

Quarterly performance report

Quarter one 2015–16



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Quarterly performance report—Quarter one 2015–16

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Table of contents

Introduction	4
Office contacts	5
Number of contacts	5
Type of complaints	5
Decisions	6
Number of decisions made	6
Decisions made within seven days	6
Health service complaints profile	7
Main issues raised in complaints	7
Number and type of complaints by health practitioner	8
Number and type of complaints by health service organisation	9
Assessment	10
Assessments started and completed	10
Completed assessment timeframes	10
Assessment decisions	11
Local resolution	12
Local resolutions started and completed	12
Completed local resolution timeframes	12
Local resolution outcomes	13
Decisions for matters that were not resolved	13
Conciliation	14
Conciliations started and closed	14
Agreement to participate in conciliation	14
Completed conciliation timeframes	14
Completed conciliation outcomes	15
Decisions for conciliations that were not successful	15
Open conciliation timeframes	16
Investigation	17
Investigations started and closed	17
Closed investigation timeframes	17
Closed investigation outcome	17
Open investigation categories	18
Open investigation timeframes	18
Immediate action	19
Show cause notices	19
Immediate registration action	19
Prohibition orders	19

Australian Health Practitioner Regulation Agency	20
Notifications from AHPRA	20
Number of practitioners referred to AHPRA by practitioner type	20
Number of issues referred to AHPRA by practitioner type	21
Demographics	22
Gender	22
Age	22
Location of healthcare consumers	23
Location of health service providers	24

Introduction

This document contains our performance data for the first quarter of the 2015–16 financial year (Q1).

Over time, our quarterly data (along with our monthly performance reports) will identify trends which will inform our work in promoting improved health service delivery by health service providers and identifying systemic issues.

The Office of the Health Ombudsman (OHO) is committed to meeting timeframes, delivering high quality services and, as we continue to monitor our performance data, looking for areas of improvement, innovation and greater efficiency. In the period under review, increasing improvements in decision making timeframes and completed assessment timeframes can be attributed to new processes and procedures that were introduced in the previous quarter.

It is also important to note that our quarterly performance reporting highlights our commitment to transparency and accountability, and our desire to ensure Queenslanders have confidence in the management of health service complaints.

The OHO commenced operation on 1 July 2014 as Queensland's health service complaints management agency. On commencement, the OHO not only started receiving enquiries and health service complaints, but assumed responsibility for 289 matters previously managed by the Health Quality and Complaints Commission (HQCC). All matters transitioned from the HQCC were entered in the OHO's health service complaints management system and are integrated within this data.

In addition, during August 2014, the OHO began reviewing current Australian Health Practitioner Agency (AHPRA) matters to determine those that are most appropriately dealt with by the OHO, and those that will continue to be dealt with by AHPRA. This is in conjunction with the notification of new serious matters by AHPRA to the OHO for determination and action, as appropriate.

Data in this report are correct as at 13 October 2015. Figures within this report may differ from respective aggregate monthly totals published in previous reports due to necessary adjustments and alterations being made to historical data following the publication of previous reports.

Office contacts

Number of contacts

Type of contact	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	260	40.63	251	38.26	370	49.73	1114	53.76
Enquiry	256	40.00	310	47.26	350	47.04	939	45.32
Yet to be classified	124	19.38	95	14.48	24	3.23	19	0.92
Total	640	100.00	656	100.00	744	100.00	2072	100.00

The total for the quarter differs from the total monthly figures due to matters 'yet to be classified' being classified as either a complaint or enquiry during the reporting period. Similarly, contacts that are 'yet to be classified' at the time of running this report will be counted as complaints or enquiries in future reporting.

Matters that are 'yet to be classified' are contacts in which not enough information was provided in the first instance to allow for a determination, and additional information is being sought. They can also be matters that came in just before the end of the reporting period and were still being processed.

The number of complaint contacts will not equal the number of decisions made in the table below.

Type of complaints

Type of complaints	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer	197	75.77	196	78.09	287	77.57	867	77.83
Mandatory notification	39	15.00	28	11.16	59	15.95	142	12.75
Voluntary notification	13	5.00	6	2.39	13	3.51	50	4.49
Self-notification	8	3.08	9	3.59	8	2.16	30	2.69
Referral	3	1.15	12	4.78	3	0.81	25	2.24
Total	260	100.00	251	100.00	370	100.00	1114	100.00

Notifications are made by health service providers, as required in the Health Practitioner Regulation National Law (Queensland). Referrals can be received from both government and non-government agencies. The total for the quarter differs from the total monthly figures due to matters 'yet to be classified' being classified as either a complaint or enquiry during the reporting period. Similarly, contacts that are 'yet to be classified' at the time of running this report will be counted as complaints or enquiries in future reporting.

Decisions

Number of decisions made

Number of decisions made	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	311	67.03	269	66.92	364	73.83	944	78.15
Not accepted	80	17.24	73	18.16	70	14.20	223	18.46
Decision pending	73	15.73	60	14.93	59	11.97	41	3.39
Total	464	100.00	402	100.00	493	100.00	1208	100.00

The total for the quarter differs from the total monthly figures due to 'decision pending' matters being either accepted, not accepted or 'closed—no further action' during the reporting period. Similarly, matters that are 'decision pending' at the time of running this report will be counted as accepted or not accepted in future reporting.

'Closed—no further action' relates to matters deemed to be out of jurisdiction for the OHO and are not included in our reporting data. 'Decision pending' relates to matters where more information is required before deciding whether to accept or not accept a complaint, or because a matter came in just before the end of the reporting period and is still to be processed.

Decisions made within seven days

The first quarter continued to see the OHO receive a high number of contacts. These high contact volumes have impacted on the ability to process matters within the seven day timeframe.

Additional staffing resources introduced in Q4 2014–15, has significantly increased the number of decisions made within the legislative timeframe towards the end of this reporting period. It is expected that these figures will continue to improve in quarter two 2015–16.

Decision made	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Yes	147	37.60	128	37.43	279	64.29	554	47.47
No	244	62.40	214	62.57	155	35.71	613	52.53
Total	391	100.00	342	100.00	434	100.00	1167	100.00

Health service complaints profile

Main issues raised in complaints

Issue	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Access	8	2.28	4	2.02	0	0.00	15	1.64
Communication/information	45	12.82	19	9.60	27	12.44	112	12.25
Consent	6	1.71	3	1.52	3	1.38	14	1.53
Discharge/transfer arrangements	15	4.27	14	7.07	1	0.46	37	4.05
Environment/management of facilities	6	1.71	4	2.02	1	0.46	14	1.53
Fees/cost	4	1.14	2	1.01	1	0.46	8	0.88
Grievance processes	8	2.28	2	1.01	1	0.46	14	1.53
Medical records	14	3.99	12	6.06	13	5.99	44	4.81
Medication	18	5.13	20	10.10	17	7.83	66	7.22
Professional conduct	44	12.54	28	14.14	25	11.52	102	11.16
Professional health	8	2.28	4	2.02	1	0.46	13	1.42
Professional performance	173	49.29	84	42.42	123	56.68	466	50.98
Reports/certificates	0	0.00	1	0.51	4	1.84	6	0.66
Treatment	2	0.57	1	0.51	0	0.00	3	0.33
Total	351	100.00	198	100.00	217	100.00	914	100.00

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.

Number and type of complaints by health practitioner

Practitioner type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Alternative care	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	3
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	1	-	3	-	4	-	-	8
Dentistry	-	1	2	-	-	-	-	-	4	-	2	-	22	-	-	31
Emergency care	1	1	-	2	-	-	-	-	-	1	-	-	6	-	-	11
General medical	-	27	3	4	-	-	2	2	13	28	36	4	115	2	2	238
Medical radiation	-	-	-	-	-	-	-	-	-	-	1	-	1	1	-	3
Medical specialty	-	16	1	3	-	-	1	-	2	2	7	-	51	1	-	84
Nursing	1	4	-	-	1	-	-	1	-	11	21	4	12	-	-	55
Occupational therapy	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Optometry	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	4	-	-	-	-	-	-	-	1	8	2	10	-	-	25
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	2	-	-	-	-	-	-	-	3	-	-	-	-	-	5
Physiotherapy	-	1	-	-	1	-	-	-	1	-	4	1	2	-	-	10
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Psychology	-	2	-	-	-	-	1	-	3	-	6	2	7	-	-	21
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Surgical	-	8	3	1	-	-	1	1	6	-	4	-	35	-	-	59
Not yet known	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Total	2	66	9	10	2	-	5	4	31	46	94	13	270	4	2	558

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.

Number and type of complaints by health service organisation

Organisation type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Aged care facility	-	-	-	-	3	-	-	-	-	1	-	-	4	-	-	8
Allied health service	-	-	-	-	1	-	-	-	-	-	1	-	2	-	-	4
Ambulance service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community health service	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	3
Correctional facility	3	2	-	-	1	-	-	-	-	3	1	-	6	-	-	16
Dental service	-	-	-	-	-	-	-	2	-	1	-	-	2	-	-	5
Health service district	2	1	1	1	-	-	-	-	1	-	-	-	3	-	-	9
Laboratory service	-	-	-	-	2	-	-	-	-	-	-	-	-	1	-	3
Licensed Day Hospital	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Licensed private hospital	-	2	1	3	-	-	1	1	2	1	-	-	18	1	-	30
Medical centre	4	4	-	-	1	-	1	1	2	-	1	-	3	-	-	17
Mental health service	-	3	-	1	-	-	-	-	2	-	2	-	9	-	-	17
Nursing service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other government department	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other support service	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
Pharmaceutical service	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Public health service	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Public hospital	2	33	2	22	3	-	1	5	6	14	2	-	142	-	1	233
Residential care service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Specialised health service	-	-	-	-	-	-	-	1	-	-	-	-	3	-	-	4
Total	13	46	5	27	12	-	3	10	13	20	8	-	196	2	1	356

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.

Assessment

Assessments started and completed

Assessments this quarter	July	August	September	Q1 total
Assessments started	150	112	151	413
Assessments completed	158	85	157	400

Completed assessment timeframes

As with the seven-day decision-making timeframe, implementation of more refined assessment processes and system improvements has resulted in a larger number of completed assessments. Completion of 400 assessments older than 60 days is anticipated to increase capacity for new assessments to be completed within the 30 and 60 day timeframes in Q2 2015–16.

Assessment timeframe	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	29	18.35	18	21.18	19	12.10	66	16.50
Within 60 days*	26	16.46	18	21.18	30	19.11	74	18.50
Greater than 60 days**	103	65.19	49	57.65	108	68.79	260	65.00
Total	158	100.00	85	100.00	157	100.00	400	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. Of the 74 assessments completed within 60 days, 28 matters were eligible for and received an approved extension.

**260 matters were completed in more than 60 days due to high levels of assessment matters, the complexity of certain matters, and delays in receiving information from parties and in sourcing the necessary independent clinical advice required to appropriately assess the matters.

Assessment decisions

Type of relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	10	6.29	8	8.42	14	8.48	32	7.64
Conciliation	11	6.92	7	7.37	9	5.45	27	6.44
Investigation	3	1.89	7	7.37	3	1.82	13	3.10
Referred to AHPRA and the national boards	60	37.74	25	26.32	57**	34.55	142	33.89
Referral to another entity	4	2.52	6	6.32	9**	5.45	19	4.53
Immediate registration action*	1	0.63	2	2.11	0**	0.00	3	0.72
Interim prohibition order*	0	0.00	1	1.05	0	0.00	1	0.24
No further action	70	44.03	39	41.05	73	44.24	182	43.44
Total	159	100.00	95	100.00	165	100.00	419	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 etc.) due to the time between a decision being made and an action 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 actions decisions being made outside of the assessment process.

**These figures were amended on 3 November 2015 to replace the following incorrect data: Referred to AHPRA and the national boards 0; Referral to another entity 57; Immediate registration action 9. Corresponding Q1 totals have also been updated.

Local resolution

Local resolutions started and completed

Local resolutions this quarter	July	August	September	Q1 total
Local resolutions started	127	90	122	339
Local resolutions completed	91	110	102	303

The number of local resolutions started in the quarter may not directly match the number of assessment decisions to undertake local resolution, due to the time between a decision being made and an action taken crossing over different reporting periods.

Completed local resolution timeframes

Local resolution timeframes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	81	89.01	93	84.55	85	83.33	259	85.48
Within 60 days*	10	10.99	16	14.55	14	13.73	40	13.20
Greater than 60 days**	0	0.00	1	0.91	3	2.94	4	1.32
Total	91	100.00	110	100.00	102	100.00	303	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. Of the 40 local resolutions completed within 60 days, 33 were eligible for and received an approved extension.

**The four matters completed in more than 60 days were due to a delay in sourcing and obtaining independent clinical advice.

Local resolution outcomes

Local resolution outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	84	92.31	103	93.64	88	86.27	275	90.76
No resolution reached	5	5.49	5	4.55	8	7.84	18	5.94
Complaint withdrawn*	2	2.20	2	1.82	6	5.88	10	3.30
Total	91	100.00	110	100.00	102	100.00	303	100.00

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

Decisions for matters that were not resolved

Type of relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Conciliation	0	0.00	0	0.00	1	12.50	1	5.56
Investigation	0	0.00	0	0.00	0	0.00	0	0.00
Referred to AHPRA and the national boards	1	20.00	3	60.00	1	12.50	5	27.78
Referral to another entity	0	0.00	0	0.00	0	0.00	0	0.00
Immediate action	0	0.00	0	0.00	0	0.00	0	0.00
No further action	4	80.00	2	40.00	6	75.00	12	66.67
Total	5	100.00	5	100.00	8	100.00	18	100.00

Conciliation

Conciliations started and closed

Conciliations this quarter	July	August	September	Q1 total
Conciliations started	13	8	10	31
Conciliations closed	5	1	10	16

The number of conciliations started in the reporting period may not directly match the number of assessment decisions to undertake conciliation, 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	July	August	September	Q1 total
Party/ies agreed to participate*	3	1	4	8
Party/ies did not agree to participate*	2	0	5	7
Decisions pending at close of quarter**	8	16	18	18

*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, as well as matters that have been referred to a national board and will not commence conciliation until the national board concludes its processes.

Completed conciliation timeframes

Conciliations completed	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	0	0.00	0	0.00	2	40.00	2	22.22
3–6 months	3	100.00	1	100.00	1	20.00	5	55.56
6–9 months	0	0.00	0	0.00	2	40.00	2	22.22
9–12 months	0	0.00	0	0.00	0	0.00	0	0.00
12+ months	0	0.00	0	0.00	0	0.00	0	0.00
Total	3	100.00	1	100.00	5	100.00	9	100.00

Completed conciliation outcomes

Conciliation outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Successful	2	66.67	1	100.00	5	100	8	88.89
Not successful	1	33.33	0	0.00	0	0	1	11.11
Ended early	0	0.00	0	0.00	0	0	0	0.00
Total	3	100.00	1	100.00	5	100.00	9	100.00

The above data relates to matters where parties agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being conciliated or not conciliated (or in rare instances, the Health Ombudsman ending it). Completed conciliations differ from closed conciliations (in the table above) as 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	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	0	0.00	0	0.00	0	0.00	0	0.00
Investigation	0	0.00	0	0.00	0	0.00	0	0.00
Referred to AHPRA and the national boards	0	0.00	0	0.00	0	0.00	0	0.00
Referral to another entity	0	0.00	0	0.00	0	0.00	0	0.00
Immediate action	0	0.00	0	0.00	0	0.00	0	0.00
No further action	1	100.00	0	0.00	0	0.00	1	100.00
Total	1	100.00	0	100.00	0	100.00	1	100.00

Open conciliation timeframes

Conciliations open	July		August		September	
	Number	%	Number	%	Number	%
0–3 months	21	75.00	26	74.29	27	77.14
3–6 months	6	21.43	8	22.86	7	20.00
6–9 months	0	0.00	0	0.00	0	0.00
9–12 months	1	3.57	0	0.00	0	0.00
12+ months	0	0.00	1	2.86	1	2.86
Total	28	100.00	35	100.00	35	100.00

Investigation

Investigations started and closed

Investigations this quarter	July	August	September	Q4 total
Investigations started	22	18	8	48
Investigations closed	8	26	19	53

The number of investigations started in the reporting period may not match the number of assessment decisions to undertake investigation due to the time between a decision being made and an action taken crossing over different reporting periods, or as a result of investigations being started via other processes (e.g. own-motion investigation).

Closed investigation timeframes

Investigations closed	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	0	0.00	3	11.54	1	5.26	4	7.55
3–6 months	0	0.00	3	11.54	2	10.53	5	9.43
6–9 months	3	37.50	1	3.85	2	10.53	6	11.32
9–12 months	3	37.50	8	30.77	2	10.53	13	24.53
12+ months	2	25.00	11	42.31	12	63.16	25	47.17
Total	8	100.00	26	100.00	19	100.00	53	100.00

Closed investigation outcome

Closed investigation outcome	July	August	September	Q1 total
Referred to Director of Proceedings	0	0	2	2
Report	0	0	0	0
Referred to AHPRA	3	5	6	14
Referred to another agency	3	0	1	4
No further action	2	21	11	34

Open investigation categories

Investigation category	July	August	September
Health service complaint	247	234	222
Systemic issue	0	0	0
Another matter*	28	30	29

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

Open investigation timeframes

Investigations open	July		August		September	
	Number	%	Number	%	Number	%
0–3 months	59	21.45	60	22.73	37	14.74
3–6 months	50	18.18	48	18.18	63	25.10
6–9 months	43	15.64	38	14.39	31	12.35
9–12 months	47	17.09	27	10.23	34	13.55
12+ months*	76	27.64	91	34.47	86	34.26
Total	275	100.00	264	100.00	251	100.00

*All investigations that have been open for more than 12 months are published on our investigations register, available on our website

Immediate action

Show cause notices

There were two show cause notice issued during the quarter.

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 action

There were two immediate registration actions taken during the quarter:

- A registered nurse was suspended for issues relating to conduct (August).
- A registered dentist had conditions imposed on their registration for issues relating to conduct and performance (September).

The Health Ombudsman can take immediate action against both registered and non-registered health practitioners if the Health Ombudsman reasonably believes the practitioner poses a serious risk to the health and safety of the public.

For registered health practitioners, the Health Ombudsman can temporarily suspend or impose conditions on registration, and for unregistered practitioners, temporarily restrict or prohibit a practitioner from providing a particular health service.

Prohibition orders

The Health Ombudsman issued four prohibition orders during the quarter. The details can be found on the prohibition order register on the OHO website www.oho.qld.gov.au.

The Health Ombudsman can issue an interim prohibition order if a non-registered health practitioner's health, conduct or performance means they pose a serious risk to people, and immediate action is necessary to protect the health and safety of the public. An interim prohibition order can *prohibit* or *restrict* a health 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.

Australian Health Practitioner Regulation Agency

Notifications from AHPRA

In addition to the transitional matters above, AHPRA notified the Health Ombudsman of 12 serious matters—as prescribed under s193 of the National Law—during the quarter.

Of these matters, the Health Ombudsman:

- requested three be referred to the OHO—s193(2)(a) National Law
- asked the national board to continue to deal with nine matters—s193(2)(b) National Law

One further matter has been requested from AHPRA and has been referred by agreement under s193A(4) of the National Law.

Number of practitioners referred to AHPRA by practitioner type

Practitioner type	Number
Aboriginal and Torres Strait Islander health	1
Chinese medicine	4
Chiropractic	5
Dental	37
Medical	222
Medical radiation	1
Nursing and midwifery	129
Occupational therapy	2
Optometry	3
Osteopathy	1
Pharmacy	18
Physiotherapy	5
Podiatry	1
Psychology	25
Unregistered practitioner	3
Total	457

Number of issues referred to AHPRA by practitioner type

Registered practitioner type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Aboriginal and Torres Strait Islander health	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Chinese medicine	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	5
Chiropractic	-	-	-	-	-	-	-	-	1	-	5	1	2	-	-	9
Dental	-	1	2	-	-	-	-	-	3	2	6	4	31	-	-	49
Medical	-	29	-	3	2	-	-	2	21	30	45	19	160	3	2	316
Medical student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical radiation	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Nursing and midwifery	1	6	-	-	1	-	-	-	1	15	63	46	29	1	-	163
Nursing student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Occupational therapy	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Optometry	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	3
Osteopathy	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	3	-	-	-	-	-	-	1	6	5	2	1	-	-	18
Physiotherapy	-	2	-	-	2	-	-	-	3	-	11	2	1	-	-	21
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Psychology	-	11	-	-	-	-	1	-	5	-	15	7	6	-	-	45
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	3
Total	1	52	2	3	5	-	1	2	35	53	160	85	233	4	2	638

Demographics

The following demographic data is based on matters that have completed the assessment process. Basing figures on completed assessments produces accurate reporting, as all relevant details of a matter have been identified.

Unless otherwise specified, data is based on healthcare consumers, not the complainant, as the complainant in a matter may not be the consumer of the health service. Matters where the healthcare consumer is an organisation are not included in these figures.

Gender

Gender	Number	Percentage
Female	232	59.18
Male	145	36.99
Unknown	15	3.83
Total	392	100.00

Age

Age	Number	Percentage
Less than 18	30	7.63
18–24 years	22	5.60
25–34 years	55	13.99
35–44 years	75	19.08
45–54 years	51	12.98
55–64 years	51	12.98
65–74 years	48	12.21
More than 75 years	41	10.43
Unknown*	20	5.09

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

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	159	40.46
Central West	1	0.25
Darling Downs	20	5.09
Far North	14	3.56
Fitzroy	17	4.33
Gold Coast	69	17.56
Mackay	6	1.53
North West	3	0.76
Northern	12	3.05
South West	0	0.00
Sunshine Coast	24	6.11
West Moreton	2	0.51
Wide Bay-Burnett	35	8.91
Outside Queensland	21	5.34
Unknown	10	2.54

The above data is based on health consumer location.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	247	47.50
Central West	1	0.19
Darling Downs	25	4.81
Far North	26	5.00
Fitzroy	24	4.62
Gold Coast	85	16.35
Mackay	7	1.35
North West	0	0.00
Northern	17	3.27
South West	1	0.19
Sunshine Coast	25	4.81
West Moreton	4	0.77
Wide Bay-Burnett	39	7.50
Outside Queensland*	19	3.65
Unknown	0	0.00

The above data is based on health service provider location.

*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).



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