

Quarterly performance report

Quarter three 2014–15

April 2015



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Quarterly performance report—Quarter three 2014–15

Published by the Office of the Health Ombudsman, April 2015



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Introduction

This document contains our performance data for the third quarter of the 2014–15 financial year (Q3).

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 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, OHO staff have continued to review processes and procedures to ensure efficiency. In addition, two business analysts have been employed on a contract basis to review existing processes and advise on additional efficiency gains.

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 office 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 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 April 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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	341	45.29	343	48.17	333	41.57	1 126	49.58
Enquiry	382	50.79	335	47.05	395	49.31	1 119	49.27
Yet to be classified	30	3.98	34	4.78	73	9.11	26	1.14
Total	753	100.00	712	100.00	801	100.00	2 271	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 difference between the March and Q3 totals is a result of the figures for March being run on 8 April and for Q3 being run on 13 April.

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

Type of complaints

Type of complaints	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer	276	83.38	273	79.60	259	77.78	893	79.03
Mandatory notification	22	6.64	21	6.12	39	11.71	112	9.91
Voluntary notification	16	4.83	13	3.79	13	3.90	53	4.69
Self-notification	8	2.41	2	0.58	7	2.10	19	1.68
Referral	9	2.72	34	9.91	15	4.50	53	4.69
Total	331	100.00	343	100.00	333	100.00	1 130	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. A change in reporting parameters in February has resulted in a minor discrepancy between this total and the Q3 complaints total in the 'Number of contacts' table above.

Decisions

Number of decisions made

Number of decisions made	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	213	68.93	252	65.45	256	73.99	717	86.49
Not accepted	29	9.39	26	6.75	35	10.12	88	10.62
Decision pending	67	21.68	107	27.80	55	15.89	24	2.90
Total	309	100.00	385	100.00	346	100.00	829	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. The difference between the March and Q3 'decision pending' totals is a result of the figures for March being run on 8 April and for Q3 being run on 13 April.

Decisions made within seven days of receiving a complaint

Decision made	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Yes	190	78.51	178	64.03	177	60.82	545	67.20
No	52	21.49	100	35.97	114	39.18	266	32.80
Total	242	100.00	278	100.00	291	100.00	811	100.00

This quarter saw the OHO receive the highest number of contacts since commencing operations on 1 July 2014, including the highest monthly total in March. Q3 contacts were up 15.6 per cent on Q2 and 32.3 per cent on Q1. This significant increase in volume has impacted on the ability to process matters within the seven day timeframe. To address this, recruitment commenced for additional staff to increase capacity and allow the OHO to manage increasing levels of contacts into the future. The effects of this recruitment should be seen in future reporting periods.

In addition, the office is continuing to refine existing, and implement new, operational processes to improve the processing of complaints, in line with our commitment to continually look for ways of improving our service delivery to meet the needs of Queenslanders. It is expected these strategies will continue to see the office making decisions as efficiently as possible.

Health service complaints profile

Main issues raised in complaints

Issue	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Access	5	3.88	3	1.41	6	1.99	14	2.18
Communication / information	15	11.63	28	13.15	41	13.58	84	13.08
Consent	2	1.55	3	1.41	7	2.32	12	1.87
Discharge/transfer arrangements	2	1.55	1	0.47	4	1.32	7	1.09
Environment / management of facilities	2	1.55	4	1.88	3	0.99	9	1.40
Fees/cost	4	3.10	4	1.88	4	1.32	12	1.87
Grievance processes	0	0.00	0	0.00	6	1.99	6	0.93
Medical records	9	6.98	11	5.16	5	1.66	25	3.89
Medication	8	6.20	27	12.68	19	6.29	54	8.41
Professional conduct	13	10.08	28	13.15	41	13.58	82	12.77
Professional health	6	4.65	7	3.29	9	2.98	22	3.43
Professional performance	63	48.84	93	43.66	142	47.02	298	46.42
Reports / certificates	0	0.00	1	0.47	4	1.32	5	0.78
Treatment	0	0.00	1	0.47	11	3.64	12	1.87
Total	129	100.00	211	100.00	302	100.00	642	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Dentistry	-	5	-	-	2	-	7	-	4	-	4	-	38	-	-	60
Emergency care	-	-	-	-	-	-	-	-	-	1	1	-	4	-	-	6
General medical	3	30	3	1	-	-	-	-	4	21	19	1	82	2	1	167
Medical radiation	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	3
Medical specialty	-	2	-	-	-	-	-	2	1	7	6	3	29	-	-	50
Nursing	-	7	-	-	-	-	-	-	1	6	22	10	16	1	-	63
Occupational therapy	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	2
Optometry	-	-	1	-	-	-	-	-	1	1	-	-	7	-	-	10
Other	-	2	-	-	-	-	1	-	-	1	10	3	1	-	-	18
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Pharmacy	-	-	-	-	-	-	-	-	-	2	1	2	-	-	-	5
Physiotherapy	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	3
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychology	-	1	-	-	-	-	-	-	1	-	2	1	2	-	-	7
Surgical	-	5	2	-	1	-	1	-	2	1	2	1	19	-	-	34
Not yet known	-	1	-	-	-	-	-	-	1	-	3	-	-	1	-	6
Total	4	54	6	1	3	-	10	2	16	40	72	22	202	4	1	437

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Allied health service	-	-	1	-	-	-	-	-	-	-	-	-	2	-	-	3
Ambulance service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community health service	-	-	-	-	-	-	-	-	-	1	-	-	6	-	-	7
Correctional facility	5	2	-	-	1	-	-	-	1	4	1	-	13	-	-	27
Dental service	-	2	-	-	-	-	1	1	2	-	-	-	-	-	-	6
Health Service District	-	2	1	1	1	-	1	-	-	-	-	-	4	-	-	10
Laboratory service	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Licensed Private Hospital	-	4	1	-	-	-	-	-	-	-	-	-	3	-	1	9
Medical Centre	1	1	-	-	1	-	2	-	2	-	-	-	3	1	-	11
Mental health service	-	2	2	-	-	-	-	1	-	2	2	-	2	-	-	11
Other government department	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other support service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmaceutical service	-	-	-	-	-	-	-	-	-	2	-	-	1	-	-	3
Public health service	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	2
Public Hospital	5	18	1	5	3	-	-	2	-	5	1	-	66	-	10	116
Residential care service	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Specialised health service	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	4
Not yet known	-	2	-	-	-	-	-	-	-	-	2	-	2	-	-	6
Total	11	36	6	6	6	-	4	4	8	14	8	-	102	1	11	217

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	January	February	March	Q3 total
Assessments started	166	165	148	479
Assessments completed	82	132	158	372

Completed assessment timeframes

Assessment timeframe	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	36	43.90	32	24.24	25	15.82	93	25.00
Within 60 days*	24	29.27	28	21.21	32	20.25	84	22.58
Greater than 60 days*	22	26.83	72	54.55	101	63.92	195	52.42
Total	82	100.00	132	100.00	158	100.00	372	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 84 assessments completed within 60 days, 11 matters were eligible for and received an approved extension, while the remaining 73 matters ran over due to a higher than expected level of complaints.

**195 matters were completed outside of 60 days due to high levels of assessment matters, the complexity of certain matters, delays in receiving information from parties or in sourcing the necessary independent clinical advice required to appropriately assess the matters

To help increase capacity and improve assessment timeframes, additional staff have been recruited and will commence in April. Three staff were reallocated internally in February to the Triage and Assessment team, which should also enhance the capacity of the unit.

While recruitment has been occurring to increase capacity, the office has been focussing on finalising assessments that have been open longer than 60 days, which can be seen in the March figures. This approach is beginning to deliver strong results, with 158 assessments completed during March, the highest for the quarter.

Assessment decisions

Type of relevant action	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	18	15.93	5	3.62	5	2.99	28	6.70
Conciliation	1	0.88	1	0.72	7	4.19	9	2.15
Investigation	31	27.43	2	1.45	8	4.79	41	9.81
Referred to AHPRA and the national boards	37	32.74	68	49.28	68	40.72	173	41.39
Referral to another entity	0	0.00	6	4.35	7	4.19	13	3.11
Immediate action*	2	1.77	2	1.45	0	0.00	4	0.96
No further action	24	21.24	54	39.13	72	43.11	150	35.89
Total	113	100.00	138	100.00	167	100.00	418	100.00

Total assessment decisions won't 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	January	February	March	Q3 total
Local resolutions started	25	51	67	143
Local resolutions completed	58	24	46	128

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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	54	93.10	19	79.16	43	93.48	116	90.63
Within 60 days*	4	6.90	4	16.67	3	6.52	11	8.59
Greater than 60 days**	0	0.00	1	4.17	0	0.00	1	0.78
Total	58	100.00	24	100.00	46	100.00	128	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 11 local resolutions completed within 60 days, nine matters were eligible for and received an approved extension, while the remaining two matters ran over due to a higher than expected level of complaints.

**The one matter that was completed over 60 days was also eligible for and received an approved 30-day extension, however a delay in data entry resulted in it being closed just outside the 60 day period.

Local resolution outcomes

Local resolution outcomes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	50	86.21	21	87.50	41	89.13	112	87.50
No resolution reached	8	13.79	3	12.50	5	10.87	16	12.50
Complaint withdrawn*	0	0.00	0	0.00	0	0.00	0	0.00
Total	58	100.00	24	100.00	46	100.00	176	100.00

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

Decisions for matters where resolution wasn't reached

Type of relevant action	January		February		March		Q3 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	0	0.00	1	33.33	1	20.00	2	12.50
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	8	100.00	2	66.67	4	80.00	14	87.50
Total	8	100.00	3	100.00	5	100.00	16	100.00

Conciliation

Conciliations started and closed

Conciliations this quarter	January	February	March	Q3 total
Conciliations started	0	3	7	10
Conciliations closed	5	9	5	19

The number of conciliations started in the month 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.

Agreement to participate in conciliation

Agreement to participate	January	February	March	Q3 total
Party/ies agreed to participate*	0	0	2	2
Party/ies did not agree to participate*	0	2	0	2
Decisions pending at close of quarter**	4	4	10	10

*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 is closed. The above data for 'agreed/did not agree' is taken from closed conciliations.

**Decisions pending includes decisions still to be made 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.

Closed conciliation timeframes

Conciliations closed	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	0	0.00	2	22.22	0	0.00	2	10.53
3–6 months	1	20.00	3	33.33	1	20.00	5	26.32
6–9 months	2	40.00	3	33.33	0	0.00	5	26.32
9–12 months	2	40.00	1	11.12	3	60.00	6	31.58
12+ months	0	0.00	0	0.00	1	20.00	1	5.26
Total	5	100.00	9	100.00	5	100.00	19	100.00

Closed conciliation outcome

Conciliation outcomes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Agreement reached	4	80.00	5	71.43	4	80.00	13	76.47
No agreement reached	1	20.00	2	28.57	1	20.00	4	23.53
Ended by Health Ombudsman**	0	0.00	0	0.00	0	0.00	0	0.00
Total	5	100.00	7	100.00	5	100.00	17	100.00

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

**If the Health Ombudsman ends conciliation the reasons for this decision are to be included.

Decisions for matters where agreement wasn't reached

Type of relevant action	January		February		March		Q3 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	2	100.00	1	100.00	4	100.00
Total	1	100.00	2	100.00	1	100.00	4	100.00

Open conciliation timeframes

Conciliations open	January		February		March	
	Number	%	Number	%	Number	%
0–3 months	4	17.39	5	29.41	10	52.63
3–6 months	8	34.78	2	11.76	1	5.27
6–9 months	7	30.43	6	35.29	4	21.05
9–12 months	3	13.04	3	17.65	4	21.05
12+ months	1	4.35	1	5.88	0	0.00
Total	23	100.00	17	100.00	19	100.00

Investigation

Investigations started and completed

Investigations this quarter	January	February	March	Q3 total
Investigations started	11	21	28	60
Investigations completed	9	10	18	37

The number of investigations started in the month may not directly 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.

Closed investigation timeframes

Investigations closed	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	3	33.33	2	20.00	1	5.56	6	16.22
3–6 months	3	33.33	0	0.00	9	50.00	12	32.43
6–9 months	0	0.00	2	20.00	7	38.89	9	24.32
9–12 months	0	0.00	1	10.00	0	0.00	1	2.70
12+ months	3	33.33	5	50.00	1	5.56	9	24.32
Total	9	100.00	10	100.00	18	100.00	37	100.00

Open investigation categories

Investigation category	January	February	March
Health service complaint	175	183	190
Systemic issue	0	0	0
Another matter*	11	14	16

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

Open investigation timeframes

Investigations open	January		February		March	
	Number	%	Number	%	Number	%
0–3 months	54	29.03	46	23.35	46	22.22
3–6 months	58	31.18	49	24.87	49	23.67
6–9 months	21	11.29	40	20.30	45	21.74
9–12 months	18	9.68	20	10.15	19	9.18
12+ months*	35	18.82	42	21.32	48	23.19
Total	186	100.00	197	100.00	207	100.00

*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

Immediate action

Show cause notices

There were no 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

There were four immediate registration actions taken during the quarter:

- A medical practitioner was suspended for issues relating to conduct and performance (January).
- A nurse was suspended for issues relating to conduct and performance (January).
- A nurse had conditions imposed on their registration for issues relating to conduct and performance (January).
- A nurse was suspended for issues relating to conduct and performance (March).

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

One interim prohibition order was issued in January and one existing corresponding interstate prohibition order was updated in March to reflect changes to the prohibition order imposed on the practitioner in New South Wales. The details can be found on the OHO website (www.oho.qld.gov.au) on the prohibition order register.

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 public health and safety. 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 (AHPRA)

Transitional matters

The OHO received an overview of current AHPRA matters on 29 July 2014, with further information requested and provided in August. A review and audit of these matters was carried out to determine the most appropriate action, including identifying those serious matters most appropriately dealt with by the OHO, and those that would continue to be dealt with by AHPRA. Ongoing discussions were held with AHPRA about some matters, to gain a better understanding of current status, level of seriousness and risk to public safety.

The transitional process of serious matters was concluded in February 2015.

Notifications from AHPRA

In addition to the transitional matters above, AHPRA notified the Health Ombudsman of 16 serious matters, as prescribed under s193 of the National Law, during the quarter.

Of these matters, the Health Ombudsman:

- requested five 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
- is still considering two matters.

A further nine matters have been requested from AHPRA and have been referred by agreement under s193A(4) of the National Law.

Matters referred to AHPRA

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractic	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	3
Dental	-	1	-	-	3	-	3	-	4	-	9	2	30	-	-	52
Medical	-	18	5	-	1	-	-	-	8	20	29	15	95	4	-	195
Medical Student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical Radiation	-	-	-	-	-	-	-	-	1	-	2	-	2	-	-	5
Nursing and Midwifery	-	6	-	-	-	-	-	-	2	13	47	31	25	2	-	126
Nursing student	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Occupational Therapy	-	-	-	-	-	-	1	-	-	-	3	1	-	-	-	5
Optometry	-	-	-	-	-	-	-	-	1	-	2	-	5	-	-	8
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	6
Physiotherapy	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
Podiatry	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Psychology	-	-	-	-	-	-	-	-	-	-	1	1	1	-	-	3
Total	-	25	5	-	4	-	4	-	16	36	98	56	158	6	-	408

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	197	55.81
Male	149	42.21
Unknown	7	1.98
Total	353	100.00

Age

Age	Number	Percentage
Less than 18	14	3.97
18–24 years	9	2.55
25–34 years	57	16.15
35–44 years	80	22.66
45–54 years	66	18.70
55–64 years	56	15.86
65–74 years	27	7.65
Over 75 years	15	4.25
Unknown*	29	8.22

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

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	152	43.06
Central West	1	0.28
Darling Downs	16	4.53
Far North	11	3.12
Fitzroy	18	5.10
Gold Coast	46	13.03
Mackay	13	3.68
North West	3	0.85
Northern	13	3.68
South West	3	0.85
Sunshine Coast	26	7.37
West Moreton	6	1.70
Wide Bay-Burnett	23	6.52
Outside Queensland	11	3.12
Unknown	11	3.12

The above data is based on health consumer location

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	216	47.47
Central West	0	0.00
Darling Downs	18	3.96
Far North	11	2.42
Fitzroy	21	4.62
Gold Coast	69	15.16
Mackay	18	3.96
North West	6	1.32
Northern	17	3.74
South West	1	0.22
Sunshine Coast	36	7.91
West Moreton	6	1.32
Wide Bay-Burnett	17	3.74
Outside Queensland	12	2.64
Unknown	7	1.54

The above data is based on health service provider location.



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