



Open Disclosure Week - Communications Toolkit

02-08 October 2023 | #OpenDisclosureWeek2023

Open Disclosure Themed Week takes place on 2nd - 8th October 2023. The purpose of the Themed Week is to raise awareness of the importance of open disclosure for patients and service-users, their support persons and caregivers - all of whom have a crucial role to play in open disclosure and in improving patient safety generally.

This week is also an opportunity for services to ensure that staff are aware of their obligations in relation to open disclosure, are compliant with mandatory training requirements and, in particular, that they recognise the importance of providing the opportunities for patients and service-users to actively partner staff in the open disclosure and incident management process. We encourage all HSE staff to support this campaign and share this information widely in their service area.

We have developed this Communications Toolkit to support you to deliver engagement activities to recognise and celebrate the Open Disclosure Themed Week.

Social Media

These sample tweets can also be adapted for other social media platforms, like LinkedIn, Facebook or Instagram. Please use the hashtag #OpenDisclosureWeek2023

Sample post 1

Welcome to #OpenDisclosureWeek2023.

Open disclosure is not only the right thing to do but it is also essential for improving patient safety and increasing public confidence in our health and social care services

Take time this #OpenDisclosureWeek2023 to reflect on the opportunities created in your service for patients to actively partner in the open disclosure process

Sample post 2

Evidence shows that when patients are treated as partners in their care, significant gains are made in patient safety, patient satisfaction and health outcomes.

Elevate the voice of patients through open disclosure for the benefit of patient safety!

#OpenDisclosureWeek2023

Sample post 3

Patient safety is everyone's business. Think about your role as a leader in ensuring that all staff are aware of their responsibilities in regard to open disclosure and encourage colleagues to complete their mandatory open disclosure training this week!

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Sample post 4

Over many years patients and their loved ones, have helped the HSE to develop an open disclosure policy which focuses on a compassionate response to all those involved in patient safety incidents.

When services provide opportunities for patients to provide feedback and use that feedback to inform policy the outcome is always a more person-centred approach. #OpenDisclosureWeek2023





Sample post 5

When we elevate the voice of the patient, listen and respond, we can together create a safer, more inclusive healthcare environment with the individual needs of the patient at the centre of all that we do.

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Sample post 6

When a patient safety incident happens the care and support of the patient/service user and their loved ones is paramount. We must also identify and support the staff affected by the incident. Information on support services/resources is available at

<https://www2.healthservice.hse.ie/organisation/qps-incident-management/open-disclosure/resources-for-staff-and-organisations/>

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Open Disclosure Resource Pack

Open disclosure leads can access an open disclosure resource pack containing materials which can be used for their promotional activities during Open Disclosure Themed Week. These packs are available on request from the National Open Disclosure Team by emailing opendisclosure.office@hse.ie no later than 18th September, 2023.

Other promotional resources available to download / print

- [Management of an Open Disclosure Meeting: Quick Reference Guide and Tool Kit \(April 2021\)](#)
- [The ASSIST Communication Model POSTER \(January 2021\)](#)
- [ASSIST ME” A Model of Staff Support following Patient Safety Incidents in Healthcare \(January 2021\)](#)
- [Assist Me Staff Support Poster June 2021](#)
- [Open Disclosure Meeting: Information Leaflet for Patients and Families \(November 2020\)](#)
- [Open Disclosure E-learning Poster](#)
- [One Page Overview of Open Disclosure and Staff Responsibilities](#)
- [Open Disclosure Call to Action Themed Week Promotional image](#)
- [Open Disclosure Call to Action Flyer for Themed Week](#)
- [Open Disclosure Loop Presentation – for use in public and staff areas](#)
- [Open Disclosure ASSIST Model and EAP Wallet Card](#)
- [Open Disclosure Bookmark](#)
- [Open Disclosure social Media image 1](#)
- [Open Disclosure social Media image 2](#)
- [Open Disclosure social Media image 3](#)
- [Open disclosure week sticker pack](#)
- [National Open Disclosure Programme Newsletter October, 2023](#)





QR Codes



Scan here for Open
Disclosure Website
Home page



Scan here for Open
Disclosure Resources for
Staff and Organisations



Scan here for Open
Disclosure Information on
Mandatory Training

Videos

We will be sharing videos throughout the week on X / Twitter and LinkedIn. You can also follow the HSE's National Quality and Patient Safety Directorate YouTube channel [@NationalQPS](#).

- [Video message from Patients for Patient Safety Ireland](#)

Contact us

The National Open Disclosure Team can be contacted by emailing opendisclosure.office@hse.ie



www.hse.ie/opendisclosure



[@NationalQPS](#)



[HSE National QPS Directorate](#)



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Please use the hashtag
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