

MAWV COMPLAINT PROCEDURE

The Midwives' Alliance of West Virginia (MAWV) is committed to providing exemplary care based on the International Midwifery Model of Care. MAWV has several processes that allow members to routinely review unexpected outcomes in prenatal, intrapartum, and postpartum care, so that individual midwives can learn from one another and collaborate on ways to improve outcomes.

MAWV recognizes that outcomes are greatly improved when providers and consumers find positive ways to work together toward common goals. MAWV is available to address complaints and concerns from other midwives, other health care providers, and consumers concerning unexpected outcomes that involve MAWV midwives. Also, as part of our commitment to fostering communication among all childbirth providers, MAWV is willing to try to help resolve complaints and concerns about non MAWV midwives.

In all cases, MAWV will do its best to resolve concerns and complaints through our routine review procedures. However, in cases where these are insufficient, MAWV will conduct formal peer review evaluations of individual MAWV midwives. MAWV is also willing to offer formal peer review evaluation to non MAWV midwives who request it or consent to it.

Making a Complaint:

Complaints and concerns can be given directly to a member of MAWV's Executive Board or to other MAWV members, who will pass on the complaints to the Executive Board. The Executive Board will determine the best way to handle each complaint based on the possible options listed below. Contact information for MAWV's Executive Board appears at the end of this handout.

The possible options MAWV offers for complaint resolution are:

- 1. **Informal Discussion:** MAWV is willing to make opportunities for communication and discussion available to individuals who have concerns about individual midwives. Concerned individuals may be invited to a MAWV business meeting, chapter meeting, or case review session to allow for communication to take place.*
- 2. **Facilitation/Mediation:** MAWV may be able to provide or help arrange facilitation or mediation in some cases.*
- 3. **Case Review.** Case review sessions are informal sessions where midwives give and receive feedback about general and specific management issues. Case review sessions take place four times per year, at each of MAWV's quarterly meetings. Case reviews may also take place at regional chapter meetings.*

Complainants may be invited to attend a case review session or may be required to attend, if appropriate. If the complainants are not asked to be present, the Executive Board will contact them after the session to summarize the issues discussed.

If a complaint is made to MAWV about a non MAWV midwife, MAWV will attempt to contact the midwife, make her aware of the complaint, and invite her to a case review. The Executive Board will contact complainants to let them know the outcome in each case.

- 4. **Peer Review:** Peer review is a formal process by which complaints or concerns about a midwife's performance and management are evaluated by her peers. Peer review brought by consumers and other health professionals should be made no later than six (6) months after the situations in question. Exceptions may be considered.*

Continued on back →→

Complainants may be invited or required to attend peer reviews, if appropriate. Complainants may also be asked to provide specific information in writing or via voice recording for the review. If a complainant is not present for a review, the Executive Board will contact the complainant after the review to summarize the results.