



Accreditation: ROP of the Week

Required Organizational Practice: Patient Safety Incident Disclosure

WHAT IS PATIENT SAFETY INCIDENT DISCLOSURE?

- Disclosure is the act of informing the patient/client/resident, family and/or substitute decision maker about a patient safety event or critical incident.
- A documented and coordinated approach to disclosing safety incidents to patients/clients/residents and families, that promotes communication and a supportive response, is implemented.
- Open and honest communication following an adverse event helps maintain the patient/client/resident's relationship with the organization and prevent re-occurrence.

AT HEALTH PEI:

- There is a ***Disclosure of Patient Safety Incidents Policy*** which guides the disclosure process. Health PEI's policy is guided by Canadian Patient Safety Institute's Canadian Disclosure Guidelines.
- Staff and physicians are guided and supported when preparing for disclosure.
- We support patients/clients/residents and families at the time of the incident and ongoing as needed.
- Debriefings on critical incidents are held to provide support to staff, learn what happened and identify opportunities for improvement.

We have an ethical, professional and legal obligation to disclose adverse events.

Questions Accreditation Canada Surveyors May Ask Staff:

Does Health PEI have a policy on disclosure of patient safety events to patients/clients/residents and families? Where can I find the policy?

What steps are taken by your manager/supervisor when you report a safety event?

What is the process used to disclose a patient safety event?