

Quarterly performance report

Quarter one 2016–17



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Quarterly performance report—Quarter one 2016–17

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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, phone 133 OHO (133 646).

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

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Introduction

This document reports on the quarter one (Q1) performance of the Office of the Health Ombudsman (OHO) for 2016–17.

The OHO is the agency responsible for health service complaints management in Queensland. We're committed to protecting the health and safety of the public by assessing, investigating and resolving complaints made about health services provided in Queensland.

We are impartial and independent—and it's our vision is to be the cornerstone of a transparent, accountable and fair health complaints management system. As testament to this, our performance reports—which are published monthly, quarterly and yearly—are available to the public on our website www.oho.qld.gov.au

Data in this report is correct as at 18 October 2016, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

Office contacts

Number of contacts

Type of contact	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	502	62.05	584	58.11	434	55.43	1595	61.35
Enquiry	293	36.22	403	40.10	287	36.65	995	38.27
Yet to be classified	14	1.73	18	1.79	62	7.92	10	0.38
Total	809	100.00	1005	100.00	783	100.00	2600	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	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer	401	79.88	484	82.88	330	76.04	1273	79.81
Mandatory notification	48	9.56	54	9.25	47	10.83	153	9.59
Voluntary notification	34	6.77	32	5.48	44	10.14	120	7.52
Self-notification	14	2.79	11	1.88	5	1.15	30	1.88
Referral	5	1.00	3	0.51	8	1.84	19	1.19
Total	502	100.00	584	100.00	434	100.00	1595	100.00

Notifications are made by health service providers, as required in the Health Practitioner Regulation National Law (Queensland). Referrals are matters referred by government and non-government agencies to the OHO.

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	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	320	53.33	411	58.88	366	57.64	1099	65.93
Not accepted	145	24.17	135	19.34	142	22.36	568	34.07
Decision pending	135	22.50	152	21.78	127	20.00	0	0.00
Total	600	100.00	698	100.00	635	100.00	1667	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 OHO continues to experience challenges with accessing crucial data in relation to registered health practitioners in a timely manner. The lack of accessibility to this data directly impacts on the OHO's ability to progress matters to a delegate for a decision within the required 7 days. Despite attempts to resolve the issue of an appropriate flow of information from AHPRA to the OHO since April 2014, the OHO continues to face blockages to the practitioner data necessary for decisions to be made within statutory timeframes. The OHO continues to seek from AHPRA a satisfactory solution to the issue of data-sharing from AHPRA to OHO that meets parliament's intentions for co-regulation in Queensland.

Decision made	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Yes	285	61.29	343	62.82	238	46.85	866	57.01
No	180	38.71	203	37.18	270	53.15	653	42.99
Total	465	100.00	546	100.00	508	100.00	1519	100.00

Health service complaints profile

Main issues raised in complaints

Issue	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Access	0	0.00	8	2.23	5	1.47	13	1.29
Code of conduct for healthcare workers	5	1.62	0	0.00	0	0.00	5	0.50
Communication/information	45	14.56	49	13.69	50	14.66	144	14.30
Consent	6	1.94	8	2.23	8	2.35	22	2.18
Discharge/transfer arrangements	9	2.91	18	5.03	13	3.81	40	3.97
Environment/ management of facilities	4	1.29	7	1.96	6	1.76	17	1.69
Fees/cost	4	1.29	3	0.84	2	0.59	9	0.89
Grievance processes	7	2.27	7	1.96	6	1.76	20	1.99
Medical records	10	3.24	17	4.75	7	2.05	34	3.38
Medication	29	9.39	32	8.94	35	10.26	96	9.53
Professional conduct	29	9.39	22	6.15	19	5.57	69	6.85
Professional health	1	0.32	3	0.84	1	0.29	5	0.50
Professional performance	160	51.78	184	51.40	188	55.13	532	52.83
Reports/certificates	0	0.00	0	0.00	1	0.29	1	0.10
Treatment	0	0.00	0	0.00	0	0.00	0	0.00
Total	309	100.00	358	100.00	341	100.00	1007	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	Code of conduct for healthcare workers	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	-	5	-	1	-	-	-	-	-	1	-	5	1	2	-	-	15
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	2	-	3	-	-	5
Dentistry	-	-	1	-	-	-	-	-	1	-	1	1	-	14	-	-	18
Emergency care	-	-	2	-	2	-	-	-	-	-	1	-	-	4	-	-	9
General medical	-	-	16	2	-	-	-	1	2	10	19	13	1	75	1	-	140
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Medical specialty	-	-	9	-	4	-	-	-	-	6	7	3	-	31	-	-	60
Nursing	-	-	4	1	-	-	-	-	-	4	10	13	2	11	-	-	45
Occupational therapy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	5	-	1	-	-	-	-	1	-	8	-	5	-	-	20
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	1	-	-	-	-	-	-	-	1	-	7	6	1	2	-	-	18
Physiotherapy	-	-	-	-	-	-	-	-	-	-	-	3	-	5	-	-	8
Podiatry	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Psychology	-	-	-	-	-	-	-	-	-	-	-	4	-	1	-	-	5
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Surgical	-	-	8	6	-	-	-	3	-	-	2	1	-	34	-	-	54
Not yet known	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1	5	45	10	7	-	-	4	4	22	47	60	5	190	1	-	401

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	-	-	4	-	-	-	1	4	-	-	11	-	-	23
Allied health service			-	-	-	-	-	-	-	-	-	-	1	-	-	1
Ambulance service			-	2	-	-	-	-	-	-	-	-	2	-	-	4
Community health service		1	-	-	-	-	-	-	-	-	1	-	3	-	-	5
Correctional facility	5	5	-	-	1	-	-	-	-	13	-	-	32	-	-	56
Dental service	1	-	-	-	-	-	-	-	-	-	-	-	11	-	-	12
Hospital and Health Service		4	-	-	1	-	-	-	-	-	-	-	9	-	-	14
Laboratory service		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Licensed private hospital		2	1	3	3	-	1	1	1	5	-	-	15	-	-	32
Medical centre	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-	5
Mental health service		8	1	1	1	-	-	1	1	2	5	-	13	-	-	33
Nursing service		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other government department		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other support service		-	-	-	-	-	-	-	-	-	-	-	3	-	-	3
Pharmaceutical service		-	-	-	-	-	1	-	-	5	-	-	1	-	-	7
Public health service		2	-	6	-	-	-	2	-	3	-	-	16	-	-	29
Public hospital	5	72	10	21	6	-	2	12	7	16	3	-	222	-	-	376
Residential care service		-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Specialised health service		1	-	-	-	-	-	-	1	-	-	-	2	-	-	4
Total	12	99	12	33	17	0	5	16	12	48	9	0	342	0	0	605

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	Jul	Aug	Sep	Q1 total
Assessments started	110	205	165	480
Assessments completed	170	189	181	540

Completed assessment timeframes

A total of 540 assessments were completed in Q1 2016–17, which represents a 2 per cent increase compared with the previous quarter.

Meanwhile, in terms of a 12-month comparison, Q1 2016–17 significantly outperformed Q1 2015–16 across all indicators, including:

- total number of assessments completed—up 35 per cent
- number of assessments completed within 30 days—up 194 per cent
- number of assessments completed within legislative timeframes—up 167 per cent.

Assessment timeframe	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	42	24.71	76	40.21	76	41.99	194	35.93
Within 60 days*	30	17.65	39	20.63	37	20.44	106	19.63
Greater than 60 days	98	57.65	74	39.15	68	37.57	240	44.44
Total	170	100.00	189	100.00	181	100.00	540	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 106 assessments completed within 60 days, 57 matters were approved for extension.

Assessment decisions

Type of relevant action	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	2	1.13	9	4.71	5	2.72	16	2.90
Conciliation	14	7.91	12	6.28	15	8.15	41	7.43
Investigation	3	1.69	3	1.57	3	1.63	9	1.63
Referred to AHPRA and the national boards	78	44.07	30	15.71	49	26.63	157	28.44
Referral to another entity	10	5.65	30	15.71	22	11.96	62	11.23
Immediate registration action*	0	0.00	0	0.00	0	0.00	0	0.00
Interim prohibition order*	0	0.00	0	0.00	0	0.00	0	0.00
No further action	70	39.55	107	56.02	90	48.91	267	48.37
Total	177	100.00	191	100.00	184	100.00	552	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.

Local resolution

Local resolutions started and completed

Local resolutions this quarter	Jul	Aug	Sep	Q1 total
Local resolutions started	115	136	98	349
Local resolutions completed	104	140	125	369

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 timeframe	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	88	84.62	128	91.43	122	97.60	338	91.60
Within 60 days	15	14.42	12	8.57	3	2.40	30	8.13
Greater than 60 days	1	0.96	0	0.00	0	0.00	1	0.27
Total	104	100.00	140	100.00	125	100.00	369	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 30 local resolutions completed within 60 days, 21 were eligible for and received an approved extension.

Local resolution outcomes

Local resolution outcomes	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	89	85.58	119	85.00	111	88.80	319	86.45
No resolution reached	15	14.42	21	15.00	14	11.20	50	13.55
Complaint withdrawn*	0	0.00	0	0.00	0	0.00	0	0.00
Total	104	100.00	140	100.00	125	100.00	369	104

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

Decisions for matters that were not resolved

Type of relevant action	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Conciliation	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	2	13.33	0	0.00	0	0.00	2	4.00
Referral to another entity	1	6.67	0	0.00	0	0.00	1	2.00
Immediate action	0	0.00	0	0.00	0	0.00	0	0.00
No further action	12	80.00	21	100.00	14	100.00	47	94.00
Total	15	100.00	21	100.00	14	100.00	50	10.00

Conciliation

Conciliations started and closed

Conciliations this quarter	Jul	Aug	Sep	Q1 total
Conciliations started	13	14	16	43
Conciliations closed	1	20	15	36

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	Jul	Aug	Sep	Q1 total
Party/ies agreed to participate	5	11	13	29
Party/ies did not agree to participate	0	9	8	17
Decisions pending at close of quarter	19	12	19	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. 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 conciliation timeframes

Conciliations completed	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	1	100.00	0	0.00	2	28.57	3	15.79
3–6 months	0	0.00	7	63.64	4	57.14	11	57.89
6–9 months	0	0.00	3	27.27	1	14.29	4	21.05
9–12 months	0	0.00	1	9.09	0	0.00	1	5.26
12+ months	0	0.00	0	0.00	0	0.00	0	0.00
Total	1	100.00	11	100.00	7	100.00	19	100.00

Completed conciliation outcomes

Conciliation outcomes	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Successful	1	100.00	9	81.82	5	71.43	15	78.95
Not successful	0	0.00	2	18.18	2	28.57	4	21.05
Ended early	0	0.00	0	0.00	0	0.00	0	0.00
Total	1	100.00	11	100.00	7	100.00	19	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 first conciliation data table above—as completed conciliations 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	Jul		Aug		Sep		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	0	0.00	2	100.00	2	100.00	4	100.00
Total	0	0.00	2	100.00	2	100.00	4	100.00

Open conciliation timeframes

Conciliations open	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
0–3 months	41	62.12	43	71.67	39	63.93
3–6 months	13	19.70	6	10.00	11	18.03
6–9 months	8	12.12	5	8.33	4	6.56
9–12 months	2	3.03	4	6.67	5	8.20
12+ months	2	3.03	2	3.33	2	3.28
Total	66	100.00	60	100.00	61	100.00

Investigation

Investigations started and closed

Investigations this quarter	Jul	Aug	Sep	Q1 total
Investigations started	15	20	18	53
Investigations closed	15	23	22	60
Investigations paused*	0	0	0	0
Recommended**	0	2	1	3

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).

*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 s92 of the *Health Ombudsman Act 2013*). From an OHO perspective, these matters are not closed but effectively paused within the OHO's complaints management system as in these circumstances it is not appropriate for the OHO to conduct any investigations that may impede on an external agency's processes. As a result, investigation of these matters will be put on hold until the external agency finalises its processes.

**These are matters that have been re-commenced by the OHO following an external agency completing their processes.

Closed investigation timeframes

Investigations closed	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	2	13.33	1	4.35	2	9.09	5	8.33
3–6 months	4	26.67	5	21.74	6	27.27	15	25.00
6–9 months	0	0.00	2	8.70	0	0.00	2	3.33
9–12 months	1	6.67	0	0.00	2	9.09	3	5.00
12+ months	8	53.33	15	65.22	12	54.55	35	58.33
Total	15	100.00	23	100.00	22	100.00	60	100.00

Closed investigation outcome

Closed investigation outcome	Jul	Aug	Sep	Q1 total
Recommended for referral to Director of Proceedings	5	1	4	10
Report	0	3	3	6
Referred to AHPRA	1	11	6	18
Referred to another agency	4	0	2	6
No further action	5	8	7	20

Open investigation categories

Investigation category	Jul	Aug	Sep
Health service complaint	242	219	221
Systemic issue	5	39	35
Another matter*	44	32	32

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

Open investigation timeframes

Investigations open	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
0–3 months	55	14.95	53	18.28	46	15.97
3–6 months	42	11.41	48	16.55	45	15.63
6–9 months	24	6.52	17	5.86	26	9.03
9–12 months	24	6.52	33	11.38	32	11.11
12+ months*	146	39.67	139	47.93	139	48.26
Total	291	100.00	290	100.00	288	100.00

*Investigations that have been open longer than 12 months are identified in our investigations register, available on our website.

Immediate action

Show cause notices

There were 12 show cause notices 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

The Health Ombudsman can take immediate action against 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.

In Q1, the Health Ombudsman took immediate registration action against 11 practitioners, including:

- two registered nurses—suspended for reasons relating to conduct
- one medical practitioner—suspended for reasons relating to conduct
- one midwife—suspended for reasons relating to conduct
- one registered nurse—conditions imposed for reasons relating to conduct
- one chiropractor—conditions imposed for reasons relating to conduct
- four medical practitioners—conditions imposed for reasons relating to conduct
- one student nurse—conditions imposed for reasons relating to conduct

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 seven prohibition orders during the quarter, including one corresponding interstate prohibition order. 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

AHPRA notified the Health Ombudsman of three serious matters—as prescribed under s193 of the National Law—during the quarter.

Of these, the Health Ombudsman requested that:

- one be referred to the OHO—s193(2)(a) National Law
- two matters remain with the national board—s193(2)(b) National Law
- one be referred to the OHO—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	1
Chiropractic	19
Dental	39
Medical	305
Medical radiation	2
Nursing and midwifery	118
Occupational therapy	3
Optometry	3
Osteopathy	1
Pharmacy	27
Physiotherapy	9
Podiatry	3
Psychology	21
Unregistered practitioner	1
Total	553

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	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Chiropractic	-	3	-	-	-	-	-	-	-	-	15	-	7	-	-	25
Dental	-	6	1	-	-	-	-	2	2	1	7	4	43	-	-	66
Medical	-	56	19	6	-	-	6	1	23	48	59	18	297	16	-	549
Medical student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical radiation	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Nursing and midwifery	-	14	1	-	-	-	-	-	11	24	44	43	35	-	-	172
Nursing student	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Occupational therapy	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	4
Optometry	-	-	-	-	-	-	-	-	-	1	-	-	2	-	-	3
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	3	-	-	-	-	-	1	-	16	6	6	1	-	-	33
Physiotherapy	-	-	-	-	-	-	-	-	1	-	5	-	6	-	-	12
Podiatry	-	-	1	-	-	-	2	-	-	-	-	-	4	-	-	7
Psychology	-	7	-	-	2	-	-	-	2	-	14	5	3	3	-	36
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Total	-	89	22	6	2	-	8	4	39	90	154	79	405	19	-	917

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	292	56.26
Male	218	42.00
Unknown	9	1.73
Total	519	100.00

Age

Age	Number	Percentage
Less than 18	39	7.54
18–24 years	24	4.64
25–34 years	79	15.28
35–44 years	94	18.18
45–54 years	87	16.83
55–64 years	61	11.80
65–74 years	46	8.90
More than 75 years	63	12.19
Unknown*	24	4.64

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

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	211	40.81
Central West	0	0.00
Darling Downs	27	5.22
Far North	28	5.42
Fitzroy	22	4.26
Gold Coast	42	8.12
Mackay	17	3.29
North West	3	0.58
Northern	27	5.22
South West	6	1.16
Sunshine Coast	28	5.42
West Moreton	9	1.74
Wide Bay-Burnett	46	8.90
Outside Queensland	28	5.42
Unknown	23	4.45

The above data is based on health consumer location.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	263	43.98
Central West	0	0.00
Darling Downs	35	5.85
Far North	29	4.85
Fitzroy	21	3.51
Gold Coast	58	9.70
Mackay	15	2.51
North West	5	0.84
Northern	37	6.19
South West	5	0.84
Sunshine Coast	31	5.18
West Moreton	5	0.84
Wide Bay-Burnett	49	8.19
Outside Queensland*	14	2.34
Unknown	31	5.18

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.



Office of the
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