

Chief Executive update to Consumer Case Management Pathway

January 2022

I wanted to provide a short update on the Consumer Case Management Pathway, a voluntary process developed by MHHS for women who have contacted the feedback line.

Central to the Consumer Case Management is a panel of clinical experts. The panel Chair is obstetrician and gynaecologist Dr Vijay Roach, Immediate Past President of the Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) and Chair of the Council of Presidents of Medical Colleges (CPMC). The other members of the panel include:

- Michael Permezel AO Emeritus Professor in Obstetrics and Gynaecology, University of Melbourne
- Professor Caroline Homer AO, Past President of the Australian College of Midwives
- Dr Amelia Bock, Director of Obstetrics and Gynaecology Northeast Health Wangaratta
- Dr Rachael Hickinbotham, Visiting Medical Officer in Obstetrics and Gynaecology in Sydney's North Shore

The Consumer Case Management pathway provides the opportunity for a woman to have her care at Mackay HHS reviewed by a member of the panel. The process will include a full review of medical records, the opportunity for women to discuss their experience, and the clinical care they have received, and a discussion of the need for any ongoing treatment.

Mackay HHS will also facilitate emotional support for women with identified needs through referral to an independent service provider.

Dr Vijay Roach – Chair

Vijay is a Visiting Medical Officer in obstetrics and gynaecology in both public and private practice in Sydney. He is the immediate past president of RANZCOG and the Chair of the Council of Presidents of Medical Colleges. Committed to medical education, Vijay lectures at the University of Sydney. He is the former Chairman of the Gidget Foundation, a not-for-profit organisation promoting the importance of emotional wellbeing among expectant and new parents.

Emeritus Professor Michael Permezel AO

Michael is an Emeritus Professor of Obstetrics and Gynaecology and former Head of the Department of Obstetrics and Gynaecology at the University of Melbourne. He is a Past President of RANZCOG and was the inaugural Dean of Education. Michael's academic, clinical and leadership expertise has resulted in appointments to expert advisory groups in many areas of women's health. He has performed more than 150 medicolegal and other case reviews.



Professor Caroline Homer AO

Caroline is a midwife and a leading researcher in Australia and has an international reputation as a scholar and leader in maternal and newborn health care and service delivery. She has more than 30 years of experience in the sector – as a clinician, educator, researcher and leader. She is a Past President of the Australian College of Midwives. She has undertaken research on different models of maternity care, led midwifery education and taught midwives for many years, reviewed the quality and safety of a number of health services and taught maternity emergency courses across Australia. She is the current co-chair of the National Pregnancy Care Guidelines and a member of the independent Consultative Council on Obstetric and Paediatric Mortality and Morbidity in Victoria.

Dr Amelia Bock

Amelia is the Director of Obstetrics and Gynaecology Northeast Health Wangaratta, Sub Regional Director of Obstetrics and Gynaecology Central Hume. She graduated with honours from Monash University and completed her post graduate speciality training at Mercy Hospital for Women. Amelia spent her fellowship years focusing on gynaecology surgery including laparoscopy. Amelia aims to provide the highest level of care for her patients. She strongly believes in equality of health care for women in rural areas while ensuring that they are fully informed in decisions regarding their health.

Dr Rachael Hickinbotham

Rachael is a Visiting Medical Officer in Obstetrics and Gynaecology in Sydney's North Shore. Her career in health began as an Intensive Care Nurse over 30 years ago and this led her to the University of Adelaide where she graduated with the Ian Furley Gold Medal In Obstetrics and Gynaecology. She is passionate about education and is a clinical lecturer at the University of Sydney, on the board of examiners at RANZCOG and serves on many college committees. Perinatal mental health is her special area of clinical interest and, as well as being a past member of the Gidget Foundation, she is part of the committee that is writing the current clinical guidelines for Perinatal Mental Health.

Contact for external investigators

The external team conducting the investigation into Mackay HHS obstetrics and gynaecology services has requested the following information be made available to consumers.

The independent investigation has established its own email address for any consumer to contact them directly on matters covered by the Terms of Reference [here](#)

The email address is MHWHreviewteam@health.qld.gov.au

It is important for consumers to know that this email is separate to the Mackay HHS and any emails sent to this account will only be read and / or responded to by the investigators.

Consumers who have already provided feedback on their obstetrics or gynaecology care can be reassured that their feedback has been passed on to the investigation team.

