

Open Disclosure

Prior to initiating the disclosure conversation with a patient, refer to your organization's policy and/or your professional code of ethics.

The initial disclosure conversation should include:

- 1.** An appropriate apology.
- 2.** Known and agreed upon facts.
- 3.** Patient's questions/concerns.
- 4.** Consequences of harm and any side effects to look for.
- 5.** Discussion of ongoing care.
- 6.** What happens next (investigation of adverse event and feedback).
- 7.** Arrangement for future meetings.
- 8.** Contact details in case of further concerns or questions.



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Effective communication techniques for disclosure:

- 1.** Use language the patient and family will understand.
- 2.** Speak slowly and pause frequently.
- 3.** Listen.
- 4.** Express empathy.
- 5.** Be at eye level with patient/ family (sit).
- 6.** Consider any cultural differences.
- 7.** Avoid the statement: "I know how you feel...".