

Office of the Health Ombudsman
Performance report May 2021



OFFICE OF THE
HEALTH
OMBUDSMAN

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Introduction

This document reports on our performance during May 2021.

The OHO is Queensland's health service complaints management agency. We are an independent statutory body and the one place all Queenslanders should go if they have a complaint about a health service provided to them or someone in their care, a health service provider or any aspect of a health service provided in Queensland.

The OHO's vision is 'safe, competent and ethical health services that are responsive to consumer complaints' The OHO is committed to ensuring that all decisions are well-informed, fair, impartial and timely. For transparency the OHO publishes monthly, quarterly and yearly reports about its performance.

Data in this report is correct as at 15 May 2021 but is subject to change.

Intake of complaints

Type of contacts

Type of contact	Number	Percentage
Complaint	711	78.39
Enquiry	153	16.87
Information	33	3.64
Yet to be classified	10	1.10
Total	907	100.00

'Yet to be classified' includes contacts in which not enough information was provided for a determination to be reached—but further information is being sought, or matters that were not able to be finalised prior to the end of the reporting period. Contacts deemed 'yet to be classified' will be allocated as complaints or enquiries once additional information is received and registered as such in the next reporting period.

Type of complaints

Type of complaints	Number	Percentage
Health consumer complaint	641	90.15
Mandatory notification*	29	4.08
Voluntary notification*	35	4.92
Self-notification*	6	0.84
Referral from another agency	0	0.00
Total	711	100.00

*Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

Complaint decisions

On 1 March 2020, amendments were made to the *Health Ombudsman Act 2013* (the Act) enabling the office to ‘Not accept’ a complaint in situations where the Health Ombudsman is satisfied:

- the complaint would be more appropriately dealt with by a different person or organisation; or
- the complainant has not yet sought a resolution with the relevant health service provider and it is reasonable in the circumstances for the complainant to first do so.

As a result of these changes, the table “Accepted vs Not Accepted” has been replaced with the table “Decisions made” included below.

Cases previously categorised as “Not Accepted” are now reported under the category of “Accepted and no further action taken” and relate to the number of decisions to take no further action under s 44 of the Act. This change is to definition only, and no alterations have been made to how these cases are managed by the office.

Decision timeframes—within seven days

Decision made within seven days of receiving a complaint	Number	Percentage
Yes	631	92.52
No	51	7.48
Total	682	100.00

Decisions made

Number of decisions made	Number	Percentage
Accepted and further relevant action taken	382	56.01
Accepted and no further action taken*	141	20.67
Not accepted under s35A**	159	23.31
Total	682	100.00

*These decisions relate to matters in which the Health Ombudsman has decided to take no further action under section 44 of the Act. Prior to 1 March 2020, this category was reported as “Not Accepted”.

**Matters may not be accepted under s35A of the Act where the matter would be more appropriately dealt with by an entity other than the health ombudsman or where the complainant has not yet sought a resolution with the health service provider.

An additional 10 matters were determined to fall outside the jurisdiction of the Act.

Accepted decision outcomes

Type of relevant action taken	Number	Percentage
Assessment	69	17.92
Local resolution	107	27.79
Conciliation	0	0.00
Investigation	3	0.78
Referral to Ahpra and the national boards	105	27.27
Referral to another entity	101	26.23
Referral to legal services	0	0.00
Total	385	100.00

The data in the above table includes all actions taken in matters which were identified as requiring action (noted in category 'Accepted and further relevant action taken' included the previous 'Decisions made' table). A single decision may result in more than one action being taken.

Health service complaints profile

Main issues raised in complaints

Issue	Number	Percentage
Access	120	10.33
Code of conduct for healthcare workers	11	0.95
Communication/information	134	11.53
Consent	34	2.93
Discharge/transfer arrangements	18	1.55
Environment/management of facilities	49	4.22
Fees/cost	41	3.53
Grievance processes	45	3.87
<i>Health Ombudsman Act 2013</i> offence	1	0.09
Medical records	50	4.30
Medication	85	7.31
Professional conduct	121	10.41
Professional health	20	1.72
Professional performance	408	35.11
Reports/certificates	25	2.15
Research/teaching/assessment	0	0.00
Total	1162	100.00

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues. Reporting on all issues identified in complaints allows comprehensive monitoring of trends, which can in turn inform a range of health complaint management system functions, such as education and information provision.

Subcategories of professional performance issues raised in complaints

Issue	Number	Percentage
Competence	12	2.94
Coordination of treatment	41	10.05
Delay in treatment	29	7.11
Diagnosis	26	6.37
Inadequate care	35	8.58
Inadequate consultation	37	9.07
Inadequate prosthetic equipment	7	1.72
Inadequate treatment	102	25.00
Infection control	2	0.49
No or inappropriate referral	9	2.21
Public or private election	0	0.00
Rough and painful treatment	12	2.94
Teamwork and supervision	4	0.98
Unexpected treatment outcome or complications	76	18.63
Withdrawal of treatment	2	0.49
Wrong or inappropriate treatment	14	3.43
Total	408	100.00

Professional performance represents the largest proportion of complaint issues. Additional information on this category of issue provides greater transparency around the issues being managed by OHO. These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues. Reporting on all issues identified in complaints allows comprehensive monitoring of trends, which can in turn inform a range of health complaint management system functions, such as education and information provision.

Profile of complaints about health practitioners

Practitioner type	Number of practitioners identified in complaints*	Number and type of issues** identified in complaints about health practitioners																
		Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance process	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/Teaching/Assessment	Total issues identified
Aboriginal and Torres Strait Islander health practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine practitioner	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Chiropractor	7	1	-	-	-	-	-	-	-	-	-	3	-	4	-	-	-	8
Dental practitioner	15	-	-	-	1	-	-	2	-	-	-	1	1	15	-	-	-	20
Medical practitioner	181	5	1	39	7	-	3	11	-	-	9	17	38	7	100	8	-	245
Medical radiation practitioner	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	2
Midwife	3	-	-	-	-	-	-	-	-	-	-	2	2	2	-	-	-	6
Nurse	38	-	1	-	2	-	-	-	2	-	3	4	27	7	8	-	-	54
Occupational therapist	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Optometrist	1	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	2
Osteopath	4	1	-	-	1	-	-	-	-	-	1	-	-	1	2	-	-	6
Paramedic	10	-	-	-	-	-	-	-	-	-	-	1	9	-	4	-	-	14
Pharmacist	2	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	2
Physiotherapist	4	-	-	-	-	-	-	-	-	-	1	-	2	-	1	-	-	4
Podiatrist	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Psychologist	18	-	-	6	-	-	-	1	-	-	1	-	8	2	4	2	-	24
Student practitioner	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Unregistered practitioner	13	-	6	-	1	-	-	-	-	1	-	-	3	-	1	1	-	13
Unknown practitioner	11	-	-	2	-	-	-	1	-	-	-	-	2	-	6	3	-	14
Total	313	7	8	48	12	0	4	16	2	1	15	23	100	20	149	14	0	419

* The figures reported in this column are a count of the number of health practitioners identified in complaints during the reporting period. A single complaint may identify more than one health practitioner and/or health service organisation. In circumstances where a health practitioner is identified in relation to multiple complaints, the health practitioner would be counted per complaint. For example, a health practitioner identified in three complaints would be counted three times in this column.

** This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health practitioner.

Profile of complaints about health service organisations

Organisation type	Number of facilities identified in complaints*	Number and type of issues** identified in complaints about health service organisations																
		Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance processes	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/Teaching/Assessment	Total issues identified
Administrative service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Aged care facility	7	1	-	1	-	-	3	-	1	-	-	1	-	6	1	-	-	14
Allied health service	10	1	-	1	-	-	-	3	-	-	1	1	1	-	2	-	-	10
Ambulance service	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Community health service	7	2	-	2	-	-	-	-	1	-	-	2	1	-	-	2	-	10
Correctional facility	111	52	-	7	-	-	7	-	-	-	3	34	-	-	26	-	-	129
Dental service	23	6	-	1	-	-	-	1	3	-	-	-	2	-	20	-	-	33
Health promotion service	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Hospital and Health Service	13	3	-	-	-	-	1	-	2	-	-	-	3	-	10	-	-	19
Laboratory service	6	-	-	2	-	-	2	1	-	-	1	-	-	-	1	-	-	7
Licensed day hospital	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Licensed private hospital	33	2	-	4	1	2	4	3	4	-	4	2	2	-	20	-	-	48
Medical centre	57	10	-	15	1	-	7	5	11	-	9	3	2	-	10	5	-	78
Mental health service	36	4	-	10	11	1	2	-	1	-	5	5	2	-	13	-	-	54
Nursing service	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Optical Store	2	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	2
Other government department	6	-	-	-	-	-	3	-	1	-	-	2	-	-	-	-	-	6
Other support service	4	-	-	-	-	-	1	1	-	-	-	-	-	-	2	-	-	4
Paramedical service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Pharmaceutical service	9	-	-	-	-	-	2	3	-	-	1	3	-	-	-	-	-	9
Private organisation	10	-	-	1	-	-	-	-	-	-	1	1	-	-	6	1	-	10
Public health service	7	1	-	1	-	-	-	-	1	-	-	-	-	-	5	-	-	8
Public hospital	169	27	1	34	9	15	12	2	18	-	10	8	6	-	128	1	-	271
Specialised health service	18	3	2	4	-	-	-	4	-	-	-	-	1	-	5	1	-	20
Unknown organisation	7	-	-	1	-	-	1	-	-	-	-	1	-	-	4	-	-	7
Welfare service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Total	539	113	3	86	22	18	45	25	43	0	35	62	21	0	259	11	0	743

* The figures reported in this column are a count of the number of health service organisations identified in complaints during the reporting period. A single complaint may identify more than one health practitioner and/or health service organisation. In circumstances where a health service organisation is identified in relation to multiple complaints, the health service organisation would be counted per complaint. For example, health service organisation identified in three complaints would be counted three times in this column. ** This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health service organisation.

Assessment

Assessments started and completed

Assessments this month	Number
Assessments started	81
Assessments completed	96

Completed assessment timeframes

Of the 96 assessments finalised in May, 93 were completed within 30 days or 60 days with an approved extension, representing a finalisation rate within statutory timeframes of 96.88 per cent.

Of the 67 assessments completed within 60 days, all were approved for extension.

Assessment timeframes	Number	Percentage
Completed within 30 days	26	27.08
Completed within 60 days*	67	69.79
Completed in more than 60 days	3	3.13
Total	96	100.00

*Assessments are able to be completed within 60 days when granted an extension of 30 days as a result of legislated requirements being met.

Assessment decisions

Type of relevant action	Number	Percentage
Local resolution	0	0.00
Conciliation	2	1.98
Investigation	6	5.94
Referred to Ahpra and the national boards	17	16.83
Referral to another entity	12	11.88
No further action	64	63.37
Total	101	100.00

Total assessment decisions will not equal the total number of assessments (in previous tables) as a single assessment can result in multiple relevant actions.

Local resolution

Local resolutions started and completed

Local resolutions this month	Number
Local resolutions started	114
Local resolutions completed	102

Completed local resolutions

Timeframes

Of the 102 local resolutions finalised in May, 90 were completed within 30 days or 60 days with an approved extension, representing a finalisation rate within statutory timeframes of 88.24 per cent.

Local resolution timeframes	Number	Percentage
Completed within 30 days	71	69.61
Completed within 60 days*	25	24.51
Completed in more than 60 days	6	5.88
Total	102	100.00

*Local resolutions are able to be completed within 60 days when granted an extension of 30 days as a result of legislated requirements being met.

Outcomes

Local resolution outcomes	Number	Percentage
Resolved	75	73.53
Not resolved	17	16.67
Complaint withdrawn*	8	7.84
Local resolution did not commence**	2	1.96
Total	102	100.00

*Complainants can choose to withdraw their complaint at any stage during local resolution.

**A local resolution may not commence where the complaint is resolved directly with the health care provider prior to the commencement of the process.

Decisions for matters that were not resolved

Type of relevant action	Number	Percentage
Assessment	0	0.00
Conciliation	0	0.00
Investigation	0	0.00
Referral to Ahpra and the national boards	0	0.00
Referral to another entity	0	0.00
No further action	17	100.00
Total	17	100.00

Conciliation

Conciliations started and closed

Conciliations this month	Number
Conciliations open at the start of the month	38
Conciliations started	3
Conciliations closed	13

'Conciliations started' includes all matters—including matters where agreement to participate has or has not been reached or the decision is pending—that entered the conciliation workflow during the reporting period. Similarly, 'conciliations closed' are all matters that were closed during the reporting period, whether due to parties not agreeing to participate or the matter being closed after completing the conciliation process. Closed conciliations differ from completed conciliations below, as completed conciliations only include matters where both parties agreed to participate and the conciliation process was completed.

Agreement to participate in conciliation

Agreement to participate in conciliation	Number
Parties agreed to conciliation	0
Party/ies did not agree to conciliation	7
Decision pending at end of month	19

Once the decision is made to attempt conciliation, both parties must agree to participate in the process. If either one, or both, of the parties do not agree, the conciliation process does not commence and the matter is closed.

'Decisions pending' includes matters where parties are still deciding whether to participate in conciliation at the end of the reporting period. It also includes matters that have been referred to another relevant action, where conciliation may not commence until this relevant action has been finalised.

Completed conciliations

Timeframes

Completed conciliation timeframes	Number	Percentage
Less than 3 months	0	0.00
3–6 months	4	66.67
6–9 months	1	16.67
9–12 months	0	0.00
More than 12 months	1	16.67
Total	6	100.00

The data above relates to matters where parties initially agreed to participate in conciliation and the conciliation process was completed within the specified timeframes. 'Completed conciliations' differ from 'closed conciliations'—in the table on page 15—as they only relate to matters where parties initially agreed to participate.

Outcomes

Conciliation outcomes	Number	Percentage
Successful	4	66.67
Not successful	1	16.67
Ended by Health Ombudsman	0	0.00
Parties withdrew prior to conciliation conference*	1	16.67
Total	6	100.00

The data above relates to matters where parties agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being successful or not successful—or in some instances, the Health Ombudsman may end a conciliation or parties involved may withdraw from the process prior to conciliation occurring. 'Completed conciliations' differ from 'closed conciliations'—in the table on page 16—in that they only relate to matters where parties agreed to participate in conciliation.

*Improvements to the office's systems and processes have enabled the inclusion of this outcome in September 2020. Previously matters where parties initially agreed to participate in conciliation, and subsequently withdrew from the process were reported as Not successful.

Decisions for conciliations that were not successful

Type of relevant action	Number	Percentage
Local resolution	0	0.00
Investigation	0	0.00
Referral to Ahpra and the national boards	0	0.00
Referral to another entity	0	0.00
No further action	1	100.00
Total	1	100.00

Open conciliation timeframes

Open conciliation timeframes	Number	Percentage
Less than 3 months	10	35.71
3–6 months	4	14.29
6–9 months	5	17.86
9–12 months	2	7.14
More than 12 months	7	25.00
Total	28	100.00

Matters can be referred simultaneously to conciliation and another relevant action. Conciliation may not commence until after the other relevant action has been finalised. To allow for continued transparency in the timeliness of conciliation processes, open conciliation timeframes include the time in which a matter was on hold whilst another process was finalised.

There are 13 matters on hold until the outcome of another process is finalised (e.g. the process of another agency such as Ahpra). This includes 5 matters that have been open for less than 3 months, 0 that have been open for 3–6 months, 3 that have been open for 6 – 9 months, 2 that have been open for 9–12 months, and 3 that have been open for more than 12 months.

Investigation

Investigations started and closed

Investigations this month	Number
Investigations open at start of month	145
Investigations started	19
Investigations closed	11
Investigations amalgamated under s40(2)*	2
Investigations separated under s40(2)**	0

* Matters that involve similar allegations against a health service provider may be combined and dealt with together under section 40(2) of the Act.

**The office may decide to separate an investigation in cases where, as the investigation progresses, it becomes apparent that the matter is not suitable to be dealt with together under s40(2) of the Act.

Closed investigations

Timeframes

Of the 11 investigations, 63.64 per cent were closed within twelve months of commencement.

Closed investigation timeframes	Number	Percentage
Less than 3 months	3	27.27
3–6 months	1	9.09
6–9 months	2	18.18
9–12 months	1	9.09
12–24 months	3	27.27
More than 2 years	1	9.09
Total	11	100.00

Investigation outcomes

Outcome	Number	Percentage
Recommended for referral to Director of Proceedings*	7	53.85
Recommended that the Health Ombudsman issue a Permanent Prohibition Order	1	7.69
Referred to Ahpra	2	15.38
Referred to another agency	3	23.08
No further action	0	0.00
Conciliation	0	0.00
Total	13	100.00

Total investigation outcomes may not equal the total number of investigations completed (in previous tables) as a single investigation may result in multiple outcomes. In certain circumstances it may also be appropriate for the office to take action prior to the investigation being completed.

*Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

Open investigations

Open investigations consist of two categories—active investigations and paused investigations.

Active investigations are being currently investigated by the office, while paused investigations are not able to be investigated by the office until such time as another agency—such as the Queensland Police Service or the Office of the State Coroner—concludes their own processes. Despite the office being unable to progress paused investigations, they are still considered to be open investigations.

Active investigation timeframes

Active investigation timeframes	Number	Percentage
Less than 3 months	36	36.00
3–6 months	18	18.00
6–9 months	14	14.00
9–12 months	9	9.00
12–24 months*	16	16.00
More than 2 years*	7	7.00
Total	100	100.00

* All investigations that have been open for more than 12 months are published on the investigations register on the OHO website.

Paused investigation timeframes

Paused investigation timeframes	Number	Percentage
Less than 3 months	5	9.80
3–6 months	10	19.61
6–9 months	4	7.84
9–12 months	8	15.69
12–24 months	18	35.29
More than 2 years	6	11.76
Total	51	100.00

Total open investigation timeframes

Total open investigation timeframes	Number	Percentage
Less than 3 months	41	27.15
3–6 months	28	18.54
6–9 months	18	11.92
9–12 months	17	11.26
12–24 months	34	22.52
More than 2 years	13	8.61
Total	151	100.00

Total open investigation categories

Type of investigation	Number
Health service complaint	91
Systemic issue	57
Ministerial directed investigation	0
Another matter	0
s105 matters	3
Total	151

Monitoring investigation recommendations

At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program to track the implementation of the recommendations.

OHO recommendations monitoring

Cases this month	Number
Cases open at the beginning of the month	0
Recommendations monitoring cases started	0
Recommendations monitoring cases closed	0

Open recommendations monitoring timeframes

Open case timeframes	Number	Percentage
Less than 6 months	0	0.00
6–12 months	2	100.00
More than 12 months	0	0.00
Total	2	100.00

Director of Proceedings

Matters referred to the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Dentist	2	25.00
Medical practitioner	5	62.50
Registered nurse	1	12.50
Total	8	100.00

Matters currently with the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Chinese medicine practitioner	3	6.38
Dentist	3	6.38
Medical practitioner	32	68.09
Pharmacist	1	2.13
Physiotherapist	1	2.13
Psychologist	1	2.13
Registered nurse	6	12.77
Total	47	100.00

Outcomes of matters reviewed by Director of Proceedings

Matters filed in in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Medical practitioner	5	62.50
Physiotherapist	1	12.50
Registered nurse	2	25.00
Total	8	100.00

Matters to be referred back to the Health Ombudsman

Practitioner type	Number	Percentage
Medical practitioner	2	100.00
Total	2	100.00

Immediate action

The *Health Ombudsman Act 2013* allows for immediate action to be taken against a registered or unregistered health practitioner if the Health Ombudsman reasonably believes the practitioner poses a serious risk to the health and safety of the public, or it is otherwise in the public interest.

Show cause notices

In May 2021, three show cause notices were issued to:

- one alternative health provider
- one pharmacist
- one registered nurse

As outlined in the Act, upon receipt of a show cause notice, a health service provider is invited to make a submission within a stated period of time. The Health Ombudsman will then consider the submission before deciding whether to take immediate action against the provider.

Immediate registration actions

Practitioner type	Number	Action taken	Reasons/s for taking action	
			Public Interest	Serious Risk
Medical practitioner	1	Conditions		✓

Interim prohibition orders

Practitioner type	Number	Action taken	Reasons/s for taking action	
			Public Interest	Serious Risk
Chiropractor	1	Restrictions	✓	✓

Monitoring practitioner compliance

When the Health Ombudsman takes immediate action against a health practitioner, the office monitors the practitioner's compliance with the conditions of the order.

For interim prohibition orders, this means monitoring compliance with the restriction(s) on or prohibition of service. For immediate registration actions, this means monitoring compliance with condition(s) on or suspension of a practitioner's registration.

The Health Ombudsman may take immediate action against a single practitioner with both immediate registration action and an interim prohibition order. This can occur, for example, in instances where there is a risk that a registered practitioner may also practice in an unregistered capacity.

Practitioner monitoring cases

Cases this month	Number
Cases open at the beginning of the month	164
Practitioner monitoring cases started	2
Practitioner monitoring cases closed	2

Open monitoring cases

Timeframes

Open case timeframes	Number	Percentage
Less than 6 months	45	27.44
6–12 months	28	17.07
More than 12 months	91	55.49
Total	164	100.00

Immediate action types

Open cases by immediate action type	Number	Percentage
Interim prohibition order – restrictions	22	13.41
Interim prohibition order – prohibited	39	23.78
Immediate registration action - conditions	51	31.10
Immediate registration action - suspension	19	11.59
QCAT disciplinary decision	25	15.24
QCAT interim decision	1	0.61
Permanent prohibition order	7	4.27
Total	164	100.00

Registered practitioners being monitored by practitioner type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health worker	0	0.00
Chinese medicine practitioner	4	5.56
Chiropractor	1	1.39
Dental practitioner	3	4.17
Medical practitioner	30	41.67
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	22	30.56
Occupational therapist	0	0.00
Optometrist	0	0.00
Osteopath	1	1.39
Paramedic	2	2.78
Pharmacist	0	0.00
Physiotherapist	4	5.56
Podiatrist	0	0.00
Psychologist	5	6.94
Total	72	100.00

These figures are based on the number of individual registered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.

Unregistered practitioners being monitored by type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres strait islander health worker	1	1.16
Aged care health worker	8	9.30
Assistant in nursing	12	13.95
Cosmetic therapist	2	2.33
Counsellor	1	1.16
Disability support worker	2	2.33
Former registered health practitioner	14	16.28
Health educator	1	1.16
Health support worker	2	2.33
Holding out*	4	4.65
Kinesiologist	2	2.33
Massage therapist	25	29.07
Medical assistant	2	2.33
Natural therapist	2	2.33
Naturopath	1	1.16
Personal carer	3	3.49
Social worker	1	1.16
Student practitioner	0	0.00
Unregistered paramedic**	3	3.49
Total	86	100.00

*The titles of certain registered health professions are protected under the National Law. Anyone who uses a protected title (e.g. doctor), without being registered for that profession, are classified as 'holding out'.

**In November 2018 paramedicine became a regulated profession under the National Registration and Accreditation Scheme. The practitioners listed in this table were working as paramedics prior to the regulation of the profession and are therefore listed as unregistered.

These figures are based on the number of individual unregistered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.

Australian Health Practitioner Regulation Agency

Consultation on matters

The office consults with Ahpra on matters that are considered to be appropriate for Ahpra to manage. For matters that we are considering referring to Ahpra under section 91 of the Act, we provide Ahpra with all necessary information in order for Ahpra to form a view as to whether they need to discuss or accept and progress the referral.

Consultation matters	Number
Matters consulted on*	152
Matters referred	160
Matters retained by the office**	7
Decision pending	4

*The number of matters consulted on may not equal the total number of matters referred, withdrawn and pending as a matter may have commenced consultation prior to the start of the reporting period.

**Under certain circumstances additional information may be received in the course of consultation resulting in the office retaining carriage of the matter and/or taking other relevant action.

Relevant action proposing referral

Relevant action	Number	Percentage
Intake and triage	129	84.87
Assessment	20	13.16
Conciliation	0	0.00
Local resolution	0	0.00
Internal review	0	0.00
Investigations	3	1.97
Director of Proceedings	0	0.00
Total	152	100.00

Age of matters on commencement of consultation

In order to prevent duplication of work, we aim to ensure that matters are referred to Ahpra as early as possible in the complaint management process.

Due to the type of matters for which investigation or conciliation is deemed appropriate, and the more time intensive nature of these processes, these matters are usually older when consultation commences.

Relevant action	0–7 days	8–14 days	15–30 days	31–60 days	More than 60 days
Intake and triage	122	3	2	0	2
Assessment	1	0	2	13	4
Local resolution	0	0	0	0	0
Conciliation	0	0	0	0	0
Internal review	0	0	0	0	0
Investigation	0	0	2	0	1
Director of Proceedings	0	0	0	0	0
Total	123	3	6	13	7

'Age of matters' is calculated from the date on which a matter was accepted by the office.

Consultation duration

Consultation duration	Number	Percentage
0–3 days	141	92.76
4–7 days	10	6.58
8–11 days	1	0.66
More than 12 days	0	0.00
Total	152	100.00

Number of practitioners referred to Ahpra by practitioner type

Practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health practitioner	1	0.63
Chinese medicine practitioner	1	0.63
Chiropractor	4	2.50
Dental practitioner	6	3.75
Medical practitioner	86	53.75
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	41	25.63
Occupational therapist	1	0.63
Optometrist	1	0.63
Osteopath	0	0.00
Paramedic	3	1.88
Pharmacist	4	2.50
Physiotherapist	2	1.25
Podiatrist	1	0.63
Psychologist	8	5.00
Student practitioner	1	0.63
Total	160	100.00

Number of issues referred to Ahpra by practitioner type

Registered practitioner type	Access	Communication and information	Consent	Discharge/ transfer arrangements	Environment/ management of facility	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/ certificates	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Chinese medicine practitioner	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Chiropractor	-	-	-	-	-	-	-	-	-	1	-	3	-	4
Dental practitioner	-	-	-	-	-	-	-	-	-	1	1	7	-	9
Medical practitioner	-	8	2	1	-	1	-	3	12	23	5	57	1	113
Medical radiation practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	53
Nursing and midwifery practitioner	-	-	1	-	-	-	-	1	1	34	9	7	-	0
Occupational therapist	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Optometrist	-	-	-	-	-	1	-	-	-	-	-	1	-	2
Osteopath	-	-	-	-	-	-	-	-	-	1	-	-	-	0
Paramedic	-	-	-	-	-	-	-	-	1	1	-	1	-	3
Pharmacist	-	-	-	-	-	-	-	-	1	2	2	-	-	5
Physiotherapist	-	-	-	-	-	-	-	-	-	1	-	1	-	2
Podiatrist	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Psychologist	-	2	-	-	-	-	-	-	-	8	2	1	1	14
Student practitioner	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Total	0	10	3	1	0	2	0	4	15	77	19	78	2	211

The figures above represent the number of issues referred to AHPRA, not the number of practitioners. The referral of a single practitioner may include multiple issues relating to that practitioner, with each issue requiring its own action.

Demographics of healthcare consumers

Gender of healthcare consumers

Gender	Number	Percentage
Female	336	48.48
Male	323	46.61
Prefer not to specify	17	2.45
Unknown*	17	2.45
Total	693	100.00

*Not recorded or not provided for a particular matter.

Age of healthcare consumers

Age	Number	Percentage
Less than 18 years	35	5.05
18–24 years	33	4.76
25–34 years	125	18.04
35–44 years	141	20.35
45–54 years	102	14.72
55–64 years	91	13.13
65–74 years	62	8.95
More than 75 years	45	6.49
Unknown*	59	8.51
Total	693	100.00

*Not recorded or not provided for a particular matter.

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	278	40.12
Central West	0	0.00
Darling Downs	19	2.74
Far North	35	5.05
Fitzroy	26	3.75
Gold Coast	74	10.68
Mackay	14	2.02
North West	4	0.58
Northern	38	5.48
South West	3	0.43
Sunshine Coast	49	7.07
West Moreton	18	2.60
Wide Bay–Burnett	35	5.05
Outside Queensland	21	3.03
Unknown*	79	11.40
Total	693	100.00

*Not recorded or not provided for a particular matter.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	363	46.66
Central West	0	0.00
Darling Downs	16	2.06
Far North	40	5.14
Fitzroy	27	3.47
Gold Coast	91	11.70
Mackay	18	2.31
North West	7	0.90
Northern	46	5.91
South West	0	0.00
Sunshine Coast	56	7.20
West Moreton	14	1.80
Wide Bay-Burnett	37	4.76
Outside Queensland*	11	1.41
Unknown**	52	6.68
Total	778	100.00

*Health service provider location is taken from the primary address of the provider recorded in the OHO complaints management system. Complaints can be made about health service providers from other states who have provided health services in Queensland. This could include locums travelling to Queensland from interstate or providers who previously lived in Queensland providing services but have since moved interstate—as the OHO can deal with complaints up to two years old.

**Not recorded or not provided for a particular matter.