

## **DML Excellence Awards 2016 Report**

**Project No: 398 – Thoughts Before and After Birth - BAB**

**Address: Obstetrics**

**Location: Ireland East Hospitals Group**

### **Brief Description (up to 200 words)**

This initiative was established in July 2015.

It offers a forum for all women attending the maternity service in Midlands Regional Hospital Mullingar (MRHM) to enquire about aspects of their care. The major strength of this initiative is its simplicity. It does not require major investment or equipment. The T-BAB service in Mullingar was established in response to recent reviews of maternity services nationally which identified failings in standards of care.

Women who wish to report minor incidents that may have occurred in the maternity unit are referred to the T-BAB service and offered a meeting to discuss their concerns with the T-BAB midwife. Women who may have experienced a major adverse incident in MRHM continue to be dealt with through normal pathways of incident reporting and investigation.

Many issues have been successfully resolved using the T-BAB process. The T-BAB midwife displays empathy, transparency and openness in all communications with the service user. Internal enquiries are carried out and an apology is offered if required. The T-BAB midwife does not review the woman's medical records prior to the meeting in order to eliminate any potential bias.

### **Main goal(s) and aims of the Project**

The main goals of the initiative is to be pro-active in addressing womens' concerns and complaints, to engage with service users in the MRHM maternity service and replace our corporate image with a more compassionate, caring image.

### **Outline of Approach – main steps taken to implement the Project**

The referral form was designed by the Divisional Midwife Manager in consultation with the Consultant Obstetrician.

All stakeholders were informed about the T-BAB service.

A co-ordinator (midwife) for the service was identified and issued with a bleep number for ease of contact.