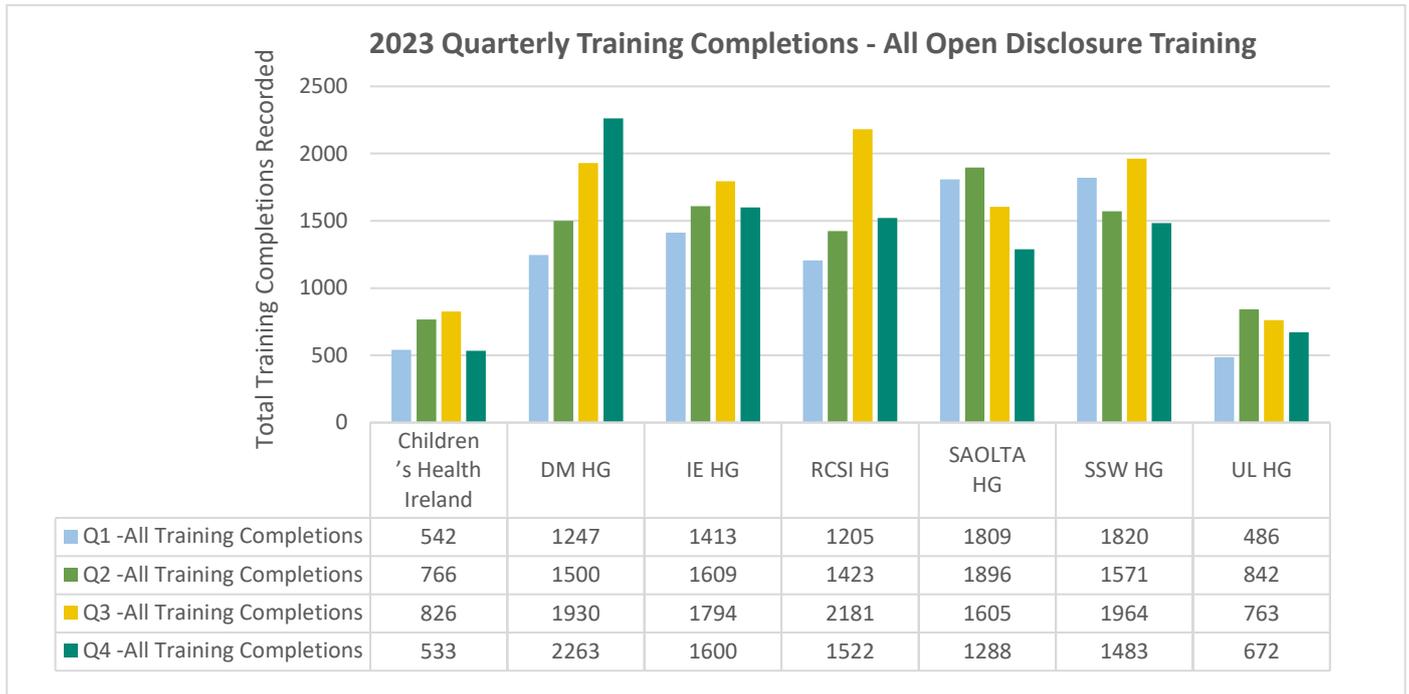


Total Completions of E-Learning Module 2 between 2021 - 2023: **39,011**

**Note:** E-Learning completions for E-Learning Module 2 for Q2 and Q3 2021 were affected by the HSE cyber-attack and lack of access to HSeLanD. A temporary version of HSeLanD was set up. Access was restored to the HSeLanD site on 10<sup>th</sup> August 2021.

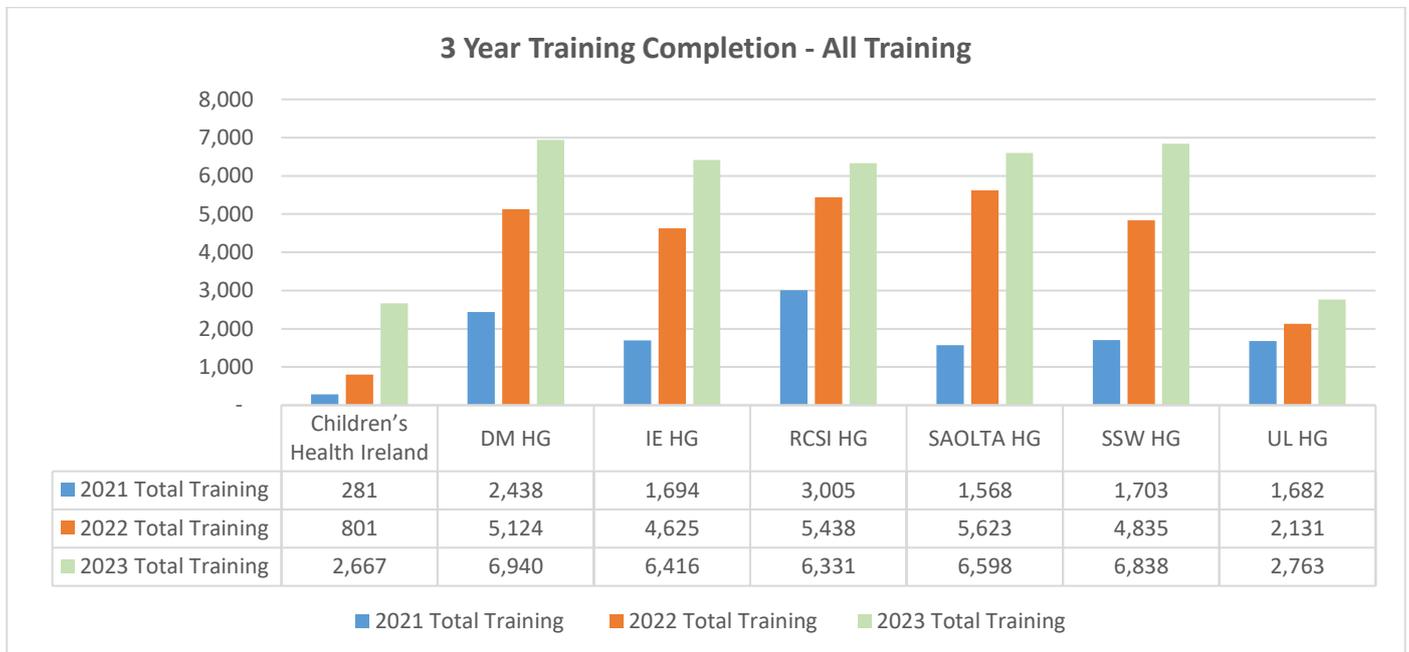
## Section 5: Hospital Groups

### 5.1: Hospital Group - 2023 Quarterly Review



- This chart displays quarterly completions for open disclosure training for each Hospital Group during 2023.
- This includes all open disclosure training (face to face skills workshop and both E-Learning modules). The majority of training for all Hospital Groups was through completion of the E-Learning modules.

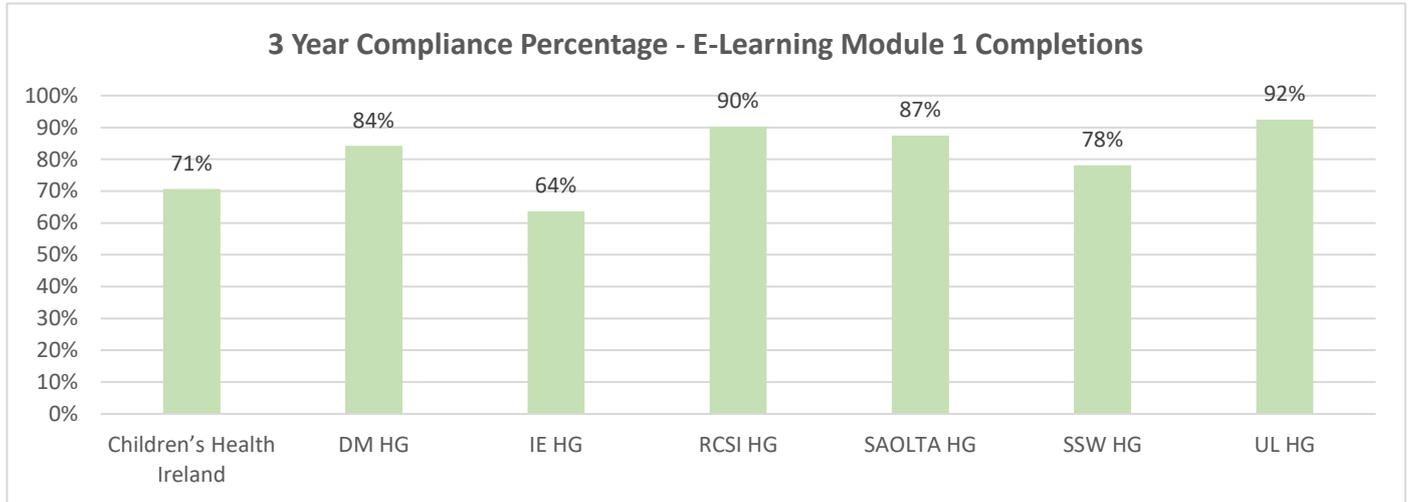
### 5.2: Training completions recorded (2021, 2022, 2023)



- This chart displays total completions of open disclosure training for each Hospital Group in 2021, 2022, 2023
- This includes all open disclosure training (face to face skills workshop and both E-Learning modules).
- The majority of training for all Hospital Groups was through completions of the E-Learning modules.
- Open Disclosure face to face training was significantly impacted by Covid-19 and associated restrictions in 2021 and Q1 and Q2 of 2022.
- The uptake of online Open Disclosure training for Q2 and Q3 2021 was significantly impacted by the cyber-attack.
- Over the three-year period, a total of **79,501** completions of open disclosure training were registered for the Hospital Groups.

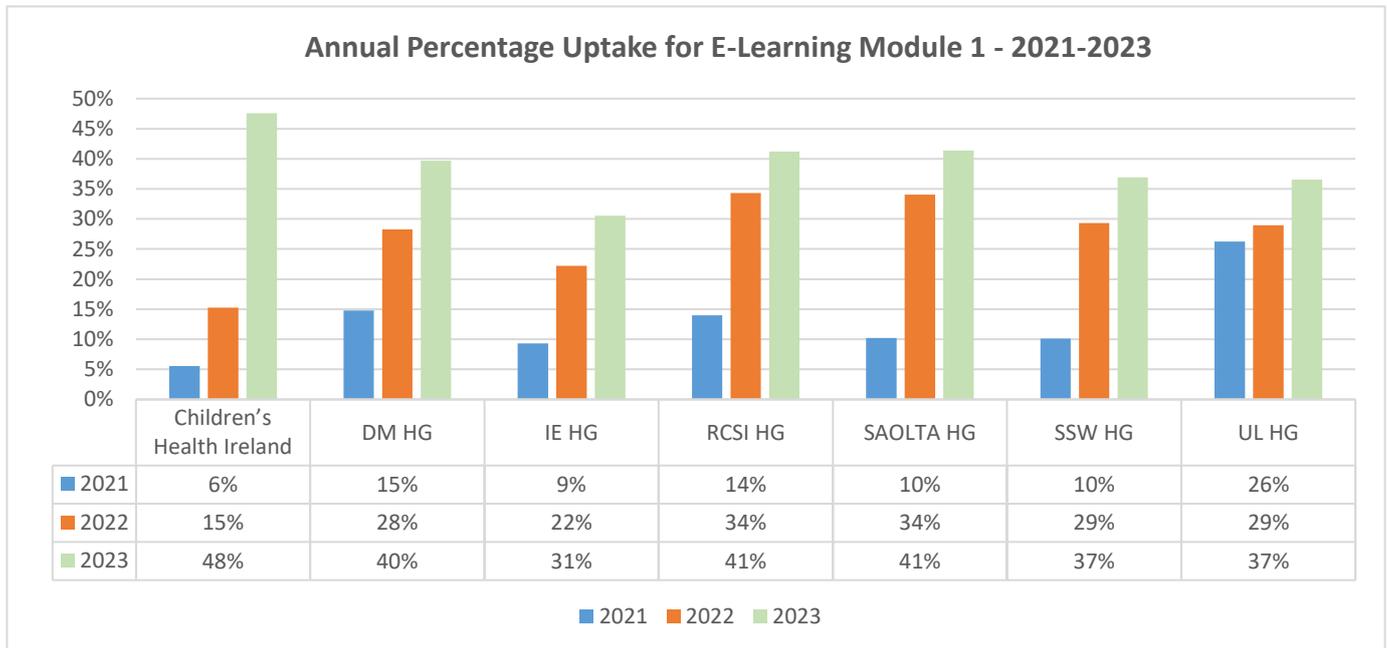
### 5.3: Hospital Group – Mandatory Training Compliance E-Learning Module 1

5.3.1 This chart displays the percentage compliance rate for E-Learning Module 1 over the last three years, based on an averaged headcount (December: 2021, 2022, 2023). This data should be considered based on an annual compliance target of 30% and 3-year compliance target of 90%.



- This chart displays training completions per Hospital Group as a percentage of the average December headcount over 3 years for each Hospital group.
- Based on a three-year average Hospital Group headcount of 80,000, this is an average compliance rate of approximately **81% across all Hospital Groups** over 3- year timeframe 2021 – 2023.

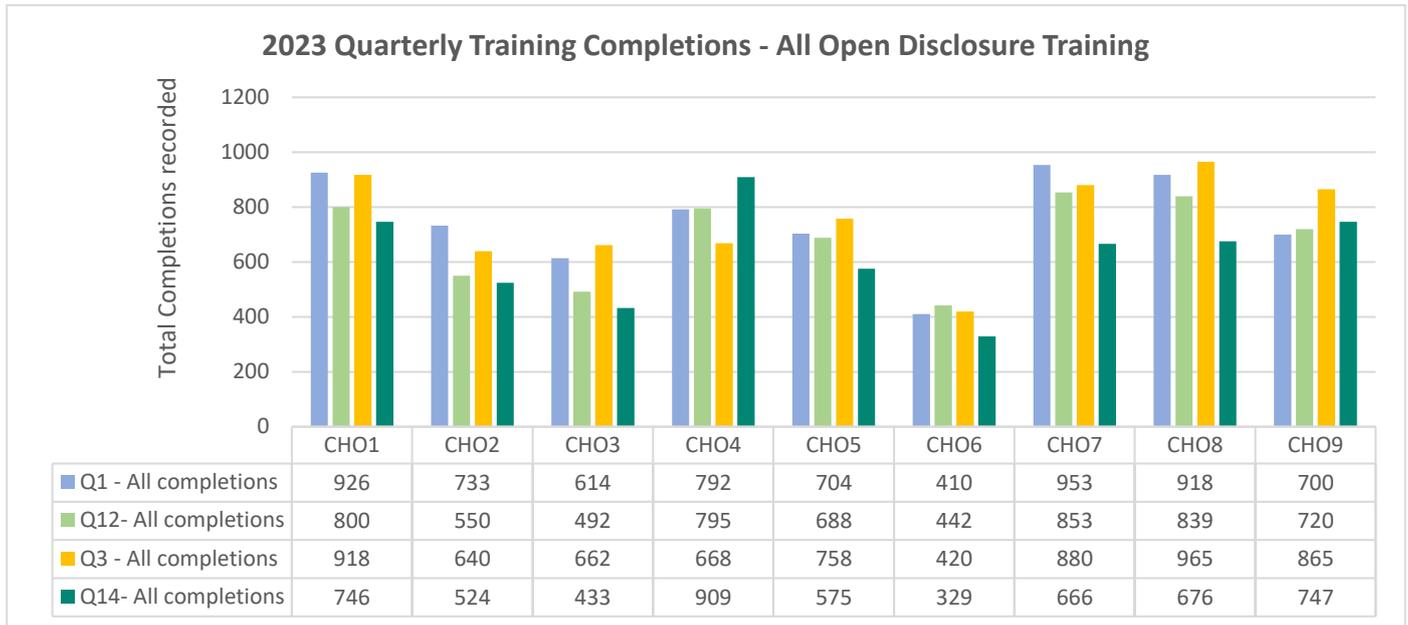
5.3.2 This chart displays the annual percentage compliance rate for E-Learning Module 1 for 2021, 2022 and 2023



- This chart displays training completions of E-Learning Module 1 per Hospital Group as a percentage, based on the headcount for each area as of December Health Personnel Census Report 2021, 2022 and 2023 respectively.
- Open Disclosure face to face training was significantly impacted by Covid-19 and associated restrictions in 2021 and Q1 and Q2 of 2022.
- The uptake of online Open Disclosure training for Q2 and Q3 2021 was significantly impacted by the cyber-attack.
- Based on the 2023 Hospital Group headcount of 84,693, this is an average compliance rate of approximately **39% across all Hospital Groups** for 2023 with all hospital groups demonstrating an increase in the uptake of training during 2023.

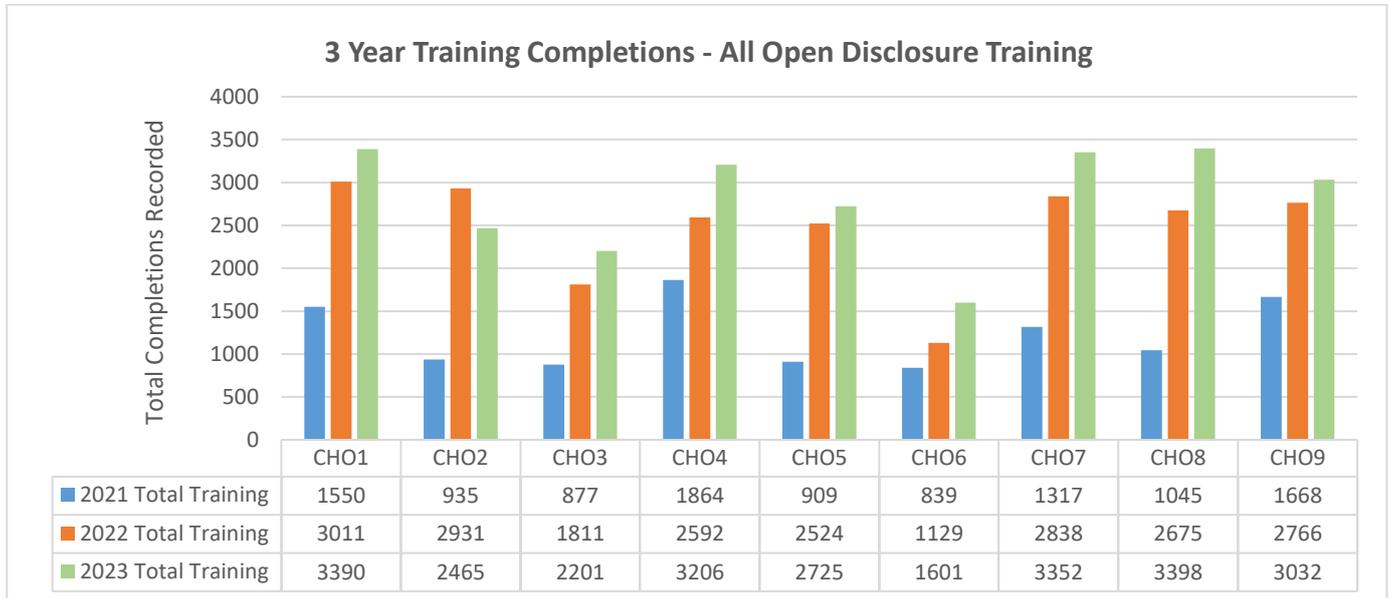
## Section 6: Community Healthcare Organisations

### 6.1: CHO Area - 2023 Quarterly Review



- This chart displays quarterly completions for open disclosure training for each CHO during 2023
- This includes all open disclosure training (face to face skills workshops, briefings and both E-Learning modules). The majority of training for all CHO areas was through completion of the E-Learning modules.

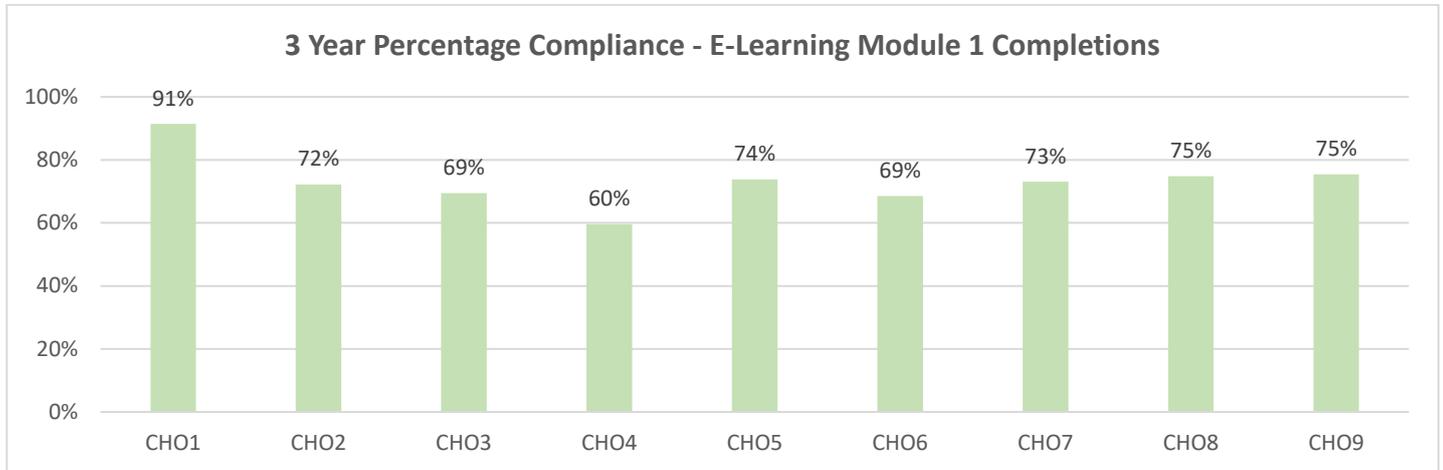
### 6.2: Training completions recorded (2021, 2022, 2023)



- This chart displays total completions of open disclosure training for each CHO area in 2021, 2022 and 2023
- This includes all open disclosure training (face to face skills workshop, presentations and both E-Learning modules).
- The majority of training for all CHO areas was through completions of the E-Learning modules.
- Open Disclosure face to face training was significantly impacted by Covid-19 and associated restrictions in 2021 and Q1 and Q2 of 2022.
- The uptake of online Open Disclosure training for Q2 and Q3 2021 was significantly impacted by the cyber-attack.
- Over the three-year period, a total of **58,651** completions of open disclosure training were registered for the CHO areas.

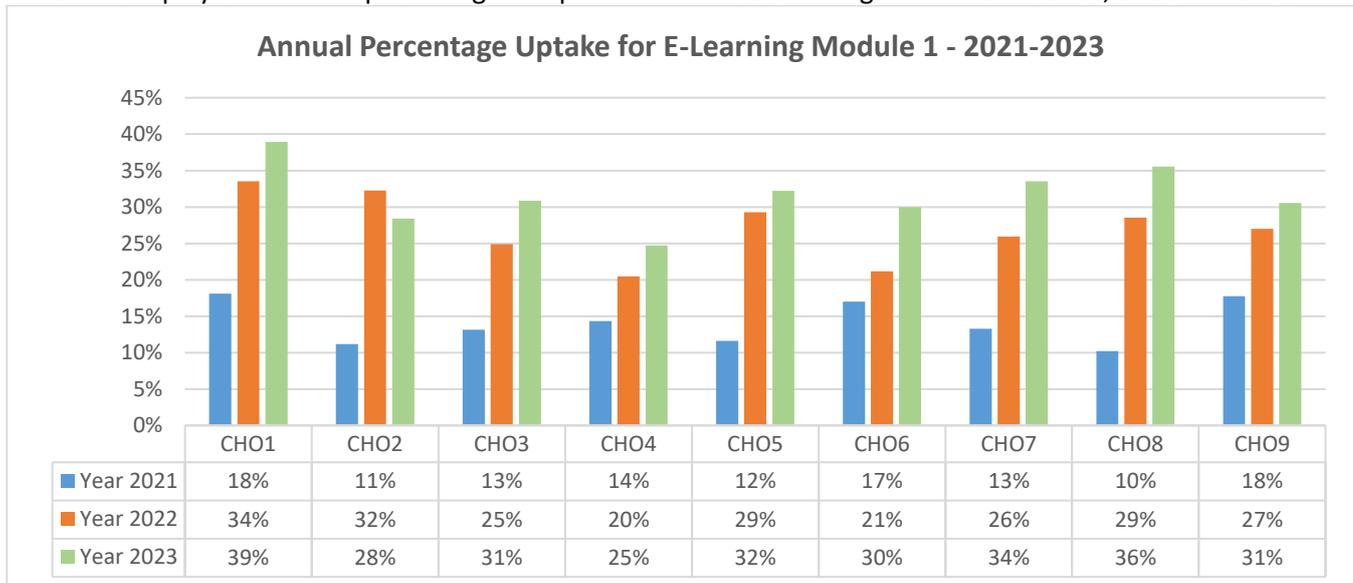
### 6.3: CHO – Mandatory Training Compliance E-Learning Module 1

6.3.1 This chart displays the percentage compliance rate for E-Learning Module 1 over the last three years, based on an averaged headcount (2021, 2022, 2023). This data should be considered based on an annual compliance target of 30% and 3-year compliance target of 90%.



- This chart displays the completions of Module 1 per CHO area as a percentage of the average headcount over 3 years for each area.
- The training target is 30% annual uptake of Open Disclosure E-Learning Module 1 (90 % over 3 years).
- Based on a three-year average CHO headcount of 66,858, this is an average compliance rate of approximately **73% across all CHO areas**.

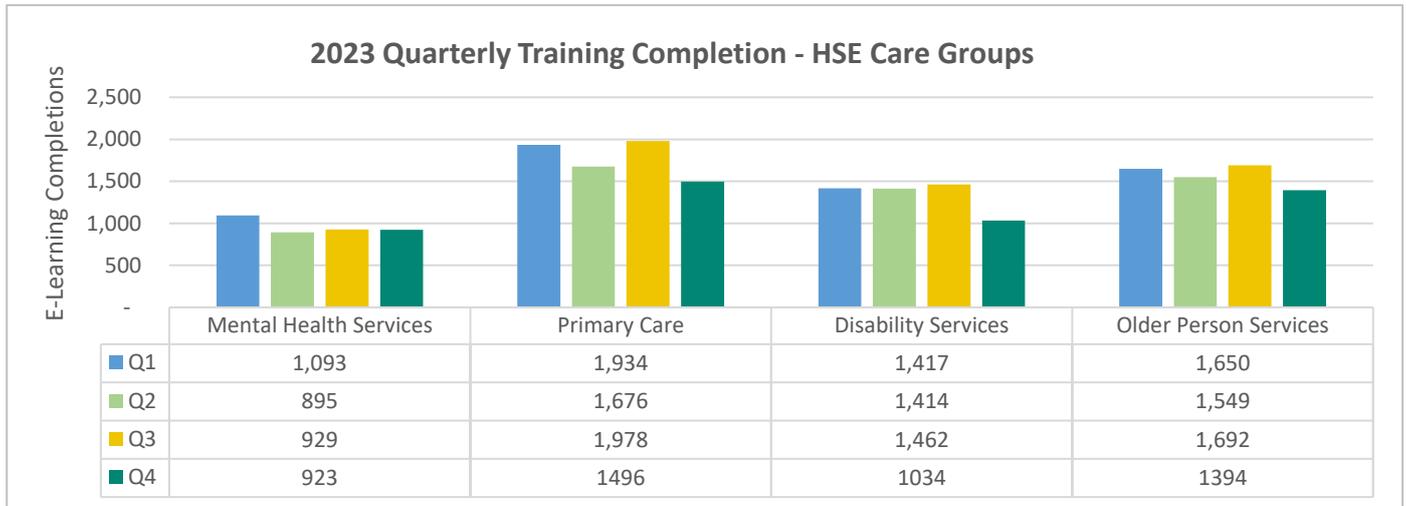
6.3.2 This displays the annual percentage completion rate for E-Learning Module 1 for 2021, 2022 and 2023



- This chart displays training completions of E-Learning Module 1 per CHO area as a percentage, based on the headcount for each area as of December Health Personnel Census Report 2021, 2022, 2023 respectively.
- The uptake of online Open Disclosure training for Q2 and Q3 2021 was significantly impacted by the cyber-attack.
- Based on the 2023 CHO headcount of 68,427, this is an average compliance rate of approximately **32% across all CHO's** for 2023 with 8 out of 9 CHO areas demonstrating an increase in the uptake of training during 2023.

## Section 7: HSE Care Groups

### 7.1: HSE Care Groups - 2023 Quarterly Review

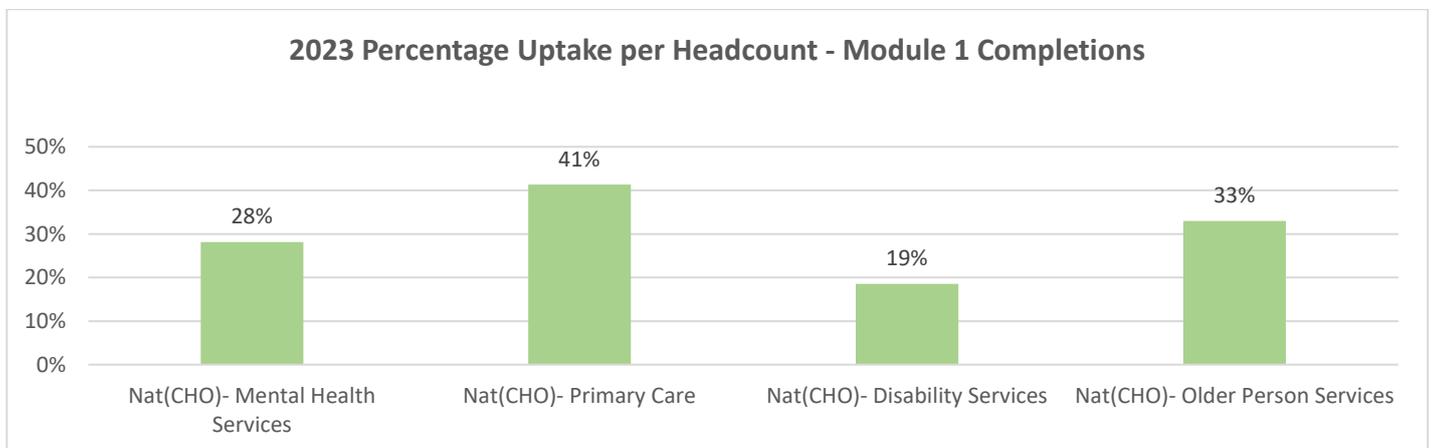


- This chart displays quarterly completions for open disclosure training for each HSE Care Group during 2023
- This includes both Open Disclosure E-Learning Module 1 and E-Learning Module 2.

### 7.2: HSE Care Groups – Mandatory Training Compliance E-Learning Module 1

This chart displays the percentage compliance rate for E-Learning Module 1 for 2023. This data should be considered based on an annual compliance target of 30% and 3-year compliance target of 90%.

As a reporting improvement, measurement of compliance for the HSE Care Groups commenced in 2023 and will be monitored going forward.

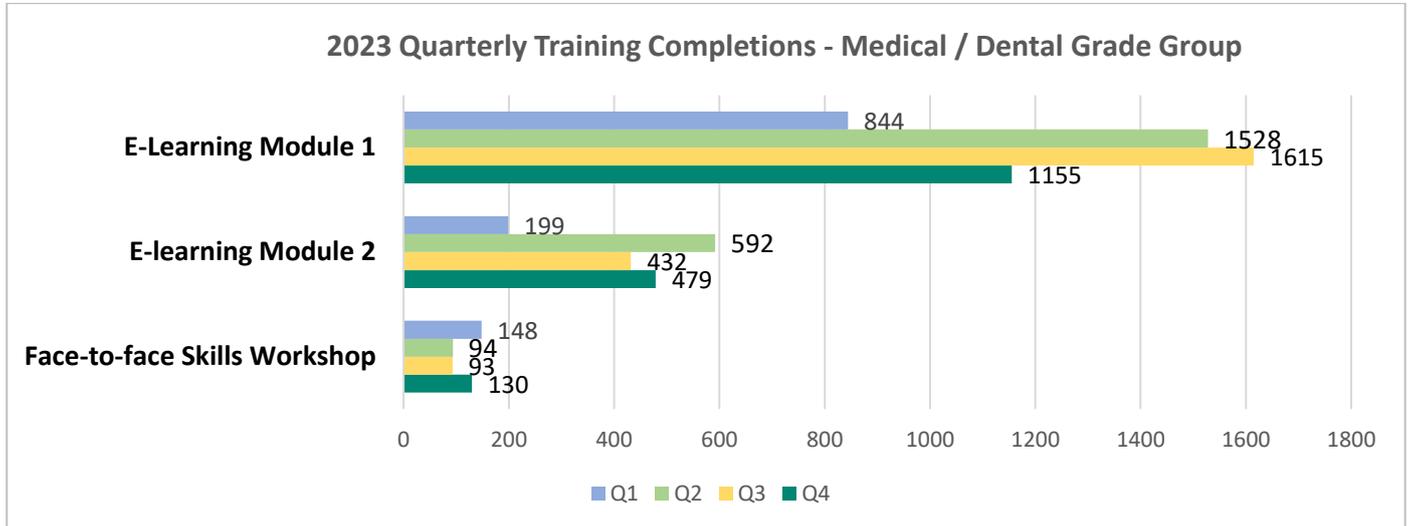


- This chart displays training completions of E-Learning Module 1 per Care Area as a percentage, based on the headcount for each HSE Care Area as of December Health Personnel Census Report 2023.
- The training target is 30% annual uptake of Open Disclosure E-Learning Module 1 (90 % over 3 years).

## Section 8: Uptake of Training per Grade Groups

### 8.1: Medical Dental Grade Group - 2023 Review

In 2023 a total of **7,477** completions of open disclosure training have been recorded for the Medical Dental grade group, with the majority of completions by Consultants and NCHDs. This includes Open Disclosure E-Learning Modules 1 and 2, face-to-face skills workshop and Disclosure Briefings-



- This chart displays all training completions of E-Learning Module 1 and 2 registered on HSeLand; and completions of the Open Disclosure Skills Workshop for the Medical Dental grade group

#### 2023 Open Disclosure Training - Consultants

E-Learning Module 1	942 completions
E-Learning Module 2	179 completions
Face to Face Open Disclosure Skills Workshop	178 completions
Other Face to Face Training*	142 completions

\*Other face-to-face training included: Briefings and Train The Trainer completions

Total training completions recorded for Consultants in 2023: **1,441**

#### 2023 Open Disclosure Training - NCHDs

E-Learning Module 1	3,965 completions
E-Learning Module 2	1,489 completions
Face to Face Open Disclosure Skills Workshop	287 completions
Other Face to Face Training	26 completions

\*Other face-to-face training included: Briefings and Train The Trainer completions

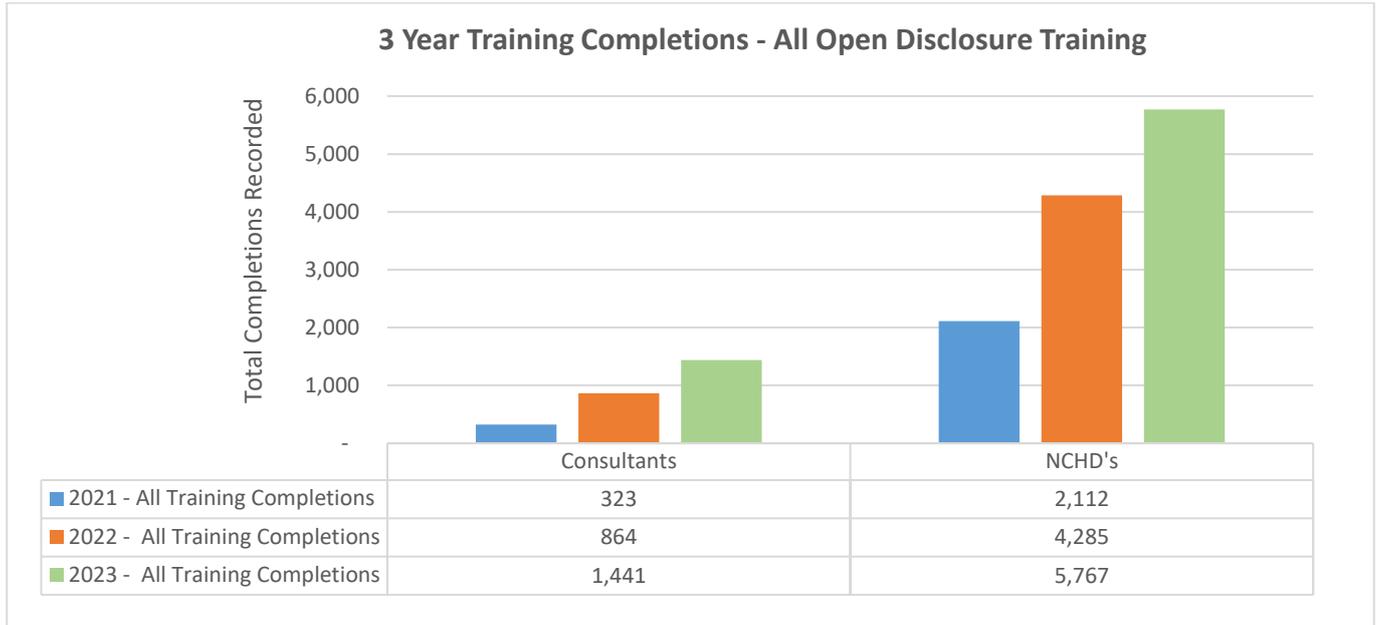
Total training completions recorded for NCHD's in 2023: **5,767**.

#### 2023 Open Disclosure Training - Other Medical Dental Grades

E-Learning Module 1	235 completions
E-Learning Module 2	34 completions

Total training completions recorded for Other Medical Dental Grades in 2023: **269**.

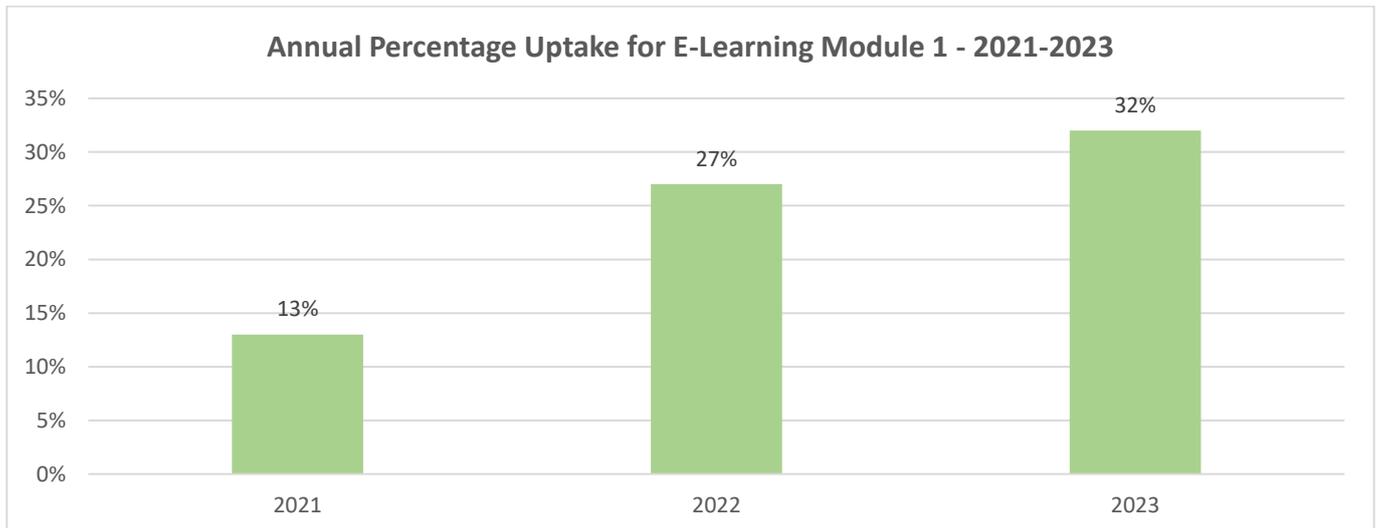
### 8.2: Training completions recorded (2021, 2022, 2023)



- This chart displays total completions of open disclosure training by Consultants and NCHD's in 2021, 2022 and 2023
- This includes all open disclosure training (both E-Learning modules, face to face skills workshop and other face to face training).
- The majority of training for all Consultants and NCHD's was through completions of the E-Learning modules.
- Open Disclosure face to face training was significantly impacted by Covid-19 and associated restrictions in 2021 and Q1 and Q2 of 2022.
- The uptake of online Open Disclosure training for Q2 and Q3 2021 was significantly impacted by the cyber-attack.
- Over the three-year period, a total of **2,628** completions of open disclosure training were registered for Consultants.
- Over the three-year period, a total of **12,164** completions of open disclosure training were registered for NCHD's.

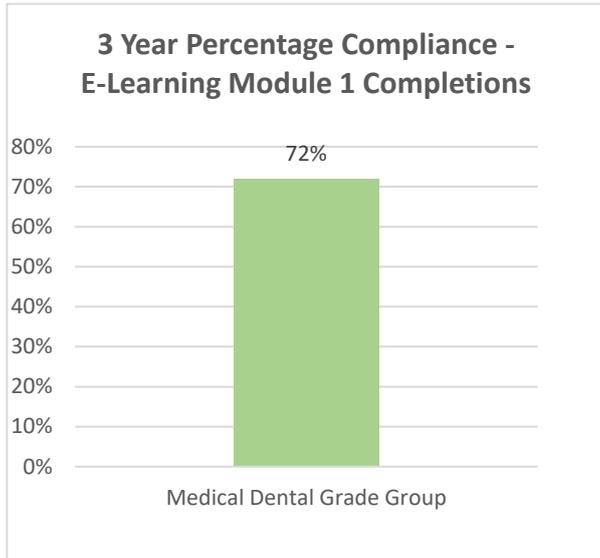
### 8.3: Consultants / NCHD's – Mandatory Training Compliance

8.3.1 This chart displays the annual percentage compliance rate for E-Learning Module 1 for 2021, 2022 and 2023



- This chart displays training completions of E-Learning Module 1 for the Medical Dental grade group as a percentage, based on the headcount as of December Health Personnel Census Report 2021, 2022, 2023 respectively.
- The uptake of online Open Disclosure training for Q2 and Q3 2021 was significantly impacted by the cyber-attack
- For 2023 data – data has been refined and only includes Medical Dental staff registered on HSeLanD as HSE and Section 38 staff for a more accurate percentage based on headcount.

8.3.2: This displays the percentage compliance rate for E-Learning Module 1 based on an averaged headcount for medical / dental staff (2021, 2022, 2023). This data should be considered based on an annual compliance target of 30% and 3-year compliance target of 90%.



- This chart displays training completions for the Medical Dental grade group as a percentage of the average headcount over 3 years.
- Based on a three year average headcount of 13,750, this is an average completion rate of approximately **72%** for this grade group.
- For 2023 data – data has been refined and only includes Medical Dental staff registered on HSeLanD as HSE and Section 38 staff for a more accurate percentage based on headcount

#### 8.4 National Doctor’s Training and Planning (NDTP) - Data

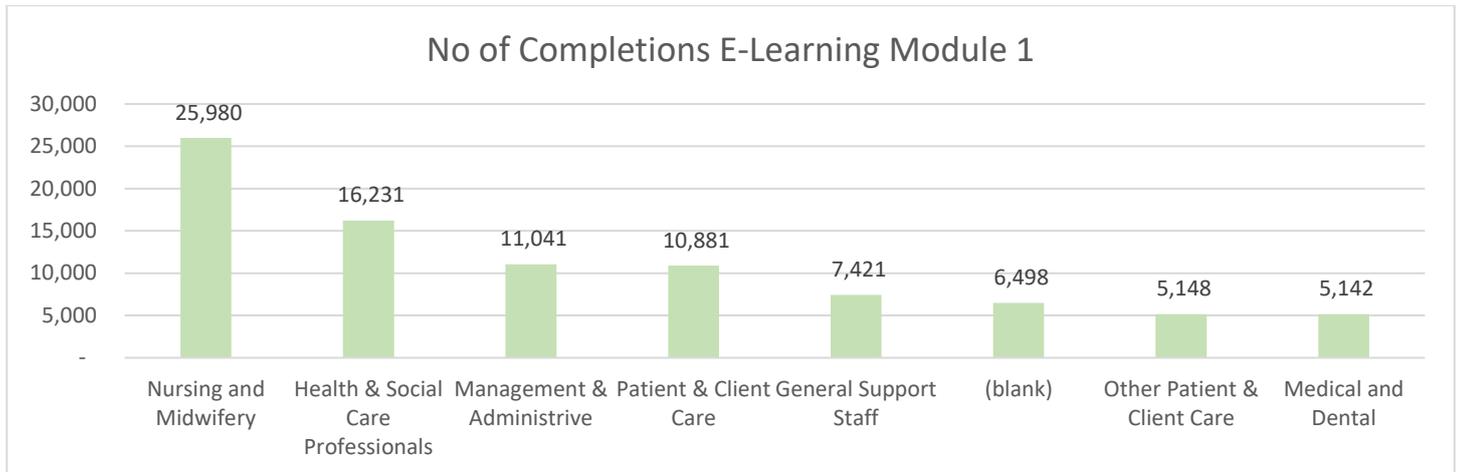
In collaboration with the National Doctor’s Training and Planning (NDTP) data from the Doctors Integrated Management E-system (DIME) has been made available to the National Open Disclosure Office to monitor open disclosure training compliance. This is part of the actions/recommendation arising from Open Disclosure Performance Measurement Work Stream 4. In June 2023 a memo was issued to all NCHD’s via the DIME system to upload evidence of open disclosure training.

##### DIME Data

Date of Data extract	Number of Verified and Submitted Open Disclosure Documents	Number of Open Disclosure Documents that are Rejected, Missing or Expired or Nearing Expiry	Total Number of Open Disclosure Documents
Dec 2023	<b>4,097</b>	<b>4,691</b>	<b>8,788</b>

This data reflects the number of NCHDs who have uploaded evidence of completion of any training in open disclosure and is not representative of % compliance in open disclosure training by NCHDs as reflected in 8.1-8.3 above. This data includes NCHD’s in HSE and HSE Funded services, but also NCHD’s working in private hospitals and/or Section 39’s.

**8.5: 2023 - E-Learning Module 1 Completions per Grade Category during 2023**

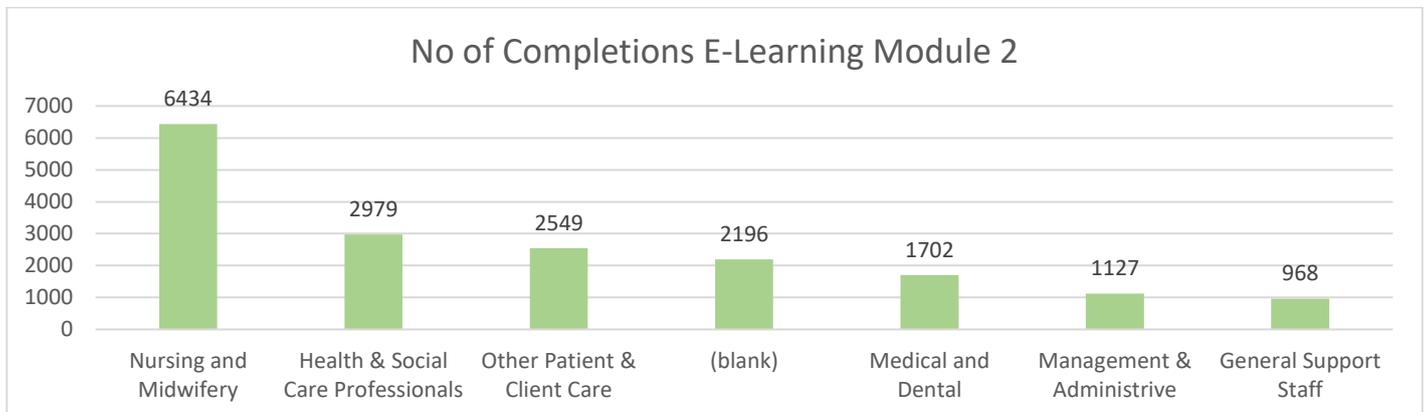


• This chart displays all completions of E-Learning Module 1 registered on HSeLanD per Grade Group for 2023

	General Support	Health & Social Care Professionals	Management / Admin	Medical/ Dental	Nursing and Midwifery	Other Patient & Client Care	Patient & Client Care	(blank)
Community Health Organisation	1,523	4,806	3,361	676	5,398	1,920	3,899	92
Hospital Group	2,832	4,028	4,293	3,253	14,635	824	1,668	687
Health Business Service or Business Unit	37	59	454	14	38	227		9
National Services and National Divisions	75	172	1,026	42	74		703	25
Funded Service	2,252	5,437	1,548	146	1,850	1,581	3,131	180
Other	403	1,001	129	963	3,008	350	827	279
Private Care Home / Hospitals / TUSLA	395	724	226	43	968	246	650	77
Volunteer	3	4	4	5	9		3	5,149

• This chart displays all completions of E-Learning Module 1 registered on HSeLanD per Grade Group and Organisational Level for 2023

**8.5.2: 2023 - E-Learning Module 2 Completions per Grade Category during 2023**



• This chart displays all completions of E-Learning Module 2 registered on HSeLanD per Grade Group for 2023

	General Support Staff	Health & Social Care Professionals	Management / Admin	Medical/ Dental	Nursing and Midwifery	Patient & Client Care	(blank)	Grand Total
Community Health Organisation	137	847	386	91	1,054	700	10	3,225
Hospital Group	221	560	338	848	2,704	267	151	5,089
Health Business Service or Business Unit	1	2	20	1	5	44	1	74
National Services and National Divisions	8	10	62	3	13	101	3	200
Funded Service	316	896	168	36	328	581	15	2,340
Other	96	434	38	706	1,950	564	114	3,902
Private Care Home / Hospitals / TUSLA	188	230	114	15	377	291	17	642
Volunteer	1		1	2	3	1	1,885	1,893

- This chart displays all completions of E-Learning Module 2 registered on HSeLand per Grade Group and Organisational Level for 2023

## Section 9: Postgraduate and Undergraduate Training

### 9.1: Number of completions of Module 1 by Third Level Students (HSeLanD data)

Third Level Institute	No of Module 1 Completions
Athlone Institute of Technology	147
Cork Institute of Technology	20
Dublin City University	368
Dublin Institute of Technology	71
Dundalk Institute of Technology	102
Galway-Mayo Institute of Technology	40
HCUC	7
Institute of Technology; Blanchardstown	14
Institute of Technology; Carlow	24
Institute of Technology; Sligo	9
Institute of Technology; Tallaght	4
Institute of Technology; Tralee	90
Letterkenny Institute of Technology	93
Limerick Institute of Technology Tipperary	10
National University of Ireland; Galway	207
National University of Ireland; Maynooth	10
Royal College of Surgeons Ireland	60
St Patrick's; Carlow College	23
St. Angela's College	72
Trinity College; Dublin	412
University College Cork	437
University College Dublin	565
University of Limerick; Limerick	170
Waterford Institute of Technology	163
<b>TOTAL</b>	<b>3,118</b>

- This table displays all completions of E-Learning Module 1 registered on HSeLanD by third level institute during 2023

### 9.2 Pilot Programme with UCD Medical School

A pilot programme was commenced with UCD in December 2023 involving the introduction of a 2 hour open disclosure workshop to 4<sup>th</sup> year and 5<sup>th</sup> year medical students, the inclusion of Open Disclosure in the end of 4<sup>th</sup> year MCQ examinations and going forward the inclusion of Open Disclosure in the end of 5<sup>th</sup> year Objective Structured Clinical Examinations (OSCEs).

**296** 4<sup>th</sup> year medical students attended the first workshop in December 2023 – this included in-person and virtual attendees.

### 9.3 Uptake of Open Disclosure Training in the Forum of Postgraduate Training Bodies

The following data was provided by the Forum on the number of completions of courses during 2023 that include training on open disclosure in their course content. The content of the training is not validated by the HSE but the organisation welcomes that this important topic is becoming more embedded in under and post-graduate training.

Name of Training Body	Course Details	Number of completions
RCSI	Human Factors Patient Safety programme for trainees across Emergency Medicine and Surgery. Managing Adverse Events full day training programme.	100
RCSI	Human factors in patient safety – first year trainees	120
RCSI	Human Factors in patient Safety – second year trainees	120
RCPI	Gateway to Communication programme	215
Royal College of Anaesthetists	<p>Open Disclosure was covered in all our mandatory training &amp; simulation courses in 2023 and on our SAT &amp; CPSP/SMSB Induction programmes.</p> <p>Trainee Mandatory Courses – 4 courses run once a year</p> <p>Trainee Simulation Courses – 10 individual courses run x 4 times per year</p> <p>SAT induction / CPSP and SMSB Induction – 2 individual courses run once a year</p>	307 anaesthesiologists

### 9.4 Training and Education Sessions facilitated for other Stakeholders

The National Open Disclosure Programme supports and delivers training and programme updates to post and undergraduate Training Programmes. During 2023 the following was facilitated:

- 2 hour Open Disclosure presentation, Nursing Medication Prescribing Programme, NUIG;
- 2 hour Open Disclosure presentation, Clinical Governance Course, NUIG;
- Open Disclosure Update for NUIG Post Graduate Nursing Programme;
- 2 hour skills workshop with 4th year medical students, UCD;
- 2 hour Open Disclosure workshop, Graduate Diploma in Quality and Risk Management, UCD;
- 1 hour face to face skills workshop with National Network of NCHD Leads;
- x3 Mastering Adverse Events Simulation Training days (co-facilitation), RCSI;
- 2 hour Open Disclosure and Incident Management presentation, RCSI MSc Healthcare Management - Contribution to Quality & Risk Management Module.

## Section 10: Skilling Up for QPS Training Programme

In 2023 the National Open Disclosure Programme supported to the (pilot) roll-out of the National Quality and Patient Safety Directorate Skilling Up training model.

The 'Skilling up for QPS' project proposed to move to a more integrated delivery of QPS programmes focusing on one health region at a time. This proposed integrated approach involved engaging with senior leaders to build local ownership, identifying and prioritising QPS learning needs and delivering training to staff from both acute and community settings together during a concentrated period. Sustaining and spreading QPS training required the identification of local QPS trainers was supported through facilitator/train-the-trainer programmes as well as the establishment of local communities of practice.

After a joint discussion with both CHO 1 and Letterkenny University Hospital, it was decided to prioritise the following programmes which would be delivered face to face in Donegal.

- SIMT
- System Analysis Review
- Open Disclosure Skills Training
- After Action Review
- Coaching for Improvement
- Foundation in Human Factors

Many of the programmes identified as a need are available on HSeLanD as E-Learning modules that can be taken at any time. In particular, the open disclosure mandatory training was identified and it was highlighted that we needed to consider how best we could facilitate staff to be able to complete this mandatory module.

Training suites were set up to facilitate access to online open disclosure mandatory training programmes on HseLanD and x 3 skills workshops were facilitated – x 2 in Donegal and x 1 in Sligo.

## Section 11: Other Services

### 11.1: National Ambulance Service (NAS) Training Overview (2021, 2022, 2023)

The number of completions of Open Disclosure Training by staff in the National Ambulance Service across the three-year period is as follows. (**Note:** This includes all open disclosure training (face to face skills workshop and both E-Learning modules). The majority of training was through completion of the E-Learning modules).

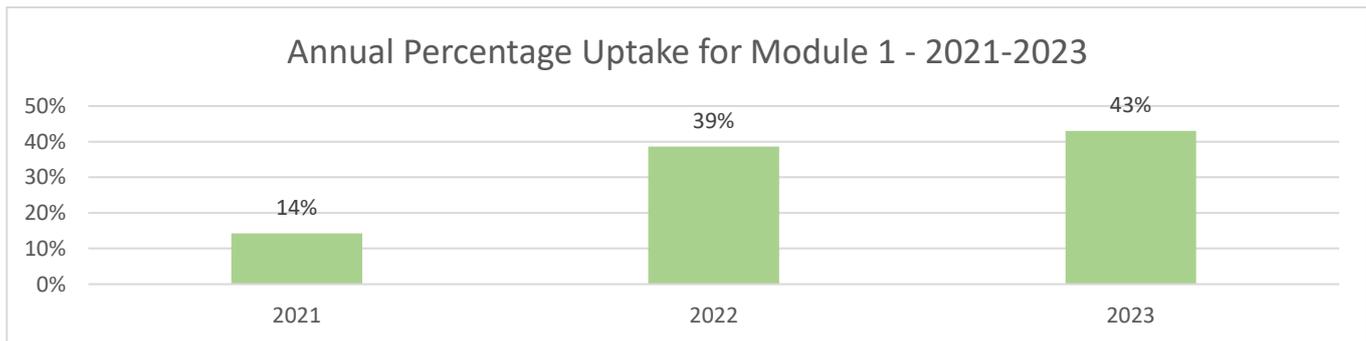
2021 =	392 completions
2022 =	966 completions
2023 =	1,221 completions
3 Year Total =	<b>2,579</b> completions

#### National Ambulance Service 2023 Mandatory Training Compliance for E-Learning Module 1

Total completions for online E-Learning Module 1 for NAS = 1,016

Total completions for online E-Learning Module 2 for NAS = 161

Based on completions of E-Learning Module 1 and on a headcount for NAS of 2,361 (Health Service Employment Report, Nov 2023), this is a completion rate of **approximately 43% across NAS for 2023**.



- This chart displays training completions of E-Learning Module 1 for NAS area as a percentage, based on the headcount (2021, 2022, 2023) respectively.
- The uptake of online Open Disclosure training for Q2 and Q3 2021 was significantly impacted by the cyber-attack.
- Based on a three-year average NAS headcount of 2,216, this is an average compliance rate of approximately **97% across NAS**

### 11.2 National Screening Services (NSS) Training Overview (2021, 2022, 2023)

Recording of training for National Screening Services commenced in 2019. For the reporting period of the last three years 168 completions of open disclosure training for the NSS have been recorded. Many senior clinical staff in National Screening Services have a dual contract with the acute host hospitals. As such where this staff cohort have completed Open Disclosure as part of their mandatory training in the host hospital, this will not be reflected in the screening services numbers.

#### 11.2.2 National Screening Service: Cervical Check: Training workshops on the Management and Communication of Personal Cervical Screening Reviews (PCSRs):

The National Open Disclosure office, in collaboration with members of the CervicalCheck Interval Cancer Audit Implementation Group, developed and facilitated 5 workshops for various members of the teams involved in the management and communication of Personal Cervical Screening Reviews. These workshops included the following:

**(a) 2 Workshops for Call Centre Staff**

Event	Number of attendees
X 2 Open Disclosure Workshops for Call Centre Staff, Cork	20

The aim of these workshops was to build the capacity of attendees to respond to patient calls as part of the CervicalCheck Call Answering Team. The objective of these workshops was to:

- increase staff awareness on the background to Personal Cervical Screening Reviews, the PCSR process and potential outcomes;
- discuss the types of calls to expect, how to respond to the calls and how to escalate matters when required;
- ensure staff recognised the impact of communication and the importance of being empathic, person centred and of being more aware of their own communication style;
- provide an opportunity to practice the key skills required to effectively manage calls to get the best outcome for the patient/ relevant person and staff involved;
- increase staff confidence in managing situations that arise and any challenges that arise as part of a team;
- raise awareness of the patient perspective, the support needed and how staff may guide patients/their relevant person to the best support available for them and
- recognise the importance of team dynamics, support for each other and their own support needs throughout the process.

**(b) 3 Workshops to support the Cervical Check Clinical Teams involved in meeting with patients/ relevant persons following requests for Personal Cervical Screening Reviews.**

Event	Title	Number of attendees
Skills Workshop	Personal Cervical Screening Review training <b>Initial Meeting</b>	13
Skills workshop	Personal Cervical Screening Reviews <b>Results meeting</b> training	10
Skills workshop	Personal Cervical Screening Reviews <b>Results meeting</b> training	5

The aim and objective of these workshops was to (i) build the capacity of attendees to prepare for and manage the introductory meeting with patients/relevant persons who have requested a Personal Cervical Screening Review in the HSE Screening Service, (ii) to build the capacity of attendees to prepare for and manage the results meeting with patients/relevant persons who have requested a Personal Cervical Screening Review in the HSE CervicalCheck Service and (iii) to support the attendees by reflecting on learning to date and preparing for further meetings using a consistent and standardised approach.

**Sample Feedback on the workshops:**

- The group discussions around managing specific outcomes was really helpful particularly to hear the perspectives of different experts including clinicians, Point of Contact person, and patient reactions.
- The round table discussion that took place, rather than a classroom environment, was very helpful as all present at the training were totally committed to the process.
- The role plays were particularly valuable and challenging - more practice definitely needed.

- The content was PCSR specific.
- Excellent preparation.
- It was a really helpful session that brought to light specific challenges through discussions with the team following the scenario role play.

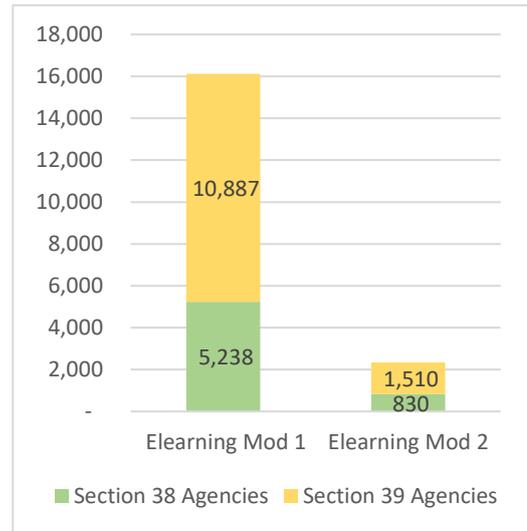
**11.3: Federation of Voluntary Bodies (FedVol) Training Overview (2021, 2022, 2023)**

The number of completions of Open Disclosure training by staff in the Federation of Voluntary Bodies over the three-year period 2021-2023 is as follows. (**Note:** This includes all open disclosure training i.e. face to face skills workshop and both E-Learning modules). The majority of training was through completion of the E-Learning modules. The completions for FedVol include completions by staff working in section 38 and section 39 agencies.

2021 =	5,527 completions
2022 =	10,984 completions
2023 =	18,493 completions
3 Year Total =	35,004 completions

**Federation of Voluntary Bodies (FedVol) 2023 Mandatory Training Compliance for E-Learning Module 1**

- 2023: Total completions for E-Learning Module 1 for FedVol = **16,125**
- 2023: Total completions for E-Learning Module 2 for FedVol = **2,918**
- 2023: Total completions of face-to-face Skills Workshop for FedVol = **28**

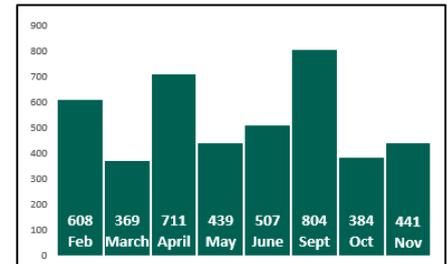


Based on completions of E-Learning Module 1 and on a headcount for Section 38 Voluntary Agencies of 21,565 (Health Service Employment Report, Nov 2023), this is a completion rate of **approximately 24% across Section 38 Voluntary Agencies for 2023.**

## Section 12: Training provided / facilitated by the National Open Disclosure Office

### 12.1: Webinars facilitated by the National Open Disclosure Office during 2023

- The National Open Disclosure Programme Webinar Series helps maintain communication with Open Disclosure leads, trainers and staff working across all of our health and social care services, external agencies and patient representative / patient advocacy groups.
- Each webinar was CPD accredited by RCPI (2 external CPD points) and NMBI (2 CEUs).
- In total, the National Open Disclosure Office facilitated 8 webinars in 2023 to various groups of staff, stakeholders, students and patient representatives on a range of open disclosure related topics. Numerous stakeholders were involved in the delivery of the webinar programme.
- Total attendance across all 2023 webinars = 4,263.**  
Approximately 65% of attendees at each webinar had previously engaged with the National Open Disclosure Programme.
- Staff Support: These webinars are facilitated in an effort to provide additional support for staff in the implementation of the HSE Open Disclosure Policy, in the management of the open disclosure process and in identifying and responding to the impact of patient safety incidents on staff.
- Details of webinars delivered by the programme include:



Webinar Title	Date	Total Attendees
Managing Difficult Conversations: Getting it Right when Things go Wrong (Part 3) <ul style="list-style-type: none"> <li><b>Professor Eva Doherty</b>, Director of Human Factors in Patient Safety, RCSI University of Medicine and Health Sciences</li> </ul>	15/02/2023	608
Positive Health and Wellbeing: What does the science tell us? <ul style="list-style-type: none"> <li><b>Professor Ciaran O'Boyle</b>, Director Centre for Positive Psychology and Health, Royal College of Surgeons</li> </ul>	15/03/2023	369
Medico-legal aspects of record-keeping and documentation <ul style="list-style-type: none"> <li><b>Asim A. Sheikh</b>, Barrister-at-Law, and Assistant Professor in Legal Medicine, UCD School of Medicine</li> </ul>	12/04/2023	711
Sharing the Learning - Documenting Open Disclosure <ul style="list-style-type: none"> <li><b>Angela Tysall</b>, Open Disclosure Lead, Manager of National Open Disclosure Office; <b>Mary O'Dwyer</b>, Head of Quality, Safety and Service Improvement, HSE Mid West Community Healthcare; <b>Linda McEvoy</b>, Clinical Audit and Governance Manager, Beaumont Hospital, <b>Noreen Kennedy</b>, QPS Manager, St John's Hospital, Limerick, <b>Cathy Sexton</b>, Patient Advocate Liaison Manager, Cavan Hospital</li> </ul>	17/05/2023	439
"Update on (i) The Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 (ii) The National Open Disclosure Policy Framework " <ul style="list-style-type: none"> <li><b>Maurice O'Donnell</b>, Principal Officer, National Patient Safety Office, Department of Health; <b>Susan Reilly</b>, Assistant Principal Officer, National Patient Safety Office, Department of Health; <b>Liam McCormack</b>- Assistant Principal Officer, National Patient Safety Office, Department of Health; <b>Arnel Kidpalos</b>- Assistant Principal Officer, National Patient Safety Office, Department of Health; <b>Stephen Dredge</b>, Administrative Officer, National Patient Safety Office, Department of Health</li> </ul>	14/06/2023	507

Webinar Title	Date	Total Attendees
Managing Conflict - Tips and Tools for Resolving Conflict with Colleagues <ul style="list-style-type: none"> <li><b>Professor Eva Doherty</b>, Director of Human Factors in Patient Safety, RCSI University of Medicine and Health Sciences</li> </ul>	12/09/2023	804
Learn Together: Patient Involvement in the Incident Management Process <ul style="list-style-type: none"> <li><b>Professor Jane O'Hara</b>, Professor of Healthcare Quality and Safety, Learn Together, UK</li> </ul>	11/10/2023	384
The role of the Designated Person in Incident Management and Open Disclosure <ul style="list-style-type: none"> <li><b>Catherine Hand</b>, Trainer and Educator, Open Disclosure Office; <b>Liz Barry</b>, Patient Advocacy Liaison Manager, UHLG; <b>Gary Watkins</b>, Quality and Risk Manager, St John of Gods; <b>Brenda Ryan</b>, Head of Client Services, National Screening Services; <b>Georgina Cruise</b>, National Manager of the Patient Advocacy Service</li> </ul>	15/11/2023	441

### Evaluation of the Webinar Programme

- Attendees from each webinar were invited to complete a short survey immediately after each webinar.
- Averages were calculated across all evaluations and 1,465 evaluations were received in total. The average response rate to the Open Disclosure webinar evaluation survey is at 34,3%

Respondents who Agreed or Strongly Agreed that:	Average % based on completed evaluations
The content of the webinar was relevant to them.	95%
The webinar has helped them to develop their knowledge and understanding of the subject area.	96%
The subject area was presented effectively.	97%
The pace of the webinar was satisfactory.	97%
Plan to apply what they learned from the webinar in their work.	94%

- 98% of respondents stated that the webinar met or exceeded their expectations
- All respondents were invited to leave additional feedback / comments. Examples of some comments include:

The personal experience shared by the family member was really good as it helped to understand their perception and experience

Really impressed with the presentation, I could easily relate the information to my own workplace and there were very good examples of techniques / strategies to use. I've already recommended colleagues to watch the webinar.

The presentation was excellently delivered. I really feel this should be mandatory for all staff who need to record keep and document. It really reinforced the importance and consequences of why we need good documentation and record keeping.

This was an excellent webinar and the practical examples really enhanced the learning.

I found the information very relevant and was presented in a focused, factual way.

## 12.2: Training Delivered by the National Open Disclosure Team

### 12.2.1: Train the Trainer (TTT) Programme

- The roll out of the revised Train the Train Programme continued throughout 2023 to support the new skills based face to face workshop. This programme consists of a 3 hour virtual programme and a full day face to face workshop. The purpose of the TTT programme is to refresh current trainers on the new training programme and introduce new trainers to the system, to support the rollout of the open disclosure skills workshop across all HSE and HSE funded health and social care services.
- In 2023, the National Open Disclosure Programme delivered 9 virtual TTT programmes. A total of 113 participants attended this virtual training in 2023.
- The National Open Disclosure Programme hosted 10 full day workshops in 2023. A total of 101 attendees attended the TTT workshops in 2023.
- In 2023 95 staff completed the full 1.5 day TTT programme
- There are currently 474 Open Disclosure Trainers on the Trainer's database, representing a range of services including HSE and HSE funded services and patient representatives.

#### What participants said they liked about this training programme

- Practical element, booklets and resource pack
- Great activities throughout the session, useful pack of information shared
- Good group with good engagement. Acknowledgement from the facilitator of group dynamics and experience.
- Appreciated opportunity to deliver sections.
- Flowed well, allowed time for discussions etc. while keeping focus
- The layout and role plays were excellent
- Great balance between theory and practical elements.
- Engagement and interactiveness of the training
- Open and safe space to discuss different scenarios and questions. Trainers very easy to talk to.
- A very interesting subject
- Comfortable, inclusive, welcoming atmosphere & space to learn
- Engagement and variety of professionals and variety of areas included
- Q and A- opportunities very good
- Different perspectives from attendees with different backgrounds
- Approach to delivery of training was relaxed, open to discuss doubts and enquiries. Trainers were knowledgeable and had great way of delivery
- All questions were answered - lots of signposting for me to study more about the training programme.

#### What participants said they would recommend to improve in this programme

- The slidedeck for the workshop doesn't match up completely to the slides in the trainers guide.
- More role play of a preparation meeting before open disclosure
- Scenarios for various service areas included in examples
- I need more technical competence so that I understand as much of the issues that may arise as possible. I want to be sure on my feet!
- More roleplaying and scenarios. Especially regarding meeting with just SU / patients without their family present.
- A lot of new content to learn in the 2 days, need more practice to facilitate the session after today

### 12.2.2: Open Disclosure Face to Face Skills Workshop

The Face to Face Skills Workshop is a 3 hour workshop which focuses on the management of the open disclosure process and targets all staff who may be involved in formal open disclosure meetings.

In 2023, the National Open Disclosure Team delivered 37 skills workshops across a range of services. (490 attendees) The delivery of these face-to-face skills workshops was preparatory for new Open Disclosure trainers undergoing the Train the Trainer programme, and were also facilitated to provide additional support to new Open Disclosure Trainers, as required.

#### Feedback on revised Face to Face Workshop during 2023

All Open Disclosure workshops are evaluated using a standardised evaluation tool. Analysis of a random sample (56) of workshop evaluations from across four different sites identified the following:

##### Will this training change or influence your practice:

**96%** of respondents agreed that this training will change or influence their practice.

##### Were the stated objectives met?

**100%** of respondents agreed that the stated objectives of this training were met.

##### What is your overall assessment of the training?

**84%** were very satisfied with this training.  
**16%** were satisfied with this training.

##### How will this training change or influence your practice?

A summary of the responses provided through the evaluation form are:

##### Learning Points from the training:

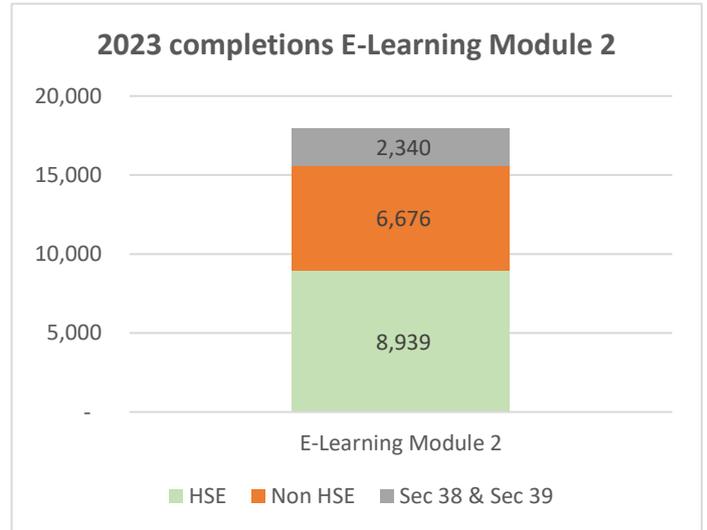
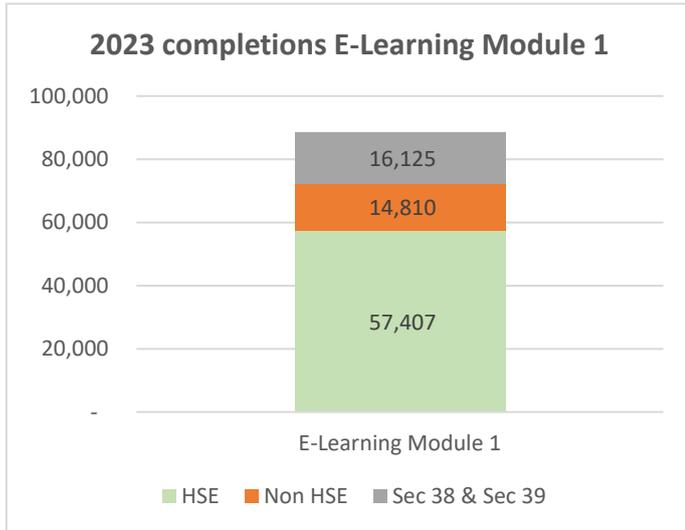
- The process of open disclosure
- Assist Model / Assist Me Model
- The importance of documentation / record all open disclosure where colleagues can see it
- Legislation
- Awareness of patient safety law
- Patient communication
- Principles of engaging with staff
- Communication skills
- How to prepare for open disclosure meetings
- Team approach
- Allowing to hear story
- Services available
- Process to follow when open disclosure takes place
- Open Disclosure meeting layout
- What and what not to say
- How to enhance communication
- Importance of sorry / empathy / honesty
- Role of discloser
- Understanding different view points
- Staff awareness
- Listening
- Team approach
- GIVE- responding to strong emotions
- Designated person
- ASSIST model
- Phrases not to use
- Pre / Post Meeting / supports to families
- Develop a culture of openness and honesty
- Acknowledging how vulnerable / upset staff can feel
- Travel
- Patient Involvement

- More aware of how to initiate low level open disclosure on a daily basis
- Importance of recording the open disclosure in notes
- Using Assist Tool
- Mindful of language used
- Start integrating Assist Me into employee support
- Tell staff about policy
- Research Legislation
- Share with teams
- Pre-meeting meetings to help prep for meeting
- Assist tool
- Pre meeting preparation
- Aware now of processes for convening and documenting meeting
- Consider all perspectives/ views
- More aware of information sharing
- Aware of patient view
- Structure to OD meetings
- Utilise the tools provided
- Importance of body language
- Advocating that designated support person be always considered
- Value of open disclosure - instil this in managers and staff"
- Volunteer to support teams in meetings
- Liaise with patient support contact person
- Encouraging colleagues to avail of this training
- Will use ASSIST Model
- Stay true to own values
- pre and post meeting checklist - know what you do know and what you don't know
- Encourage team discussion on incident management
- Not being afraid of saying sorry
- Fostering a culture of open disclosure in the team
- Good relationships and development of better transparency
- More confident in managing OD discussions
- Not changing how I do this but it has brought it back into focus
- Accountability

## Section 13: HSeLand Stats – Non HSE Services

### 13.1: E-Learning completions in 2023 for HSE vs. non-HSE Services

Through improved reporting in 2023, a breakdown of completions for the Open Disclosure E-Learning Module 1 and E-Learning Module 2 for HSE Services, Voluntary Agencies and Non-HSE service will be provided from 2023 going forward. Non-HSE services include Private Hospitals, Private Nursing Homes and volunteers, etc.



- These charts display training completions of E-Learning Module 1 and E-Learning Module 2 for HSE Services, Non-HSE Services and Section 38 and Section 39 agencies respectively.

It is anticipated that with the launch of the National Open Disclosure Framework, the number of completions of the Open Disclosure E-Learning Modules will increase for Non-HSE services.

## APPENDIX 1: HR Memo - Open Disclosure Training: Mandatory for all Staff

The following memo outlining mandatory open disclosure training requirements was issued by the National Director of HR on 07 July 2022 to all HSE and HSE funded services.



### Memo

**To:** Chief Executive Officer  
Each National Director  
Each Assistant National Director HR  
Each Assistant Chief Finance Officer  
Each Hospital Group CEO  
Each Hospital Group Director of HR  
Each Chief Officer CHO  
Each Head of HR CHO  
Head of HR, PCRS  
Each CEO Section 38 Agencies  
Each HR Manager Section 38 Agencies  
Each Employee Relations Manager  
Each Group Director of Nursing & Midwifery  
Each Group Director of Midwifery  
Each Clinical Director  
Director National Ambulance Service

**From:** Anne Marie Hoey, National Director Human Resources

**Date:** 7<sup>th</sup> July 2022

**Subject:** HE Memo - Open Disclosure Training: Mandatory for all Staff

Dear Colleagues,

Open disclosure training is mandatory for all staff working in HSE and in HSE funded services with refresher training required every three years.

All staff must complete Open Disclosure e-learning **Module 1 "Communicating Effectively through Open Disclosure"** which is available on HSeLand.

Staff who may be involved in formal open disclosure meetings e.g. senior managers, senior nursing, midwifery and health and social care professionals, medical staff, QPS staff and staff fulfilling the role of the Designated Person must also complete:

- E-learning Module 2 "Open Disclosure: Applying Principles to Practice" and
- Module 3 Face to Face Skills Workshop (3 hours) on the management of the open disclosure process.

Refresher training must be undertaken by all staff every 3 years.

### **Accountability**

It is the responsibility of each service manager to ensure that staff are trained in open disclosure and to maintain local training records to provide assurance that the service is meeting mandatory training requirements.

### **Access to Training**

Module 1: Communicating Effectively through Open Disclosure available on HSeLanD – login [here](#)

Module 2: Open Disclosure: Applying Principles to Practice available on HSeLanD – login [here](#)

Face to Face Training can be accessed by contacting the Open Disclosure Lead for your area available [here](#).

### **Continuing Professional Development (CPD)**

**All of the above Open Disclosure training programmes attract CPD/Continuing Education Units as follows:**

Module 1: 2 External CPD points (RCPI) and 2 CEUs (NMBI)

Module 2: 3 External CPD points (RCPI) and 3 CEUs (NMBI)

Face to Face Skills Training: 3 External CPD points (RCPI) and 3 CEUs (NMBI)

For further information and queries contact the National Open Disclosure Office on [opendisclosure.office@hse.ie](mailto:opendisclosure.office@hse.ie)

Yours Sincerely



**Anne Marie Hoey**  
**National Director, Human Resources**



An Stiúrthóireacht um Ardchaighdeán  
agus Sábháilteacht Othar  
Oifig an Phríomhoifigigh Cliniciúil

National Quality and  
Patient Safety Directorate  
Office of the Chief Clinical Officer



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