Developing a Training Curriculum for Healthcare Professionals involved in Disclosure

Nela Crisan, RN, BScN, MN; Kari Versace, BS, Ed; Trevor Hall, MSc, Fellow (Quality Improvement); Jennifer Yoon, RN, MSc (QI/PS); Braydon Bak, BA, MA; Michael Gardam, MSc, MD, CM, MSc, FRCPC; Barbara Collins, RN, MBA; Vanessa Burkoski, RN, BScN, MScN, DHA; Claudette Moulton, BA, CRM; Ekta Khemani, MD, MSc, FRCPC

Description

Disclosure of adverse events, an embedded component of a just culture of safety, is described as open communication between healthcare providers, patients and family members about the occurrence of a patient safety incident. Disclosure is an integral aspect of healthcare practice that supports patient-centred care that is safe, honest and in promotion of patient autonomy. However, delivery of bad new is a challenging task and many clinicians lack formal training in communicating effectively and compassionately in difficult situations. Previously, a training curriculum for physicians and other healthcare professionals involved in disclosure did not exist at Humber River Hospital (HRH).

Aim

To develop a team-based training curriculum for HRH physicians/other healthcare professionals involved in disclosure.

Actions Taken

The disclosure training curriculum was developed based on current literature and using an experience-based co-design approach:

1. Literature review

2. Patient interviews to incorporate the patient perspective

3. Updating the HRH disclosure policy to reflect best practice

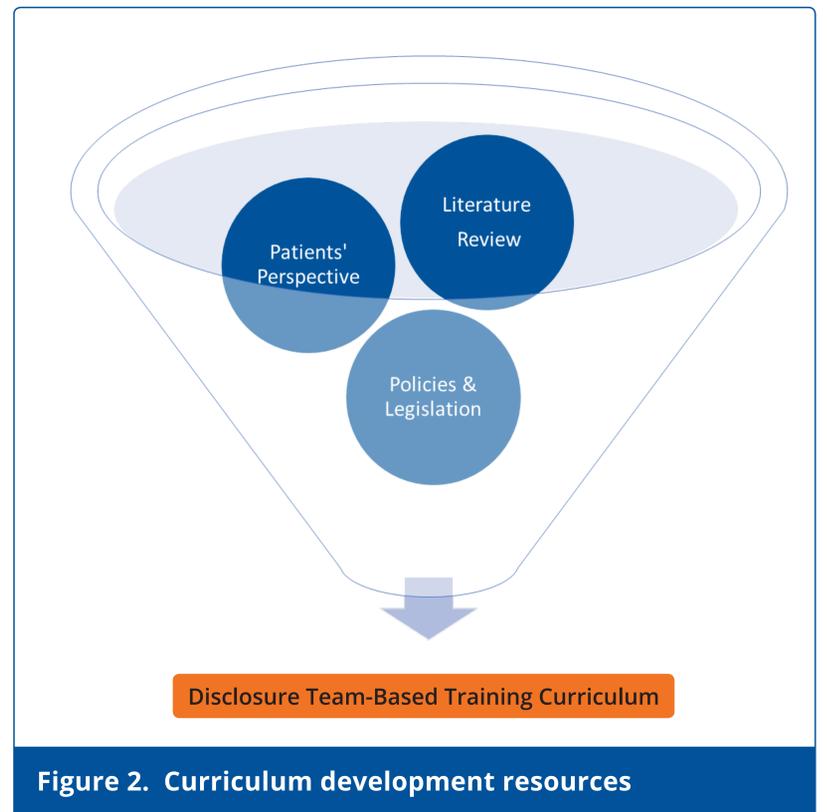4. Organizing a multi-disciplinary patient experience council to provide feedback.

Figure 1. Literature review: Scoping for curriculum development on open disclosure of care errors

Figure 2. Curriculum development resources

Summary of Results

A training curriculum was developed to teach healthcare professionals involved in disclosure how to approach disclosing critical incidents in a patient-centred and well-structured manner. The curriculum takes an authentic learning approach. Disclosure elements and communication strategies are learned through lecture, simulation, reflection, and case study reviews grounded in real-life disclosures.
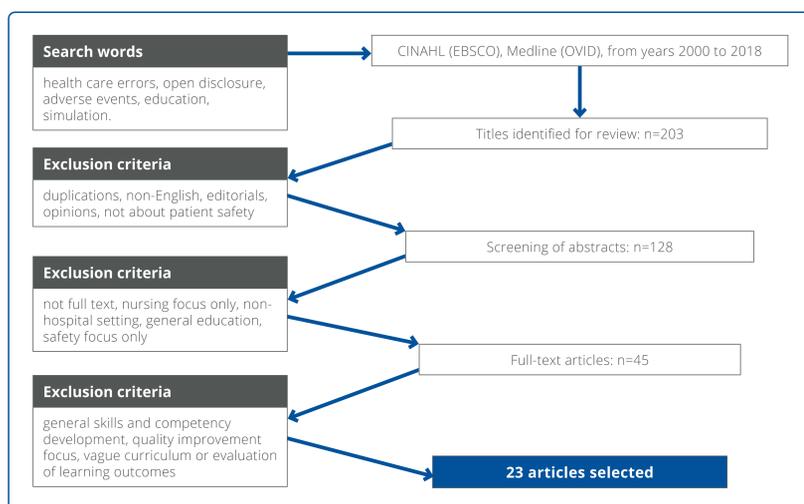

Figure 3. Disclosure of critical incidents curriculum