

Every patient has the right to be treated with care, consideration and dignity.

At Allowah we respect this right, and we're committed to improving the safety and quality of the care we deliver. That's why we have a policy of open disclosure for when things don't go as planned with the care we provide. Open disclosure assists a family when their child is unintentionally harmed during health care. This brochure aims to inform you about the open disclosure process.



It is always best to first try to resolve an issue directly with a health care service. If you are not satisfied with the service's response you can contact the Health Care Complaints Commission on 02 9219 7444 or 1800 043 159 or visit the website www.hccc.nsw.gov.au



Contact details

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Allowah

Presbyterian Children's Hospital

Open Disclosure
of things that don't go to plan

A guide for parents and carers

Jericho
Road Presbyterian
Social
Services



More than 200,000 people are treated in Australian hospitals each day. Occasionally something doesn't go to plan and a patient can be harmed unintentionally.

Australian health service organisations are working to improve the way they handle things that don't go to plan.

Part of improving the way they manage these situations is by being open with you about what happened.

The process of communicating with you when things haven't gone as expected is called open disclosure.

What is Open Disclosure?

Open disclosure is open discussion about incidents that caused harm to a patient.

If your child has been harmed during their stay at Allowah our doctors, nurses or other healthcare workers will talk with you about it.

We will encourage our staff, as well as patients and their family or carers, to identify and report when things go wrong or when patients are harmed so that care can be improved.



When would open disclosure occur?

Most things that don't go to plan in health care are minor or are found out before they affect a child.

For things which don't result in harm, our doctors or nurses will talk with you about what went wrong in the same way they talk with you about other aspects of your child's treatment. They should talk with you as soon as they are aware of the incident. If your child is seriously harmed, you will be informed as soon as possible and an open disclosure meeting will be held.

If you think a serious incident has occurred which has not been acknowledged, you should inform our CEO, Mrs Elizabeth McClean on 0427 421 467 or at emcclean@pcnsw.org.au

What is the benefit of open disclosure?

Open disclosure is designed for when things don't go to plan in health care. We will:

- 1 inform you, and help you to understand what went wrong with your child's care
- 2 let you know what is being done to investigate what went wrong
- 3 explain the consequences of the incident for your child and your child's care
- 4 assist you with any support you might need
- 5 let you know the steps Allowah will be taking will be taking to make care safer in the future.



Is there any other information available?

There is a booklet for parents / carers beginning an open disclosure process called Open disclosure of things that don't go to plan in health care.

You can get copies of it from Allowah or from the Australian Commission on Safety and Quality in Health Care's web site www.safetyandquality.gov.au