

TCI Hospital always strives to deliver excellent healthcare to its patients. This means care that is safe, is based on what is considered the best treatment and which ensures an optimum experience for patients and their care givers.

Despite our ongoing quality efforts, sometimes things don't go as well as we would like. Please know this happens infrequently and we monitor such situations very closely to ensure that this is not commonplace.

In the event something has occurred where we have not met our own expectations or yours, we will tell you openly and honestly. We will share with you our understanding of what happened and why it happened, and we will invite you to be involved in identifying how we can make improvements.

This open communication process is known as Being Open or Disclosure, and the Hospital has a policy that guides all our staff on how to do this properly.

What does Being Open involve?

- Acknowledging, apologising and explaining to patients when things could have been done better;

- Conducting a thorough investigation into the situation and reassuring you, your family and carers that lessons learnt will help prevent recurrence;
- Providing support to all those involved or affected.

A full investigation will be carried out. A senior health care professional will meet with you and/or your family to ensure that your accounts of any events leading up to the situation are included in the investigation. Your consent will be sought should information need to be disclosed to anyone other than the clinicians involved in your care.

It can sometimes take considerable time to thoroughly investigate a problem but we will keep you informed of our progress and we will identify a specific individual to meet with you, provide updates, respond to concerns and answer any questions you may have.

How will I be kept informed about the investigation and its findings?

The health care professional leading the investigation will arrange to share his/her findings with you.

When the investigation is completed, a report of the findings and any proposed changes to current practice will be shared with you.

Will my comments and suggestions be listened to?

Absolutely, yes. Your views on what happened and why are essential for us to understand how things can be done better. Please be open with us.

What if I want to make a complaint?

Being open with you and involving you in understanding what has happened does not affect your right to make a formal complaint. The contact details of the Quality, Risk and Patient Safety Manager are on the back of this leaflet and this is the individual to whom you can make a formal complaint if you wish.

Is support available if I need it?

Yes. Your named contact or the Quality, Risk and Patient Safety Manager will help to identify and provide specific support relevant to your needs.

Your ongoing care

You may feel anxious about talking through your experience with the people who have been treating you, especially if you need further care. You can expect to receive all future treatment with respect, compassion and dignity and with no repercussion from having expressed a care concern.

Improving our services

We can learn from your experience whilst in our care and by providing us with feedback you will contribute to our culture of ongoing review and improvement to the quality of the care offered.

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential.

Contact details

Quality, Risk and Patient Safety Manager
Turks & Caicos Islands Hospital
Cheshire Hall Medical Centre
Hospital Rd, Providenciales
☎ 941-2800 Ext: 71216



Patient Information

Being Open

What does it mean to me?



- 👉 **Listening**
- 👉 **Responding**
- 👉 **Improving**