

Office of the Health Ombudsman

Performance report April 2019



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Office of the Health Ombudsman—Performance report April 2019

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For more information contact:

Office of the Health Ombudsman, PO Box 13281 George Street, Brisbane QLD 4003, email communications@oho.qld.gov.au.

An electronic version of this document is available at www.oho.qld.gov.au.

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Introduction

This document reports on our performance during April 2019.

As Queensland's health service complaints agency, the Office of the Health Ombudsman (OHO) exists to protect the health and safety of the public by assessing, investigating and resolving complaints made about health services provided in Queensland.

Our vision is to be the cornerstone of a transparent, accountable and fair system for effectively and quickly dealing with complaints and other healthcare matters in Queensland. Our performance reports—which we update and publish monthly, quarterly and yearly—are a testament to this.

We are committed to ensuring that all decisions are well-informed, fair, impartial and timely.

Data in this report is correct as at 10 May 2019, but is subject to change.

Intake of complaints

Type of contacts

Type of contact	Number	Percentage
Complaint	703	82.80
Enquiry	143	16.84
Yet to be classified	3	0.35
Total	849	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	632	89.90
Mandatory notification*	10	1.42
Voluntary notification*	54	7.68
Self-notification*	5	0.71
Referral from another agency	2	0.28
Total	703	100.00

*Notifications are matters raised by health service providers which do not otherwise meet the definition of a health consumer complaint as required under the *Health Practitioner Regulation National Law (Queensland)*.

Complaint decisions

Decision timeframes—within seven days

Decision made within seven days of receiving a complaint	Number	Percentage
Yes	728	76.23
No	227	23.77
Total	955	100.00

Accepted vs not accepted

Number of decisions made	Number	Percentage
Accepted	599	59.54
Not accepted*	356	35.39
Decision pending**	51	5.07
Total	1006	100.00

*'Not accepted' decisions relate to matters in which the Health Ombudsman has decided to take no further action under section 44 of the *Health Ombudsman Act 2013*.

**'Decision pending' relates to matters where more information is required before a decision on whether to accept or not accept can be made, or because the matter came in just before the end of the reporting period and is still being processed.

An additional 29 matters were determined to fall outside the jurisdiction of the Act.

Accepted decision outcomes

Type of relevant action	Number	Percentage
Assessment	147	23.60
Local resolution	103	16.53
Conciliation	0	0.00
Investigation	8	1.28
Referral to AHPRA and the national boards	202	32.42
Referral to another entity	162	26.00
Referral to legal services	1	0.16
Immediate registration action	0	0.00
Interim prohibition order	0	0.00
Total	623	100.00

Accepted decisions may result in multiple issues and/or practitioners being identified, each requiring its own action. The data in the above table includes all identified issues/practitioners requiring action that were identified in the accepted complaints (noted in the previous 'Accepted vs not accepted' table).

Health service complaints profile

Main issues raised in complaints

Issue	Number	Percentage
Access	85	8.15
Code of conduct for healthcare workers	5	0.48
Communication/information	137	13.14
Consent	29	2.78
Discharge/transfer arrangements	14	1.34
Environment/management of facilities	37	3.55
Fees/cost	38	3.64
Grievance processes	14	1.34
<i>Health Ombudsman Act 2013 offence</i>	0	0.00
Medical records	36	3.45
Medication	129	12.37
Professional conduct	110	10.55
Professional health	21	2.01
Professional performance	373	35.76
Reports/certificates	14	1.34
Research/teaching/assessment	1	0.10
Total	1043	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.

Number and type of issues identified in complaints by health practitioner

Practitioner type	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
Alternative care	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	1	-	2	-	1	4
Chiropractor	-	-	-	-	-	-	1	-	-	-	-	2	-	-	-	-	3
Dentistry	-	-	3	1	-	-	-	-	-	-	2	2	-	20	-	-	28
Emergency care	-	-	1	-	-	-	-	-	-	1	-	1	1	7	-	-	11
General medical	11	1	36	4	-	2	5	-	-	3	22	21	4	76	6	-	191
Medical radiation	-	1	-	-	-	-	-	-	-	-	-	1	-	1	1	-	4
Medical specialty	1	-	2	1	-	-	3	-	-	-	5	6	2	11	1	-	32
Nursing	-	-	1	-	-	1	-	-	-	1	1	12	5	9	-	-	30
Occupational therapy	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	2
Optometry	-	-	-	-	-	-	-	-	-	-	-	3	-	2	-	-	5
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	-	-	2	-	-	1	2	1	-	1	1	12	9	2	-	-	31
Pathology service	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Pharmacy	-	-	1	-	-	1	-	-	-	-	4	2	-	1	-	-	9
Physiotherapy	-	-	-	1	-	1	-	-	-	1	-	4	-	3	-	-	10
Podiatry	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	3
Psychology	-	-	3	-	-	-	-	-	-	-	-	11	-	2	1	-	17
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Surgical	1	-	7	2	1	-	2	-	-	1	1	1	-	28	-	-	44
Total	13	4	56	9	1	6	13	1	0	9	36	83	21	164	9	1	426

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues.

Number and type of issues identified in complaints by health service organisation

Organisation type	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
Aged care facility	-	-	-	-	-	5	-	-	-	-	1	-	-	8	-	-	14
Allied health service	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Ambulance service	-	-	1	1	-	-	-	-	-	-	-	1	-	2	-	-	5
Community health service	4	-	1	-	-	-	1	1	-	1	2	-	-	2	-	-	12
Correctional facility	18	-	6	-	-	2	-	-	-	2	58	-	-	33	-	-	119
Dental service	2	-	2	2	-	-	2	1	-	2	-	1	-	4	-	-	16
Hospital and Health Service	3	-	-	-	-	1	-	1	-	-	-	-	-	2	-	-	7
Laboratory service	-	-	-	-	-	-	1	-	-	-	-	-	-	1	1	-	3
Licensed private hospital	1	-	6	1	3	4	7	2	-	2	2	1	-	16	1	-	46
Medical centre	13	1	9	1	-	2	6	4	-	7	6	4	-	15	-	-	68
Mental health service	6	-	7	6	-	-	-	-	-	-	5	7	-	16	1	-	48
Other support service	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	2
Pharmaceutical service	-	-	-	-	-	1	1	1	-	-	5	1	-	-	-	-	9
Private organisation	1	-	1	-	-	-	1	-	-	1	-	1	-	-	-	-	5
Public health service	1	-	2	1	-	2	-	-	-	-	-	-	-	3	-	-	9
Public hospital	23	-	42	6	9	10	3	3	-	11	12	8	-	101	2	-	230
Residential care service	-	-	-	-	1	2	-	-	-	-	2	-	-	1	-	-	6
Specialised health service	-	-	3	2	-	1	2	-	-	1	-	2	-	3	-	-	14
Administrative service	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
Licensed day hospital	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Optical store	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Total	72	1	81	20	13	31	25	13	0	27	93	27	0	209	5	0	617

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues.

Assessment

Assessments started and completed

Assessments this month	Number
Assessments started	173
Assessments completed	151

Completed assessment timeframes

Of the 151 assessments finalised in April, 147 were completed within 30 days or 60 days with an approved extension, representing a finalisation rate within statutory timeframes of 97.35 per cent.

Of the 62 assessments completed within 60 days, all were approved for extension.

Assessment timeframes	Number	Percentage
Completed within 30 days	85	56.29
Completed within 60 days*	62	41.06
Completed in more than 60 days	4	2.64
Total	151	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	8	5.19
Investigation	9	5.84
Referred to AHPRA and the national boards	22	14.29
Referral to another entity	20	12.99
Immediate registration action*	0	0.00
Interim prohibition order*	0	0.00
No further action	95	61.69
Total	154	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.

The figures for the type of relevant action decided in the assessment stage may not correspond with totals for respective relevant actions (e.g. local resolution, conciliation, investigation) due to the time between a decision being made and an action being taken crossing over different reporting periods.

*Immediate action assessment decision figures may not align with the immediate action figures later in the report due to immediate action decisions being made outside of the assessment process.

Local resolution

Local resolutions started and completed

Local resolutions this month	Number
Local resolutions started	114
Local resolutions completed	74

Completed local resolutions

Timeframes

Of the 74 local resolutions finalised in April, 73 were completed within 30 days or 60 days with an approved extension, representing a finalisation rate within statutory timeframes of 98.65 per cent.

Of the 9 local resolutions completed within 60 days, 8 were approved for extension.

Local resolution timeframes	Number	Percentage
Completed within 30 days	65	87.84
Completed within 60 days*	9	12.16
Completed in more than 60 days	0	0.00
Total	74	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	56	75.68
Not resolved	11	14.86
Complaint withdrawn*	7	9.46
Local resolution did not commence**	0	0.00
Total	74	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
Immediate action	0	0.00
No further action	11	100.00
Total	11	100.00

Conciliation

Conciliations started and closed

Conciliations this month	Number
Conciliations open at the start of the month	32
Conciliations started	8
Conciliations closed	10

The number of conciliations started in the reporting period may not match the number of decisions to refer for conciliation noted in other areas of the report due to the time between a decision being made and an action taken crossing over different reporting periods.

'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 following the OHO assessing them as being suitable for conciliation. 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	6
Party/ies did not agree to conciliation	5
Decision pending at end of month	12

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	80.00
6–9 months	0	0.00
9–12 months	1	20.00
More than 12 months	0	0.00
Total	5	100.00

The data above relates to matters where parties 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 agreed to participate and the conciliation process was completed.

Outcomes

Conciliation outcomes	Number	Percentage
Successful	3	60.00
Not successful	2	40.00
Ended by Health Ombudsman	0	0.00
Total	5	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 rare instances, the Health Ombudsman ending it. 'Completed conciliations' differ from 'closed conciliations'—in the table on page 15—in that they only relate to matters where parties agreed to participate and the conciliation process was completed.

Decisions for conciliations that were not successful

Type of relevant action	Number	Percentage
Local resolution	0	0
Investigation	0	0
Referral to AHPRA and the national boards	0	0
Referral to another entity	0	0
Immediate action	0	0
No further action	2	100.00
Total	2	100.00

Open conciliation timeframes

Open conciliation timeframes	Number	Percentage
Less than 3 months	15	50.00
3–6 months	8	26.67
6–9 months	0	0.00
9–12 months	3	10.00
More than 12 months	4	13.33
Total	30	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.

There are 9 matters on hold until the outcome of another process is finalised (e.g. the process of another agency such as AHPRA). This includes 1 matter that has been open for less than 3 months, 2 that have been open for 3–6 months, 0 that have been open for 6 – 9 months, 2 that have been open for 9–12 months, and 4 that have been open for more than 12 months.

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.

Investigation

Investigations started and closed

Investigations this month	Number
Investigations open at the beginning of the month	161
Investigations started	22
Investigations closed	18
Investigations amalgamated under s40(2)	3

Closed investigations

Timeframes

Of the investigations closed in May, 83.33 per cent were closed within twelve months of commencement.

Closed investigation timeframes	Number	Percentage
Less than 3 months	7	38.89
3–6 months	3	16.67
6–9 months	1	5.56
9–12 months	4	22.22
12–24 months	3	16.67
More than 2 years	0	0.00
Total	18	100.00

Investigation outcomes

Investigation outcomes	Number	Percentage
Recommended for referral to Director of Proceedings*	10	45.45
Referred to AHPRA	6	27.27
Referred to another agency	4	18.18
No further action	1	4.55
Conciliation	1	4.55
Total	22	100

*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	37	30.08
3–6 months	24	19.51
6–9 months	23	18.70
9–12 months	15	12.20
12–24 months*	18	14.63
More than 2 years*	6	4.88
Total	123	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	1	2.56
3–6 months	10	25.64
6–9 months	4	10.26
9–12 months	4	10.26
12–24 months	11	28.21
More than 2 years	9	23.08
Total	39	100.00

Certain matters may be referred to an external agency, such as the Queensland Police Service while criminal proceedings take place, or to the coroner if it relates to reportable deaths (under section 92 of the *Health Ombudsman Act 2013*). As a result, investigation of these matters will be put on pause until the external agency finalises its processes.

Total open investigation timeframes

Total open investigation timeframes	Number	Percentage
Less than 3 months	38	23.46
3–6 months	34	20.99
6–9 months	27	16.67
9–12 months	19	11.73
12–24 months	29	17.90
More than 2 years	15	9.26
Total	162	100.00

Total open investigation categories

Type of investigation	Number
Health service complaint	98
Systemic issue	10
Another matter*	53
Matters identified for further investigation**	1
Total	162

*Matters that are brought to the Health Ombudsman's attention by means other than through a health service complaint or notification.

**Matters referred for further investigation by the Health Ombudsman under section 105 of the Act following referral to Director of Proceedings.

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 recommendations monitoring program to track the implementation of the recommendations.

OHO recommendations monitoring

Cases this month	Number
Cases open at the beginning of the month	4
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	0	0.00
More than 12 months	4	100.00
Total	4	100.00

Director of Proceedings

Matters referred to the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Psychologist	1	11.11
Medical practitioner	1	11.11
Registered nurse	6	66.67
Medical assistant	1	11.11
Total	9	100.00

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

Matters currently with the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Advanced care paramedic	2	1.60
Assistant in nursing	5	4.00
Audiologist	2	1.60
Chinese medicine practitioner	3	2.40
Dentist	4	3.20
Holding out as a psychologist	1	0.80
Holding out as a registered nurse	2	1.60
Massage therapist	1	0.80
Medical assistant	1	0.80
Medical practitioner	46	36.80
Medical radiation practitioner	1	0.80
Natural therapist	1	0.80
Osteopath	1	0.80
Personal carer	1	0.80
Pharmacist	6	4.80
Podiatrist	2	1.60
Psychologist	6	4.80
Registered nurse	38	30.40
Social worker	1	0.80
Unregistered chiropractor	1	0.80
Total	125	100.00

These are matters that have been referred to the Director of Proceedings, but have not been filed in QCAT or referred back to the Health Ombudsman. This includes matters where there has been a decision to refer the matter to QCAT, but no referral has been filed QCAT at this stage.

Outcomes of matters reviewed by Director of Proceedings

Matters filed in in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Massage therapist	1	8.33
Medical assistant	1	8.33
Pharmacist	1	8.33
Registered nurse	9	75.00
Total	12*	100.00

*This month, the Director of Proceedings made decisions to refer two matters to QCAT, where there were existing referrals previously filed in QCAT relating to those two practitioners. Rather than filing two new referrals in QCAT, the previously filed referrals have been amended to include the additional matters.

Matters to be referred back to the Health Ombudsman

Practitioner type	Number	Percentage
Assistant in nursing	1	20.00
Dental assistant	1	20.00
Registered nurse	2	40.00
Student nurse	1	20.00
Total	5	100.00

Immediate action

The *Health Ombudsman Act 2013* allows for the Health Ombudsman to take immediate action against registered and unregistered health practitioners in instances where the Health Ombudsman reasonably believes the practitioner's health, conduct or performance poses a serious risk to the health and safety of the public.

Show cause notices

In April nine show cause notices were issued. These relate to:

- four medical practitioners
- one dentist
- two registered nurses
- one psychologist
- one aged care health worker

As outlined in the *Health Ombudsman Act 2013*, 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		
			Health	Conduct	Performance
Registered nurse	1	Conditions		✓	✓
Medical practitioner	1	Conditions		✓	
Medical practitioner	1	Conditions		✓	✓

Immediate registration actions apply only to registered practitioners and may result in the Health Ombudsman issuing a suspension—or imposing conditions upon—a registered practitioner's registration.

Interim prohibition orders

Practitioner type	Number	Action taken	Reasons/s for taking action			
			Health	Conduct	Performance	Interstate
Assistant in nursing	1	Prohibition		✓		

The Health Ombudsman has powers to issue interim prohibitions orders to unregistered practitioners and registered practitioners practicing outside their field of registration. An interim prohibition order can prohibit or restrict the practitioner from providing any health service, or a specific health service.

The Health Ombudsman can also enforce a prohibition order or an interim prohibition order issued in another state or territory where that interstate prohibition order corresponds—or substantially corresponds—to the type of prohibition order that can be made in Queensland.

The details for current prohibition orders can be found on the OHO website on the prohibition order register.

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	114
Practitioner monitoring cases started	2
Practitioner monitoring cases closed	4

Open monitoring cases

Timeframes

Open case timeframes	Number	Percentage
Less than 6 months	34	30.36
6–12 months	18	16.07
More than 12 months	60	53.57
Total	112	100.00

Immediate action types

Open cases by immediate action type	Number	Percentage
Interim prohibition order – restrictions	20	17.86
Interim prohibition order – prohibited	43	38.39
Immediate registration action - conditions	31	27.68
Immediate registration action - suspension	16	14.29
QCAT disciplinary decision	2	1.79

Open cases by immediate action type	Number	Percentage
Total	112	100.00

Registered practitioners under monitoring by practitioner type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health worker	0	0.00
Chinese medicine practitioner	3	6.12
Chiropractor	0	0.00
Dental practitioner	2	4.08
Medical practitioner	22	44.90
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	22	44.90
Occupational therapist	0	0.00
Optometrist	0	0.00
Osteopath	0	0.00
Pharmacist	0	0.00
Physiotherapist	0	0.00
Podiatrist	0	0.00
Psychologist	0	0.00
Total	49	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 under monitoring by type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres strait islander health worker	1	1.72
Aged care worker	1	1.72
Assistant in nursing	9	15.52
Audiologist	2	3.45
Dental nurse	1	1.72
Former registered health practitioner	13	22.41
Health support worker	1	1.72
Holding out*	4	6.90
Kinesiologist	2	3.45
Massage therapist	13	22.41
Medical assistant	2	3.45
Naturopath	1	1.72
Natural therapist	1	1.72
Paramedic	5	8.62
Personal carer	1	1.72
Social worker	1	1.72
Total	58	100.00

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.

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

Australian Health Practitioner Regulation Agency

Notifications from AHPRA

One new notification and one new request (s193 of the Act) relating to possible serious matters were made in April 2019.

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 *Health Ombudsman Act 2013*, 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.

For complex cases or where a pattern of conduct may be present we may hold case conferences with AHPRA, either in person or electronically, which can sometimes delay the consultation process. By encouraging robust conversations during this process productive and consistent decisions between the co-regulatory agencies is achieved.

Consultation matters	Number
Matters consulted on*	282
Matters referred	261
Matters retained by the office**	13
Decision pending	11

*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	217	76.95
Assessment	51	18.09
Conciliation	0	0.00
Local resolution	1	0.35
Internal review	0	0.00
Investigations	7	2.48
Director of Proceedings	6	2.13
Total	282	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 in 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	30–60 days	More than 60 days
Intake and triage	212	1	3	0	1
Assessment	12	9	12	18	0
Local resolution	0	0	1	0	0
Conciliation	0	0	0	0	0
Internal review	0	0	0	0	0
Investigation	0	0	1	0	6
Director of Proceedings	0	0	0	0	6
Total	224	10	17	18	13

'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	205	72.70
4–7 days	68	24.11
8–11 days	5	1.77
More than 12 days	4	1.42
Total	282	100.00

Number of practitioners referred to AHPRA by practitioner type

Practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health practitioner	0	0.00
Chinese medicine practitioner	2	0.77
Chiropractor	2	0.77
Dental practitioner	21	8.05
Medical practitioner	174	66.67
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	28	10.73
Occupational therapist	0	0.00
Optometrist	5	1.92
Osteopathy	0	0.00
Paramedic	1	0.38
Pharmacist	12	4.60
Physiotherapy	5	1.92
Podiatrist	1	0.38
Psychologist	10	3.83
Student practitioner	0	0.00
Total	261	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	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine practitioner	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Chiropractor	-	-	-	-	-	-	-	-	-	1	-	1	-	2
Dental practitioner	-	1	1	-	-	-	-	-	1	2	-	21	-	26
Medical practitioner	2	31	5	-	2	1	-	5	27	16	9	120	5	223
Medical radiation practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Nursing and midwifery practitioner	-	1	-	-	-	-	-	1	3	14	8	10	-	37
Occupational therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Optometrist	-	-	-	-	-	-	-	-	-	3	-	2	-	5
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Paramedic	-	-	-	-	-	-	-	1	-	1	-	-	-	2
Pharmacist	-	1	-	-	1	-	-	-	8	2	1	2	-	15
Physiotherapist	-	-	1	-	-	-	-	1	-	3	-	3	-	8
Podiatrist	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Psychologist	-	3	-	-	-	1	-	-	-	6	-	1	1	12
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Total	2	37	7	0	3	2	0	8	39	51	18	160	6	333

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

Gender

Gender	Number	Percentage
Female	306	49.59
Male	295	47.81
Prefer not to specify	1	0.16
Unknown*	15	2.43
Total	617	100.00

*Not recorded or not provided for a particular matter.

Age

Age	Number	Percentage
Less than 18 years	52	8.43
18–24 years	42	6.81
25–34 years	97	15.72
35–44 years	113	18.31
45–54 years	111	17.99
55–64 years	81	13.13
65–74 years	44	7.13
More than 75 years	45	7.29
Unknown*	32	5.19
Total	617	100.00

*Not recorded or not provided for a particular matter.

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	259	41.98
Central West	1	0.16
Darling Downs	16	2.59
Far North	29	4.70
Fitzroy	35	5.67
Gold Coast	70	11.35
Mackay	22	3.57
North West	6	0.97
Northern	26	4.21
South West	3	0.49
Sunshine Coast	28	4.54
West Moreton	16	2.59
Wide Bay–Burnett	49	7.94
Outside Queensland	15	2.43
Unknown*	42	6.81
Total	617	100.00

*Not recorded or not provided for a particular matter.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	334	47.92
Central West	1	0.14
Darling Downs	17	2.44
Far North	33	4.73
Fitzroy	33	4.73
Gold Coast	87	12.48
Mackay	26	3.73
North West	2	0.29
Northern	33	4.73
South West	2	0.29
Sunshine Coast	32	4.59
West Moreton	11	1.58
Wide Bay-Burnett	42	6.03
Outside Queensland*	6	0.86
Unknown**	38	5.45
Total	697	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.



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