TOOL 17 – Level 1
Open disclosure response flowchart

Harm unclear: continue investigation and discussions until clarified

LEVEL 1 RESPONSE (SAC 1 or 2)

- Signalling open disclosure
- Preparation and team discussions
- Open disclosure discussions
  - Acknowledgement, expression of regret, explanation, patient experience
  - Agreement of plan for care, ongoing support and restorative action
  - Avoid speculation and apportioning blame
- Follow-up
  - Ongoing dialogue (can take place over several meetings)
  - Team review discussion throughout
- Completing the process
  - Parties satisfied and ready to finalise

Unable to reach agreement: engage mediator/facilitator or refer to external agency

- Communication to primary care providers
- Documentation
- Patient and staff surveys

LEVEL 2 RESPONSE
See Tool 18

INCIDENT INVESTIGATION PROCESS
- Information arising from open disclosure communication used to support investigation
- Investigation recommendations fed back to patient
- Feedback to patient
- Feedback to management via clinical governance
- Feedback to clinicians
- Feedback to Safety Learning System (SLS)

Level 1 response
1. Death or major permanent loss of function
2. Permanent or considerable lessening of body function
3. Significant escalation of care/change in clinical management
4. Major psychological or emotional distress
5. Significant patient/consumer, family or carer concern arising from incident
6. Incidents which may involve media interest
7. Cluster incidents
8. Extreme and unexpected poor outcome or avoidable complication of care

Level 2 response:
1. Near miss/no-harm incident
2. No permanent injury
3. No increased level of care required
4. No, or minor, psychological or emotional distress