

Office of the Health Ombudsman

Performance report March 2019



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Office of the Health Ombudsman—Performance report March 2019

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Introduction

This document reports on our performance during March 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 10 April 2019, but is subject to change.

Intake of complaints

Type of contacts

Type of contact	Number	Percentage
Complaint	835	82.43
Enquiry	163	16.09
Yet to be classified	15	1.48
Total	1013	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 number of complaint contacts will not equal the number of decisions made in the table below.

Type of complaints

Type of complaints	Number	Percentage
Health consumer complaint	748	89.58
Mandatory notification*	26	3.11
Voluntary notification*	4	0.48
Self-notification*	50	5.99
Referral from another agency	7	0.84
Total	835	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)* (the National Law).

Complaint decisions

Decision timeframes—within seven days

Decision made within seven days of receiving a complaint	Number	Percentage
Yes	556	78.75
No	150	21.25
Total	706	100.00

Accepted vs not accepted

Number of decisions made	Number	Percentage
Accepted	409	51.45
Not accepted*	297	37.36
Decision pending**	89	11.19
Total	795	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 Act).

**'Decision pending' relates to matters where more information is required before a decision on whether to accept or not accept can be made, or because the matter came in just before the end of the reporting period and is still being processed.

An additional 18 matters were determined to fall outside the jurisdiction of the Act.

Accepted decision outcomes

Type of relevant action	Number	Percentage
Assessment	99	23.68
Local resolution	76	18.18
Conciliation	0	0.00
Investigation	7	1.67
Referral to AHPRA and the national boards	131	31.34
Referral to another entity*	105	25.12
Immediate registration action	0	0.00
Interim prohibition order	0	0.00
Total	418	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).

*Changes to business processes made in February 2019 have resulted in a greater number of matters being referred to other government entities as an outcome of the intake process. Previously these matters would have undergone assessment prior to being referred. This change was made in order to streamline the complaints management process.

Health service complaints profile

Main issues raised in complaints

Issue	Number	Percentage
Access	59	7.36
Code of conduct for healthcare workers	9	1.12
Communication/information	100	12.47
Consent	7	0.87
Discharge/transfer arrangements	14	1.75
Environment/management of facilities	16	2.00
Fees/cost	26	3.24
Grievance processes	22	2.74
<i>Health Ombudsman Act 2013 offence</i>	2	0.25
Medical records	31	3.87
Medication	86	10.72
Professional conduct	91	11.35
Professional health	16	2.00
Professional performance	312	38.90
Reports/certificates	11	1.37
Research/teaching/assessment	0	0.00
Total	802	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	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
Alternative care	-	-	-	-	-	-	1	-	-	1	-	1	-	4	-	-	7
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	4
Dentistry	1	-	5	-	-	-	2	1	-	1	-	1	-	18	-	-	29
Emergency care	-	2	1	-	-	-	-	-	1	1	-	-	2	1	-	-	8
General medical	4	-	27	2	1	1	2	-	-	7	29	24	1	51	7	-	156
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Medical specialty	-	-	3	-	-	-	-	-	-	2	2	6	-	13	2	-	28
Nursing	-	2	1	-	-	-	-	-	-	1	4	19	6	4	-	-	37
Occupational therapy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Osteopathy	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
Other	2	2	3	-	-	-	1	-	1	1	1	10	3	2	-	-	26
Pathology service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Pharmacy	-	-	-	-	-	1	-	-	-	1	7	1	2	-	-	-	12
Physiotherapy	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Psychology	-	-	2	-	-	-	-	-	-	1	-	5	-	1	-	-	9
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Surgical	-	-	1	-	-	-	3	-	-	-	-	3	1	21	-	-	29
Total	7	9	43	2	1	2	9	1	2	16	43	74	15	120	9	0	353

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues.

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

Organisation type	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	Total
Aged care facility	-	-	-	-	-	-	-	-	-	-	1	-	-	4	-	-	5
Ambulance service	-	-	1	-	1	1	1	1	-	-	-	1	-	-	-	-	6
Community health service	-	-	1	-	1	-	-	1	-	-	-	1	-	2	-	-	6
Correctional facility	13	-	6	-	-	-	-	-	-	2	27	2	-	48	-	-	98
Dental service	5	-	1	-	-	-	-	-	-	-	-	-	-	7	-	-	13
Hospital and Health Service	1	-	-	-	-	1	-	-	-	1	-	1	-	2	-	-	6
Laboratory service	-	-	-	-	-	-	2	-	-	-	-	-	-	2	-	-	4
Licensed private hospital	1	-	2	-	1	3	3	2	-	-	1	-	1	12	-	-	26
Medical centre	7	-	9	1	-	2	4	3	-	7	-	2	-	5	1	-	41
Mental health service	3	-	7	1	1	2	-	-	-	1	2	2	-	9	-	-	28
Nursing service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other government department	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1
Other support service	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	3
Pharmaceutical service	-	-	-	-	-	-	1	-	-	-	3	1	-	-	-	-	5
Private organisation	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	3
Public health service	2	-	1	-	-	1	-	-	-	-	2	-	-	5	-	-	11
Public hospital	20	-	26	2	9	3	3	11	-	4	7	4	-	91	1	-	181
Residential care service	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Specialised health service	-	-	2	-	-	1	2	-	-	-	-	1	-	3	-	-	9
Optical store	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	2
Total	52	0	57	5	13	14	17	21	0	15	43	17	1	192	2	0	449

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues.

Assessment

Assessments started and completed

Assessments this month	Number
Assessments started	114
Assessments completed	129

Completed assessment timeframes

Of the 129 assessments finalised in March, 126 were completed within 30 days or 60 days with an approved extension, representing a finalisation rate within statutory timeframes of 97.67 per cent.

Of the 54 assessments completed within 60 days, all matters were approved for extension.

Assessment timeframes	Number	Percentage
Completed within 30 days	72	55.81
Completed within 60 days*	54	41.86
Completed in more than 60 days	3	2.33
Total	129	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	0	0.00
Conciliation	6	4.62
Investigation	4	3.08
Referral to AHPRA and the national boards	17	13.08
Referral to another entity	11	8.46
Immediate registration action*	0	0.00
Interim prohibition order*	0	0.00
No further action	92	70.77
Total	130	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) due to the time between a decision being made and an action being 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 action decisions being made outside of the assessment process.

Local resolution

Local resolutions started and completed

Local resolutions this month	Number
Local resolutions started	87
Local resolutions completed	96

The number of local resolutions started in the month 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 resolutions

Timeframes

Of the 96 local resolutions finalised in March, 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	85	88.54
Completed within 60 days*	11	11.46
Completed in more than 60 days	0	0.00
Total	96	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	72	75.00
Not resolved	11	11.46
Complaint withdrawn*	12	12.50
Local resolution did not commence**	1	1.04
Total	96	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
Immediate action	0	0.00
No further action	11	100.00
Total	11	100.00

Conciliation

Conciliations started and closed

Conciliations this month	Number
Conciliations open at the start of the month	28
Conciliations started	6
Conciliations closed	2

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	28
Party/ies did not agree to conciliation	6
Decisions pending at end of month	2

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	0	0.00
6–9 months	0	0.00
9–12 months	0	0.00
More than 12 months	0	0.00
Total	0	0.00

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	0	0.00
Not successful	0	0.00
Ended by Health Ombudsman	0	0.00
Total	0	0.00

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	12	37.50
3–6 months	12	37.50
6–9 months	2	6.25
9–12 months	2	6.25
More than 12 months	4	12.50
Total	32	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. 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	166
Investigations started	21
Investigations closed	23
Investigations amalgamated under section 40(2)	3

The number of investigations started in the reporting period may not match the number of assessment decisions to undertake investigation due to the time between a decision being made and an action taken crossing over different reporting periods, or due to investigations being started via other processes (e.g. own-motion investigation).

Closed investigations

In March, 73.91 per cent of investigations were closed within twelve months of commencement.

Timeframes

Closed investigation timeframes	Number	Percentage
Less than 3 months	5	21.74
3–6 months	5	21.74
6–9 months	3	13.04
9–12 months	4	17.39
12–24 months	4	17.39
More than 2 years	2	8.70
Total	23	100.00

Outcomes

Outcome	Number	Percentage
Recommended for referral to Director of Proceedings*	6	20.00
Referred to AHPRA	5	16.67
Referred to another agency	4	13.33
Referred to legal services**	0	00
No further action	15	50.00
Total	30	100

*A single investigation may result in more than one outcome.

**Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

Open investigations

Open investigations consist of two categories—active investigations and paused investigations.

Active investigations are being currently investigated by the office, while paused investigations are not able to be investigated by the office until such time as another agency—such as the Queensland Police Service or the Coroners Court of Queensland—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	39	30.47
3–6 months	32	25.00
6–9 months	17	13.28
9–12 months	16	12.50
12–24 months*	18	14.06
More than 2 years*	6	4.69
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	1	2.78
3–6 months	10	27.78
6–9 months	4	11.11
9–12 months	1	2.78
12–24 months	12	33.33
More than 2 years	8	22.22
Total	36	100.00

Total open investigation timeframes

Total open investigation timeframes	Number	Percentage
Less than 3 months	38	23.60
3–6 months	42	26.09
6–9 months	21	13.04
9–12 months	17	10.56
12–24 months	29	18.01
More than 2 years	14	8.70
Total	161	100.00

Total open investigation categories

Type of investigation	Number
Health service complaint	93
Systemic issue	11
Another matter*	55
Matters identified for further investigation**	2
Total	161

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

**Matters referred for further investigation by the Health Ombudsman under section 105 of the Act following referral to Director of Proceedings.

Monitoring investigation recommendations

The OHO monitors the implementation of recommendations made as an outcome of two types of investigation processes—recommendations made as a result of an OHO investigation and recommendations made as a result of a health service provider investigation.

OHO recommendations

At the completion of certain investigations, the Health Ombudsman makes recommendations to health service providers 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.

Health service provider recommendations

In addition, a health service provider may conduct its own investigation, or engage another entity to conduct an independent investigation, resulting in recommendations for improvement. The Health Ombudsman may decide to monitor the implementation of these 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	0	0.00
6–12 months	1	25.00
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
Pharmacist	1	16.67
Registered nurse	3	50.00
Assistant in nursing	1	16.67
Massage therapist	1	16.67
Total	6	100.00

Matters currently with the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Chinese Medicine Practitioner	3	2.22
Dentist	4	2.96
Medical Practitioner	45	33.33
Medical Radiation Practitioner	1	0.74
Osteopath	1	0.74
Pharmacist	8	5.93
Podiatrist	2	1.48
Psychologist	6	4.44
Registered Nurse	43	31.85
Advanced Care Paramedic	2	1.48
Assistant in Nursing	6	4.44
Audiologist	2	1.48
Dental Assistant	1	0.74
Holding Out Psychologist	1	0.74
Holding Out Registered Nurse	2	1.48

Practitioner type	Number	Percentage
Massage Therapist	2	1.48
Medical Assistant	1	0.74
Natural Therapist	1	0.74
Personal Carer	1	0.74
Social Worker	1	0.74
Student Nurse	1	0.74
Unregistered Chiropractor	1	0.74
Total	135	100.00

Outcomes of matters reviewed by Director of Proceedings

Matters filed in in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Medical practitioner	4	33.33
Pharmacist	1	8.33
Registered nurse	6	50.00
Massage therapist	1	8.33
Total	12	100.00

*This figure includes a referral where the Director of Proceedings decided to refer two matters regarding the same practitioner to QCAT. These two matters were filed as one referral.

Matters to be referred back to the Health Ombudsman

Practitioner type	Number	Percentage
Medical practitioner	5	62.50
Registered nurse	3	37.50
Total	8	100.00

Immediate action

The Act 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 March, three show cause notices were issued to:

- two medical practitioners
- one unregistered counsellor

Immediate registration actions

Practitioner type	Number	Action taken	Reasons/s for taking action		
			Health	Conduct	Performance
Medical practitioner	1	Conditions		✓	

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 March.

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	112
Practitioner monitoring cases started	2
Practitioner monitoring cases closed	0

Open monitoring cases

Timeframes

Open case timeframes	Number	Percentage
Less than 6 months	38	33.33
6–12 months	15	13.16
More than 12 months	61	53.51
Total	114	100.00

Immediate action types

Open cases by immediate action type	Number	Percentage
Interim prohibition order—restrictions	21	18.42
Interim prohibition order—prohibition	43	37.72
Immediate registration action—conditions	33	28.95
Immediate registration action—suspension	16	14.04
QCAT issued prohibition/restrictions	1	0.88

Open cases by immediate action type	Number	Percentage
Total	114	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	5.88
Chiropractor	0	0.00
Dental practitioner	3	5.88
Medical practitioner	21	41.18
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	24	47.06
Occupational therapist	0	0.00
Optometrist	0	0.00
Osteopath	0	0.00
Pharmacist	0	0.00
Physiotherapist	0	0.00
Podiatrist	0	0.00
Psychologist	0	0.00
Total	51	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	1.72
Aged care worker	1	1.72
Assistant in nursing	9	15.52
Audiologist	2	3.45
Counsellor	0	0.00
Dental nurse	1	1.72
Former registered health practitioner	13	22.41
Health support worker	1	1.72
Holding out*	4	6.90
Kinesiologist	2	3.45
Massage therapist	13	22.41
Medical assistant	2	3.45
Naturopath	1	1.72
Natural therapist	1	1.72
Paramedic	5	8.62
Personal carer	1	1.72
Social worker	1	1.72
Total	58	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 (AHPRA)

Notifications from AHPRA

The office received one new notification (s193 of the Act) relating to a possible serious matter for the month of March.

Consultation on matters

The office consults with AHPRA on matters that are considered to be appropriate for AHPRA to manage. For matters the office is considering referring to AHPRA under section 91 of the Act, the office provides 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 the office 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 core regulatory agencies is achieved.

Consultation matters	Number
Matters consulted on*	170
Matters referred	173
Matters retained by the office**	6
Decision pending	0

*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	138	81.18
Assessment	28	16.47
Conciliation	0	0.00
Local resolution	0	0.00
Internal review	0	0.00
Investigation	4	2.35
Total	170	100.00

Age of matters on commencement of consultation

In order to prevent duplication of work, the office aims 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	31–60 days	More than 60 days
Intake and triage	137	1	0	0	0
Assessment	3	1	13	11	0
Local resolution	0	0	0	0	0
Conciliation	0	0	0	0	0
Internal review	0	0	0	0	0
Investigation	0	2	0	1	1
Total	140	4	13	12	1

'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	139	81.76
4–7 days	31	18.24
8–11 days	0	0.00
More than 12 days	0	0.00
Total	170	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	3	1.73
Dental practitioner	10	5.78
Medical practitioner	115	66.47
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	24	13.87
Occupational therapist	1	0.58
Optometrist	0	0.00
Osteopathy	0	0.00
Paramedic	0	0.00
Pharmacist	9	5.20
Physiotherapy	4	2.31
Podiatrist	0	0.00
Psychologist	4	2.31
Student practitioner	3	1.73
Total	173	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	-	2	-	3
Dental practitioner	-	3	-	-	1	1	-	1	-	-	-	10	-	16
Medical practitioner	2	16	3	2	1	-	-	3	18	15	5	83	3	151
Medical radiation practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Nursing and midwifery practitioner	-	1	-	-	1	-	-	2	5	16	7	5	-	37
Occupational therapist	-	-	-	-	-	-	-	-	-	1	-	1	-	2
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Pharmacist	-	-	-	-	1	-	-	1	6	1	1	-	-	10
Physiotherapist	-	-	-	-	-	-	-	-	-	3	-	1	-	4
Podiatrist	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Psychologist	-	-	-	-	-	-	-	1	-	4	-	-	-	5
Student practitioner	-	-	-	-	-	-	-	-	-	1	2	-	-	3
Total	2	20	3	2	4	1	0	8	29	42	15	102	3	231

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	209	47.29
Male	210	47.51
Prefer not to specify	0	0.00
Unknown*	23	5.20
Total	442	100.00

*Not recorded or not provided for a particular matter.

Age

Age	Number	Percentage
Less than 18 years	13	2.94
19–24 years	29	6.56
25–34 years	90	20.36
35–44 years	81	18.33
45–54 years	74	16.74
55–64 years	53	11.99
65–74 years	31	7.01
More than 75 years	36	8.14
Unknown*	35	7.92
Total	442	100.00

*Not recorded or not provided for a particular matter.

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	171	38.69
Central West	1	0.23
Darling Downs	17	3.85
Far North	24	5.43
Fitzroy	14	3.17
Gold Coast	51	11.54
Mackay	9	2.04
North West	0	0.00
Northern	14	3.17
South West	0	0.00
Sunshine Coast	25	5.66
West Moreton	16	3.62
Wide Bay–Burnett	31	7.01
Outside Queensland	17	3.85
Unknown*	52	11.76
Total	442	100.00

*Not recorded or not provided for a particular matter.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	215	43.43
Central West	1	0.20
Darling Downs	18	3.64
Far North	27	5.45
Fitzroy	5	1.01
Gold Coast	72	14.55
Mackay	11	2.22
North West	0	0.00
Northern	16	3.23
South West	0	0.00
Sunshine Coast	29	5.86
West Moreton	16	3.23
Wide Bay-Burnett	34	6.87
Outside Queensland*	5	1.01
Unknown**	46	9.29
Total	495	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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