

Accreditation: ROP of the Week

November 2019: **Patient Safety Incident Disclosure**

What is Patient Safety Incident Disclosure?

A documented and coordinated approach to disclosing patient safety incidents to clients and families

- Always contact your Manager and the Quality Risk Manager to help you formulate your disclosure
- Inform all those affected when a patient safety incident occurs and offer an apology
- Explain what happened and why
- Discuss immediate actions taken to care for the patient and prevent further harm
- Review incidents to prevent future occurrence
- Offer support to all involved as needed

If Several Clients are affected:

- Identify which clients have been exposed to risk
- Decide which clients should be contacted and how
- Locate and Communicate with the affected clients
- Inform the community, other organizations, and the media

The NTHSSA follows the Canadian Disclosure Guidelines developed by the Canadian Patient Safety Institute:
<https://www.patientsafetyinstitute.ca/en/toolsResources/disclosure/Pages/default.aspx>



Important questions to Ask:

- Which patient safety incidents require disclosure?
- Who is responsible for guiding and supporting the disclosure process?
- What can be communicated and to whom about the incident?
- When and how should you disclose?
- Where do you document disclosure?

Read this policy at
OurNTHSSA:

