

# Open disclosure of things that don't go to plan



Every patient has the right to be treated with care, consideration and dignity. At St John of God Health Care, we respect this right, and we're committed to improving the safety and quality of the care we deliver. That is why we have a policy of open disclosure for when things don't go as planned with the care we provide. The open disclosure process assists patients and their families to have a greater understanding of when their care does not go as planned.

More than 200,000 people are treated in Australian hospitals each day. Occasionally something doesn't go to plan and a patient may experience unintentional consequences.

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 and transparent 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 an open discussion about incidents that may cause harm to a patient. If you experience an unintentional event during your treatment, your doctor, nurse or other healthcare worker should talk with you about it.

We encourage our doctors and caregivers, as well as patients and their family or carers, to identify and report when things go wrong or when patients are unintentionally 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 addressed before they affect you. For things which do result in harm, your doctor or nurse will talk with you about what went wrong in the same way they talk with you about other aspects of your treatment. They should talk with you as soon as they are aware of the incident.

If you are 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, tell your doctor, nurse or other caregiver.

## What is the benefit of open disclosure?

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

- inform you, and help you to understand what didn't go to plan let you know what is being done to investigate what didn't go to plan
- explain the consequences of the incident for you and your care
- assist you with any support you might need
- let you know the steps we will be taking

## Is there any other information available?

There is a booklet for patients beginning an open disclosure process called Open disclosure of things that don't go to plan in health care. You can get a copy from the Australian Commission on Safety and Quality in Health Care's website: [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

### St John of God Frankston Rehabilitation Hospital

255-265 Cranbourne Road, Frankston VIC 3199  
T. (03) 9788 3333 E. [info.frankston@sjog.org.au](mailto:info.frankston@sjog.org.au)

### St John of God Langmore Centre

3 Gibb Street, Berwick 3806  
T. (03) 9773 7000 E. [info.langmore@sjog.org.au](mailto:info.langmore@sjog.org.au)

### St John of God Berwick Hospital

75 Kangan Drive, Berwick 3806  
T. (03) 8784 5000 E. [info.berwick@sjog.org.au](mailto:info.berwick@sjog.org.au)



**ST JOHN OF GOD**  
Health Care

Published July 2022  
St John of God Health Care Inc.  
ARBN 051 960 911 ABN 21 930 207 958