

# Quarterly performance report

Quarter two 2016–17



Office of the  
**HEALTH  
OMBUDSMAN**

*Listen. Respond. Resolve.*

## **Quarterly performance report—Quarter two 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](mailto:communications@oho.qld.gov.au), phone 133 OHO (133 646).

An electronic version of this document is available at [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

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## Introduction

This document reports on the quarter two (Q2) 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 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](http://www.oho.qld.gov.au).

Data in this report are correct as at 16 January 2017, 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	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	456	55.47	595	61.40	407	59.68	1529	61.65
Enquiry	308	37.47	361	37.25	274	40.18	950	38.31
Yet to be classified	58	7.06	13	1.34	1	0.15	1	0.04
<b>Total</b>	<b>822</b>	<b>100.00</b>	<b>969</b>	<b>100.00</b>	<b>682</b>	<b>100.00</b>	<b>2480</b>	<b>100.00</b>

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	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer	369	80.92	482	81.01	335	82.31	1216	79.53
Mandatory notification	42	9.21	32	5.38	31	7.62	123	8.04
Voluntary notification	35	7.68	62	10.42	27	6.63	139	9.09
Self-notification	4	0.88	13	2.18	2	0.49	19	1.24
Referral	6	1.32	6	1.01	12	2.95	32	2.09
<b>Total</b>	<b>456</b>	<b>100.00</b>	<b>595</b>	<b>100.00</b>	<b>407</b>	<b>100.00</b>	<b>1529</b>	<b>100.00</b>

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	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	274	51.21	453	61.55	397	63.12	1131	71.04
Not accepted	108	20.19	124	16.85	210	33.39	461	28.96
Decision pending	153	28.60	159	21.60	22	3.49	0	0.00
<b>Total</b>	<b>535</b>	<b>100.00</b>	<b>736</b>	<b>100.00</b>	<b>629</b>	<b>100.00</b>	<b>1592</b>	<b>100.00</b>

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

In December, there was a significant increase in the proportion of decisions made within seven days, up to 82.54 per cent from 49.83 per cent in November. This result was achieved following the implementation of process improvements to deal with the significant increases in complaints made to the OHO in 2015–16 and in the first six months of 2016–17.

Decision made	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Yes	190	49.74	287	49.83	501	82.54	1065	66.90
No	192	50.26	290	50.35	106	17.46	527	33.10
<b>Total</b>	<b>382</b>	<b>100.00</b>	<b>577</b>	<b>100.00</b>	<b>607</b>	<b>100.00</b>	<b>1592</b>	<b>100.00</b>

## Health service complaints profile

Reporting parameters for the identification of issues in complaints were updated as of October 2016. Previously, issues contained within the office's reporting related to complaints that completed the office's assessment process during the reporting period.

Refinements to systems and processes now allow for the reporting of all issues identified in complaints during the reporting period. This change will result in higher numbers of issues appearing in the following three tables from October 2016.

This update is an example of the office's commitment to continual improvement as it matures as an agency and the importance it places on transparent, robust data.

### Main issues raised in complaints

Issue	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Access	25	3.71	26	3.24	35	5.13	89	4.17
Code of conduct for healthcare workers	1	0.15	0	0.00	4	0.59	5	0.23
Communication/information	95	14.09	111	13.82	97	14.22	296	13.87
Consent	7	1.04	7	0.87	9	1.32	24	1.12
Discharge/transfer arrangements	13	1.93	22	2.74	10	1.47	45	2.11
Environment/management of facilities	13	1.93	10	1.25	18	2.64	38	1.78
Fees/cost	30	4.45	23	2.86	15	2.20	65	3.05
Grievance processes	19	2.82	13	1.62	7	1.03	39	1.83
Medical records	17	2.52	26	3.24	16	2.35	58	2.72
Medication	54	8.01	100	12.45	61	8.94	213	9.98
Professional conduct	75	11.13	85	10.59	74	10.85	233	10.92
Professional health	26	3.86	26	3.24	32	4.69	83	3.89
Professional performance	287	42.58	338	42.09	293	42.96	906	42.46
Reports/certificates	11	1.63	16	1.99	11	1.61	38	1.78
Research/teaching/assessment	1	0.15	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>674</b>	<b>100.00</b>	<b>803</b>	<b>100.00</b>	<b>682</b>	<b>100.00</b>	<b>2134</b>	<b>100.00</b>

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	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/teaching/assessment	Total
Alternative care	-	2	1	-	-	-	-	-	-	-	2	-	1	-	-	6
Chinese medicine	-	-	-	1	-	-	-	-	-	-	12	1	2	-	-	16
Chiropractor	-	-	2	-	-	-	-	-	-	-	8	1	7	-	-	18
Dentistry	-	-	10	3	-	2	5	2	4	1	12	1	56	-	-	96
Emergency care	-	-	3	-	1	-	1	-	-	1	2	-	10	-	-	18
General medical	14	-	89	5	5	1	10	5	18	78	48	20	189	16	1	499
Medical radiation	-	-	-	-	-	-	-	-	-	-	1	2	1	1	-	5
Medical specialty	3	-	28	2	3	1	3	-	2	2	13		62	8	-	127
Nursing	-	-	10	-	-	-	1	-	5	14	57	45	38	1	-	171
Occupational therapy	-	-	3	-	-	-	1	-	-	-	1	1	2	-	-	8
Optometry	-	-	-	-	-	-	-	-	-	-	2	1	1	-	-	4
Osteopathy	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-	4
Other	1	3	7	1		1	2		1	4	24	3	5	1	-	53
Pathology	-	-	-	-	-	-	-	-	-	-	-		1	-	-	1
Pharmacy	-	-	-	-	-	-	-	-	-	9	8	3	-	-	-	20
Physiotherapy	-	-	-	-	-	-	-	-	-	-	4		4	-	-	8
Podiatry	-	-	-	-	-	-	-	-	-	-	-	1	3	-	-	4
Psychology	-	-	6	-	-	2	1		2	1	9	3	14	3	-	41
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	2
Surgical	-	-	16	1	2	-	2	3	1	1	6	1	94	2	-	129
<b>Total</b>	<b>18</b>	<b>5</b>	<b>175</b>	<b>14</b>	<b>11</b>	<b>7</b>	<b>26</b>	<b>10</b>	<b>34</b>	<b>111</b>	<b>210</b>	<b>83</b>	<b>492</b>	<b>33</b>	<b>1</b>	<b>1230</b>

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	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional performance	Reports/ certificates	Research/ teaching/ assessment	Total
Aged care facility	-	3	-	-	-	1	1	-	1	1	15	-	1	23
Allied health service	-	-	-	-	-	1	-	-	-	2	-	-	-	3
Ambulance service	2	2	-	-	-	-	-	1	-	-	3	-	-	8
Community health service	-	2	-	-	-	-	-	-	-	-	2	-	-	4
Correctional facility	35	5	-	-	1	-	2	1	78	-	111	1	-	234
Dental service	3	-	-	-	-	3	-	-	-	-	7	-	-	13
Hospital and Health Service	2	3	-	-	1	2	-	-	-	1	5	-	-	14
Laboratory service	-	-	-	-	-	5	-	-	-	-	2	-	-	7
Licensed day hospital	-	2	-	1	-	1	1	1	1	1	2	-	-	10
Licensed private hospital	2	14	1	3	8	7	3	1	5	3	25	-	-	72
Medical centre	6	13	-	-	3	6	3	3	1	4	8	1	-	48
Mental health service	4	9	4	2	-	1	2	-	1	1	14	2	-	40
Optical store	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Other government department	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Other support service	-	-	-	-	-	-	-	-	-	1	7	-	-	8
Pharmaceutical service	1	2	-	-	-	3	-	-	10	-	2	-	-	18
Private organisation	2	3	-	-	1	1	2	-	-	2	8	-	-	19
Public health service	-	10	-	-	4	-	2	2	-	1	17	-	-	36
Public hospital	13	50	5	28	13	4	12	15	2	6	180	1	-	329
Residential care service	-	1	-	-	-	-	-	-	-	-	2	-	-	3
Specialised health service	1	2	-	-	-	3	1	-	2	-	3	-	-	12
<b>Total</b>	<b>71</b>	<b>121</b>	<b>10</b>	<b>34</b>	<b>31</b>	<b>39</b>	<b>29</b>	<b>24</b>	<b>102</b>	<b>23</b>	<b>414</b>	<b>5</b>	<b>1</b>	<b>904</b>

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	Oct	Nov	Dec	Q2 total
Assessments started	124	211	162	497
Assessments completed	153	159	205	517

## Completed assessment timeframes

Of the 103 assessments completed within 60 days, 55 matters were approved for extension.

The 231 matters completed outside of the legislated timeframe were due to the continuing high volume of matters that require additional assessment, the complexity of many of the matters in assessment, and delays in receiving information from parties or in obtaining the necessary independent clinical advice required to appropriately assess the matters.

Overall, there continues to be an improvement in the proportion of assessments completed within legislated timeframes, up to 55.32 per cent compared to 46.48 per cent in Q1. This improvement reflects the focus on targeted strategies to progress and finalise matters.

Assessment timeframe	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	62	40.52	57	35.85	112	54.63	231	44.68
Within 60 days*	31	20.26	31	19.50	41	20.00	103	19.92
Greater than 60 days	60	39.22	71	44.65	52	25.37	183	35.40
<b>Total</b>	<b>153</b>	<b>100.00</b>	<b>159</b>	<b>100.00</b>	<b>205</b>	<b>100.00</b>	<b>517</b>	<b>100.00</b>

\*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	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	4	2.58	6	3.70	3	1.38	13	2.43
Conciliation	18	11.61	12	7.41	7	3.21	37	6.92
Investigation	7	4.52	6	3.70	8	3.67	21	3.93
Referred to AHPRA and the national boards	30	19.35	32	19.75	42	19.27	104	19.44
Referral to another entity	31	20.00	28	17.28	67	30.73	126	23.55
Immediate registration action*	0	0.00	0	0.00	1	0.46	1	0.19
Interim prohibition order*	0	0.00	0	0.00	0	0.00	0	0.00
No further action	65	41.94	78	48.15	90	41.28	233	43.55
<b>Total</b>	<b>155</b>	<b>100.00</b>	<b>162</b>	<b>100.00</b>	<b>218</b>	<b>100.00</b>	<b>535</b>	<b>100.00</b>

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	Oct	Nov	Dec	Q2 total
Local resolutions started	62	123	64	249
Local resolutions completed	89	69	110	268

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

Of the 34 local resolutions completed within 60 days, 22 were eligible for and received an approved extension.

Local resolution timeframe	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	80	89.89	59	85.51	95	86.36	234	87.31
Within 60 days	9	10.11	10	14.49	15	13.63	34	12.69
Greater than 60 days	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>89</b>	<b>100.00</b>	<b>69</b>	<b>100.00</b>	<b>110</b>	<b>100.00</b>	<b>268</b>	<b>100.00</b>

\*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.

## Local resolution outcomes

Local resolution outcomes	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	70	78.65	55	79.71	97	88.18	222	82.84
No resolution reached	14	15.73	9	13.04	10	9.09	33	12.31
Complaint withdrawn*	5	5.62	5	7.25	3	2.73	13	4.85
<b>Total</b>	<b>89</b>	<b>100.00</b>	<b>69</b>	<b>100.00</b>	<b>110</b>	<b>100.00</b>	<b>268</b>	<b>104</b>

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

## Decisions for matters that were not resolved

Type of relevant action	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	0	0.00	0	0.00	0	0.00	0	0.00
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	0	0.00	0	0.00	1	10.00	1	2.86
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	16	100.00	9	100.00	9	90.00	34	97.14
<b>Total</b>	<b>16</b>	<b>100.00</b>	<b>9</b>	<b>100.00</b>	<b>10</b>	<b>100.00</b>	<b>35</b>	<b>10.00</b>

# Conciliation

## Conciliations started and closed

Conciliations this quarter	Oct	Nov	Dec	Q2 total
Conciliations started	20	12	9	41
Conciliations closed	12	17	9	38

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	Oct	Nov	Dec	Q2 total
Party/ies agreed to participate	13	3	9	25
Party/ies did not agree to participate	6	9	2	17
Decisions pending at close of quarter	16	18	23	23

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 conciliation timeframes

Conciliations completed	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	2	33.33	1	12.50	3	42.86	6	28.57
3–6 months	3	50.00	5	62.50	4	57.14	12	57.14
6–9 months	0	0.00	2	25.00	0	0.00	2	9.52
9–12 months	1	16.67	0	0.00	0	0.00	1	4.76
12+ months	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>6</b>	<b>100.00</b>	<b>8</b>	<b>100.00</b>	<b>7</b>	<b>100.00</b>	<b>21</b>	<b>100.00</b>

## Completed conciliation outcomes

Conciliation outcomes	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Successful	4	66.67	6	75.00	6	85.71	16	76.19
Not successful	2	33.33	2	25.00	1	14.29	5	23.81
Ended early	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>6</b>	<b>100.00</b>	<b>8</b>	<b>100.00</b>	<b>7</b>	<b>100.00</b>	<b>21</b>	<b>100.00</b>

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	Oct		Nov		Dec		Q2 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	2	100.00	2	100.00	1	100.00	5	100.00
<b>Total</b>	<b>2</b>	<b>0.00</b>	<b>2</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>5</b>	<b>100.00</b>



## Open conciliation timeframes

Conciliations open	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Less than 3 months	49	71.01	42	65.63	35	54.69
3–6 months	9	13.04	14	21.88	19	29.69
6–9 months	4	5.80	1	1.56	3	4.69
9–12 months	2	2.90	2	3.13	2	3.13
12+ months	5	7.25	5	7.81	5	7.81
<b>Total</b>	<b>69</b>	<b>100.00</b>	<b>64</b>	<b>100.00</b>	<b>64</b>	<b>100.00</b>

# Investigation

## Investigations started and closed

Investigations this quarter	Oct	Nov	Dec	Q2 total
Investigations started	20	18	23	61
Investigations closed	21	11	22	54

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 investigations

### Timeframes

Closed investigation timeframes	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Less than 3 months	2	9.52	0	0.00	2	9.09	4	7.41
3–6 months	1	4.76	0	0.00	0	0.00	1	1.85
6–9 months	1	4.76	1	9.09	3	13.64	5	9.26
9–12 months	1	4.76	0	0.00	0	0.00	1	1.85
12+ months	16	76.19	10	90.91	17	77.27	43	79.63
<b>Total</b>	<b>21</b>	<b>100.00</b>	<b>11</b>	<b>100.00</b>	<b>22</b>	<b>100.00</b>	<b>54</b>	<b>100.00</b>

### Outcomes

Closed investigation outcomes	Oct	Nov	Dec	Q2 total
Recommended for referral to Director of Proceedings	10	2	11	23
Referred to AHPRA	2	3	1	6
Referred to another agency	2	0	0	2
No further action	7	6	10	23

\*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 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	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Less than 3 months	51	18.28	53	18.40	54	18.82
3–6 months	46	16.49	46	15.97	44	15.33
6–9 months	33	11.83	40	13.89	47	16.38
9–12 months	22	7.89	21	7.29	20	6.97
12+ months*	127	45.52	128	44.44	122	42.51
<b>Total</b>	<b>279</b>	<b>100.00</b>	<b>288</b>	<b>100.00</b>	<b>287</b>	<b>100.00</b>

\*All investigations that have been open for more than 12 months are published on our investigations register, available on our website ([www.oho.qld.gov.au](http://www.oho.qld.gov.au)).

### Paused investigation timeframes

Paused investigation timeframes	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Less than 3 months	1	1.37	1	1.43	4	5.48
3–6 months	11	15.07	5	7.14	3	4.11
6–9 months	14	19.18	19	27.14	15	20.55
9–12 months	20	27.40	16	22.86	9	12.33
12+ months	27	36.99	29	41.43	42	57.53
<b>Total</b>	<b>73</b>	<b>100.00</b>	<b>70</b>	<b>100.00</b>	<b>73</b>	<b>100.00</b>

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.

## Open investigation timeframes

Total open investigation timeframes	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Less than 3 months	52	14.77	54	15.08	58	16.11
3–6 months	57	16.19	51	14.25	47	13.06
6–9 months	47	13.35	59	16.48	62	17.22
9–12 months	42	11.93	37	10.34	29	8.06
12+ months*	154	43.75	157	43.85	164	45.56
<b>Total</b>	<b>352</b>	<b>100.00</b>	<b>358</b>	<b>100.00</b>	<b>360</b>	<b>100.00</b>

## Open investigation categories

Type of investigation	Oct	Nov	Dec
Health service complaint	268	274	264
Systemic issue	34	33	33
Another matter*	50	51	63

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

## Immediate action

### Show cause notices

There were nine 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.

There were 14 immediate registration actions taken during the quarter.

In October, the Health Ombudsman took immediate registration action against five registered health practitioners. These relate to:

- One physiotherapist with conditions imposed for reasons relating to conduct
- One registered nurse suspended for reasons relating to conduct
- One registered nurse with conditions imposed for reasons relating to conduct
- Two registered nurses suspended for reasons relating to performance

In November, the Health Ombudsman took immediate registration action against four registered health practitioners. These relate to:

- Two registered nurses with conditions imposed for reasons relating to conduct
- One Chinese medicine practitioner suspended for reasons relating to performance
- One dentist with conditions imposed for reasons relating to conduct

In December, the Health Ombudsman took immediate registration action against five registered health practitioners. These relate to:

- Two registered nurses suspended for reasons relating to performance
- One registered nurse suspended for reasons relating to conduct
- One registered nurse suspended for reasons relating to conduct and performance
- One dentist suspended for reasons relating to conduct and performance

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 12 prohibition orders during the quarter. The details can be found on the prohibition order register on the OHO website [www.oho.qld.gov.au](http://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

During the quarter, the Australian Health Practitioner Regulation Agency (AHPRA) notified the Health Ombudsman of two serious matters as prescribed under s193 of the National Law.

The Health Ombudsman asked the national board to continue to deal with one matter—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	0
Chinese medicine	12
Chiropractic	12
Dental	42
Medical	307
Medical radiation	2
Nursing and midwifery	132
Occupational therapy	4
Optometry	2
Osteopathy	1
Pharmacy	17
Physiotherapy	6
Podiatry	2
Psychology	15
Unregistered practitioner	0
<b>Total</b>	<b>548</b>

## 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	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine	-	-	1	-	-	-	-	-	-	12	-	2	-	15
Chiropractic	-	-	-	-	-	-	-	-	-	7	1	8	-	16
Dental	-	5	4	-	-	2	-	3	-	8	1	47	-	70
Medical	10	96	5	3	3	-	1	11	78	40	20	291	13	571
Medical student	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Medical radiation	-	-	-	-	-	-	-	-	-	-	1	1	-	2
Nursing and midwifery	-	10	-	-	-	-	-	4	18	65	37	44	1	179
Nursing student	-	-	-	-	-	-	-	-	-	1	2	-	-	3
Occupational therapy	-	1	-	-	-	1	-	-	-	1	1	2	-	6
Optometry	-	-	-	-	-	-	-	-	-	2	1	-	-	3
Osteopathy	-	-	-	-	-	-	-	1	-	-	-	1	-	2
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Pharmacy	-	2	-	-	-	-	-	-	12	6	4	-	-	24
Physiotherapy	-	-	-	-	-	-	-	-	-	4	-	3	-	7
Podiatry	-	-	-	-	-	-	-	-	-	-	1	3	-	4
Psychology	-	1	-	-	2	-	-	2	-	7	2	3	1	18
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	0
<b>Total</b>	<b>10</b>	<b>115</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>21</b>	<b>108</b>	<b>154</b>	<b>71</b>	<b>405</b>	<b>15</b>	<b>919</b>



## 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	255	51.20
Male	233	46.79
Unknown	10	2.01
<b>Total</b>	<b>498</b>	<b>100.00</b>

### Age

Age	Number	Percentage
Less than 18	23	4.62
18–24 years	42	8.43
25–34 years	67	13.45
35–44 years	97	19.48
45–54 years	101	20.28
55–64 years	55	11.04
65–74 years	27	5.42
More than 75 years	47	9.44
Unknown*	39	7.83

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

## Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	199	39.96
Central West	-	-
Darling Downs	17	3.41
Far North	25	5.02
Fitzroy	22	4.42
Gold Coast	61	12.25
Mackay	13	2.61
North West	3	0.60
Northern	47	9.44
South West	5	1.00
Sunshine Coast	20	4.02
West Moreton	6	1.20
Wide Bay-Burnett	24	4.82
Outside Queensland	22	4.42
Unknown	34	6.83

The above data is based on health consumer location.

## Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	233	41.91
Central West	1	0.18
Darling Downs	15	2.70
Far North	31	5.58
Fitzroy	22	3.96
Gold Coast	71	12.77
Mackay	11	1.98
North West	2	0.36
Northern	48	8.63
South West	4	0.72
Sunshine Coast	31	5.58
West Moreton	7	1.26
Wide Bay-Burnett	33	5.94
Outside Queensland*	15	2.70
Unknown	32	5.76

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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