

Accreditation: Patient Safety Bulletin of the Week

October 2021: **Patient Safety Incident Disclosure**

What is Patient Safety Incident Disclosure?

A documented and coordinated approach to disclosing patient safety incidents to clients and families, which promotes communication and a supportive response

The Incident Disclosure Steps

1. Always contact your Manager and the Quality Risk Manager (QRM) to help you formulate your disclosure
2. Inform all those affected when a patient safety incident occurs and offer an apology
3. Explain what happened and why
4. Discuss immediate actions taken to care for the patient and prevent further harm
5. Review recommended actions to prevent future incidents
6. Offer support to all involved as needed

The NTHSSA follows the Canadian Disclosure Guidelines developed by the Canadian Patient Safety Institute:

<https://www.patientsafetyinstitute.ca/en/toolsResources/disclosure/Pages/default.aspx>

Apology Act

<https://www.justice.gov.nt.ca/en/files/legislation/apology/apology.a.pdf>



If several clients are affected

1. Work with QRM and identify which clients have been exposed to risk
2. Decide which clients should be contacted and how
3. Locate and communicate with affected clients
4. Work with leadership to inform the community, other organizations, and the media

Questions AC might 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 the policy at:

<https://ournthssa.ca/wp-content/uploads/2019/09/NTHSSA-Policy-Disclosure..pdf>