

Welcome to the Froniditha Care Open Disclosure campaign.

During the next 6 weeks we will be releasing weekly information and training to all Froniditha Care staff, to promote the organisation's Open Disclosure framework and provide support in the implementation of practices in line with the requirements of the Aged Care Quality and Safety Commission's (ACQSC) standards. These will be illustrated through case scenarios.

The new quality and safety framework expects that providers of aged care, focus on what is important to their consumers.

Open Disclosure is everyone's responsibility.

Now more than ever honest, transparent communication, including listening and providing feedback is at the core of our commitment to our community and the elders we care for.

• What is Open Disclosure?

Open disclosure is the open discussion that we have to have with consumers when something goes wrong **that has harmed** or **had the potential to cause harm** to a consumer.

• What is harm?

Harm may be physical, psychological or social, resulting in loss of quality of life, impairment, suffering, injury, disability or death.

• **Four principles** underpin open disclosure in aged care. They are linked to the Charter of Aged Care Rights.

Open disclosure is a requirement under the following Aged Care Quality Standards:

Standard 1 - Consumer Dignity and Choice

Standard 3 - Personal and Clinical Care

Standard 6 - Feedback and complaints

Standard 8 - Governance

This week we are introducing you to the definitions of Open Disclosure and Harm and the 4 Principles of Open Disclosure.

For Froniditha Care Open Disclosure means

Dignity and respect

We are communicating respectfully in a culturally safe way and providing information in a timely manner, supporting each person's sense of self and quality of life.

Privacy & Confidentiality

We obtain permission to discuss and share information about what went wrong and the person who may have been harmed, in line with their wishes.

Transparency

We respond to the occurrence of harm/near miss by immediately informing our consumers:

- What happened
- What has been done
- What changes we made to prevent re-occurrence.

Continuous Quality & Improvement

We identify where things have gone wrong and use this as an opportunity to learn and improve through analysing, monitoring and reporting gained information.