

Open disclosure lessons from Djerriwarrh - patients

Timeliness

Honesty

Bias

Cultural understanding

Plan to manage serious adverse event

Plan should be clear and standard– but is often not

VMIA support and advice

Lessons from Djerriwarrh - organisational

1. Elle
2. Can't be all things to all people
3. Bunker
4. Want to know
5. Professional isolation
6. Data that is meaningful and honest and understandable