

Disclosure



What happens during disclosure?

- Communicate openly and honestly so people involved understand the facts, steps taken and the process to follow.
- Apologize.
- Listen to and learn from people involved.
- Offer support to people involved and staff.
- Complete a disclosure record.
- Offer a follow-up meeting and key contact information.

What else happens?

- Determine further what happened.
- Admit that critical incidents causing harm occur.
- Learn from the event and try to prevent it from happening again.
- Shift the organization's culture to improvement and open disclosure.
- Make the healthcare system safer.

For more information, contact:



Refer to your organization's policy and your profession's code of ethics.

Adapted with permission from: Australia Commission on Safety and Quality in Health Care; Health Quality Council of Alberta; and British Columbia Patient Safety & Quality Council