

Consumer Case Management Pathway

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Mackay HHS has already put in place a Consumer Case Management Pathway for those women who have provided feedback about their obstetrics and gynaecology care.

Importantly, this pathway has been tailored to meet the specific needs of women within the HHS and it reflects the best practice approach in such circumstances.

The details of this pathway have already been communicated with these women directly including the various steps in the process. This communication has been undertaken in a consumer-focused way, again addressing the needs of women in this specific circumstance.

The Consumer Case Management Pathway is a voluntary 'opt in' pathway that provides the opportunity for any women who has come forward to have their medical care externally reviewed by an obstetrician and gynaecologist, and midwife (if appropriate).

In one to one follow ups now underway, there will be additional opportunities for women to have the process explained again in further detail and to have any questions they may have answered before they make a decision to participate or not.

The tailored case management approach developed for women in MHHS incorporates an open disclosure type process and this [guide](#) is another useful resource along with information and materials that are already being provided directly to women involved.

Women who choose to use this pathway will have opportunities to share their experience and talk with the external medical specialist and these conversations will be underpinned by the open disclosure process.

To learn more about the open disclosure process please view the following documents:

[Open disclosure – what to expect if you experience harm during health care?](#)

[Preparing and participating in open disclosure discussions](#)

