

Office of the Health Ombudsman

Performance report August 2019



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Office of the Health Ombudsman—Performance report August 2019

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Introduction

This document reports on our performance during August 2019.

As Queensland's health service complaints agency, the Office of the Health Ombudsman (OHO) exists to protect the health and safety of the public by assessing, investigating and resolving complaints made about health services provided in Queensland.

Our vision is to be the cornerstone of a transparent, accountable and fair system for effectively and quickly dealing with complaints and other healthcare matters in Queensland. Our performance reports—which we update and publish monthly, quarterly and yearly—are a testament to this.

We are committed to ensuring that all decisions are well-informed, fair, impartial and timely.

Data in this report is correct as at 18 October 2019, but is subject to change.

Intake of complaints

Type of contacts

Type of contact	Number	Percentage
Complaint	828	81.66
Enquiry	147	14.50
Information*	38	3.75
Yet to be classified	1	0.10
Total	1014	100.00

'Yet to be classified' includes contacts in which not enough information was provided for a determination to be reached—but further information is being sought, or matters that were not able to be finalised prior to the end of the reporting period. Contacts deemed 'yet to be classified' will be allocated as complaints or enquiries once additional information is received and registered as such in the next reporting period.

*The introduction of improved business processes in August 2019 resulted in the addition of 'Information' as a new contact category. The office may receive information from other government entities, for example the Queensland Police Service, relating to health service practitioners. These matters previously would have been classified as either a complaint or enquiry depending on whether further action was required by the office but are now captured as information.

Type of complaints

Type of complaints	Number	Percentage
Health consumer complaint	733	88.53
Mandatory notification*	14	1.69
Voluntary notification*	74	8.94
Self-notification*	4	0.48
Referral from another agency	3	0.36
Total	828	100.00

*Notifications are matters raised by health service providers which do not otherwise meet the definition of a health consumer complaint as required under the *Health Practitioner Regulation National Law (Queensland)*.

Complaint decisions

Decision timeframes—within seven days

Decision made within seven days of receiving a complaint	Number	Percentage
Yes	761	94.77
No	42	5.23
Total	803	100.00

Accepted vs not accepted

Number of decisions made	Number	Percentage
Accepted	579	58.02
Not accepted*	224	22.44
Decision pending**	195	19.54
Total	998	100.00

*'Not accepted' decisions relate to matters in which the Health Ombudsman has decided to take no further action under section 44 of the *Health Ombudsman Act 2013*.

**'The introduction of improved business processes have resulted in the definition of 'Decision pending' changing in August 2019. This figure now includes all matters in which a decision on whether to 'accept' or 'not accept' a health service complaint is outstanding. Previously this figure only included matters in which a request for information was outstanding at the close of the reporting period.

An additional 21 matters were determined to fall outside the jurisdiction of the Act.

Accepted decision outcomes

Type of relevant action	Number	Percentage
Assessment	140	23.41
Local resolution	136	22.74
Conciliation	0	0.00
Investigation	4	0.67
Referral to AHPRA and the national boards	159	26.59
Referral to another entity	159	26.59
Referral to legal services	0	0.00
Total	598	100.00

Accepted decisions may result in multiple issues and/or practitioners being identified, each requiring its own action. The data in the above table includes all identified issues/practitioners requiring action that were identified in the accepted complaints (noted in the previous 'Accepted vs not accepted' table).

Health service complaints profile

Main issues raised in complaints

Issue	Number	Percentage
Access	110	8.25
Code of conduct for healthcare workers	13	0.97
Communication/information	138	10.34
Consent	44	3.30
Discharge/transfer arrangements	23	1.72
Environment/management of facilities	30	2.25
Fees/cost	50	3.75
Grievance processes	21	1.57
<i>Health Ombudsman Act 2013 offence</i>	0	0.00
Medical records	50	3.75
Medication	166	12.44
Professional conduct	111	8.32
Professional health	25	1.87
Professional performance	522	39.13
Reports/certificates	30	2.25
Research/teaching/assessment	1	0.07
Total	1334	100.00

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues. Reporting on all issues identified in complaints allows comprehensive monitoring of trends, which can in turn inform a range of health complaint management system functions, such as education and information provision.

Number and type of issues identified in complaints by health practitioner

Practitioner type	Number of practitioners identified in complaints*	Number and type of issues** identified in complaints about health practitioners																
		Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance process	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/Teaching/Assessment	Total issues identified
Aboriginal and Torres Strait Islander health practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chiropractor	4	-	-	1	-	-	-	-	-	-	-	3	-	1	-	-	-	5
Dental practitioner	36	-	-	4	1	-	-	3	-	-	1	-	5	4	30	-	-	48
Medical practitioner	239	10	-	25	14	3	-	12	4	-	12	44	25	7	125	17	-	298
Medical radiation practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Midwife	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Nurse	47	-	-	3	-	-	-	-	-	-	1	8	21	12	15	-	-	60
Occupational therapist	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Optometrist	3	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	3
Osteopath	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Paramedic	4	-	-	2	-	-	-	-	-	-	-	-	-	-	4	-	-	6
Pharmacist	11	-	-	3	-	-	-	1	-	-	-	8	2	-	-	-	-	14
Physiotherapist	7	-	-	-	-	-	-	-	-	-	1	-	3	-	3	-	-	7
Podiatrist	6	-	-	-	-	-	-	-	-	-	5	-	1	-	5	-	-	11
Psychologist	22	2	-	4	3	-	1	-	-	-	1	-	11	-	7	5	1	35
Student practitioner	2	-	-	-	-	-	-	-	-	-	-	-	1	2	-	-	-	3
Unknown practitioner	32	1	-	5	1	-	-	2	-	-	1	5	7	-	14	-	-	36
Unregistered practitioner	19	-	12	-	-	-	-	2	-	-	-	-	4	-	3	-	-	21
Total	433	13	12	47	19	3	1	20	4	0	23	65	84	25	208	23	1	548

* The figures reported in this column are a count of the number of health practitioners identified in complaints during the reporting period. A single complaint may identify more than one health practitioner and/or health service organisation. In circumstances where a health practitioner is identified in relation to multiple complaints, the health practitioner would be counted per complaint. For example, a health practitioner identified in three complaints would be counted three times in this column.

** This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health practitioner.

Number and type of issues identified in complaints by health service organisation

Organisation type	Number of facilities identified in complaints*	Number and type of issues** identified in complaints about health service organisations																Total issues identified
		Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance processes	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/Teaching/Assessment	
Administrative service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Aged care facility	11	1	-	2	-	-	6	-	1	-	-	4	2	-	2	-	-	18
Allied health service	8	-	-	2	-	-	-	-	-	-	-	1	1	-	4	1	-	9
Ambulance service	10	1	-	1	-	-	1	-	1	-	1	-	-	-	5	-	-	10
Community health service	17	1	-	4	-	-	2	1	1	-	2	1	1	-	9	-	-	22
Correctional facility	162	40	-	7	1	-	3	-	-	-	1	65	1	-	61	1	-	180
Dental service	18	9	-	2	-	-	-	2	2	-	-	-	-	-	6	-	-	21
Hospital and Health Service	2	-	-	-	-	1	-	-	-	-	-	-	1	-	1	-	-	3
Laboratory service	3	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	3
Licensed private hospital	21	-	-	4	-	3	2	2	2	-	3	1	1	-	14	1	-	33
Medical centre	57	8	-	12	-	-	6	9	2	-	6	2	3	-	15	3	-	66
Mental health service	64	10	-	7	12	6	1	1	1	-	2	11	4	-	20	-	-	75
Nursing service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Optical Store	3	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3
Other government department	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Other support service	2	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	2
Pharmaceutical service	9	-	-	2	-	-	-	3	-	-	-	4	1	-	-	-	-	10
Private organisation	3	-	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	3

Public health service	12	2	-	-	-	-	-	2	1	-	-	-	1	-	7	-	-	13
Public hospital	205	25	-	44	12	10	7	3	6	-	12	11	9	-	157	1	-	297
Residential care service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Specialised health service	11	-	-	3	-	-	-	4	-	-	-	-	1	-	5	-	-	13
Licensed day hospital	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Total	622	97	1	91	25	20	29	30	17	0	27	101	27	0	314	7	0	786

* The figures reported in this column are a count of the number of health service organisations identified in complaints during the reporting period. A single complaint may identify more than one health practitioner and/or health service organisation. In circumstances where a health service organisation is identified in multiple complaints, the organisation would be counted per complaint. For example, a health service organisation identified in three complaints would be counted three times in this column.

** This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health service organisation.

Assessment

Assessments started and completed

Assessments this month	Number
Assessments started	190
Assessments completed	150

Completed assessment timeframes

Of the 150 assessments finalised in August, 147 were completed within 30 days or 60 days with an approved extension, representing a finalisation rate within statutory timeframes of 98.00 per cent.

Of the 76 assessments completed within 60 days, all were approved for extension.

Assessment timeframes	Number	Percentage
Completed within 30 days	71	46.98
Completed within 60 days*	76	51.01
Completed in more than 60 days	3	2.01
Total	150	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.

Assessment decisions

Type of relevant action	Number	Percentage
Local resolution	1	0.65
Conciliation	1	0.65
Investigation	4	2.60
Referred to AHPRA and the national boards	30	19.48
Referral to another entity	16	10.39
No further action	102	66.23
Total	154	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.

Local resolution

Local resolutions started and completed

Local resolutions this month	Number
Local resolutions started	154
Local resolutions completed	153

Completed local resolutions

Timeframes

Of the 153 local resolutions finalised in August, all were completed within 30 days or 60 days with an approved extension, representing a finalisation rate within statutory timeframes of 100 per cent.

Local resolution timeframes	Number	Percentage
Completed within 30 days	131	85.62
Completed within 60 days*	22	14.38
Completed in more than 60 days	0	0.00
Total	153	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.

Outcomes

Local resolution outcomes	Number	Percentage
Resolved	118	77.12
Not resolved	19	12.42
Complaint withdrawn*	13	8.50
Local resolution did not commence**	3	1.96
Total	153	100.00

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

**A local resolution may not commence where the complaint is resolved directly with the health care provider prior to the commencement of the process.

Decisions for matters that were not resolved

Type of relevant action	Number	Percentage
Assessment	0	0.00
Conciliation	0	0.00
Investigation	0	0.00
Referral to AHPRA and the national boards	0	0.00
Referral to another entity	0	0.00
No further action	19	100.00
Total	19	100.00

Conciliation

Conciliations started and closed

Conciliations this month	Number
Conciliations open at the start of the month	26
Conciliations started	1
Conciliations closed	3

*One matter was referred for conciliation, and placed on hold pending the finalisation of another relevant action. This conciliation was recorded after the close of the prior reporting period and, as such, this figure has been adjusted accordingly.

The number of conciliations started in the reporting period may not match the number of decisions to refer for conciliation noted in other areas of the report 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 in conciliation	Number
Parties agreed to conciliation	3
Party/ies did not agree to conciliation	1
Decision pending at end of month	7

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 conciliations

Timeframes

Completed conciliation timeframes	Number	Percentage
Less than 3 months	0	0.00
3–6 months	1	50.00
6–9 months	1	50.00
9–12 months	0	0.00
More than 12 months	0	0.00
Total	2	100.00

The data above relates to matters where parties agreed to participate in conciliation and the conciliation process was completed within the specified timeframes. 'Completed conciliations' differ from 'closed conciliations'—in the table on page 15—as they only relate to matters where parties agreed to participate and the conciliation process was completed.

Outcomes

Conciliation outcomes	Number	Percentage
Successful	2	100.00
Not successful	0	0.00
Ended by Health Ombudsman	0	0.00
Total	2	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 table on page 15—in that they only relate to matters where parties agreed to participate and the conciliation process was completed.

Decisions for conciliations that were not successful

Type of relevant action	Number	Percentage
Local resolution	0	0.00
Investigation	0	0.00
Referral to AHPRA and the national boards	0	0.00
Referral to another entity	0	0.00
Immediate action	0	0.00
No further action	0	0.00
Total	0	0.00

Open conciliation timeframes

Open conciliation timeframes	Number	Percentage
Less than 3 months	8	33.33
3–6 months	8	33.33
6–9 months	2	8.33
9–12 months	0	0.00
More than 12 months	6	25.00
Total	24	100.00

Matters can be referred simultaneously to conciliation and another relevant action. Conciliation may not commence until after the other relevant action has been finalised.

There are 5 matters on hold until the outcome of another process is finalised (e.g. the process of another agency such as AHPRA). This includes 1 matter that has been open for less than 3 months, 1 that has been open for 3–6 months, 1 that has been open for 6 – 9 months, 0 that have been open for 9–12 months, and 2 that have been open for more than 12 months.

To allow for continued transparency in the timeliness of conciliation processes, open conciliation timeframes include the time in which a matter was on hold whilst another process was finalised.

Investigation

Investigations started and closed

Investigations this month	Number
Investigations open at the beginning of the month	152
Investigations started	22
Investigations closed	6
Investigations amalgamated under s40(2)	5
Investigations separated under s40(2)	0

Closed investigations

Timeframes

Of the investigations closed in August, 83.33 per cent were closed within twelve months of commencement.

Closed investigation timeframes	Number	Percentage
Less than 3 months	2	33.33
3–6 months	1	16.67
6–9 months	2	33.33
9–12 months	0	0.00
12–24 months	1	16.67
More than 2 years	0	0.00
Total	6	100.00

Investigation outcomes

Outcome	Number	Percentage
Recommended for referral to Director of Proceedings*	1	12.50
Referred to AHPRA	2	25.00
Referred to another agency	1	12.50
No further action	4	50.00
Referred to legal services**	0	0.00
Conciliation	0	0.00
Total	8	100.00

Total investigation outcomes may not equal the total number of investigations completed (in previous tables) as a single investigation may result in multiple outcomes. In certain circumstances it may also be appropriate for the office to take action prior to the investigation being completed. For example, a matter of criminal conduct identified in the course of an investigation being referred to the Queensland Police Service.

*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.

**These matters are referred to the Executive Director, Legal Services Division within the office for consideration as to whether there is evidence of a breach of the Act that constitutes an offence that should be prosecuted in the courts. These matters differ to those referred to the Director of Proceedings, which require an independent determination of whether the matter should be put before QCAT.

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 Office of 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	Number	Percentage
Less than 3 months	41	32.03
3–6 months	27	21.09
6–9 months	23	17.97
9–12 months	12	9.38
12–24 months*	23	17.97
More than 2 years*	2	1.56
Total	128	100.00

* All investigations that have been open for more than 12 months are published on the investigations register on the OHO website.

Paused investigation timeframes

Paused investigation timeframes	Number	Percentage
Less than 3 months	0	0.00
3–6 months	4	11.43
6–9 months	4	11.43
9–12 months	8	22.86
12–24 months	11	31.43
More than 2 years	8	22.86
Total	35	100.00

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 section 92 of the *Health Ombudsman Act 2013*). As a result, investigation of these matters will be put on pause until the external agency finalises its processes.

Total open investigation timeframes

Total open investigation timeframes	Number	Percentage
Less than 3 months	41	25.15
3–6 months	31	19.02
6–9 months	27	16.56
9–12 months	20	12.27
12–24 months	34	20.86
More than 2 years	10	6.13
Total	163	100.00

Total open investigation categories

Type of investigation	Number
Health service complaint	97
Systemic issue	5
Ministerial directed investigation	1
Another matter	56
s105 matters	4
Total	163

Monitoring investigation recommendations

At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendations monitoring program to track the implementation of the recommendations.

OHO recommendations monitoring

Cases this month	Number
Cases open at the beginning of the month	4
Recommendations monitoring cases started	0
Recommendations monitoring cases closed	0

Open recommendations monitoring timeframes

Open case timeframes	Number	Percentage
Less than 6 months	1	25.00
6–12 months	0	0.00
More than 12 months	3	75.00
Total	4	100.00

Director of Proceedings

Matters referred to the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Assistant in Nursing	1	50.00
Pharmacist	1	50.00
Total	2	100.00

Matters currently with the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Chinese medicine practitioner	1	1.47
Dentist	3	4.41
Medical practitioner	25	36.76
Osteopath	1	1.47
Pharmacist	3	4.41
Podiatrist	2	2.94
Psychologist	2	2.94
Registered nurse	13	19.11
Advanced care paramedic	2	2.94
Assistant in nursing	4	5.88
Audiologist	2	2.94
Counsellor	1	1.47
Holding out as an enrolled nurse	1	1.47
Holding out as a paramedic	1	1.47
Holding out as a psychologist	1	1.47
Massage Therapist	3	4.41

Practitioner type	Number	Percentage
Medical assistant	1	1.47
Natural therapist	1	1.47
Unregistered chiropractor	1	1.47
Total	68*	100.00

These are matters that have been referred to the Director of Proceedings, but have not been filed in QCAT or referred back to the Health Ombudsman. This includes matters where there has been a decision to refer the matter to QCAT, but no referral has been filed in QCAT at this stage.

*This figure includes one matter where a decision has been made to refer to QCAT, but no referral has been filed in QCAT at this stage.

Outcomes of matters reviewed by Director of Proceedings

Matters filed in in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Medical practitioner	1	50.00
Registered nurse	1	50.00
Total	2**	100.00

**In August, the Director of Proceedings decided to refer one matter to QCAT about a practitioner against whom a QCAT referral already existed. This matter was consolidated with the existing QCAT referral and is not included in the 2 matters reflected in this table.

Matters to be referred back to the Health Ombudsman

Practitioner type	Number	Percentage
Medical practitioner	8*	80.00
Registered nurse	2	20.00
Total	10	100.00

*This figure includes two matters relating to the same practitioner regarding two separate matters, previously recorded incorrectly as one matter within the office's case management system. A second matter has been added to these figures to account for the second issue. Both of these matters have now been referred back to the Health Ombudsman.

Immediate action

The *Health Ombudsman Act 2013* allows for immediate action to be taken against a registered or unregistered health practitioner if the Health Ombudsman reasonably believes:

- that a practitioner's health, conduct or performance poses a serious risk to the health and safety of the public

or

- that action is in the public interest.

Show cause notices

In August, seven show cause notices were issued to:

- three medical practitioners relating to conduct
- two registered nurses relating to conduct
- one enrolled nurse (practicing in the unregistered space) relating to conduct
- one assistant in nursing relating to conduct

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 actions

Practitioner type	Number	Action taken	Reasons/s for taking action*	
			Public Interest	Serious Risk
Enrolled nurse	1	Conditions		✓
Physiotherapist	1	Conditions	✓	✓
Registered nurse	1	Conditions	✓	✓
Registered nurse	1	Conditions		✓
Medical practitioner	1	Suspension	✓	

*From July 2019 the reason/s for taking action included in this table have been updated to more accurately reflect the immediate action process.

Immediate registration actions apply only to registered practitioners and may result in the Health Ombudsman issuing a suspension—or imposing conditions upon—a registered practitioner's registration.

Interim prohibition orders

No interim prohibition orders were issued in August.

The Health Ombudsman has powers to issue interim prohibitions orders to unregistered practitioners and registered practitioners practicing outside their field of registration. An interim prohibition order can prohibit or restrict the practitioner from providing any health service, or a specific health service.

The details for current prohibition orders can be found on the OHO website (www.oho.qld.gov.au) on the prohibition order register.

Monitoring practitioner compliance

When the Health Ombudsman takes immediate action against a health practitioner, the office monitors the practitioner's compliance with the conditions of the order.

For interim prohibition orders, this means monitoring compliance with the restriction(s) on or prohibition of service. For immediate registration actions, this means monitoring compliance with condition(s) on or suspension of a practitioner's registration.

The Health Ombudsman may take immediate action against a single practitioner with both immediate registration action and an interim prohibition order. This can occur, for example, in instances where there is a risk that a registered practitioner may also practice in an unregistered capacity.

Practitioner monitoring cases

Cases this month	Number
Cases open at the beginning of the month	118
Practitioner monitoring cases started	6
Practitioner monitoring cases closed	4*

*One additional practitioner monitoring case was closed in July, but this decision was not recorded until August.

Open monitoring cases

Timeframes

Open case timeframes	Number	Percentage
Less than 6 months	30	25.21
6–12 months	28	23.53
More than 12 months	61	51.26
Total	119	100.00

Immediate action types

Open cases by immediate action type	Number	Percentage
Interim prohibition order – restrictions	19	15.97
Interim prohibition order – prohibited	41	34.45
Immediate registration action - conditions	40	33.61
Immediate registration action - suspension	16	13.45

Open cases by immediate action type	Number	Percentage
QCAT disciplinary decision	2	1.68
QCAT interim decision	1	0.84
Total	119	100.00

Registered practitioners under monitoring by practitioner type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health worker	0	0.00
Chinese medicine practitioner	3	5.36
Chiropractor	0	0.00
Dental practitioner	4	7.14
Medical practitioner	26	46.43
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	22	39.29
Occupational therapist	0	0.00
Optometrist	0	0.00
Osteopath	0	0.00
Pharmacist	0	0.00
Physiotherapist	1	1.79
Podiatrist	0	0.00
Psychologist	0	0.00
Total	56	100.00

These figures are based on the number of individual registered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.

Unregistered practitioners under monitoring by type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres strait islander health worker	1	1.75
Aged care worker	1	1.75
Assistant in nursing	10	17.54
Audiologist	2	3.51
Counsellor	1	1.75
Former registered health practitioner	11	19.30
Health support worker	3	5.26
Holding out*	3	5.26
Kinesiologist	2	3.51
Massage therapist	14	24.56
Naturopath	1	1.75
Natural therapist	1	1.75
Paramedic	5	8.77
Personal carer	1	1.75
Social worker	1	1.75
Total	57	100.00

These figures are based on the number of individual unregistered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.

*Certain titles of registered health professions are protected under the National Law. Anyone who uses a protected title (e.g. medical practitioner), without being registered for that profession, are classified as 'holding out' as a practitioner of that profession.

Australian Health Practitioner Regulation Agency

Consultation on matters

The office consults with AHPRA on matters that are considered to be appropriate for AHPRA to manage. For matters that we are considering referring to AHPRA under section 91 of the *Health Ombudsman Act 2013*, we provide AHPRA with all necessary information in order for AHPRA to form a view as to whether they need to discuss or accept and progress the referral.

For complex cases or where a pattern of conduct may be present we may hold case conferences with AHPRA, either in person or electronically, which can sometimes delay the consultation process. By encouraging robust conversations during this process productive and consistent decisions between the co-regulatory agencies is achieved.

Consultation matters	Number
Matters consulted on*	270
Matters referred	255
Matters retained by the office**	4
Decision pending	48

*The number of matters consulted on may not equal the total number of matters referred, withdrawn and pending as a matter may have commenced consultation prior to the start of the reporting period.

**Under certain circumstances additional information may be received in the course of consultation resulting in the office retaining carriage of the matter and/or taking other relevant action.

Relevant action proposing referral

Relevant action	Number	Percentage
Intake and triage	190	70.37
Assessment	73	27.04
Conciliation	0	0.00
Local resolution	2	0.74
Internal review	4	1.48
Investigations	1	0.37
Director of Proceedings	0	0.00
Total	270	100.00

Age of matters on commencement of consultation

In order to prevent duplication of work, we aim to ensure that matters are referred to AHPRA as early as possible in the complaint management process.

Due to the type of matters in which investigation or conciliation is deemed appropriate, and the more time intensive nature of these processes, these matters are usually older when consultation commences.

Relevant action	0–7 days	8–14 days	15–30 days	30–60 days	More than 60 days
Intake and triage	179	6	5	0	0
Assessment	3	5	23	37	5
Local resolution	1	0	0	1	0
Conciliation	0	0	0	0	0
Internal review	1	0	0	0	0
Investigation	0	0	0	0	1
Director of Proceedings	0	0	0	0	3
Total	184	11	28	38	9

'Age of matters' is calculated from the date on which a matter was accepted by the office.

Consultation duration

Consultation duration	Number	Percentage
0–3 days	146	54.07
4–7 days	123	45.56
8–11 days	1	0.37
More than 12 days	0	0.00
Total	270	100.00

Number of practitioners referred to AHPRA by practitioner type

Practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health practitioner	0	0.00
Chinese medicine practitioner	0	0.00
Chiropractor	1	0.39
Dental practitioner	31	12.16
Medical practitioner	142	55.69
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	41	16.08
Occupational therapist	3	1.18
Optometrist	0	0.00
Osteopathy	0	0.00
Paramedic	2	0.78
Pharmacist	8	3.14
Physiotherapy	3	1.18
Podiatrist	6	2.35
Psychologist	16	6.27
Student practitioner	2	0.78
Total	255	100.00

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 practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Dental practitioner	-	-	1	-	-	2	-	4	-	4	4	27	-	42
Medical practitioner	-	18	7	4	-	1	1	5	20	20	6	89	13	184
Medical radiation practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Nursing and midwifery practitioner	-	2	-	-	-	1	-	1	9	11	13	11	-	48
Occupational therapist	-	1	-	-	-	1	-	-	-	-	-	1	2	5
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Paramedic	-	-	-	-	-	-	-	-	-	-	-	2	-	2
Pharmacist	-	3	-	-	-	-	-	-	7	1	1	-	-	12
Physiotherapist	1	-	-	-	-	-	-	-	-	-	-	3	-	3
Podiatrist	-	-	-	-	-	-	-	5	-	1	-	5	-	11
Psychologist	-	1	1	-	1	-	-	1	-	7	-	7	6	26
Student practitioner	-	-	-	-	-	-	-	-	-	1	1	-	-	2
Total	1	25	9	4	1	5	1	16	36	45	25	146	21	336

The figures above represent the number of issues referred to AHPRA, not the number of practitioners. The referral of a single practitioner may include multiple issues relating to that practitioner, with each issue requiring its own action.

Demographics

Gender

Gender	Number	Percentage
Female	320	45.98
Male	357	51.29
Prefer not to specify	2	0.29
Unknown*	17	2.44
Total	696	100.00

*Not recorded or not provided for a particular matter.

Age

Age	Number	Percentage
Less than 18 years	40	5.75
18–24 years	35	5.03
25–34 years	148	21.26
35–44 years	135	19.40
45–54 years	113	16.24
55–64 years	80	11.49
65–74 years	52	7.47
More than 75 years	57	8.19
Unknown*	36	5.17
Total	696	100.00

*Not recorded or not provided for a particular matter.

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	311	44.68
Central West	3	0.43
Darling Downs	30	4.31
Far North	29	4.17
Fitzroy	23	3.30
Gold Coast	76	10.92
Mackay	23	3.30
North West	0	0.00
Northern	24	3.45
South West	2	0.29
Sunshine Coast	28	4.02
West Moreton	23	3.30
Wide Bay–Burnett	46	6.61
Outside Queensland	31	4.45
Unknown*	47	6.75
Total	696	100.00

*Not recorded or not provided for a particular matter.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	398	49.44
Central West	3	0.37
Darling Downs	44	5.47
Far North	30	3.73
Fitzroy	26	3.23
Gold Coast	76	9.44
Mackay	22	2.73
North West	1	0.12
Northern	30	3.73
South West	1	0.12
Sunshine Coast	29	3.60
West Moreton	16	1.99
Wide Bay-Burnett	55	6.83
Outside Queensland*	6	0.75
Unknown**	68	8.45
Total	805	100.00

*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.

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



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