

Quarterly performance report

Quarter four 2015–16



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Quarterly performance report—Quarter four 2015–16

Published by the Office of the Health Ombudsman, July 2016



This document is licensed under a Creative Commons Attribution 3.0 Australia licence. You are free to copy, communicate and adapt the work, as long as you attribute the Office of the Health Ombudsman. To view a copy of this licence, visit creativecommons.org/licenses/by/3.0/au

© Office of the Health Ombudsman 2016

For more information contact:

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

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

Disclaimer:

The content presented in this publication is distributed by the Office of the Health Ombudsman as an information source only. The Office of the Health Ombudsman makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The Office of the Health Ombudsman disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

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	18
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 fourth quarter of the 2015–16 financial year (Q4).

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, in 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 is correct as at 21 July. 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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	525	62.35	480	57.42	542	63.39	1593	62.59
Enquiry	294	34.92	335	40.07	308	36.02	940	36.94
Yet to be classified	23	2.73	21	2.51	5	0.58	12	0.47
Total	842	100.00	836	100.00	855	100.00	2545	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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer	444	84.57	386	80.42	432	79.70	1289	80.92
Mandatory notification	59	11.24	62	12.92	63	11.62	198	12.43
Voluntary notification	13	2.48	19	3.96	27	4.98	66	4.14
Self-notification	3	0.57	6	1.25	8	1.48	17	1.07
Referral	6	1.14	7	1.46	12	2.21	23	1.44
Total	525	100.00	480	100.00	542	100.00	1593	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	Apr		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	284	47.25	433	58.99	394	55.26	1115	63.32
Not accepted	141	23.46	139	18.94	161	22.58	390	22.11
Decision pending	176	29.28	162	22.07	158	21.16	158	8.97
Total	601	100.00	734	100.00	713	100.00	1663	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

Q4 had the highest number of quarterly decisions made for the year (1505), as well as the second highest number of decisions made within seven days (627). A comparison of the Q4 2015–16 data with the previous year's Q4 data shows:

- 608 more decisions in Q4 2015-16 (1505 vs 897 in Q4 2014–15)
- 260 more decisions within seven days in Q4 2015-16 (627 vs 367 in Q4 2014–15).

Decision made	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Yes	196	46.23	202	35.31	247	44.50	627	41.66
No	228	53.77	370	64.69	308	55.50	878	58.34
Total	424	100.00	572	100.00	555	100.00	1505	100.00

Health service complaints profile

Main issues raised in complaints

Issue	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Access	5	1.28	1	0.45	10	2.30	16	1.51
Code of conduct for healthcare workers	0	0.00	0	0.00	0	0.00	0	0.00
Communication/information	64	16.41	32	14.29	75	17.28	171	16.10
Consent	3	0.77	5	2.23	13	3.00	22	2.07
Discharge/transfer arrangements	18	4.62	8	3.57	14	3.23	40	3.77
Environment/ management of facilities	13	3.33	8	3.57	3	0.69	26	2.45
Fees/cost	2	0.51	3	1.34	5	1.15	10	0.94
Grievance processes	8	2.05	5	2.23	7	1.61	20	1.88
Medical records	14	3.59	6	2.68	10	2.30	33	3.11
Medication	24	6.15	17	7.59	24	5.53	67	6.31
Professional conduct	36	9.23	31	13.84	38	8.76	105	9.89
Professional health	3	0.77	3	1.34	5	1.15	11	1.04
Professional performance	198	50.77	104	46.43	227	52.30	535	50.38
Reports/certificates	2	0.51	0	0.00	3	0.69	5	0.47
Treatment	0	0.00	1	0.45	0	0.00	1	0.09
Total	390	100.00	224	100.00	434	100.00	1062	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	-	-	-	-	-	-	-	-	-	-	-	3	-	1	-	-	4
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	1	1	-	-	-	-	-	1	-	5	1	7	-	-	16
Dentistry	-	-	1	-	-	-	-	-	-	1	1	5	1	13	-	-	22
Emergency care	-	-	-	-	1	-	-	-	-	-	-	1	-	6	-	-	8
General medical	1	-	30	5	3	4	-	2	1	5	20	18	3	89	1	-	182
Medical radiation	-	-	1	-	1	-	-	-	-	-	-	1	-	5	-	-	8
Medical specialty	-	-	10	4	-	-	-	2	-	2	3	3	1	28	1	-	54
Nursing	-	-	15	-	1	-	-	-	1	2	3	22	3	12	-	-	59
Occupational therapy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Other	-	-	4	-	-	-	-	-	-	2	-	19	1	3	1	-	30
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	1	-	-	2	-	1	-	2	8	2	1	1	-	-	18
Physiotherapy	-	-	2	-	-	-	-	-	-	-	-	1	-	11	-	-	14
Podiatry	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Psychology	-	-	1	-	-	-	-	-	1	-	-	2	-	4	-	-	8
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Surgical	1	-	9	3	1	-	-	-	-	-	2	5	-	48	-	-	69
Not yet known	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	2	-	75	13	7	6	-	5	3	16	37	87	11	230	3	-	495

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	-	2	-	-	1	-	-	-	1	-	-	-	3	-	-	7
Allied health service	-	-	-	-	2	-	2	-	-	-	-	-	2	-	-	6
Ambulance service	-	1	-	-	-	-	-	-	-	1	-	-	2	-	-	4
Community health service	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Correctional facility	-	2	-	-	-	-	-	1	-	5	-	-	13	-	-	21
Dental service	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	4
Hospital and Health Service	-	-	-	-	-	-	-	-	-	-	-	-	7	-	-	7
Laboratory service	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Licensed Day Hospital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Licensed private hospital	2	9	1	4	3	-	1	2	3	4	-	-	27	-	-	56
Medical centre	-	1	-	-	-	-	1	-	1	-	1	-	4	-	-	8
Mental health service	1	2	1	1	-	-	-	1	-	-	4	-	13	-	1	24
Nursing service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other government department	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other support service	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-	3
Pharmaceutical service	-	-	-	-	-	-	-	-	-	7	1	-	-	-	-	8
Private organisation	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Public health service	-	2	-	1	1	-	-	-	-	-	3	-	3	-	-	10
Public hospital	10	69	7	27	10	-	1	13	11	12	5	-	216	1	-	382
Residential care service	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3
Specialised health service	1	3	-	-	2	-	-	-	1	-	1	-	6	-	-	14
Total	14	92	9	33	20	-	5	17	17	30	18	-	302	2	1	560

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	Apr	May	Jun	Q4 total
Assessments started	110	183	148	441
Assessments completed	207	107	216	530

Completed assessment timeframes

Q4 had the second highest completed assessments for the year with the bulk taking place in June (216) and April (207). These months were also the second and third top-performing months of the year, respectively.

Overall, Q4 2015-16 outperformed Q4 2014-15 across all indicators, including:

- total number of assessments completed—up 42 per cent
- number of assessments completed within 30 days—up 60 per cent
- number of assessments completed within legislative timeframes—up 47 per cent.

Assessment timeframe	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	39	18.84	27	25.24	74	34.26	140	26.42
Within 60 days*	42	20.29	18	16.82	32	14.81	92	17.36
Greater than 60 days	126	60.87	62	57.94	110	50.93	298	56.23
Total	207	100.00	107	100.00	216	100.00	530	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 92 assessments completed within 60 days, 28 matters were approved for extension.

Assessment decisions

Type of relevant action	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	8	3.81	1	0.90	10	4.48	19	3.49
Conciliation	7	3.33	7	6.31	18	8.07	32	5.88
Investigation	6	2.86	6	5.41	9	4.04	21	3.86
Referred to AHPRA and the national boards	87	41.43	27	24.32	56	25.11	170	31.25
Referral to another entity	26	12.38	11	9.91	11	4.93	48	8.82
Immediate registration action*	2	0.95	1	0.90	0	0.00	3	0.55
Interim prohibition order*	0	0.00	0	0.00	0	0.00	0	0.00
No further action	74	35.24	58	52.25	119	53.36	251	46.14
Total	210	100.00	111	100.00	223	100.00	544	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	Apr	May	Jun	Q4 total
Local resolutions started	72	95	111	278
Local resolutions completed	110	95	100	305

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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	87	79.09	65	68.42	87	87.00	239	78.36
Within 60 days	21	19.09	19	20.00	6	6.00	46*	15.08
Greater than 60 days	2	1.82	11	11.58	7	7.00	20**	6.56
Total	110	100.00	95	100.00	100	100.00	305	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 46 local resolutions completed within 60 days, 17 were eligible for and received an approved extension.

**The 20 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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	91	82.73	75	78.95	83	83.00	249	81.64
No resolution reached	19	17.27	20	21.05	17	17.00	56	18.36
Complaint withdrawn*	0	0.00	0	0.00	0	0.00	0	0.00
Total	110	100.00	95	100.00	100	100.00	305	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	Apr		May		Jun		Q4 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	5	25.00	3	17.65	8	14.29
Referral to another entity	0	0.00	1	5.00	0	0.00	1	1.79
Immediate action	0	0.00	0	0.00	0	0.00	0	0.00
No further action	19	0.00	14	70.00	14	82.35	47	83.93
Total	19	100.00	20	100.00	17	100.00	56	100.00

Conciliation

Conciliations started and closed

Conciliations this quarter	Apr	May	Jun	Q4 total
Conciliations started	7	8	19	34
Conciliations closed	1	4	20	25

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	Apr	May	Jun	Q4 total
Party/ies agreed to participate	1	5	2	8
Party/ies did not agree to participate	1	2	10	13
Decisions pending at close of quarter	11	15	13	13

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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	0	0.00	0	0.00	0	0.00	0	0.00
3–6 months	0	0.00	2	100.00	6	60.00	8	66.67
6–9 months	0	0.00	0	0.00	4	40.00	4	33.33
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	0	0.00	2	100.00	10	100.00	12	100.00

Completed conciliation outcomes

Conciliation outcomes	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Successful	0	0.00	2	0.00	7	70.00	9	75.00
Not successful	0	0.00	0	100.00	3	30.00	3	25.00
Ended early	0	0.00	0	0.00	0	0.00	0	0.00
Total	0	0.00	2	100.00	10	100.00	12	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	Apr		May		Jun		Q4 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	0	0.00	3	100.00	3	100.00
Total	0	0.00	0	0.00	3	100.00	3	100.00

Open conciliation timeframes

Conciliations open	Apr		May		Jun	
	Number	%	Number	%	Number	%
0–3 months	30	58.82	26	47.27	31	57.41
3–6 months	16	31.37	17	30.91	12	22.22
6–9 months	3	5.88	10	18.81	9	16.67
9–12 months	1	1.96	1	1.82	0	0.00
12+ months	1	1.96	1	1.82	2	3.70
Total	51	100.00	55	100.00	54	100.00

Investigation

Investigations started and closed

Investigations this quarter	Apr	May	Jun	Q4 total
Investigations started	29	27	25	81
Investigations closed	10	14	30	54
Investigations paused*	10	6	1	17
Recommenced**	3	4	1	8

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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	0	0.00	0	0.00	5	16.67	5	9.26
3–6 months	3	30.00	1	7.14	1	3.33	5	9.26
6–9 months	0	0.00	3	21.43	2	6.67	5	9.26
9–12 months	0	0.00	3	21.43	3	10.00	6	11.11
12+ months	7	70.00	7	50.00	19	63.33	33	61.11
Total	10	100.00	14	100.00	30	100.00	54	100.00

Closed investigation outcome

Closed investigation outcome	Apr	May	Jun	Q4 total
Recommended for referral to Director of Proceedings	6	4	8	18
Report	0	0	1	1
Referred to AHPRA	2	5	8	15
Referred to another agency	0	0	2	2
No further action	2	5	11	18

Open investigation categories

Investigation category	Apr	May	Jun
Health service complaint	285	292	250
Systemic issue	2	3	4
Another matter*	0	0	41

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

Open investigation timeframes

Investigations open	Apr		May		Jun	
	Number	%	Number	%	Number	%
0–3 months	39	13.54	57	19.52	61	20.61
3–6 months	31	10.76	20	6.85	31	10.47
6–9 months	33	11.46	31	10.62	33	11.15
9–12 months	41	14.24	37	12.67	25	8.45
12+ months*	144	50.00	147	50.34	146	49.32
Total	288	100.00	292	100.00	296	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 six 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

Three immediate registration actions were taken during the quarter:

- A medical practitioner had conditions imposed for issues relating to conduct (May).
- A registered nurse was suspended for issues relating to conduct (May).
- A medical practitioner was suspended for issues relating to conduct and health (June).

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 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 Queensland Civil and Administrative Tribunal also issued a permanent prohibition order against an unregistered practitioner, after reviewing and upholding an interim prohibition order issued by the Health Ombudsman.

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 seven serious matters—as prescribed under s193 of the National Law—during the quarter.

Of these, the Health Ombudsman:

- requested one to be referred to the OHO—s193(2)(a) National Law
- asked the national board to continue to deal with five matters—s193(2)(b) National Law
- one matter remained outstanding at the time of publication.

An additional matter was also requested from AHPRA and 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	5
Chiropractic	6
Dental	54
Medical	347
Medical radiation	7
Nursing and midwifery	118
Occupational therapy	6
Optometry	
Osteopathy	2
Pharmacy	23
Physiotherapy	6
Podiatry	5
Psychology	19
Unregistered practitioner	1
Total	599

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese medicine	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	5
Chiropractic	-	1	-	-	-	-	-	-	-	-	5	1	-	-	-	7
Dental	-	2	3	-	-	-	2	-	5	-	15	2	60	-	-	89
Medical	-	73	17	6	6	-	8	1	9	57	37	26	319	9	-	568
Medical student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical radiation	-	1	-	-	-	-	-	-	-	-	2	3	2	1	-	9
Nursing and midwifery	-	10	-	-	-	-	-	-	3	5	60	50	22	1	-	151
Nursing student	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Occupational therapy	-	-	-	-	-	-	-	-	1	-	2	2	2	1	-	8
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	3	-	-	2	-	2	-	3	12	7	5	2	-	-	36
Physiotherapy	-	-	-	-	-	-	-	-	-	-	1	-	9	-	-	10
Podiatry	-	2	1	-	-	-	-	-	1	-	3	-	2	-	-	9
Psychology	-	3	-	-	-	-	-	-	-	-	8	3	10	2	-	26
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Total	-	95	21	6	8	-	12	1	22	74	147	94	430	14	-	924

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	307	57.06
Male	218	40.52
Unknown	13	2.42
Total	538	100.00

Age

Age	Number	Percentage
Less than 18	49	9.11
18–24 years	30	5.58
25–34 years	76	14.13
35–44 years	103	19.14
45–54 years	81	15.06
55–64 years	72	13.38
65–74 years	50	9.29
More than 75 years	43	7.99
Unknown*	34	6.32

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

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	216	40.15
Central West	1	0.19
Darling Downs	28	5.20
Far North	24	4.46
Fitzroy	22	4.09
Gold Coast	93	17.29
Mackay	15	2.79
North West	2	0.37
Northern	30	5.58
South West	0	0.00
Sunshine Coast	25	4.65
West Moreton	7	1.30
Wide Bay-Burnett	26	4.83
Outside Queensland	26	4.83
Unknown	23	4.83

The above data is based on health consumer location.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	265	43.30
Central West	1	0.16
Darling Downs	30	4.90
Far North	34	5.56
Fitzroy	22	3.59
Gold Coast	100	16.34
Mackay	10	1.63
North West	7	1.14
Northern	37	6.05
South West	3	0.49
Sunshine Coast	31	5.07
West Moreton	3	0.49
Wide Bay-Burnett	30	4.90
Outside Queensland*	9	1.47
Unknown	30	4.90

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
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

133 OHO (133 646)
www.oho.qld.gov.au