TOOL 18 – Level 2
Open disclosure response flowchart

INCIDENT IDENTIFIED AND REPORT IN SAFETY LEARNING SYSTEM

Assessment and determination of level of response (in dialogue with patient and support persons)

LEVEL 2 RESPONSE (SAC 3 or 4)
- is a near miss
- causes no or minimal harm
- required no change or escalating in care
- no or minimal psychological or emotional distress

Immediately acknowledge and discuss with patient/consumer
Document in patient record and SLS

Notify relevant individuals, authorities and organisations, if required
Investigation/review and follow-up

Unable to reach agreement
LEVEL 1 RESPONSE

Level 2 open disclosure
- Acknowledgement, expression of regret, explanation
- Agreement on closure

Communication to primary care providers
Documentation
Patient and staff surveys evaluation

Feedback to patient
Feedback to management via clinical governance
Feedback to clinicians
Feedback to Safety Learning Systems

Clinical care and support for patient/consumer