

Terms of Reference – Assurance Review Toowoomba Hospital Maternity Services Darling Downs Hospital and Health Service

Purpose

The purpose of this review (the Review) is to assess and report on the response by Darling Downs Hospital and Health Service (DDHHS) to recommendations made following reviews and investigations into maternity services provided by the Toowoomba Hospital Maternity Services (THMS) and evaluate the effectiveness of the DDHHS's complaints process.

Scope of the Review

The Reviewers will:

- (a) consider the recommendations arising out of reviews and investigations into maternity services provided by THMS, commissioned since 2018 and in particular, recommendations made in the following review reports:
 - Intrauterine Fetal Death review report
 - Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) Accreditation report
 - Office of Chief Midwife collaborative clinical review report of Toowoomba Hospital Maternity Unit practice
 - Independent Toowoomba Hospital Maternity Service Workplace Culture Review report conducted by Q Workplace Solutions
 - The internal Maternity Services review report;
- (b) in relation to any recommendations made since 1 January 2024, consider the status and sustainability of DDHHS's implementation of those recommendations;
- (c) consider the adequacy of the complaints process at DDHHS, particularly as it relates to concerns raised by consumers into maternity outcomes;
- (d) consider the DDHHS processes for responding to consumer complaints including obligations imposed by the *Hospital and Health Board Act 2011* (HHB Act) and any limitations to the disclosure of information in response to public concerns associated with clinical service outcomes;
- (e) prepare a report which includes:
 - i. DDHHS's response to recommendations made since 1 January 2024, as noted in (b) above (**Recent Recommendations**);
 - ii. the actions progressed and proposed by DDHHS to address the Recent Recommendations;
 - iii. the status of those actions, including outcomes and completion dates;
 - iv. how the Recent Recommendations have been implemented and/or embedded;
 - v. whether the implementation of the Recent Recommendations has occurred in a way that ensures sustainable change and if not, the next steps to be taken by DDHHS to ensure sustainable change in response to these;
 - vi. how the governance and monitoring of the progress of the Recent Recommendations is being undertaken;
 - vii. a review of methods and past practices of how consumer complaints have been raised, received and responded to; and
 - viii. any opportunities to strengthen the complaints process, including the extent to which matters raised in the public forum may be responded to, in order to support community confidence in clinical service outcomes.

The Review is not designed or intended to review individual complaints, clinical incidents or conduct related matters.