

# Quarterly performance report

Quarter three 2015–16



Office of the  
**HEALTH  
OMBUDSMAN**

*Listen. Respond. Resolve.*

## Quarterly performance report—Quarter three 2015–16

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## Introduction

This document contains our performance data for the third quarter of the 2015–16 financial year (Q3).

Over time, our quarterly data (along with our monthly performance reports) will identify trends which will inform our work in promoting improved health service delivery by health service providers and identifying systemic issues.

The 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. Q3 saw record numbers of health complaints made to the OHO, as well as record numbers of completed local resolution matters. These results are both testament to our ongoing commitment to community engagement, customer service and improving our internal business processes.

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, during August 2014, the OHO began reviewing current Australian Health Practitioner Regulation 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 15 April 2016. Figures within this report may differ from respective aggregate monthly totals published in previous reports due to necessary adjustments and alterations being made to historical data following the publication of previous reports.

# Office contacts

## Number of contacts

Type of contact	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	344	46.55	539	61.32	479	53.34	1477	57.85
Enquiry	358	48.44	323	36.75	378	42.09	1071	41.95
Yet to be classified	37	5.01	17	1.93	41	4.57	5	0.20
<b>Total</b>	<b>739</b>	<b>100.00</b>	<b>879</b>	<b>100.00</b>	<b>898</b>	<b>100.00</b>	<b>2553</b>	<b>100.00</b>

The total for the quarter differs from the total monthly figures due to matters 'yet to be classified' being classified as either a complaint or enquiry during the reporting period. Similarly, contacts that are 'yet to be classified' at the time of running this report will be counted as complaints or enquiries in future reporting.

Matters that are 'yet to be classified' are contacts in which not enough information was provided in the first instance to allow for a determination, and additional information is being sought. They can also be matters that came in just before the end of the reporting period and were still being processed.

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

## Type of complaints

Type of complaints	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer	294	85.47	455	84.42	397	82.88	1239	83.89
Mandatory notification	24	6.98	47	8.72	45	9.39	123	8.33
Voluntary notification	8	2.33	21	3.90	19	3.97	60	4.06
Self-notification	6	1.74	11	2.04	14	2.92	32	2.17
Referral	12	3.49	5	0.93	4	0.84	23	1.56
<b>Total</b>	<b>344</b>	<b>100.00</b>	<b>539</b>	<b>100.00</b>	<b>479</b>	<b>100.00</b>	<b>1477</b>	<b>100.00</b>

Notifications are made by health service providers, as required in the Health Practitioner Regulation National Law (Queensland). Referrals are matters referred by government and non-government agencies to the OHO.

The total for the quarter differs from the total monthly figures due to matters 'yet to be classified' being classified as either a complaint or enquiry during the reporting period. Similarly, contacts that are 'yet to be classified' at the time of running this report will be counted as complaints or enquiries in future reporting.

# Decisions

## Number of decisions made

Number of decisions made	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	298	66.22	396	66.33	375	66.61	1069	70.10
Not accepted	58	12.89	98	16.42	85	15.10	353	23.15
Decision pending	94	20.89	103	17.25	103	18.29	103	6.75
<b>Total</b>	<b>450</b>	<b>100.00</b>	<b>597</b>	<b>100.00</b>	<b>563</b>	<b>100.00</b>	<b>1525</b>	<b>100.00</b>

The total for the quarter differs from the total monthly figures due to 'decision pending' matters being either accepted, not accepted or 'closed—no further action' during the reporting period. Similarly, matters that are 'decision pending' at the time of running this report will be counted as accepted or not accepted in future reporting.

'Closed—no further action' relates to matters deemed to be out of jurisdiction for the OHO and are not included in our reporting data. 'Decision pending' relates to matters where more information is required before deciding whether to accept or not accept a complaint, or because a matter came in just before the end of the reporting period and is still to be processed.

## Decisions made within seven days

Results for Q3 show a marked increase in decisions made within seven days compared with Q2. This was due in large part to record numbers of decisions being made in February and March this year. Total decisions made within seven days in Q3 (1310) was 32 per cent more than Q2 (989) and 12 per cent more than Q1 (1167).

A comparison of year-to-date average quarterly figures suggests that steps taken towards the end of last financial year to recruit additional staff and improve business systems and processes have had a significant impact. This is illustrated by a 36 per cent<sup>1</sup> increase from 2014–15 to 2015–16.

Decision made	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Yes	161	45.22	276	55.87	271	58.91	708	54.05
No	195	54.78	218	44.13	189	41.09	602	45.95
<b>Total</b>	<b>356</b>	<b>100.00</b>	<b>494</b>	<b>100.00</b>	<b>460</b>	<b>100.00</b>	<b>1310</b>	<b>100.00</b>

<sup>1</sup> Based on year-to-date average quarterly data of 851 in 2014–15 and 1155 in 2015–16.

# Health service complaints profile

## Main issues raised in complaints

Issue	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Access	2	0.91	7	1.69	2	0.83	11	1.25
Code of conduct for healthcare workers	2	0.91	1	0.24	0	0.00	3	0.34
Communication/information	33	15.07	60	14.53	43	17.77	138	15.72
Consent	0	0.00	13	3.15	1	0.41	14	1.59
Discharge/transfer arrangements	6	2.74	14	3.39	10	4.13	31	3.53
Environment/management of facilities	3	1.37	9	2.18	4	1.65	16	1.82
Fees/cost	3	1.37	0	0.00	2	0.83	5	0.57
Grievance processes	2	0.91	6	1.45	6	2.48	14	1.59
Medical records	6	2.74	18	4.36	9	3.72	33	3.76
Medication	17	7.76	38	9.20	13	5.37	68	7.74
Professional conduct	28	12.79	33	7.99	12	4.96	74	8.43
Professional health	3	1.37	2	0.48	3	1.24	8	0.91
Professional performance	108	49.32	210	50.85	136	56.20	455	51.82
Reports/certificates	6	2.74	2	0.48	1	0.41	8	0.91
Treatment	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>219</b>	<b>100.00</b>	<b>413</b>	<b>100.00</b>	<b>242</b>	<b>100.00</b>	<b>878</b>	<b>100.00</b>

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.



## Number and type of complaints by health practitioner

Practitioner type	Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Alternative care	-	2	-	1	-	-	-	-	-	-	-	1	1	2	-	-	7
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dentistry	-	-	1	-	-	-	-	2	-	1	-	3	-	14	-	-	21
Emergency care	-	-	1	-	2	-	-	-	-	-	-	1	-	8	-	-	12
General medical	1	-	27	2	5	-	-	1	-	15	19	18	2	93	2	-	185
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	-	-	1	3	-	4
Medical specialty	1	-	16	3	1	2	-	-	-	-	5	4	-	35	1	-	68
Nursing	-	-	4	-	1	-	-	-	1	1	2	11	4	15	1	-	40
Occupational therapy	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	4
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	2	-	1	8	8	1	4	-	-	24
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-	-	6	1	-	-	-	-	7
Physiotherapy	-	-	-	-	-	-	-	-	-	-	-	1	-	3	-	-	4
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychology	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Surgical	-	-	15	2	3	-	-	-	-	1	1	6	-	51	1	-	80
Not yet known	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
<b>Total</b>	<b>2</b>	<b>3</b>	<b>66</b>	<b>8</b>	<b>12</b>	<b>2</b>	<b>-</b>	<b>5</b>	<b>1</b>	<b>19</b>	<b>41</b>	<b>56</b>	<b>8</b>	<b>229</b>	<b>8</b>	<b>-</b>	<b>460</b>

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.

## Number and type of complaints by health service organisation

Organisation type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Aged care facility	-	3	1	-	1	-	-	4	-	2	1	-	11	-	-	23
Allied health service	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	3
Ambulance service	-	1	-	-	-	-	-	-	1	1	1	-	6	-	-	10
Community health service	-	-	-	-	-	-	-	1	-	-	-	-	2	-	-	3
Correctional facility	1	1	-	-	-	-	-	-	-	3	2	-	4	-	-	11
Dental service	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Health service district	-	-	1	-	-	-	-	1	1	-	1	-	2	-	-	6
Laboratory service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Licensed Day Hospital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Licensed private hospital	1	12	-	3	3	-	-	1	3	4	2	-	23	-	-	52
Medical centre	-	-	-	-	-	-	-	-	1	-	-	-	3	-	-	4
Mental health service	1	1	-	-	1	-	-	-	-	-	-	-	4	-	-	7
Nursing service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other government department	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Other support service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmaceutical service	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	2
Public health service	-	2	-	-	-	-	-	-	-	1	1	-	2	-	-	6
Public hospital	6	47	4	15	7	-	-	5	8	13	8	-	162	-	-	275
Residential care service	-	1	-	-	2	-	-	2	-	-	-	-	2	-	-	5
Specialised health service	-	3	-	-	-	-	-	1	-	-	1	-	4	-	-	9
<b>Total</b>	<b>9</b>	<b>72</b>	<b>6</b>	<b>19</b>	<b>14</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>14</b>	<b>27</b>	<b>17</b>	<b>-</b>	<b>227</b>	<b>-</b>	<b>-</b>	<b>418</b>

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.

# Assessment

## Assessments started and completed

Assessments this quarter	January	February	March	Q3 total
Assessments started	153	167	150	470
Assessments completed	114	156	118	388

## Completed assessment timeframes

Q3 saw a continued focus on clearing matters greater than 60 days. A total of 192 assessment matters were completed in more than 60 days due to high levels of assessment matters, the complexity of certain matters, delays in receiving information from parties and difficulties associated with sourcing the necessary independent clinical advice required to appropriately assess the matters.

Assessment timeframes for Q3 were also negatively impacted due to the public holidays in January and March. These included New Year's Day, Australia Day and the Easter holidays. As the legislation requires that assessment timeframes are to be calculated based on calendar days—and that no exceptions can be made for weekends or public holidays—the likelihood of meeting assessment timeframes in months containing public holidays is reduced.

Assessment timeframe	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	31	27.19	37	23.72	26	22.03	94	24.23
Within 60 days	40	35.09	26	16.67	36	30.51	102	26.29
Greater than 60 days	43	37.72	93	59.62	56	47.46	192	49.48
<b>Total</b>	<b>114</b>	<b>100.00</b>	<b>156</b>	<b>100.00</b>	<b>118</b>	<b>100.00</b>	<b>388</b>	<b>100.00</b>

Assessments are able to be completed within 60 days when granted an extension of 30 days as a result of legislated requirements being met.

## Assessment decisions

Type of relevant action	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	7	6.03	10	6.21	16	12.80	33	8.21
Conciliation	5	4.31	12	7.45	9	7.20	26	6.47
Investigation	1	0.86	4	2.48	7	5.60	12	2.99
Referred to AHPRA and the national boards	51	43.97	47	29.19	43	34.40	141	35.07
Referral to another entity	0	0.00	13	8.07	8	6.40	21	5.22
Immediate registration action*	4	3.45	0	0.00	0	0.00	4	1.00
Interim prohibition order*	0	0.00	0	0.00	0	0.00	0	0.00
No further action	48	41.38	75	46.58	42	33.60	165	41.04
<b>Total</b>	<b>116</b>	<b>100.00</b>	<b>161</b>	<b>100.00</b>	<b>125</b>	<b>100.00</b>	<b>402</b>	<b>100.00</b>

Total assessment decisions will not equal the total number of assessments (in previous tables), as a single assessment can result in multiple relevant actions.

The figures for the type of relevant action decided in the assessment stage may not correspond with totals for respective relevant actions (e.g. local resolution, conciliation, investigation etc.) due to the time between a decision being made and an action taken crossing over different reporting periods.

\*Immediate action assessment decision figures may not align with the immediate action figures later in the report due to immediate actions decisions being made outside of the assessment process.

# Local resolution

## Local resolutions started and completed

Local resolutions this quarter	January	February	March	Q3 total
Local resolutions started	97	151	117	365
Local resolutions completed	71	111	142	324

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

As illustrated in the table below, a total of 324 local resolution matters were completed in Q3, with more than 75 per cent completed within 30 days. Of the 69 local resolution matters completed within 60 days in Q3, 24 were eligible for and received an approved extension. The remaining matters completed within 60 days were finalised without an extension due to the volume of complaints moving into local resolution during a period of reduced resource availability and the availability of parties to negotiate resolution.

Nine matters were completed in more than 60 days due to delays in sourcing and obtaining independent clinical advice.

Local resolution timeframes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	51	71.83	71	63.96	124	87.32	246	75.92
Within 60 days	18	25.35	34	30.63	17	11.97	69	21.30
Greater than 60 days	2	2.82	6	5.41	1	0.70	9	2.78
<b>Total</b>	<b>71</b>	<b>100.00</b>	<b>111</b>	<b>100.00</b>	<b>142</b>	<b>100.00</b>	<b>324</b>	<b>100.00</b>

Local resolutions are able to be completed within 60 days when granted an extension of 30 days as a result of legislated requirements being met.

## Local resolution outcomes

Local resolution outcomes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Resolved	60	84.51	93	83.78	120	84.51	273	84.26
Not resolved	11	15.49	18	16.22	22	15.49	51	15.74
Complaint withdrawn*	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>71</b>	<b>100.00</b>	<b>111</b>	<b>100.00</b>	<b>142</b>	<b>100.00</b>	<b>324</b>	<b>100.00</b>

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

## Decisions for matters that were not resolved

Type of relevant action	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	0	0.00	1	5.56	3	13.64	4	7.84
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	2	18.18	1	5.56	0	0.00	3	5.88
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	9	81.82	16	88.89	19	86.36	44	86.27
<b>Total</b>	<b>11</b>	<b>100.00</b>	<b>18</b>	<b>100.00</b>	<b>22</b>	<b>100.00</b>	<b>51</b>	<b>100.00</b>

# Conciliation

## Conciliations started and closed

Conciliations this quarter	January	February	March	Q3 total
Conciliations started	7	12	10	29
Conciliations closed	4	7	5	16

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	January	February	March	Q3 total
Party/ies agreed to participate	10	5	5	20
Party/ies did not agree to participate	2	3	0	5
Decisions pending at close of quarter	6	8	10	10

Once the decision is made to attempt conciliation, both parties must agree to participate in the process. If either one, or both, of the parties do not agree, the conciliation 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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	0	0.00	0	0.00	2	40.00	2	18.18
3–6 months	1	50.00	3	75.00	1	20.00	5	45.45
6–9 months	0	0.00	1	25.00	2	40.00	3	27.27
9–12 months	1	50.00	0	0.00	0	0.00	1	9.10
12+ months	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>2</b>	<b>100.00</b>	<b>4</b>	<b>100.00</b>	<b>5</b>	<b>100.00</b>	<b>11</b>	<b>100.00</b>

## Completed conciliation outcomes

Conciliation outcomes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Successful	1	50.00	2	50.00	3	60.00	6	54.55
Not successful	1	50.00	2	50.00	2	40.00	5	45.45
Ended early	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>2</b>	<b>100.00</b>	<b>4</b>	<b>100.00</b>	<b>5</b>	<b>100.00</b>	<b>11</b>	<b>100.00</b>

The data above relates to matters where parties agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being successful or not successful—or in rare instances, the Health Ombudsman ending it. Completed conciliations differ from closed conciliations—in the first conciliation data table above—as completed conciliations only relate to matters where parties agreed to participate and the conciliation process was completed.

## Decisions for conciliations that were not successful

Type of relevant action	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	0	0.00	0	0.00	0	0.00	0	0.00
Investigation	0	0.00	0	0.00	0	0.00	0	0.00
Referred to AHPRA and the national boards	0	0.00	0	0.00	0	0.00	0	0.00
Referral to another entity	0	0.00	0	0.00	0	0.00	0	0.00
Immediate action	0	0.00	0	0.00	0	0.00	0	0.00
No further action	1	100.00	2	100.00	2	100.00	5	100.00
<b>Total</b>	<b>1</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>5</b>	<b>100.00</b>



## Open conciliation timeframes

Conciliations open	January		February		March	
	Number	%	Number	%	Number	%
0–3 months	24	68.57	27	67.50	26	57.78
3–6 months	8	22.86	11	27.50	17	37.78
6–9 months	2	5.71	1	2.50	0	0.00
9–12 months	0	0.00	0	0.00	1	2.22
12+ months	1	2.86	1	2.50	1	2.22
<b>Total</b>	<b>35</b>	<b>100.00</b>	<b>40</b>	<b>100.00</b>	<b>45</b>	<b>100.00</b>

# Investigation

## Investigations started and closed

Investigations this quarter	January	February	March	Q3 total
Investigations started	5	9	16	30
Investigations closed	4	3	9	16

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

## Closed investigation timeframes

Investigations closed	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	1	25.00	0	0.00	1	11.11	2	7.55
3–6 months	0	0.00	0	0.00	2	22.22	2	9.43
6–9 months	1	25.00	0	0.00	0	0.00	1	11.32
9–12 months	1	25.00	0	0.00	3	33.33	4	24.53
12+ months	1	25.00	3	100.00	3	33.33	7	47.17
<b>Total</b>	<b>4</b>	<b>100.00</b>	<b>3</b>	<b>100.00</b>	<b>9</b>	<b>100.00</b>	<b>16</b>	<b>100.00</b>

## Closed investigation outcomes

Closed investigation outcome	January	February	March	Q3 total
Referred to Director of Proceedings	0	0	1	1
Report	0	0	0	0
Referred to AHPRA	0	0	7	7
Referred to another agency	0	0	0	0
No further action	4	3	1	8

## Open investigation categories

Investigation category	January	February	March
Health service complaint	242	230	238
Systemic issue	0	0	0
Another matter*	43	36	37

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

## Open investigation timeframes

Investigations open	January		February		March	
	Number	%	Number	%	Number	%
0–3 months	37	12.98	28	10.53	27	9.82
3–6 months	36	12.63	32	12.03	38	13.82
6–9 months	47	16.49	46	17.29	32	11.64
9–12 months	38	13.33	36	13.53	43	15.64
12+ months*	127	44.56	124	46.62	135	49.09
<b>Total</b>	<b>285</b>	<b>100.00</b>	<b>266</b>	<b>100.00</b>	<b>275</b>	<b>100.00</b>

\*All investigations that have been open for more than 12 months are published on our investigations register, available on our website

## Immediate action

### Show cause notices

Two show cause notices were issued in Q3.

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

Immediate registration action was taken against two practitioners during Q3:

- A physiotherapist had conditions imposed in January for issues relating to conduct.
- A registered nurse was suspended without show cause in February for issues relating to conduct.

The Health Ombudsman can take immediate action against both registered and non-registered health practitioners if there are reasonable grounds to believe 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 five prohibition orders during the quarter. The details can be found on the prohibition order register on the OHO website [www.oho.qld.gov.au](http://www.oho.qld.gov.au).

The Health Ombudsman can issue an interim prohibition order if a non-registered health practitioner's health, conduct or performance means they pose a serious risk to people, and immediate action is necessary to protect the health and safety of the public. An interim prohibition order can *prohibit* or *restrict* a health practitioner from providing any health service, or a specific health service.

The Health Ombudsman can also enforce a prohibition order, or an interim prohibition order, issued in another state or territory where that interstate prohibition order corresponds (or substantially corresponds) to the type of prohibition order that can be made in Queensland.

# Australian Health Practitioner Regulation Agency

## Notifications from AHPRA

AHPRA notified the Health Ombudsman of six serious matters—as prescribed under s193 of the National Law—during the quarter.

Upon review by the Health Ombudsman, the national boards were requested to continue to deal with these matters as prescribed under section 193(2)(b) 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	3
Chiropractic	6
Dental	44
Medical	251
Medical radiation	5
Nursing and midwifery	95
Occupational therapy	3
Optometry	3
Osteopathy	0
Pharmacy	10
Physiotherapy	8
Podiatry	1
Psychology	17
Unregistered practitioner	1
<b>Total</b>	<b>447</b>

## Number of issues referred to AHPRA by practitioner type

Registered 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
Aboriginal and Torres Strait Islander health	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese medicine	-	-	1	-	-	-	-	-	-	-	-	4	-	-	-	-	5
Chiropractic	-	-	1	-	-	-	-	-	-	-	-	2	-	3	-	-	6
Dental	-	-	2	4	-	-	-	2	-	3	-	8	2	47	-	-	68
Medical	-	-	44	5	5	1	-	5	-	14	26	41	26	265	10	-	442
Medical student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	3
Nursing and midwifery	-	-	6	-	-	1	-	4	1	1	20	36	37	23	1	-	130
Nursing student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Occupational therapy	-	-	2	-	-	-	-	-	-	-	-	3	1	-	-	-	6
Optometry	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	3
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-	1	9	-	-	-	-	-	10
Physiotherapy	-	-	-	-	-	-	-	-	-	-	-	2	4	2	-	-	8
Podiatry	-	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	5
Psychology	-	1	-	-	-	-	-	-	-	6	-	4	2	10	3	-	26
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
<b>Total</b>	-	<b>1</b>	<b>56</b>	<b>9</b>	<b>5</b>	<b>2</b>	-	<b>11</b>	<b>1</b>	<b>25</b>	<b>55</b>	<b>107</b>	<b>75</b>	<b>352</b>	<b>14</b>	-	<b>713</b>

## Demographics

The following demographic data is based on matters that have completed the assessment process. Basing figures on completed assessments produces accurate reporting, as all relevant details of a matter have been identified.

Unless otherwise specified, data is based on healthcare consumers, not the complainant, as the complainant in a matter may not be the consumer of the health service. Matters where the healthcare consumer is an organisation are not included in these figures.

### Gender

Gender	Number	Percentage
Female	205	55.86
Male	151	41.14
Unknown	11	3.00
<b>Total</b>	<b>367</b>	<b>100.00</b>

### Age

Age	Number	Percentage
Less than 18	26	7.08
18–24 years	28	7.63
25–34 years	37	10.08
35–44 years	60	16.35
45–54 years	58	15.80
55–64 years	48	13.08
65–74 years	33	8.99
More than 75 years	49	13.35
Unknown*	28	7.63

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

## Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	158	43.05
Central West	0	0.00
Darling Downs	15	4.09
Far North	14	3.81
Fitzroy	15	4.09
Gold Coast	44	11.99
Mackay	8	2.18
North West	0	0.00
Northern	19	5.18
South West	0	0.00
Sunshine Coast	36	9.81
West Moreton	8	2.18
Wide Bay–Burnett	22	5.99
Outside Queensland	5	1.36
Unknown	23	6.27

The above data is based on health consumer location.



## Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	222	52.48
Central West	0	0.00
Darling Downs	13	3.07
Far North	18	4.26
Fitzroy	12	2.84
Gold Coast	43	10.17
Mackay	9	2.13
North West	0	0.00
Northern	23	5.44
South West	0	0.00
Sunshine Coast	38	8.98
West Moreton	4	0.95
Wide Bay–Burnett	10	2.36
Outside Queensland*	31	7.33
Unknown	0	0.00

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.*