

Quarterly performance report

Quarter four 2014–15



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Quarterly performance report—Quarter four 2014–15

Published by the Office of the Health Ombudsman, July 2015



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Introduction

This document contains our performance data for the fourth quarter of the 2014–15 financial year (Q4).

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

The Office of the Health Ombudsman (OHO) is committed to meeting timeframes, delivering high quality services and, as we continue to monitor our performance data, looking for areas of improvement, innovation and greater efficiency. In the period under review, OHO staff have continued to review processes and procedures to ensure efficiency. In addition, two business analysts have been employed on a contract basis to review existing processes and advise on additional efficiency gains.

It is also important to note that our quarterly performance reporting highlights our commitment to transparency and accountability, and our desire to ensure Queenslanders have confidence in the management of health service complaints.

The OHO commenced operation on 1 July 2014 as Queensland's health service complaints management agency. On commencement, the 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 Agency (AHPRA) matters to determine those that are most appropriately dealt with by the OHO, and those that will continue to be dealt with by AHPRA. This is in conjunction with the notification of new serious matters by AHPRA to the OHO for determination and action, as appropriate.

Data in this report are correct as at 9 July 2015. Figures within this report may differ from respective aggregate monthly totals published in previous reports due to necessary adjustments and alterations being made to historical data following the publication of previous reports.

Office contacts

Number of contacts

Type of contact	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	249	40.49	194	28.57	250	39.06	1 010	51.09
Enquiry	265	43.09	280	41.24	286	44.69	850	42.99
Yet to be classified	101	16.42	205	30.19	104	16.25	117	5.92
Total	615	100.00	679	100.00	640	100.00	1 977	100.00

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

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

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

Type of complaints

Type of complaints	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer	185	74.30	141	72.68	193	77.20	763	75.54
Mandatory notification	31	12.45	33	17.01	34	13.60	146	14.46
Voluntary notification	16	6.43	7	3.61	9	3.60	48	4.75
Self-notification	5	2.01	1	0.52	2	0.80	12	1.19
Referral	12	4.82	12	6.19	12	4.80	41	4.06
Total	249	100.00	194	100.00	250	100.00	1 010	100.00

Notifications are made by health service providers, as required in the Health Practitioner Regulation National Law (Queensland). Referrals can be received from both government and non-government agencies. The total for the quarter differs from the total monthly figures due to matters 'yet to be classified' being classified as either a complaint or enquiry during the reporting period. Similarly, contacts that are 'yet to be classified' at the time of running this report will be counted as complaints or enquiries in future reporting.

Decisions

Number of decisions made

Number of decisions made	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	293	80.49	208	73.76	314	72.35	810	81.24
Not accepted	35	9.62	19	6.74	28	6.45	89	8.93
Decision pending	36	9.89	55	19.50	92	21.20	98	9.83
Total	364	100.00	282	100.00	434	100.00	997	100.00

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

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

Decisions made within seven days of receiving a complaint

Decision made	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Yes	158	48.17	76	33.48	133	38.89	367	40.91
No	170	51.83	151	66.52	209	61.11	530	59.09
Total	328	100.00	227	100.00	342	100.00	897	100.00

The fourth quarter continued to see the OHO receive a high number of contacts. These high contact volumes have impacted on the ability to process matters within the seven day timeframe.

To address this, recruitment commenced in quarter three for additional staff to increase capacity and allow the OHO to manage increasing levels of contacts into the future. In addition, internal processes and systems have continued to be reviewed and refined to further streamline the decision-making process while ensuring quality decisions are made. These strategies are expected to have a positive impact on the percentage of decisions made within seven days in quarter one 2015–16.

Health service complaints profile

Main issues raised in complaints

Issue	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Access	3	1.32	6	2.30	3	1.17	12	1.61
Communication/information	26	11.40	41	15.71	39	15.18	106	14.21
Consent	3	1.32	9	3.45	7	2.72	19	2.55
Discharge/transfer arrangements	5	2.19	1	0.38	3	1.17	9	1.21
Environment/management of facilities	4	1.75	5	1.92	4	1.56	13	1.74
Fees/cost	1	0.44	2	0.77	3	1.17	6	0.80
Grievance processes	3	1.32	3	1.15	1	0.39	7	0.94
Medical records	2	0.88	4	1.53	8	3.11	14	1.88
Medication	19	8.33	26	9.96	23	8.95	68	9.12
Professional conduct	40	17.54	38	14.56	31	12.06	109	14.61
Professional health	3	1.32	2	0.77	4	1.56	9	1.21
Professional performance	119	52.19	123	47.13	128	49.81	370	49.60
Reports/certificates	0	0.00	1	0.38	2	0.78	3	0.40
Treatment	0	0.00	0	0.00	1	0.39	1	0.13
Total	228	100.00	261	100.00	257	100.00	746	100.00

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

Number and type of complaints by health practitioner

Practitioner type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Alternative care	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese medicine	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Chiropractor	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Dentistry	1	2	-	-	-	-	-	-	-	1	2	1	10	-	-	17
Emergency care	-	2	-	-	-	-	-	-	-	-	2	2	10	-	-	16
General medical	1	25	5	-	1	-	-	-	4	23	25	2	94	2	1	183
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3
Medical specialty	3	10	4	1	1	-	1	1	-	8	9	-	30	1	-	69
Nursing	-	8	-	-	-	-	-	-	-	3	32	4	16	-	-	63
Occupational therapy	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Optometry	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	2
Osteopathy	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Other	-	3	-	-	-	-	-	-	-	1	9	-	4	-	-	17
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	3	-	-	-	-	-	-	1	10	1	-	1	-	-	16
Physiotherapy	-	-	-	-	-	-	1	-	-	-	1	-	1	-	-	3
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychology	-	3	-	-	-	-	-	-	1	-	8	-	3	1	-	16
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Surgical	-	9	2	-	-	-	2	-	1	-	7	-	27	-	-	48
Not yet known	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	5	66	11	1	2	-	4	1	7	46	101	9	199	4	1	457

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	2	1	2	-	-	1	2	3	-	-	28	-	-	42
Allied health service	-	-	-	-	-	-	1	-	-	-	-	-	3	-	-	4
Ambulance service	-	1	-	-	-	-	-	-	-	-	-	-	2	-	-	3
Community health service	-	2	1	-	-	-	-	-	-	-	1	-	4	-	-	8
Correctional facility	1	1	-	-	-	-	-	-	1	5	-	-	15	-	-	23
Dental service	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	2
Health service district	1	2	1	1	-	-	-	-	1	-	-	-	5	-	-	11
Laboratory service	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Licensed private hospital	-	4	-	-	1	-	-	1	1	-	-	-	10	-	-	17
Medical centre	-	1	-	-	-	-	-	-	1	-	-	-	3	-	-	5
Mental health service	-	1	-	1	1	-	-	-	1	2	-	-	9	-	-	15
Nursing service	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Other government department	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other support service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmaceutical service	-	1	-	-	-	-	1	1	-	6	-	-	-	-	-	9
Public health service	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Public hospital	5	24	4	5	6	-	-	2	1	8	6	-	86	-	-	147
Residential care service	-	1	-	-	-	-	-	-	-	-	-	-	2	-	-	3
Specialised health service	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
Not yet known	-	-	-	-	-	-	-	1	-	-	2	-	2	-	-	5
Total	7	42	8	8	11	-	3	6	8	24	9	-	174	-	-	300

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	April	May	June	Q4 total
Assessments started	150	93	138	381
Assessments completed	124	127	122	373

Completed assessment timeframes

Assessment timeframe	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	35	28.23	22	17.32	21	17.21	78	20.91
Within 60 days*	21	16.94	30	23.62	29	23.77	80	21.45
Greater than 60 days*	68	54.84	75	59.06	72	59.02	215	57.64
Total	124	100.00	127	100.00	122	100.00	373	100.00

*Assessments are able to be completed within 60 days when granted an extension of 30 days as a result of legislated requirements being met. Of the 80 assessments completed within 60 days, 19 matters were eligible for and received an approved extension.

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

As noted in the quarter three report, additional staff started with the OHO during quarter four to help increase capacity and improve assessment timeframes. The induction and training of staff occurred during the quarter, with the full effects of these additional resources expected in the coming months.

As with the seven-day decision-making timeframe, assessment process and system improvements have been a focus of the OHO over the quarter. The need to balance timeliness with quality decision-making does at times result in matters taking longer to assess, but results in well-informed, impartial decisions that are fair to both complainants and health service providers.

Assessment decisions

Type of relevant action	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	10	8.00	19	10.56	9	5.92	38	8.32
Conciliation	4	3.20	5	2.78	4	2.63	13	2.84
Investigation	8	6.40	7	3.89	6	3.95	21	4.60
Referred to AHPRA and the national boards	47	37.60	53	29.44	46	30.26	146	31.95
Referral to another entity	5	4.00	3	1.67	7	4.61	15	3.28
Immediate action*	0	0.00	0	0.00	1	0.66	1	0.22
No further action	51	40.80	93	51.67	79	51.97	223	48.80
Total	125	100.00	180	100.00	152	100.00	457	100.00

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

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

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

Local resolution

Local resolutions started and completed

Local resolutions this quarter	April	May	June	Q4 total
Local resolutions started	98	81	89	268
Local resolutions completed	64	92	90	246

The number of local resolutions started in the quarter may not directly match the number of assessment decisions to undertake local resolution, due to the time between a decision being made and an action taken crossing over different reporting periods.

Completed local resolution timeframes

Local resolution timeframes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	58	90.63	83	90.22	74	82.22	215	87.40
Within 60 days*	5	7.81	9	9.78	16	17.78	30	12.20
Greater than 60 days**	1	1.56	0	0.00	0	0.00	1	0.41
Total	64	100.00	92	100.00	90	100.00	246	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. All 30 local resolutions completed within 60 days were eligible for and received an approved extension.

**The one matter that was completed over 60 days was due to a delay in sourcing and obtaining independent clinical advice.

Local resolution outcomes

Local resolution outcomes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	61	95.31	85	92.39	74	82.22	220	89.43
No resolution reached	3	4.69	7	7.61	16	17.78	26	10.57
Complaint withdrawn*	0	0.00	0	0.00	0	0.00	0	0.00
Total	64	100.00	92	100.00	90	100.00	246	100.00

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

Decisions for matters where resolution wasn't reached

Type of relevant action	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Conciliation	0	0.00	0	0.00	1	6.25	1	3.85
Investigation	0	0.00	0	0.00	0	0.00	0	0.00
Referred to AHPRA and the national boards	0	0.00	1	14.29	1	6.25	2	7.69
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	3	100.00	6	85.71	14	87.50	23	88.46
Total	3	100.00	7	100.00	16	100.00	26	100.00

Conciliation

Conciliations started and closed

Conciliations this quarter	April	May	June	Q4 total
Conciliations started	4	4	5	13
Conciliations closed	2	8	2	12

The number of conciliations started in the month may not directly match the number of assessment decisions to undertake conciliation, due to the time between a decision being made and an action taken crossing over different reporting periods.

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.

Agreement to participate in conciliation

Agreement to participate	April	May	June	Q4 total
Party/ies agreed to participate*	1	8	1	10
Party/ies did not agree to participate*	1	2	0	3
Decisions pending at close of quarter**	9	3	5	5

*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, as well as matters that have been referred to a National Board and will not commence conciliation until the National Board concludes its processes.

Closed conciliation timeframes

Conciliations closed	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	0	0.00	0	0.00	2	100.00	2	20.00
3–6 months	1	50.00	0	0.00	0	0.00	1	10.00
6–9 months	1	50.00	2	33.33	0	0.00	3	30.00
9–12 months	0	0.00	4	66.67	0	0.00	4	40.00
12+ months	0	0.00	0	0.00	0	0.00	0	0.00
Total	2	100.00	6	100.00	2	100.00	10	100.00

Closed conciliation outcomes

Conciliation outcomes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Agreement reached	0	0.00	6	100.00	2	100.00	8	88.89
No agreement reached	1	100.00	0	0.00	0	0.00	1	11.11
Ended by Health Ombudsman**	0	0.00	0	0.00	0	0.00	0	0.00
Total	1	100.00	6	100.00	2	100.00	9	100.00

The above data includes matters where parties agreed to participate in conciliation. After agreeing, the conciliation process occurred and concluded with parties either reaching or not reaching agreement (or in some rare instances, the Health Ombudsman ending it).

Decisions for matters where agreement wasn't reached

Type of relevant action	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	0	0.00	0	0.00	0	0.00	0	0.00
Investigation	0	0.00	0	0.00	0	0.00	0	0.00
Referred to AHPRA and the national boards	0	0.00	0	0.00	0	0.00	0	0.00
Referral to another entity	0	0.00	0	0.00	0	0.00	0	0.00
Immediate action	0	0.00	0	0.00	0	0.00	0	0.00
No further action	1	100.00	0	0.00	0	0.00	1	100.00
Total	1	100.00	0	100.00	0	100.00	1	100.00

Open conciliation timeframes

Conciliations open	April		May		June	
	Number	%	Number	%	Number	%
0–3 months	13	68.42	14	82.35	12	60.00
3–6 months	0	0.00	2	11.76	7	35.00
6–9 months	3	15.79	0	0.00	0	0.00
9–12 months	3	15.79	1	5.88	1	5.00
12+ months	0	0.00	0	0.00	0	0.00
Total	19	100.00	17	100.00	20	100.00

Investigation

Investigations started and completed

Investigations this quarter	April	May	June	Q4 total
Investigations started	23	27	25	75
Investigations completed	20	8	3	31

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

Closed investigation timeframes

Investigations closed	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	5	25.00	6	75.00	1	33.33	12	38.71
3–6 months	0	0.00	0	0.00	0	0.00	0	0.00
6–9 months	0	0.00	0	0.00	1	33.33	1	3.23
9–12 months	4	20.00	2	25.00	1	33.33	7	22.58
12+ months	11	55.00	0	0.00	0	0.00	11	35.48
Total	20	100.00	8	100.00	3	100.00	31	100.00

Closed investigation outcome

Closed investigation outcome	April	May	June	Q4 total
Referred to Director of Proceedings	1	0	2	3
Report	0	0	0	0
Referred to AHPRA	1	7	1	9
Referred to another agency	10	1	0	11
No further action	8	0	0	8

Open investigation categories

Investigation category	April	May	June
Health service complaint	193	211	232
Systemic issue	0	0	0
Another matter*	17	18	19

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

Open investigation timeframes

Investigations open	April		May		June	
	Number	%	Number	%	Number	%
0–3 months	50	23.81	51	22.27	57	22.71
3–6 months	44	20.95	46	20.09	39	15.54
6–9 months	49	23.33	29	12.66	46	18.33
9–12 months	18	8.57	44	19.21	46	18.33
12+ months*	49	23.33	59	25.76	63	25.10
Total	210	100.00	229	100.00	251	100.00

*All investigations that have been open for more than 12 months are published on our investigations register, available on our website www.oho.qld.gov.au

Immediate action

Show cause notices

There was one show cause notice issued during the quarter.

As outlined in the *Health Ombudsman Act 2013*, upon receipt of a show cause notice, a health service provider is invited to make a submission within a stated period of time. The Health Ombudsman will then consider the submission before deciding whether to take immediate action against the provider.

Immediate registration action

There were three immediate registration actions taken during the quarter:

- A registered nurse was suspended for issues relating to conduct (April).
- A registered nurse was suspended for issues relating to conduct (April).
- A medical practitioner had conditions imposed on their registration for issues relating to conduct (June).

The Health Ombudsman can take immediate action against both registered and non-registered health practitioners if the Health Ombudsman reasonably believes the practitioner poses a serious risk to the health and safety of the public.

For registered health practitioners, the Health Ombudsman can temporarily suspend or impose conditions on registration, and for unregistered practitioners, temporarily restrict or prohibit a practitioner from providing a particular health service.

Prohibition orders

The Health Ombudsman issued three prohibition orders during the quarter. The details can be found on the OHO website (www.oho.qld.gov.au) on the prohibition order register.

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

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

Australian Health Practitioner Regulation Agency

Notifications from AHPRA

In addition to the transitional matters above, AHPRA notified the Health Ombudsman of 12 serious matters, as prescribed under s193 of the National Law, during the quarter.

Of these matters, the Health Ombudsman:

- requested nine be referred to the OHO—s193(2)(a) National Law
- asked the National Board to continue to deal with two matters—s193(2)(b) National Law
- is still considering one matter.

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

Matters referred to AHPRA

Registered practitioner type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Aboriginal and Torres Strait Islander health	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Chiropractic	-	2	-	-	-	-	-	-	-	-	6	-	-	-	-	8
Dental	-	2	-	-	-	-	-	-	-	-	9	1	7	-	-	19
Medical	-	21	5	-	1	-	1	-	2	19	27	12	91	1	-	180
Medical Student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical Radiation	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Nursing and Midwifery	-	5	-	-	1	-	-	-	1	11	49	33	20	-	-	120
Nursing student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Occupational Therapy	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Optometry	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	3	-	-	-	-	-	-	-	10	1	1	1	-	-	16
Physiotherapy	-	-	-	-	-	-	2	-	-	-	2	-	1	-	-	5
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychology	-	4	-	-	-	-	-	-	-	-	4	2	4	2	-	16
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	37	5	-	2	-	3	-	3	40	105	49	125	3	-	372

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	208	59.43
Male	139	39.71
Unknown	3	0.86
Total	350	100.00

Age

Age	Number	Percentage
Less than 18	14	4.00
18–24 years	19	5.43
25–34 years	50	14.29
35–44 years	65	18.57
45–54 years	64	18.29
55–64 years	49	14.00
65–74 years	35	10.00
Over 75 years	34	9.71
Unknown*	20	5.71

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

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	143	40.86
Central West	1	0.29
Darling Downs	12	3.43
Far North	21	6.00
Fitzroy	16	4.57
Gold Coast	51	14.57
Mackay	11	3.14
North West	3	0.86
Northern	18	5.14
South West	5	1.43
Sunshine Coast	31	8.86
West Moreton	5	1.43
Wide Bay-Burnett	23	6.57
Outside Queensland	10	2.86
Unknown	0	0.00

The above data is based on health consumer location

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	204	42.86
Central West	1	0.21
Darling Downs	11	2.31
Far North	29	6.09
Fitzroy	18	3.78
Gold Coast	63	13.24
Mackay	12	2.52
North West	5	1.05
Northern	21	4.41
South West	2	0.42
Sunshine Coast	54	11.34
West Moreton	6	1.26
Wide Bay-Burnett	27	5.67
Outside Queensland*	23	4.83
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 used to live 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
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