

Open Disclosure

Providing health care can be a very complicated process requiring highly skilled professionals. While everything is done to ensure that high-quality and safe care is provided to all patients, sometimes things go wrong and unanticipated outcomes might occur. At Mildura Health Private Hospital we take these adverse events very seriously.

Sometimes adverse events occur because someone has made a mistake or a unique flaw has appeared in a process or system that had not been evident before. Most things that don't go to plan in health care are minor or are found before they affect patients. Serious events which result in patient harm are extremely rare, and on most occasions the outcome just could not be anticipated. This is perhaps because of the very nature of illness and disease and the complexity of health care as we know it today.

We encourage our staff, as well as our patients and their families / carers, to identify and report when things go wrong or when patients are harmed. There are a number of processes that exist to ensure that notifications are investigated, ensuring that we learn from them and put in place any necessary changes to prevent them from occurring again. Our aim is to continually improve to ensure the health care we deliver is the best it can be.

Although every effort is made to minimise risk, unfortunately, adverse events may occur, and if they do, Mildura Health Private Hospital supports open disclosure. Open disclosure is open discussion with patients and families about an adverse event that happened during care which caused unintentional harm. Often patients are aware that something might have gone wrong and should discuss any concerns with their treating doctor. If we are aware of an adverse event, we will talk to you and provide you with an opportunity to arrange a formal meeting. This will provide you with an opportunity to have any family members or carers present to ask any questions.

During the open disclosure process, the hospital staff will:

- Provide you with an opportunity to share your experience
- Tell you what they know about the adverse event
- Explain what went wrong and, where possible, why things went wrong
- Apologise or express regret
- Provide information in regard to any actions taken to improve the care delivered
- Provide you with support appropriate to your needs
- Develop a plan with you, which will list what you wish to achieve and any questions you have that you would like followed up.

People who have experienced an adverse event due to care / treatment often say that they cope much better once they understand what went wrong. By talking to our hospital / health service staff you will help them better understand and respond to your needs. Our staff can learn from people who have been harmed whilst in their care. Sharing your experience may help to stop harm happening to someone else.

If you would like to discuss your experience further, or if you require additional information in regard to the open disclosure process, please contact the hospital's Director of Clinical Services on
T: 03 5022 2611