

TOOL 16 - Staff evaluation survey

Open Disclosure: staff survey

What is the survey about?

This survey has been developed to enable feedback from staff about the open disclosure process. The aim of this survey is to improve the open disclosure experience for people involved in an incident that resulted in harm to a patient while receiving health care – this includes patients, their family and carers, as well as staff.

This survey is about your experience with **open disclosure**. When completing the survey please reflect on your experience of a specific open disclosure case you participated in.

Terms used in the survey. To help you complete the survey, the following terms are used:

| | |
|---------------------------|--|
| Harmful incident | <p>An incident that led to patient harm. Such incidents can either be part of the healthcare process, or occur in the healthcare setting (i.e. while the patient is admitted to, or in the care of, a health service organisation).</p> <p>Note: This term is used interchangeably with 'adverse event'.</p> |
| Staff | <p>Anyone working within a health service organisation, including self-employed professionals such as visiting medical officer and students.</p> |
| Initial discussion | <p>Informal, unscheduled, bedside discussion about the incident between clinician(s) and patient and/or their support person.</p> <p>Also referred to as signalling open disclosure in the Australian Open Disclosure Framework.</p> |
| Open disclosure | <p>An open discussion with a patient about an incident(s) that resulted in harm to that patient while they were receiving health care. The elements of open disclosure is an expression of regret (including the word sorry), a factual explanation of what happened, an opportunity for the patient to relate their experience, and an explanation of the steps being taken to manage the event and prevent recurrence.</p> <p>Open disclosure is a discussion and an exchange of information that may take place over several meetings.</p> |
| Support person | <p>An individual who has a relationship with the patient. References to 'support person' in this document can include:</p> <ul style="list-style-type: none"> > family members / next of kin > carers > friends, a partner or other person who cares for the patient > guardians or substitute decision makers > social workers or religious representatives > where available, trained patient advocates. <p>References to support person should be read with the words, 'where appropriate'.</p> |

All responses will remain confidential.

Survey Questions

1. Where did the incident occur?

- LHN
 Health service

2. Date of the incident? _____

3. I have participated in the following forms of open disclosure training (please tick **all relevant** answers)

- Seminars or presentations on open disclosure
 Interactive workshops on open disclosure
 I have used online and/or audiovisual resources for open disclosure training
 I have read independently about open disclosure
 No training
 Open Disclosure Facilitator training

4. What was your professional relationship with the patient at the time of the harmful incident and/or open disclosure?
 (Please tick **one**)

| | | |
|----------------------------|--------------------------|-------------|
| Doctor | <input type="checkbox"/> | Speciality: |
| Surgeon | <input type="checkbox"/> | Speciality: |
| GP | <input type="checkbox"/> | |
| Nurse | <input type="checkbox"/> | |
| Midwife | <input type="checkbox"/> | |
| Allied health professional | <input type="checkbox"/> | Speciality: |
| Other (please specify) | <input type="checkbox"/> | |
| Not applicable | <input type="checkbox"/> | |

5. After the harmful incident, I participated in: (please tick **all relevant** answers)

- Initial discussion with the patient and/or their family and carer(s) (Signalling open disclosure)
 Pre-meeting discussions
 Open disclosure discussion
 I did not participate in patient meetings

6. On a scale from 1-10 (**1** being **least serious** and **10** the **most serious**) how serious were the effects of the harmful incident on the patient?

| No effects | | Mild effects | | | Moderate effects | | | Severe effects | |
|------------|---|--------------|---|---|------------------|---|---|----------------|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | | | | | | | | | |

7. How soon did health service staff speak with the patient/support person about the harmful incident?

(Please tick **one**)

- Within 48 hours
- 1-2 weeks
- Within 1 month
- More than 1 month
- The hospital did not speak with the patient/support person

8. Was this timeframe acceptable for **initial** contact? (Please tick **one**)

- Yes
- No – it was too early
- No – it was too late
- Unsure

9. Did health service staff inform the patient's support person about the harmful incident? (Please tick **one**)

- Yes
- No
- Unsure
- It was not appropriate

10. Was the patient/support person informed about the plan to commence open disclosure? (Please tick **one**)

- Yes
- No
- Unsure

Please answer the following questions about **your experiences** of a specific open disclosure case:

| | | Strongly DISAGREE | Slightly DISAGREE | Neutral | Slightly AGREE | Strongly AGREE | NA or unknown |
|--|---|-------------------|-------------------|---------|----------------|----------------|---------------|
| Preparation for Open Disclosure | | | | | | | |
| 11. | I had received adequate training in open disclosure | 1 | 2 | 3 | 4 | 5 | NA |
| 12. | My colleagues were supportive | 1 | 2 | 3 | 4 | 5 | NA |
| 13. | My manager(s) were supportive | 1 | 2 | 3 | 4 | 5 | NA |
| 14. | I was confident about participating in open disclosure | 1 | 2 | 3 | 4 | 5 | NA |
| 15. | The open disclosure discussion was stressful | 1 | 2 | 3 | 4 | 5 | NA |
| 16. | The health service encouraged open disclosure | 1 | 2 | 3 | 4 | 5 | NA |
| Open Disclosure Procedure | | | | | | | |
| 17. | The patient/support person were given a health service point of contact throughout the open disclosure process | 1 | 2 | 3 | 4 | 5 | NA |
| 18. | The patient/support person were given options about the time and place of the open disclosure meeting/s | 1 | 2 | 3 | 4 | 5 | NA |

| | | Strongly DISAGREE | Slightly DISAGREE | Neutral | Slightly AGREE | Strongly AGREE | NA or unknown |
|-----------------|--|-------------------|-------------------|---------|----------------|----------------|---------------|
| 19. | The open disclosure discussion was an ongoing process , rather than a one-off discussion | 1 | 2 | 3 | 4 | 5 | NA |
| 20. | The patient was given the opportunity to have a support person(s) who was not a staff member attend the open disclosure meeting(s) | 1 | 2 | 3 | 4 | 5 | NA |
| 21. | The patient/support person were given an accurate explanation about the harmful incident | 1 | 2 | 3 | 4 | 5 | NA |
| 22. | The explanation about the incident was clear | 1 | 2 | 3 | 4 | 5 | NA |
| 23. | Accurate information was given about consequences associated with the harmful incident | 1 | 2 | 3 | 4 | 5 | NA |
| 24. | Information about the timeframe and actions planned to prevent similar future harmful incidents was clear | 1 | 2 | 3 | 4 | 5 | NA |
| 25. | The patient/support person were given the opportunity to be involved in any investigation of the harmful incident | 1 | 2 | 3 | 4 | 5 | NA |
| 26. | Health service staff indicated they were willing to share further information with the patient/support person as it became available | 1 | 2 | 3 | 4 | 5 | NA |
| 27. | The patient/support person were given the opportunity to ask questions | 1 | 2 | 3 | 4 | 5 | NA |
| 28. | The health service staff were good at listening to the patient/support person | 1 | 2 | 3 | 4 | 5 | NA |
| 29. | I believe the patient/support person understood the information provided during open disclosure | 1 | 2 | 3 | 4 | 5 | NA |
| 30. | The patient/support person received clear, written information about what was discussed | 1 | 2 | 3 | 4 | 5 | NA |
| Outcomes | | | | | | | |
| 31. | An expression of regret including the words 'I'm sorry' was offered during open disclosure | 1 | 2 | 3 | 4 | 5 | NA |
| 32. | Health service staff recognised and acknowledged the severity of harm experienced by the patient | 1 | 2 | 3 | 4 | 5 | NA |
| 33. | Hospital staff were regretful about the harmful incident | 1 | 2 | 3 | 4 | 5 | NA |
| 34. | I am satisfied with how the harmful incident was discussed | 1 | 2 | 3 | 4 | 5 | NA |
| 35. | Appropriate ongoing support was offered to the patient/support person | 1 | 2 | 3 | 4 | 5 | NA |
| 36. | The patient was given the option of arranging additional meetings if required in the future | 1 | 2 | 3 | 4 | 5 | NA |
| 37. | The conclusion of the open disclosure process was mutually agreed between the patient/support person and the health service staff | 1 | 2 | 3 | 4 | 5 | NA |
| 38. | I am satisfied with the results of the open disclosure | 1 | 2 | 3 | 4 | 5 | NA |

| | | Strongly DISAGREE | Slightly DISAGREE | Neutral | Slightly AGREE | Strongly AGREE | NA or unknown |
|-----|--|-------------------|-------------------|---------|----------------|----------------|---------------|
| 39. | The health service met its responsibility to the patient/support person | 1 | 2 | 3 | 4 | 5 | NA |
| 40. | My professional reputation was enhanced by open disclosure discussion(s) | 1 | 2 | 3 | 4 | 5 | NA |
| 41. | My relationship with the patient/support person was improved by open disclosure discussion(s) | 1 | 2 | 3 | 4 | 5 | NA |
| 42. | The health service met its responsibility to staff involved | 1 | 2 | 3 | 4 | 5 | NA |

How could this health service improve the way harmful incidents are discussed during Open Disclosure?

43. For **staff**? _____

44. For **patients/support persons**? _____

45. For the **organisation**? _____

Thank you for completing this survey.

Please return the completed survey to _____

For more information

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