



## OPEN DISCLOSURE AND COMMUNICATION POST-ADVERSE EVENT

Effective communication is essential in managing the staff and families following an adverse event. Course covers principles of open disclosure and breaking the bad news to the families and managing their expectations, tips on communicating with staff who may be the second victim using the JUST culture approach in the review process.

### COURSE DETAILS



**31 JAN 2024**  
**27 MAY 2024**  
**31 JUL 2024**  
**30 OCT 2024**



**9 am to 1 pm**

#### Learning Objectives



- Definition of incident
- Definition of communication
- Incident roles and responsibilities
- Choice channel for communication
- Essentials of incident communication
- Communication templates



#### Course Fees

\$450 (incl. GST)



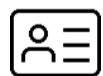
#### Who Should Attend

All staff involved in incident review and management. Includes Staff Nurses, Physiotherapists, Occupational Therapists, Nurse Managers, Centre Managers, Managers and HODs.



#### Method

Lectures, role-play, group work and discussions



#### Key Trainers

**Dr Kala Kanagasabai**, MBBS, MMED FM, GDGM, MCFP

Dr Kala is a Senior Consultant and Director, Clinical Quality Management Unit and Co-Executive Director of Ren Ci Learning Academy. She has more than 30 years of experience in community geriatrics and rehabilitation. Dr Kala has been instrumental in Ren Ci's quality journey and is an experienced trainer in post adverse event management and communication with families as well as affected staff.

**B Padmavathi**, Manager, Clinical Quality Management Unit, MSc Clinical Leadership, BSc Nursing (Hons).

Padma is a registered nurse with more than 10 years' clinical experience in orthopedics, obstetrics and gynecology nursing, and experience in nursing home management. Being a senior nurse, she is an experienced trainer in the management of adverse events and effective communication.