

Quarter Two 2023-24
performance report
Office of the Health Ombudsman



OFFICE OF THE
HEALTH
OMBUDSMAN



Quarterly performance report— Quarter Two 2023-24

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Introduction

This document reports on the Quarter Two (Q2) performance of the Office of the Health Ombudsman (OHO) for the 2023–24 financial year.

The OHO provides a single point of entry for health service complaints and operates in a co-regulatory model with the Australian Health Practitioner Agency (Ahpra) when dealing with notifications and complaints about registered health practitioners. The OHO also deals with complaints about unregistered health practitioners and health service organisations and facilities.

The key objectives of the *Health Ombudsman Act 2013 (the Act)* are to:

- Protect the health and safety of the public.
- Promote professional, safe and competent practice by health practitioners.
- Promote high standards of service delivery by health service organisations.
- Maintain public confidence in the management of complaints and other matters relating to the provision of health services.

We have a range of functions which include:

- receives enquiries, complaints and notifications about health services and health service providers, including registered and unregistered health practitioners and take relevant action
- take relevant action in relation to those complaints including immediate action where necessary to protect the health and safety of the public or where it is in the public interest
- investigate and report on systemic issues and identify and recommend opportunities for improvement
- monitor the functions of Ahpra and the National Boards as they relate to registered practitioners in Queensland
- provide information about minimising and resolving health service complaints
- report publicly on the performance of the OHO's functions.

Our performance reports are available to the public on our website www.oho.qld.gov.au.

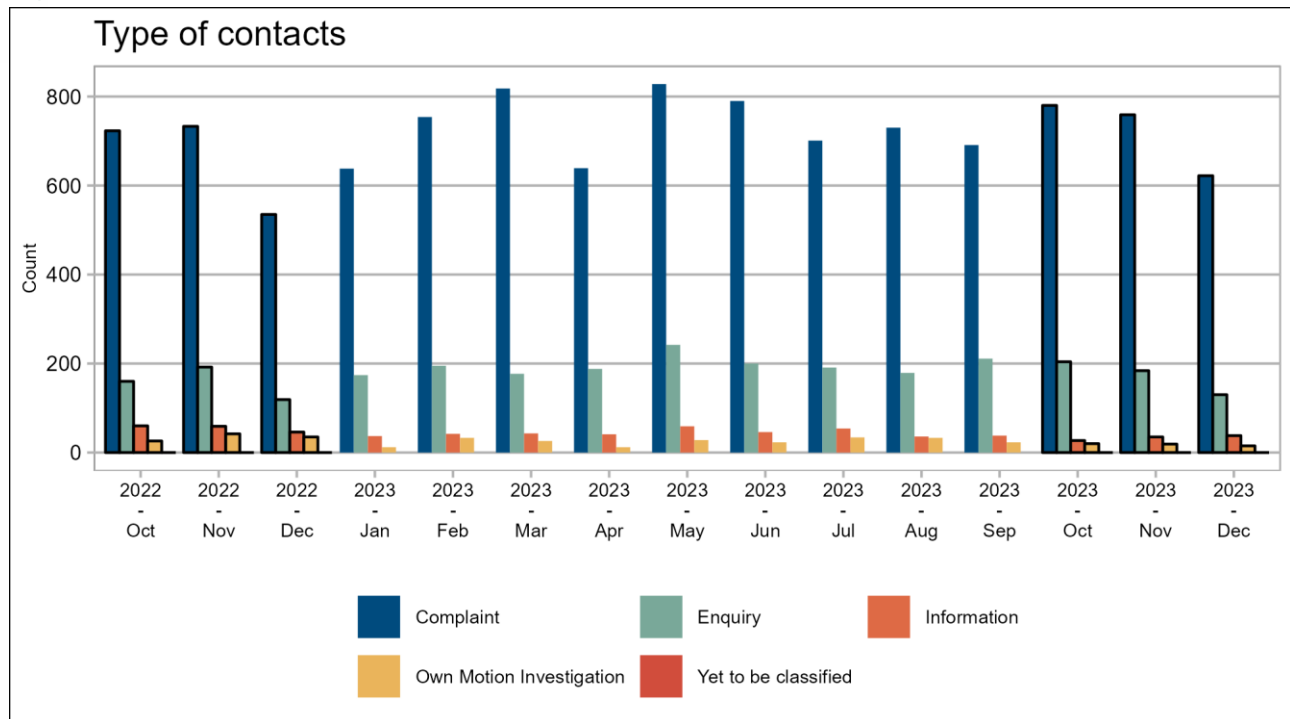
Data in this report is correct as of 15 January 2024, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

The OHO works closely with Ahpra within Queensland's co-regulatory framework. All registered health practitioner complaints are now jointly considered by OHO and Ahpra from 6 December 2021.

Intake of complaints

The commencement of a complaint begins by the recording of data within the OHO case management platform, Resolve. Data outlined in this section refers to entries into Resolve unless otherwise specified.

Type of contacts



Type of contact	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	780	75.7	759	76.1	622	77.3	2161	76.3
Enquiry	204	19.8	184	18.5	130	16.1	518	18.3
Information	27	2.6	35	3.5	38	4.7	100	3.5
Own Motion Investigation	20	1.9	19	1.9	15	1.9	54	1.9
Yet to be classified*	0	0	0	0	0	0	0	0
Total	1031	100	997	100	805	100	2833	100

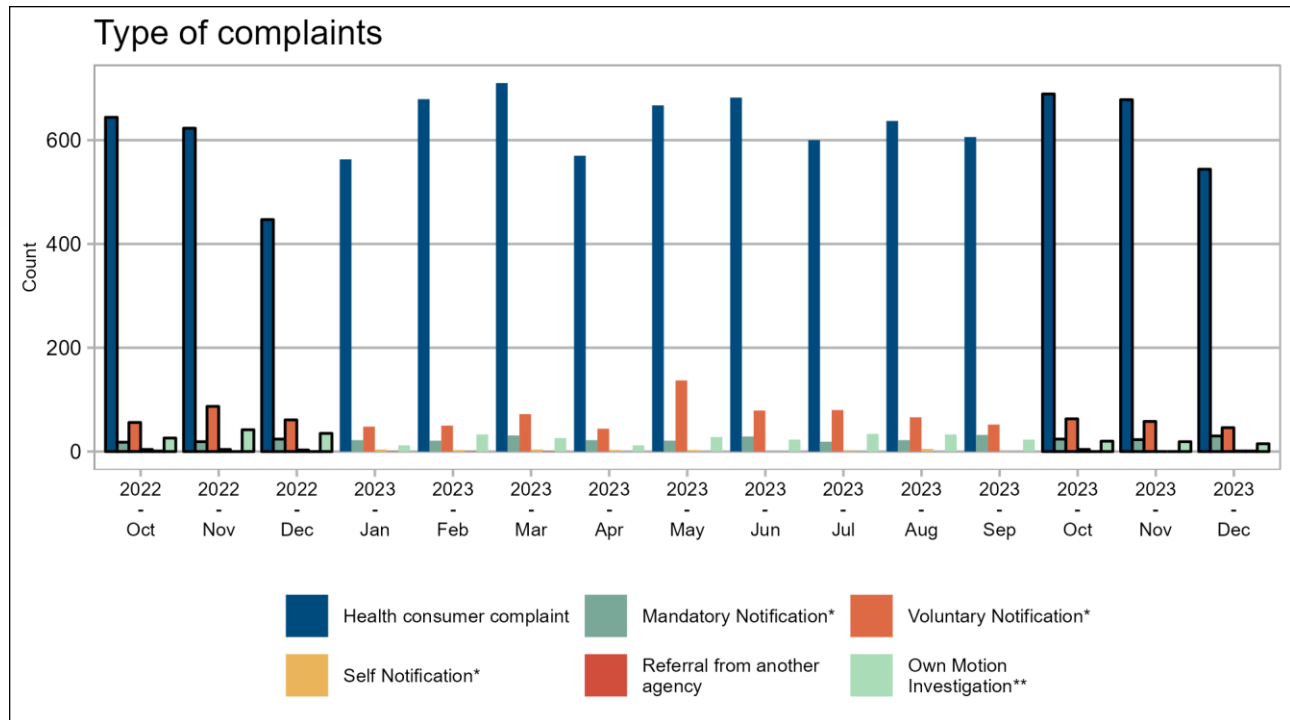
* Matters that are 'Yet to be classified' are contacts in which not enough information was provided in the first instance to allow for a determination, and additional information is being sought. They may also be matters that were received before the end of the reporting period and were still being processed.

Contacts Received through Genesys

A large portion of Resolve contacts are generated from calls to the OHO. To manage these calls the OHO utilises Genesys - a cloud-based telephony / contact system that provides the OHO with multiple contemporary functions to record and report on work beyond what is formally recorded in our complaint's management systems. In short, for the same period (Q2) Genesys contacts amounted to 4158 which equates to approximately 32% of other contacts made with the OHO which do not necessitate being recorded in the Resolve system as a particular type of contact (as shown on the previous page). The table below is a breakdown of the contacts recorded in Genesys.

Type of contact	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
General Enquiry	315	20.7	312	19.9	193	18.0	820	19.7
Health Service Complaint	597	39.3	642	41.0	413	38.5	1652	39.7
Notification	93	6.1	88	5.6	63	5.9	244	5.9
PPL	318	20.9	326	20.8	217	20.2	861	20.7
Email	197	13.0	197	12.6	187	17.4	581	14.0
Total	1520	100	1565	100	1073	100	4158	100

Type of complaints

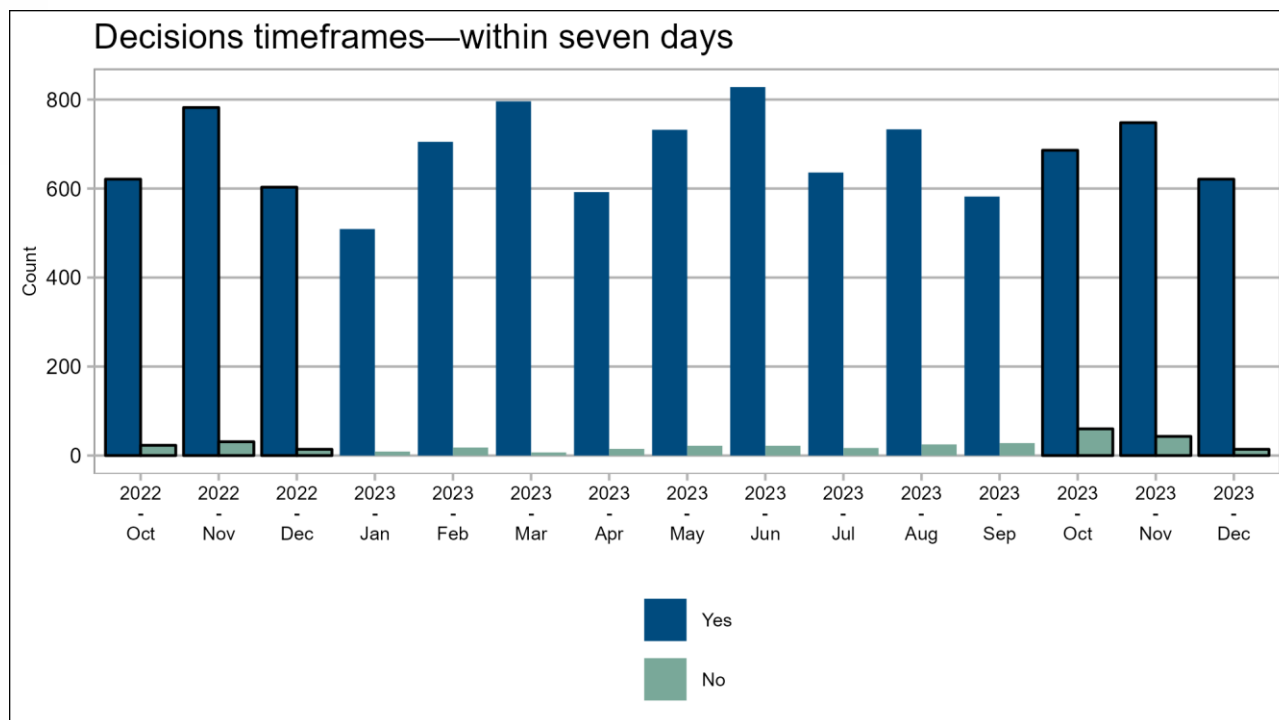


Type of complaints	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	689	86.1	678	87.1	544	85.4	1911	86.3
Mandatory Notification*	24	3	23	3	30	4.7	77	3.5
Voluntary Notification*	63	7.9	58	7.5	46	7.2	167	7.5
Self Notification*	4	0.5	0	0	1	0.2	5	0.2
Referral from another agency	0	0	0	0	1	0.2	1	0
Own Motion Investigation*	20	2.5	19	2.4	15	2.4	54	2.4
Total	800	100	778	100	637	100	2215	100

* Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

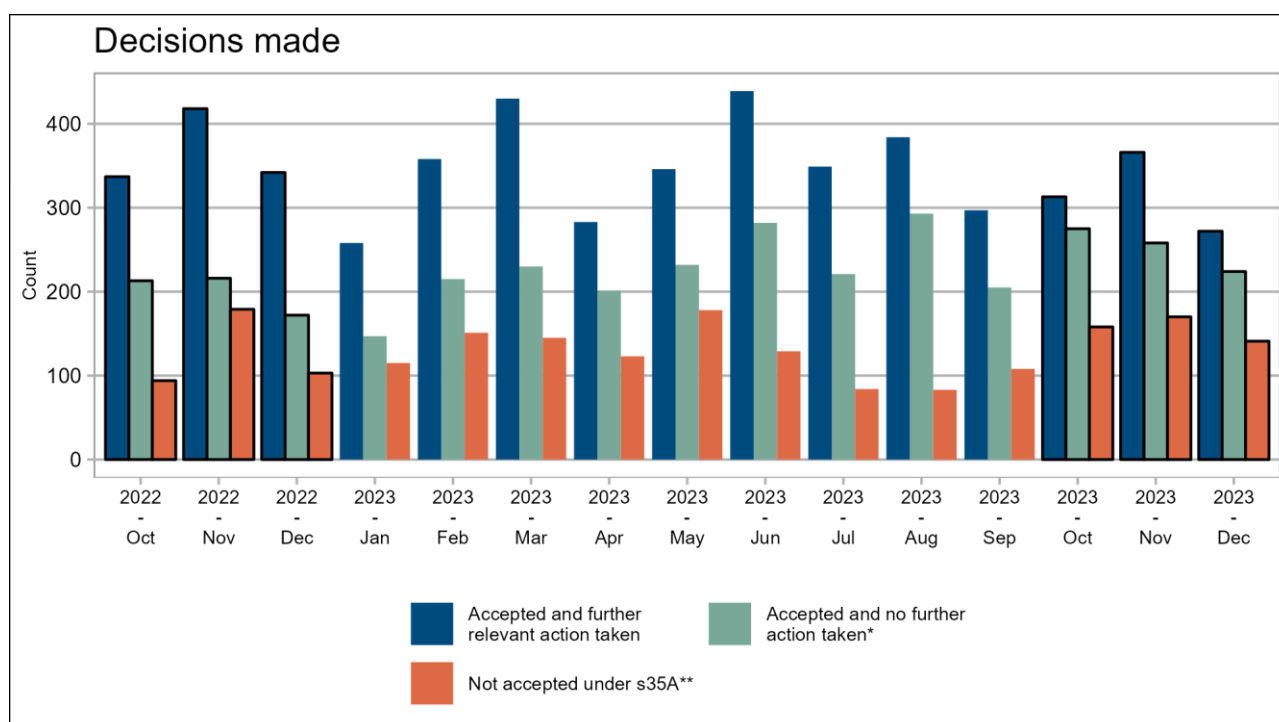
Complaint decisions

Decisions timeframes—within seven days



Decision made	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Yes	686	92	748	94.6	621	97.8	2055	94.6
No	60	8	43	5.4	14	2.2	117	5.4
Total	746	100	791	100	635	100	2172	100

Decisions made



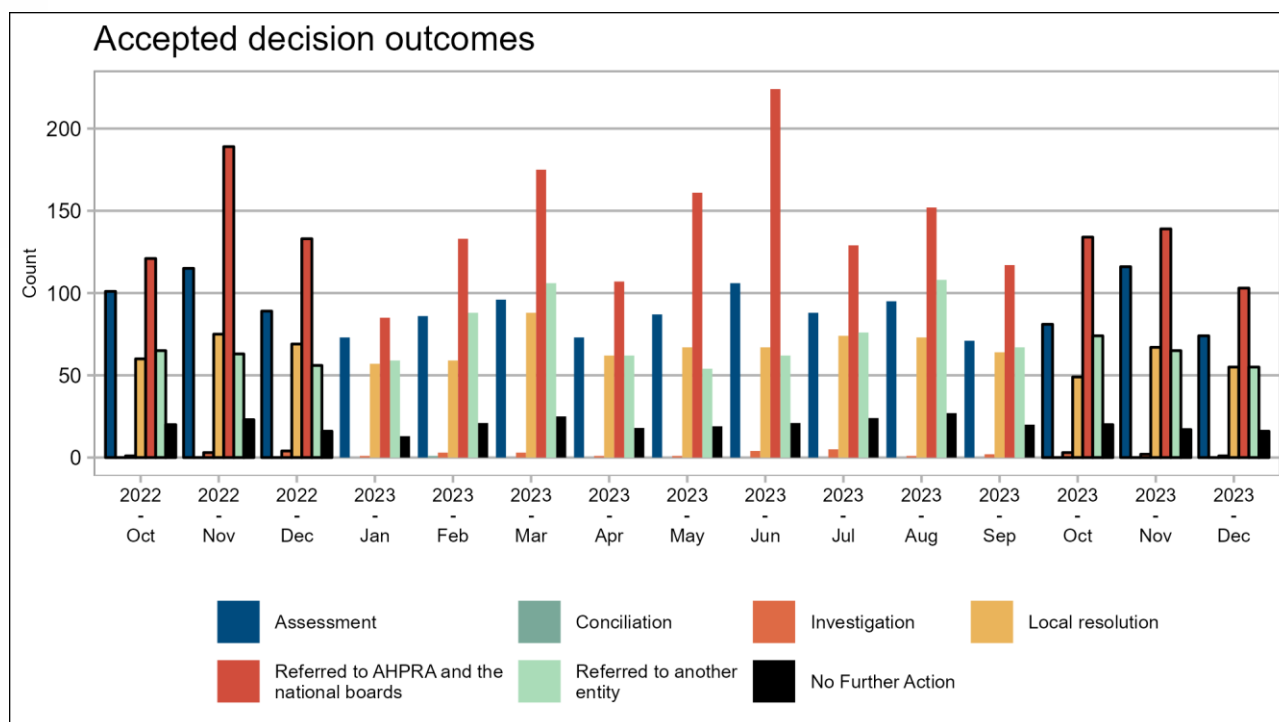
Number of decisions made	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	313	42	366	46.1	272	42.7	951	43.7
Accepted and no further action taken*	275	36.9	258	32.5	224	35.2	757	34.8
Not accepted under s35A**	158	21.2	170	21.4	141	22.1	469	21.5
Total	746	100	794	100	637	100	2177	100

* These 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*. Prior to 1 June 2020, this category was reported as "Not Accepted".

** Matters may not be accepted under s35A of the Act where the matter would be more appropriately dealt with by an entity other than the health ombudsman or where the complainant has not yet sought a resolution with the health service provider.

A further 50 decisions were classified as out of jurisdiction.

Accepted decision outcomes



Type of relevant action	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	81	22.4	116	28.6	74	24.3	271	25.3
Conciliation	0	0	0	0	0	0	0	0
Investigation	3	0.8	2	0.5	1	0.3	6	0.6
Local resolution	49	13.6	67	16.5	55	18.1	171	16
Referred to AHPRA and the national boards	134	37.1	139	34.2	103	33.9	376	35.1
Referred to another entity	74	20.5	65	16	55	18.1	194	18.1
No Further Action	20	5.5	17	4.2	16	5.3	53	4.9
Total	361	100	406	100	304	100	1071	100

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 where further relevant action was taken (noted in category 'Accepted and further relevant action taken' included the previous 'Decisions made' table).

Health service complaints profile

Main issue categories raised in complaints

Issue	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Access	100	9	116	10.3	90	10	306	9.8
Code of conduct for Health Care Workers	15	1.3	27	2.4	10	1.1	52	1.7
Communication and Information	116	10.4	120	10.7	117	13	353	11.3
Consent	34	3.1	20	1.8	16	1.8	70	2.2
Discharge and Transfer Arrangements	14	1.3	10	0.9	15	1.7	39	1.2
Environment/Management of Facility	49	4.4	46	4.1	37	4.1	132	4.2
Fees and Costs	41	3.7	36	3.2	37	4.1	114	3.6
Grievance Processes	41	3.7	39	3.5	40	4.4	120	3.8
Health Ombudsman Act 2013 Offence	0	0	1	0.1	1	0.1	2	0.1
Information	0	0	0	0	0	0	0	0
Medical Records	27	2.4	53	4.7	26	2.9	106	3.4
Medication	111	10	110	9.8	102	11.3	323	10.3
Professional Conduct	151	13.6	131	11.7	97	10.8	379	12.1
Professional Health	20	1.8	12	1.1	12	1.3	44	1.4
Professional Performance	366	32.9	361	32.2	275	30.6	1002	32
Reports/Certificates	28	2.5	35	3.1	25	2.8	88	2.8
Research/teaching/assessment	0	0	4	0.4	0	0	4	0.1
Total	1113	100	1121	100	900	100	3134	100

These figures are based on the registration date of the issue recorded during the 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.

Subcategories of professional performance issues raised in complaints

Issue	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Competence	16	4.4	7	1.9	9	3.3	32	3.2
Coordination of treatment	43	11.7	36	10	29	10.5	108	10.8
Delay in treatment	17	4.6	17	4.7	16	5.8	50	5
Diagnosis	23	6.3	8	2.2	12	4.4	43	4.3
Inadequate care	32	8.7	45	12.5	35	12.7	112	11.2
Inadequate consultation	29	7.9	30	8.3	16	5.8	75	7.5
Inadequate prosthetic equipment	5	1.4	2	0.6	3	1.1	10	1
Inadequate treatment	110	30.1	110	30.5	95	34.5	315	31.4
Infection control	3	0.8	4	1.1	7	2.5	14	1.4
No or inappropriate referral	7	1.9	9	2.5	3	1.1	19	1.9
Public or private election	0	0	0	0	0	0	0	0
Rough and painful treatment	12	3.3	16	4.4	6	2.2	34	3.4
Teamwork or supervision	1	0.3	3	0.8	1	0.4	5	0.5
Unexpected treatment outcome or complications	53	14.5	46	12.7	35	12.7	134	13.4
Withdrawal of treatment	5	1.4	13	3.6	4	1.5	22	2.2
Wrong or inappropriate treatment	10	2.7	15	4.2	4	1.5	29	2.9
Total	366	100	361	100	275	100	1002	100

Professional performance represents the largest proportion of complaint issues. Additional information on this category of issue provides greater transparency around the issues being managed by OHO.

Subcategories of professional conduct issues raised in complaints

Issue	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Annual declaration not completed or completed incorrectly	0	0	3	2.3	1	1	4	1.1
Assault	17	11.3	5	3.8	3	3.1	25	6.6
Attendance	0	0	0	0	0	0	0	0
Boundary violation	5	3.3	6	4.6	4	4.1	15	4
Breach of condition	0	0	3	2.3	0	0	3	0.8
Conflict of interest	8	5.3	0	0	1	1	9	2.4
Discriminatory conduct	5	3.3	4	3.1	1	1	10	2.6
Emergency treatment not provided	1	0.7	1	0.8	2	2.1	4	1.1
Excessive treatment	5	3.3	2	1.5	2	2.1	9	2.4
Experimental treatment	1	0.7	1	0.8	0	0	2	0.5
False or misleading statements and/or information	5	3.3	3	2.3	4	4.1	12	3.2
Financial fraud	0	0	2	1.5	1	1	3	0.8
Illegal practice	34	22.5	41	31.3	27	27.8	102	26.9
Inappropriate behaviour	28	18.5	20	15.3	18	18.6	66	17.4
Inappropriate collection, use or disclosure of information	19	12.6	15	11.5	8	8.2	42	11.1
Medico-legal conduct	1	0.7	0	0	1	1	2	0.5
Misrepresentation of qualifications	4	2.6	3	2.3	4	4.1	11	2.9
National Law breach	6	4	2	1.5	2	2.1	10	2.6
National Law offence	8	5.3	11	8.4	7	7.2	26	6.9
Response to adverse event	0	0	2	1.5	3	3.1	5	1.3
Sexual misconduct	4	2.6	7	5.3	8	8.2	19	5
Total	151	100	131	100	97	100	379	100



Subcategories of professional health issues raised in complaints

Issue	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - cognitive impairment	1	5	0	0	0	0	1	2.3
Mental impairment - mental illness	8	40	4	33.3	3	25	15	34.1
Mental impairment - other	0	0	1	8.3	2	16.7	3	6.8
Mental impairment - substance misuse, abuse or addiction	10	50	7	58.3	6	50	23	52.3
Physical impairment	1	5	0	0	1	8.3	2	4.5
Total	20	100	12	100	12	100	44	100

Profile of complaints about health practitioners

Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Inform ation	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Cer tificates	Research/te aching/asse ssment	Total
Aboriginal and Torres Strait Islander health practitioner	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Chinese Medicine Practitioner	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Chiropractor	8	-	-	-	1	-	-	-	-	-	-	-	-	6	-	4	-	-	11
Dental practitioner	48	-	-	10	2	-	4	1	2	-	-	1	1	16	-	47	-	-	84
Medical Practitioner	547	17	-	123	21	2	2	15	8	1	-	29	94	103	11	296	40	2	764
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Midwife	13	1	-	-	-	-	-	-	-	-	-	-	1	6	1	9	-	-	18
Occupational Therapist	137	1	2	12	1	-	2	-	1	-	-	3	9	103	19	36	4	1	194
Optometrist	8	-	-	-	-	-	-	-	-	-	-	1	-	4	-	-	4	-	9
Oral Health Therapist	4	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	-	-	5
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	20	-	-	-	1	-	-	-	-	-	-	-	2	18	1	4	-	-	26
Physiotherapist	27	-	-	5	-	-	-	-	-	-	-	-	17	14	6	3	-	-	45
Podiatrist / Chiropodist	7	-	-	2	-	-	1	1	-	-	-	1	-	2	1	1	-	-	9
Psychologist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nurse	55	1	-	6	2	-	1	3	-	-	-	6	1	32	3	14	7	-	76
Student practitioner	3	-	-	-	-	-	-	-	-	-	-	-	1	4	-	2	-	-	7
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	57	-	45	15	4	-	-	5	3	1	-	1	9	19	2	25	6	-	135
Total	936	20	47	174	32	2	10	25	14	2	-	42	135	330	44	444	61	3	138

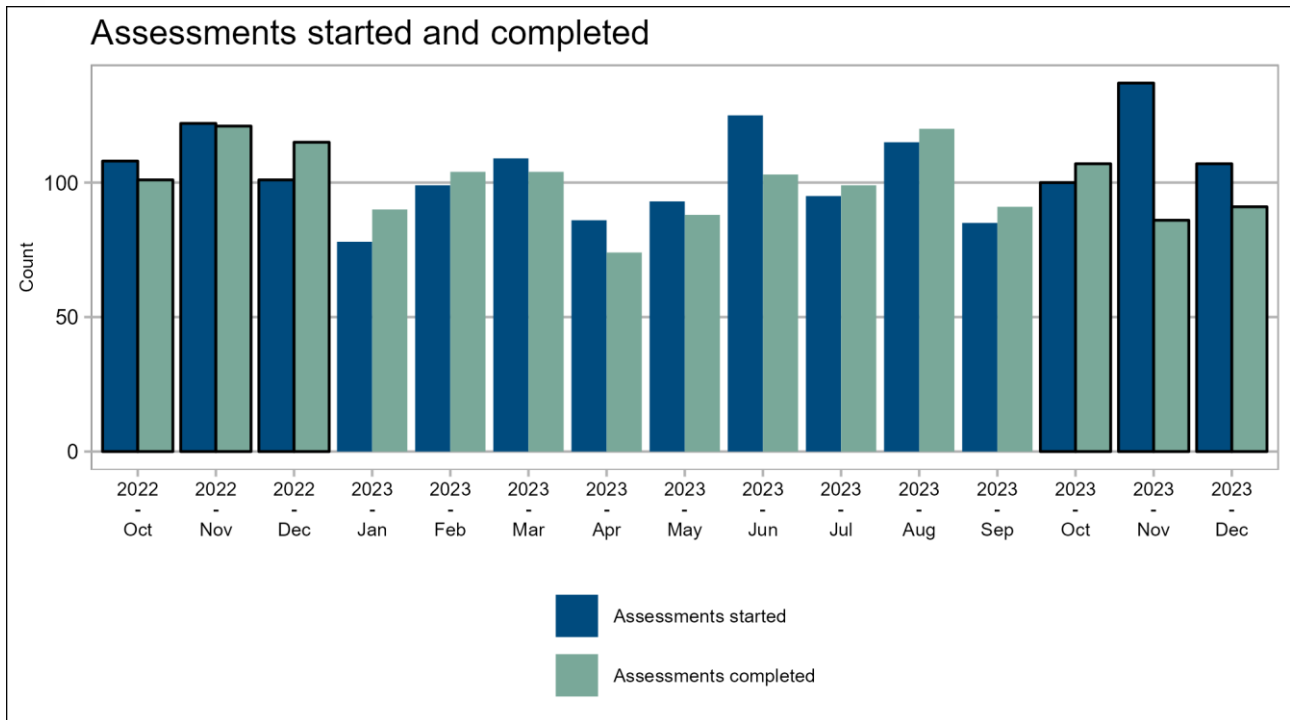
Profile of complaints about health service organisations

Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Inform ation	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Cer tificates	Research/te aching/asse ssment	Total
Administrative Service	3	-	-	-	-	-	4	1	-	-	-	-	-	1	-	-	-	-	6
Aged Care Facility	12	1	-	-	-	-	3	-	-	-	-	2	3	1	-	8	1	-	19
Allied Health Service	16	1	1	3	-	-	-	2	4	-	-	-	1	-	-	8	1	-	21
Ambulance Service	6	-	-	3	-	1	-	-	4	-	-	-	-	1	-	8	-	-	17
Area Health Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community Health Service	26	5	-	4	3	-	6	-	1	-	-	2	1	3	-	7	2	-	34
Correctional Facility	16	171	-	15	1	1	7	-	-	-	-	2	97	-	-	108	1	-	403
Dental Service	28	4	-	3	-	-	4	7	4	-	-	1	1	1	-	12	1	-	38
Environmental Health Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Education Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Information Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Promotion Service	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
Health Service District	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hospital & Health Service	7	1	-	1	-	-	1	-	4	-	-	-	-	1	-	2	-	-	10
Laboratory Service	16	1	-	3	-	-	-	6	1	-	-	1	1	-	-	6	1	1	21
Licensed Day Hospital	2	-	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	-	3
Licensed Private Hospital	28	3	-	7	3	2	9	2	10	-	-	4	3	5	-	28	2	-	78
Medical Centre	137	21	-	29	1	-	22	30	8	-	-	23	7	6	-	19	3	-	169
Mental Health Service	43	3	-	12	11	4	6	1	1	-	-	2	8	6	-	31	4	-	89
Nursing Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Optical Store	3	-	-	1	-	-	-	2	-	-	-	-	-	-	-	-	-	-	3
Other Government Department	10	2	-	10	-	-	5	-	1	-	-	-	-	-	-	1	-	-	19
Other Support Service	17	2	-	5	-	-	6	2	1	-	-	-	1	-	-	2	1	-	20
Paramedical Service	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Parent Organisation	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	2
Pharmaceutical Service	54	-	-	8	-	-	6	7	3	-	-	1	43	1	-	3	-	-	72
Private Organisation	31	5	4	4	2	-	5	11	3	-	-	2	1	3	-	7	-	-	47
Public Health Service	13	4	-	6	1	-	1	-	1	-	-	-	1	2	-	13	-	-	29
Public Hospital	55	56	-	56	14	28	31	6	56	-	-	9	14	16	-	280	6	-	572
Registration Board	2	-	-	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	3
Residential Care Service	4	-	-	-	-	1	2	2	-	-	-	-	-	1	-	4	-	-	10
Social Work Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Specialised Health Service	39	5	-	8	2	-	2	9	3	-	-	13	5	1	-	10	4	-	62
Welfare Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	571	286	5	179	38	37	122	89	106	-	-	64	188	49	-	558	27	1	1749

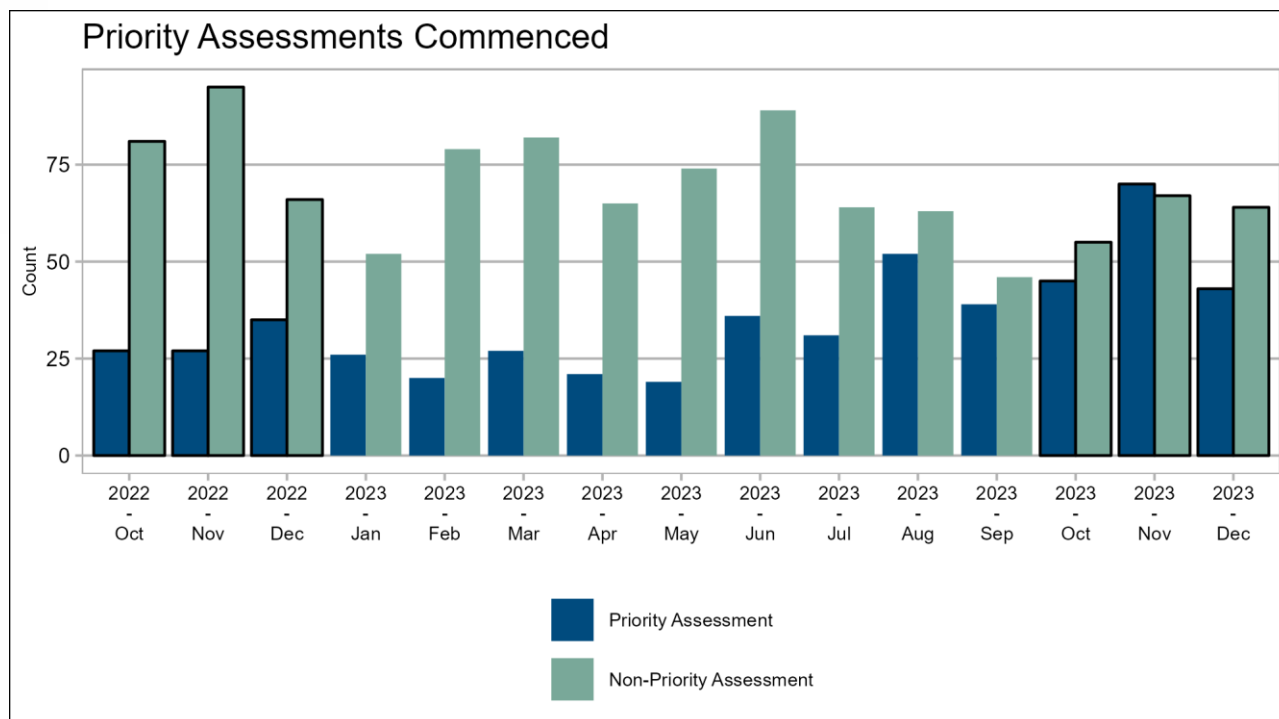
Assessment

Assessments started and completed



Assessments this quarter	October	November	December	Q2 total
Assessments started	100	137	107	344
Assessments completed	107	86	91	284

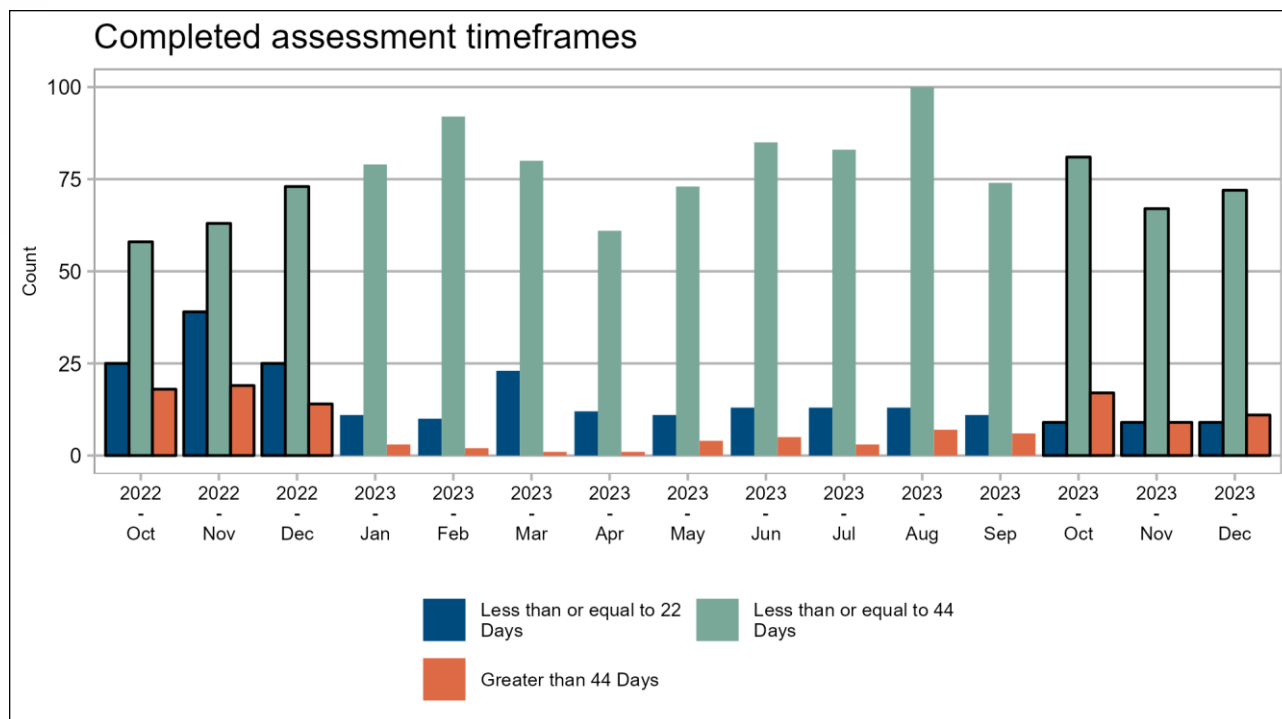
Assessment Started by Prioritisation



Assessment timeframes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Priority Assessment	45	45	70	51.1	43	40.2	158	45.9
Non-Priority Assessment	55	55	67	48.9	64	59.8	186	54.1
Total	100	100	137	100	107	100	344	100

A Priority matter is the term used for the management of serious and high-risk complaints which can include significant conduct / performance concerns, serious clinical outcomes and systemic issues that may pose ongoing risks to patient safety, Particular complaint vulnerabilities and cultural sensitivities are also factors in determining a Priority matter.

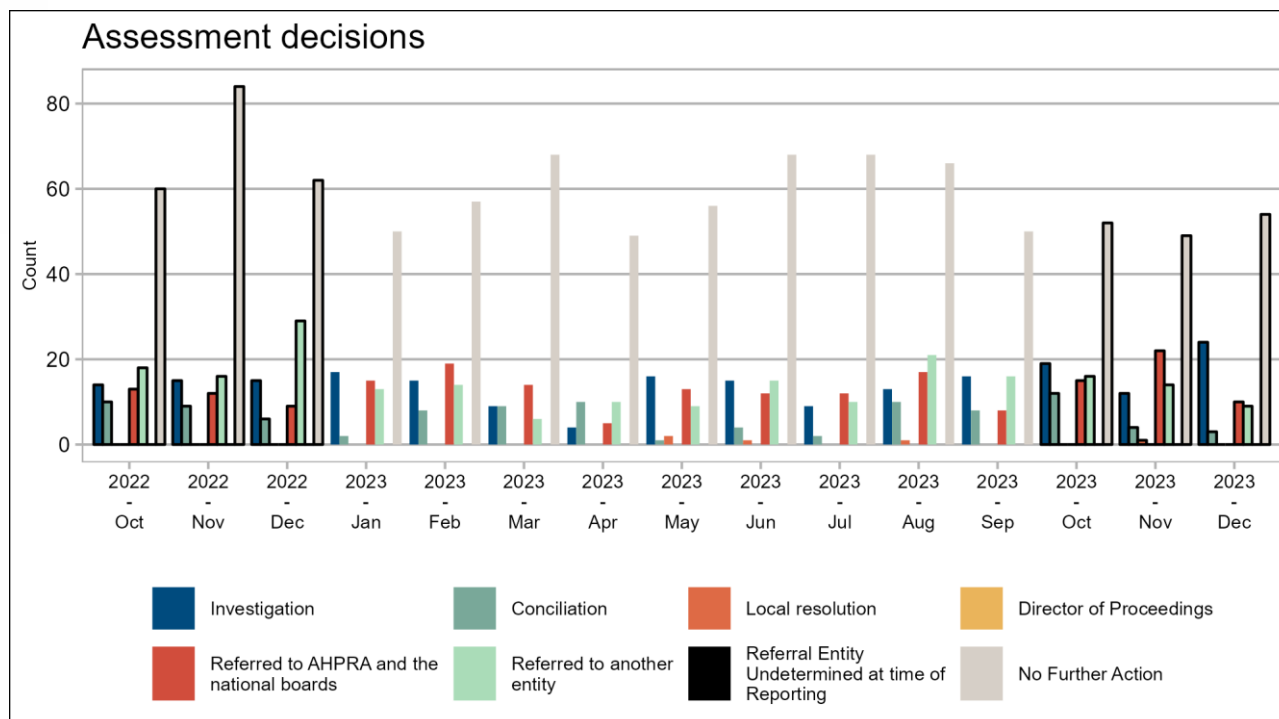
Completed assessment timeframes



Assessment timeframes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	9	8.4	9	10.6	9	9.8	27	9.5
Less than or equal to 44 Days	81	75.7	67	78.8	72	78.3	220	77.5
Greater than 44 Days	17	15.9	9	10.6	11	12	37	13
Total	107	100	85	100	92	100	284	100

* Assessments can be completed within 44 business days when granted an extension as a result of legislated requirements being met.

Assessment decisions



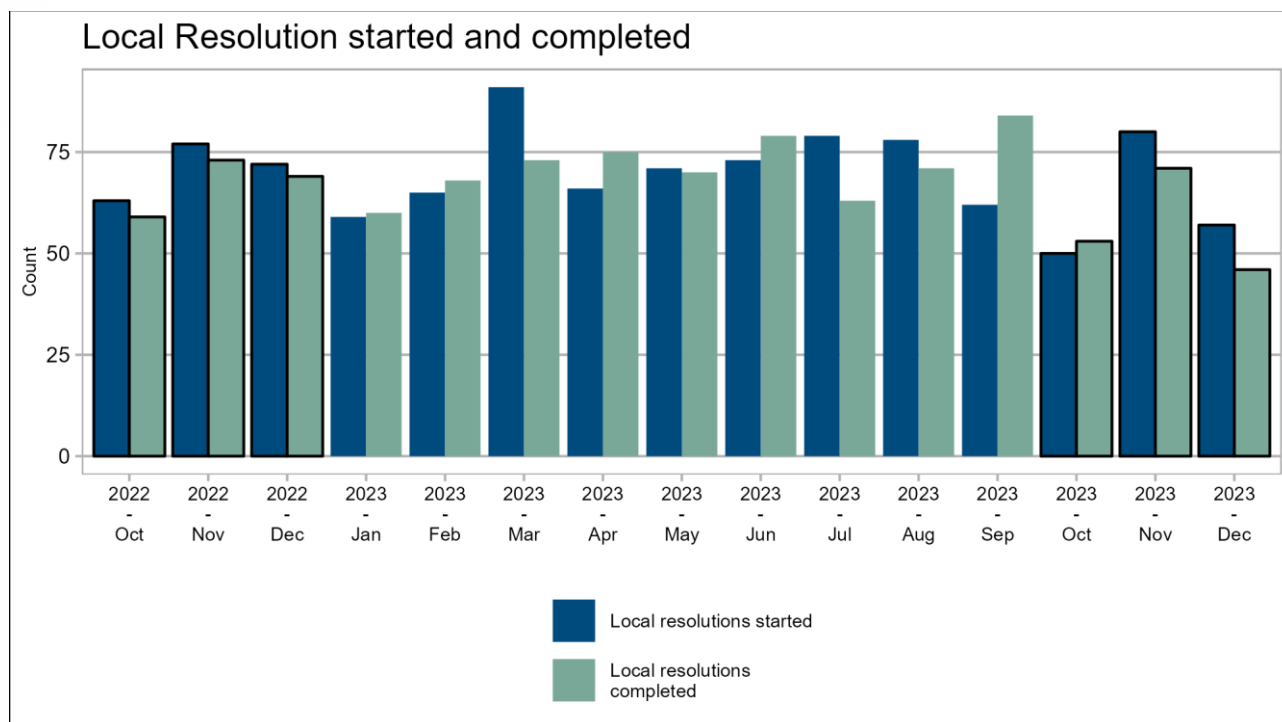
Type of relevant action*	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Investigation	19	16.7	12	11.8	24	24	55	17.4
Conciliation	12	10.5	4	3.9	3	3	19	6
Local resolution	0	0	1	1	0	0	1	0.3
Director of Proceedings	0	0	0	0	0	0	0	0
Referred to AHPRA and the national boards	15	13.2	22	21.6	10	10	47	14.9
Referred to another entity	16	14	14	13.7	9	9	39	12.3
Referral Entity Undetermined at time of Reporting**	0	0	0	0	0	0	0	0
No Further Action	52	45.6	49	48	54	54	155	49.1
Total	114	100	102	100	100	100	316	100

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

** For assessment finished near the date of data capture, an outcome of Referral may have been recorded with no specific referral entity listed.

Local resolution

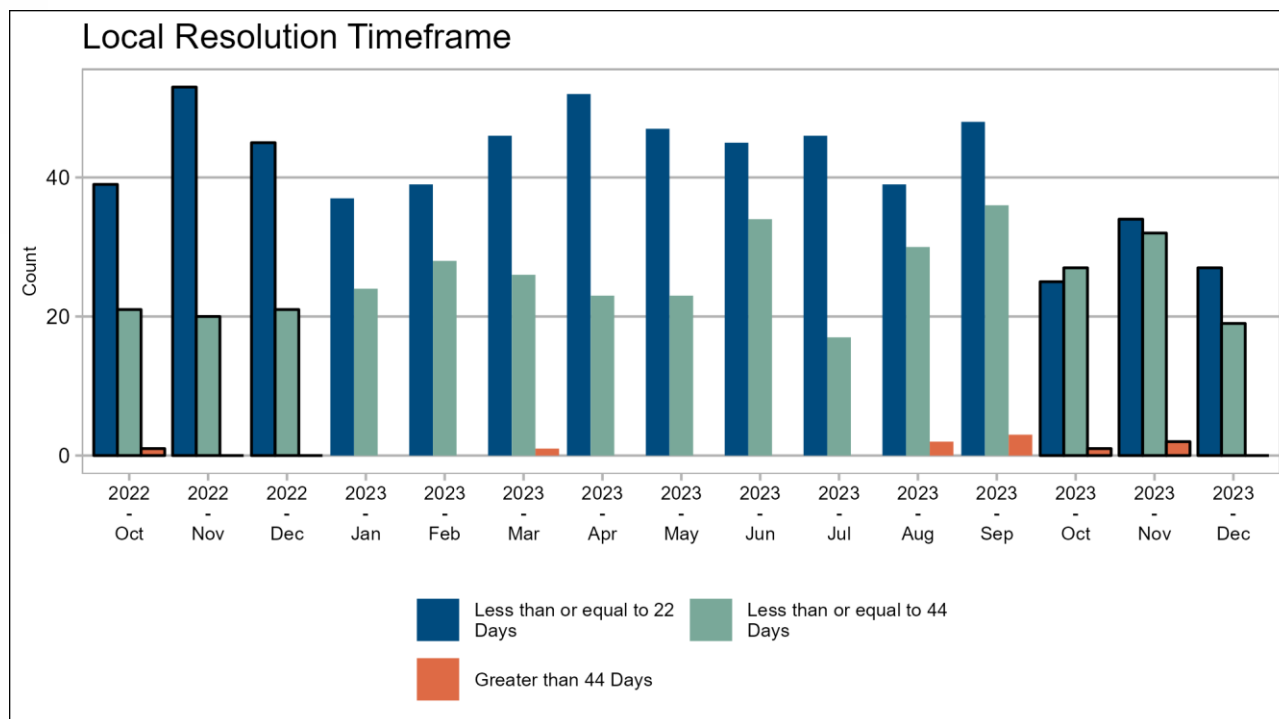
Local resolutions started and completed



Local resolutions this quarter*	October	November	December	Q2 total
Local resolutions started	50	80	57	187
Local resolutions completed	53	71	46	170

* 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.

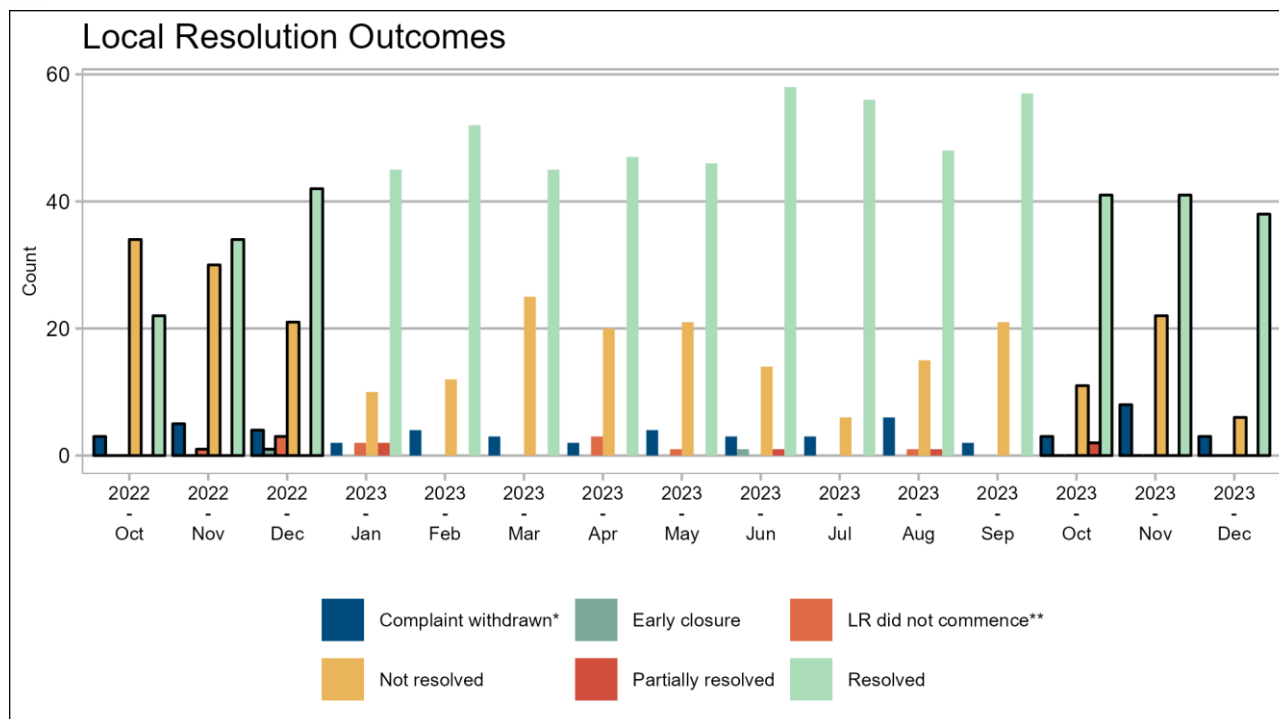
Completed local resolutions Time Frames



Local resolution timeframe	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	25	47.2	34	50	27	58.7	86	51.5
Less than or equal to 44 Days	27	50.9	32	47.1	19	41.3	78	46.7
Greater than 44 Days	1	1.9	2	2.9	0	0	3	1.8
Total	53	100	68	100	46	100	167	100

* Local Resolutions can be completed within 44 business when granted an extension as a result of legislated requirements being met.

Local Resolution Outcomes



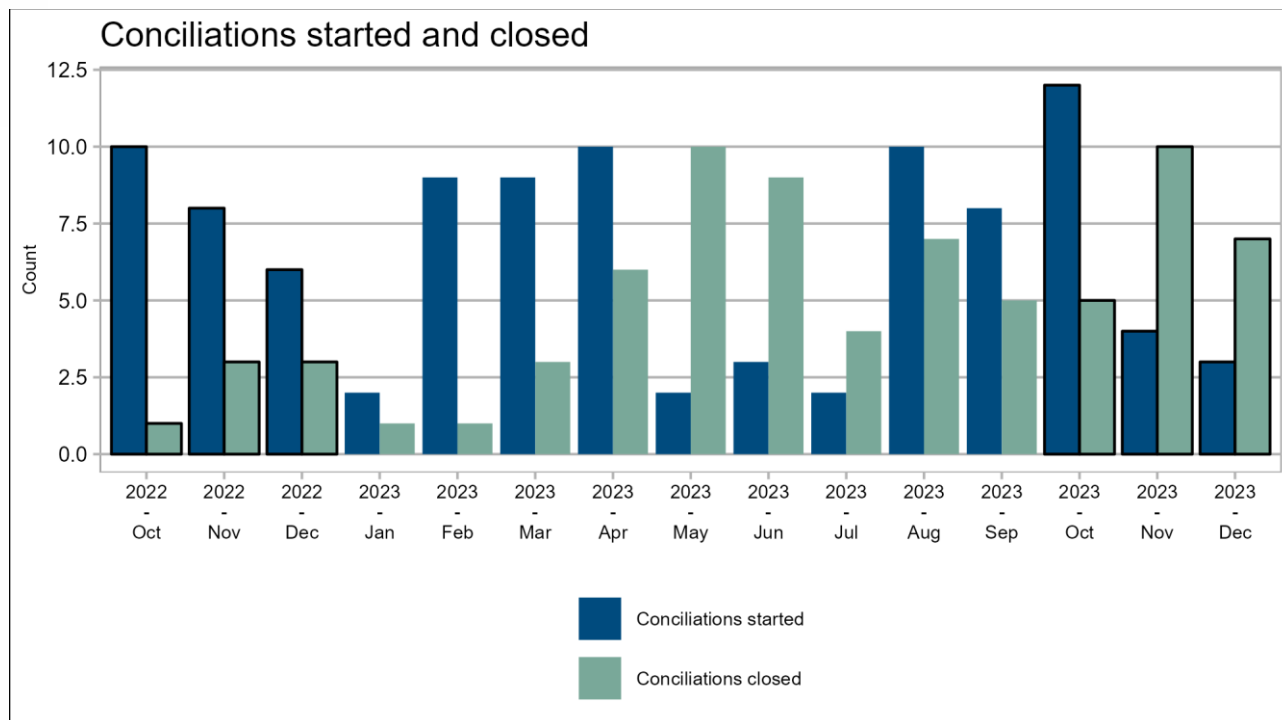
Local resolution outcomes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Complaint withdrawn*	3	5.3	8	11.3	3	6.4	14	8
Early closure	0	0	0	0	0	0	0	0
Local Resolution did not commence**	0	0	0	0	0	0	0	0
Not Resolved	11	19.3	22	31	6	12.8	39	22.3
Partially Resolved	2	3.5	0	0	0	0	2	1.1
Resolved	41	71.9	41	57.7	38	80.9	120	68.6
Total	57	100	71	100	47	100	175	100

* 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.

Conciliation

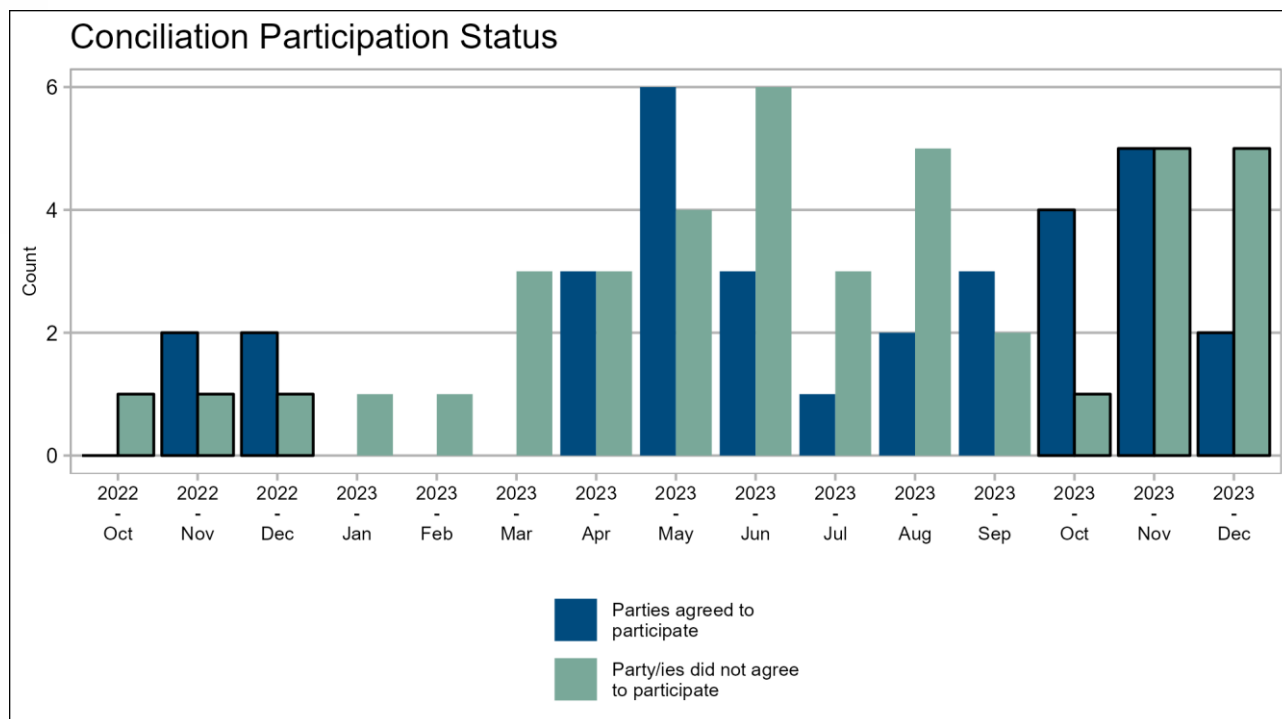
Conciliations started and closed



Conciliations this quarter	October	November	December	Q2 total
Conciliations started*	12	4	3	19
Conciliations closed	5	10	7	22

* '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. 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 initially agreed to participate in the conciliation process.

Agreement to participate in conciliation

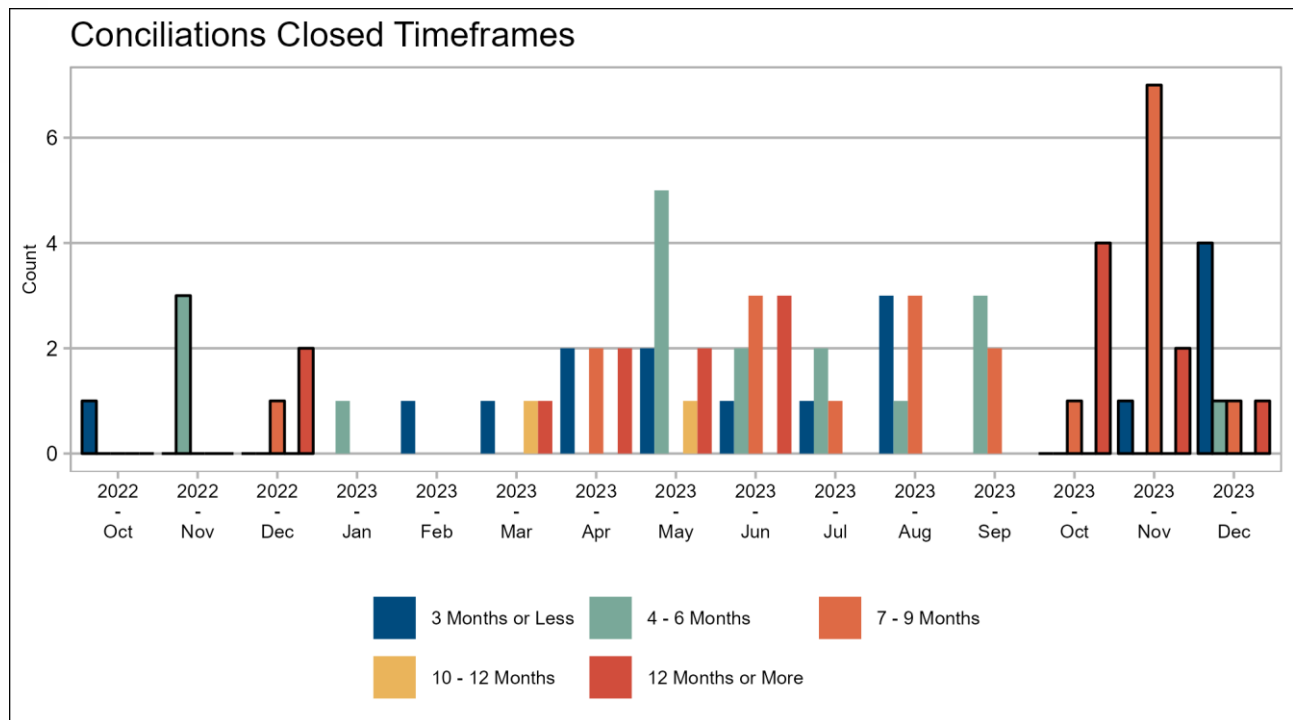


Agreement to participate*	October	November	December	Q2 total
Parties agreed to participate	4	5	2	11
Party/ies did not agree to participate	1	5	5	11

* 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.

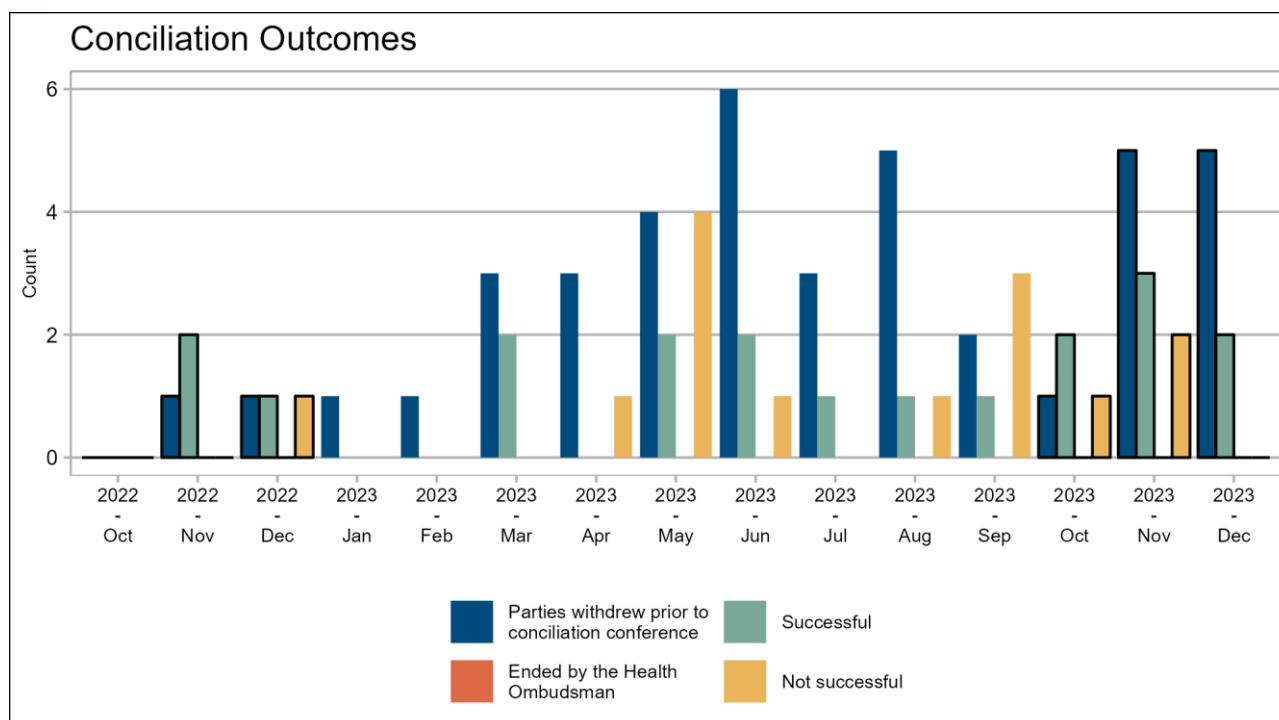
Completed conciliations

Timeframes



Conciliations Closed	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	0	0	1	10	4	57.1	5	22.7
4 - 6 Months	0	0	0	0	1	14.3	1	4.5
7 - 9 Months	1	20	7	70	1	14.3	9	40.9
10 - 12 Months	0	0	0	0	0	0	0	0
12 Months or More	4	80	2	20	1	14.3	7	31.8
Total	5	100	10	100	7	100	22	100

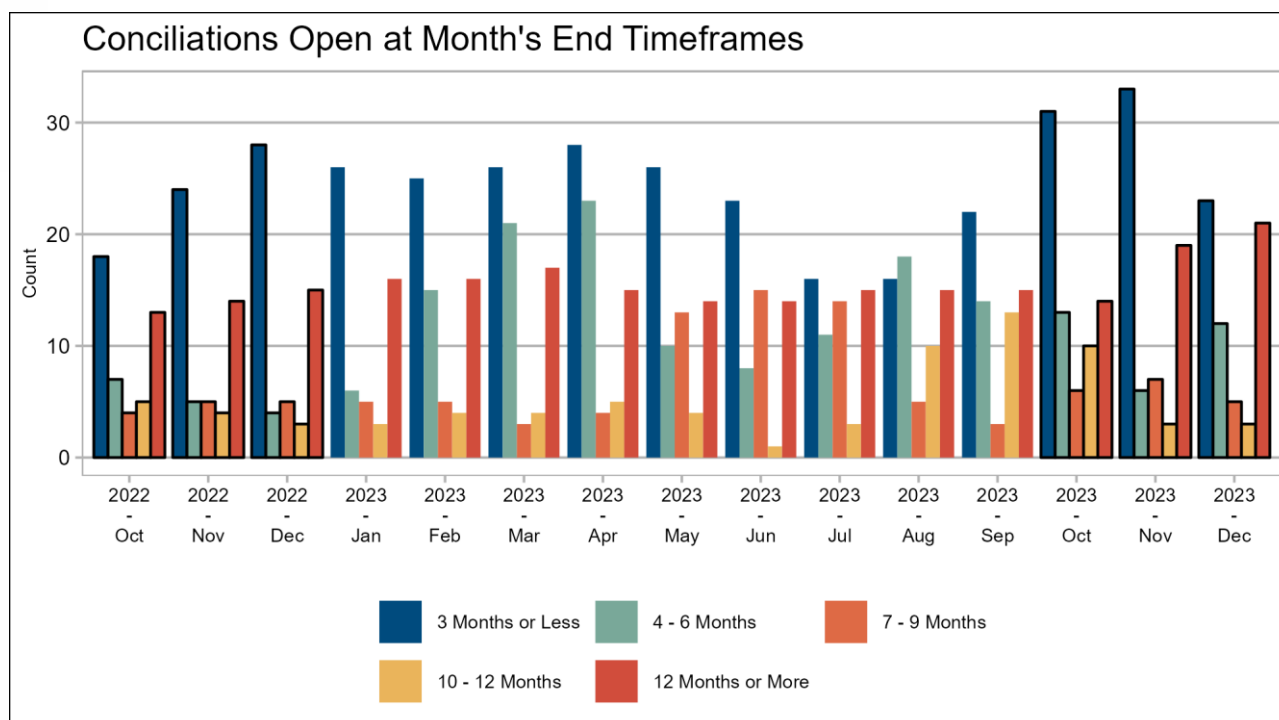
Outcomes



Conciliation outcomes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Parties withdrew prior to conciliation conference	1	25	5	50	5	71.4	11	52.4
Successful	2	50	3	30	2	28.6	7	33.3
Ended by the Health Ombudsman	0	0	0	0	0	0	0	0
Not successful	1	25	2	20	0	0	3	14.3
Total	4	100	10	100	7	100	21	100

The data above relates to matters where parties initially agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being successful or not successful—or in some instances, the Health Ombudsman may end a conciliation or parties involved may withdraw from the process prior to conciliation occurring. ‘Completed conciliations’ differ from ‘closed conciliations’—in the table on page 22—in that they only relate to matters where parties agreed to participate in conciliation.

Open conciliation timeframes



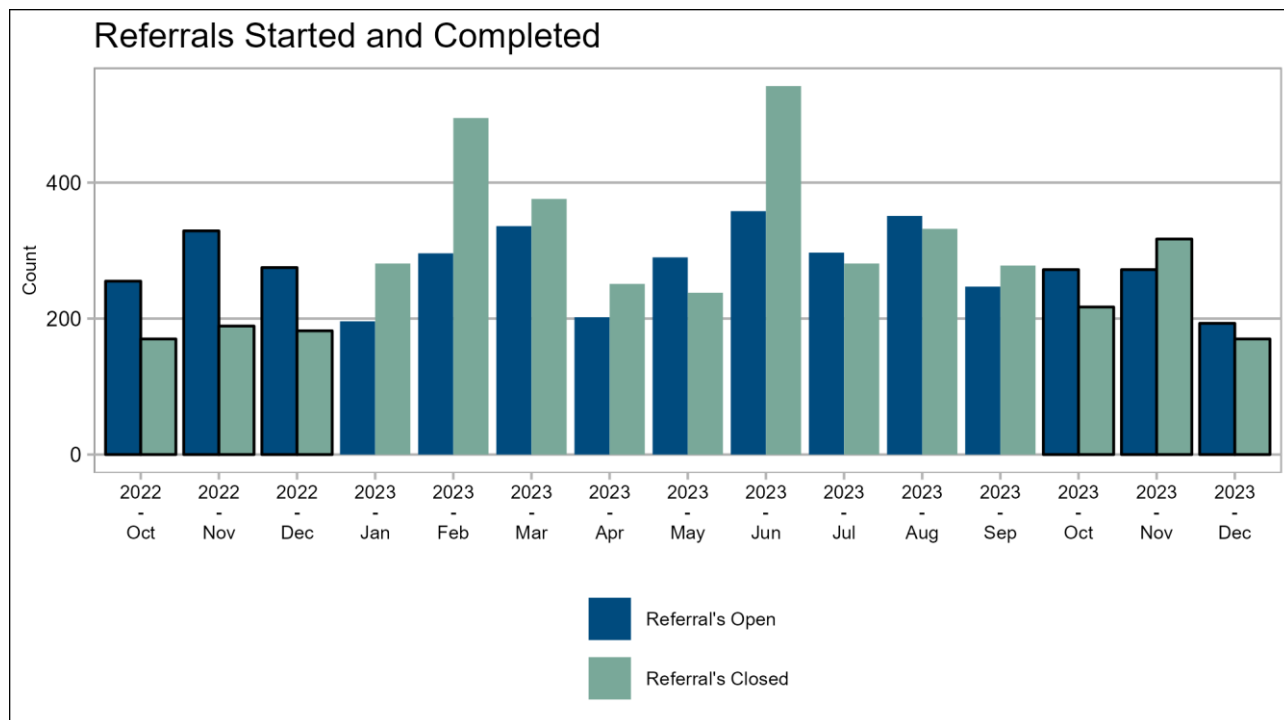
Open at Months End Timeframes	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	31	41.9	33	48.5	23	35.9
4 - 6 Months	13	17.6	6	8.8	12	18.8
7 - 9 Months	6	8.1	7	10.3	5	7.8
10 - 12 Months	10	13.5	3	4.4	3	4.7
12 Months or More	14	18.9	19	27.9	21	32.8
Total	74	100	68	100	64	100

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.

Complaint Management (Referrals)

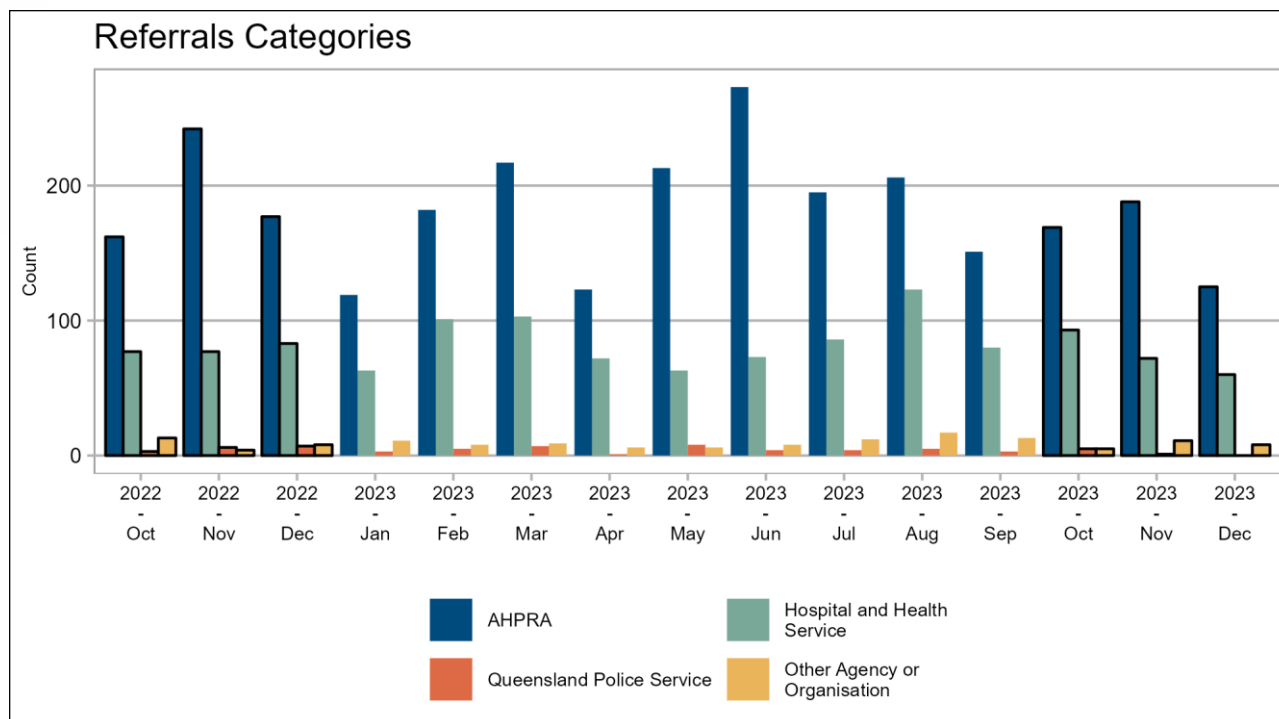
As OHO is the single point of entry for health service complaints in Queensland effective referral coordination and monitoring is critical. Under the Act, referrals to Ahpra are conducted under s91 either following joint consideration or at other points throughout the regulatory / complaints process. We also make referrals to other entities (State and Commonwealth) conducted under s92. These matters are monitored and the s93 responses from the entities are analysed by the OHO from a safety and quality oversight perspective.

Referrals Open & Closed



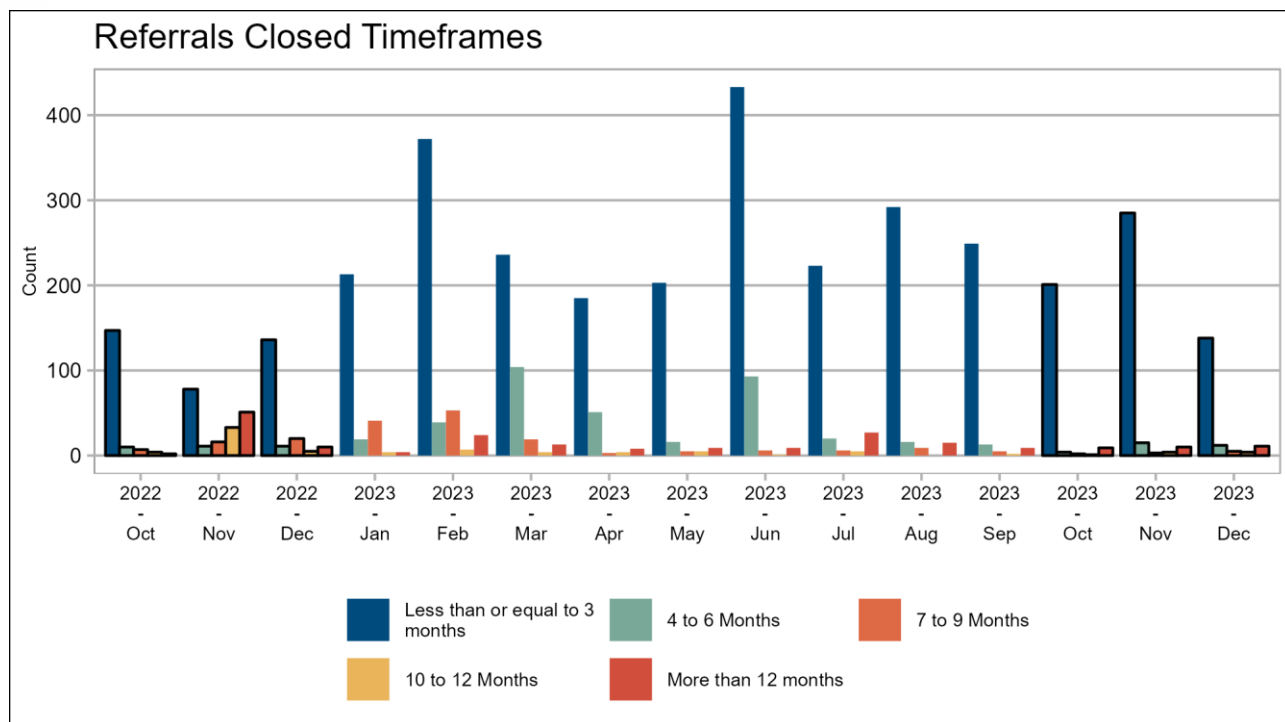
Referrals	October	November	December	Q2 total
Referrals Open	272	272	193	737
Referrals Closed	217	317	170	704

Referrals Categories



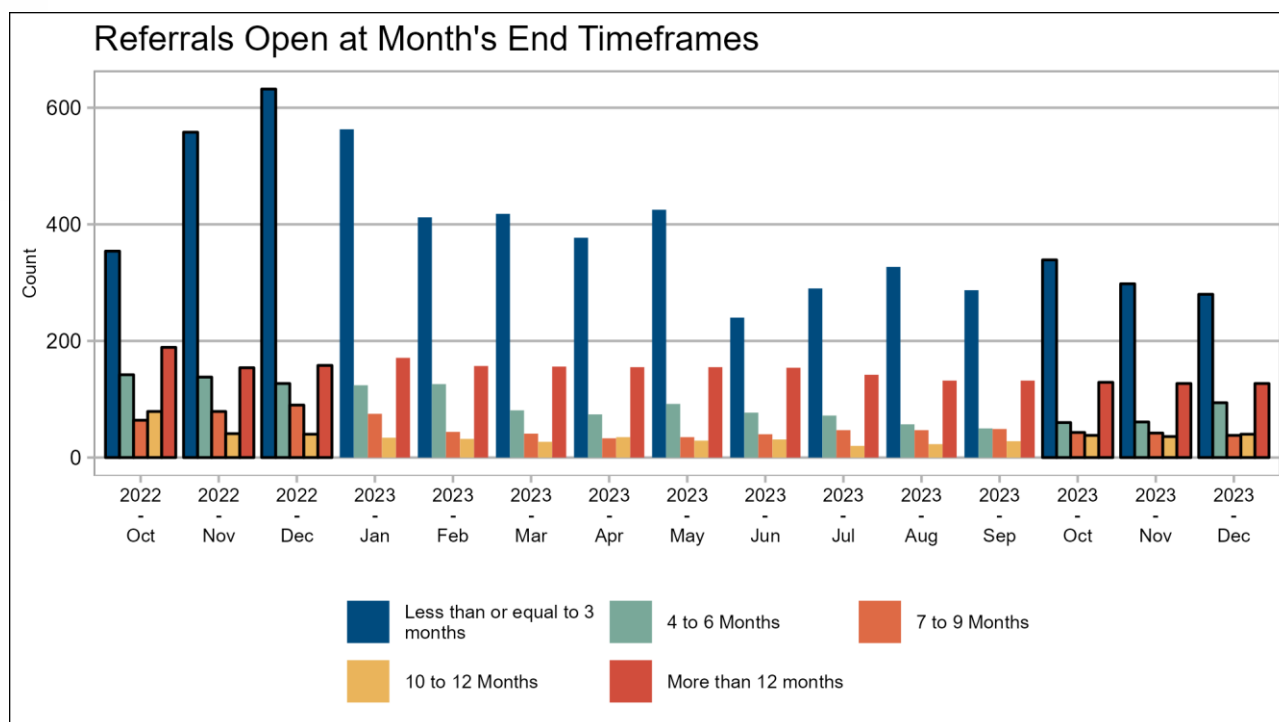
Referrals Categories	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
AHPRA	169	62.1	188	69.1	125	64.8	482	65.4
Hospital and Health Service	93	34.2	72	26.5	60	31.1	225	30.5
Queensland Police Service	5	1.8	1	0.4	0	0	6	0.8
Other Agency or Organisation	5	1.8	11	4	8	4.1	24	3.3
Total	272	100	272	100	193	100	737	100

Referrals Closed Timeframes



	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	201	92.6	285	89.9	138	81.2	624	88.6
4 to 6 Months	4	1.8	15	4.7	12	7.1	31	4.4
7 to 9 Months	2	0.9	3	0.9	5	2.9	10	1.4
10 to 12 Months	1	0.5	4	1.3	4	2.4	9	1.3
More than 12 Months	9	4.1	10	3.2	11	6.5	30	4.3
Total	217	100	317	100	170	100	704	100

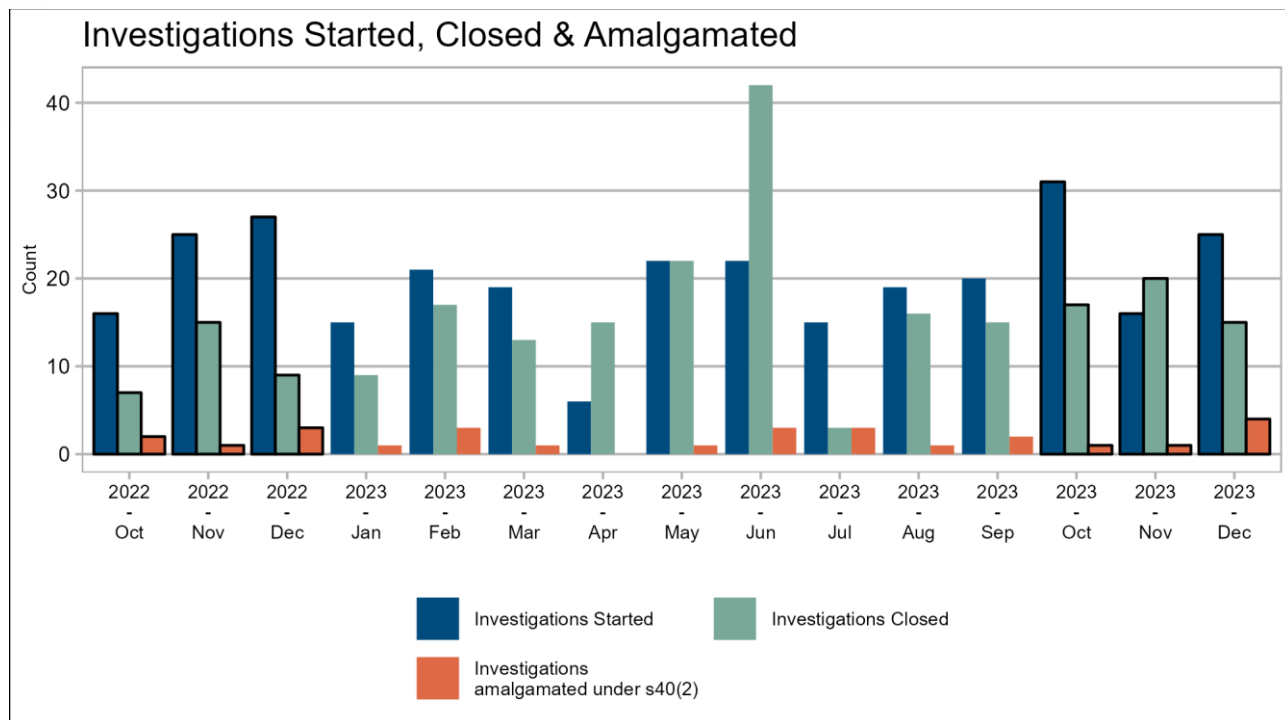
Referrals Open Timeframes



Open at Months End Timeframes	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	339	55.7	298	52.8	280	48.4
4 to 6 Months	60	9.9	61	10.8	94	16.2
7 to 9 Months	43	7.1	42	7.4	38	6.6
10 to 12 Months	38	6.2	36	6.4	40	6.9
More than 12 Months	129	21.2	127	22.5	127	21.9
Total	609	100	564	100	579	100

Investigation

Investigations started and closed

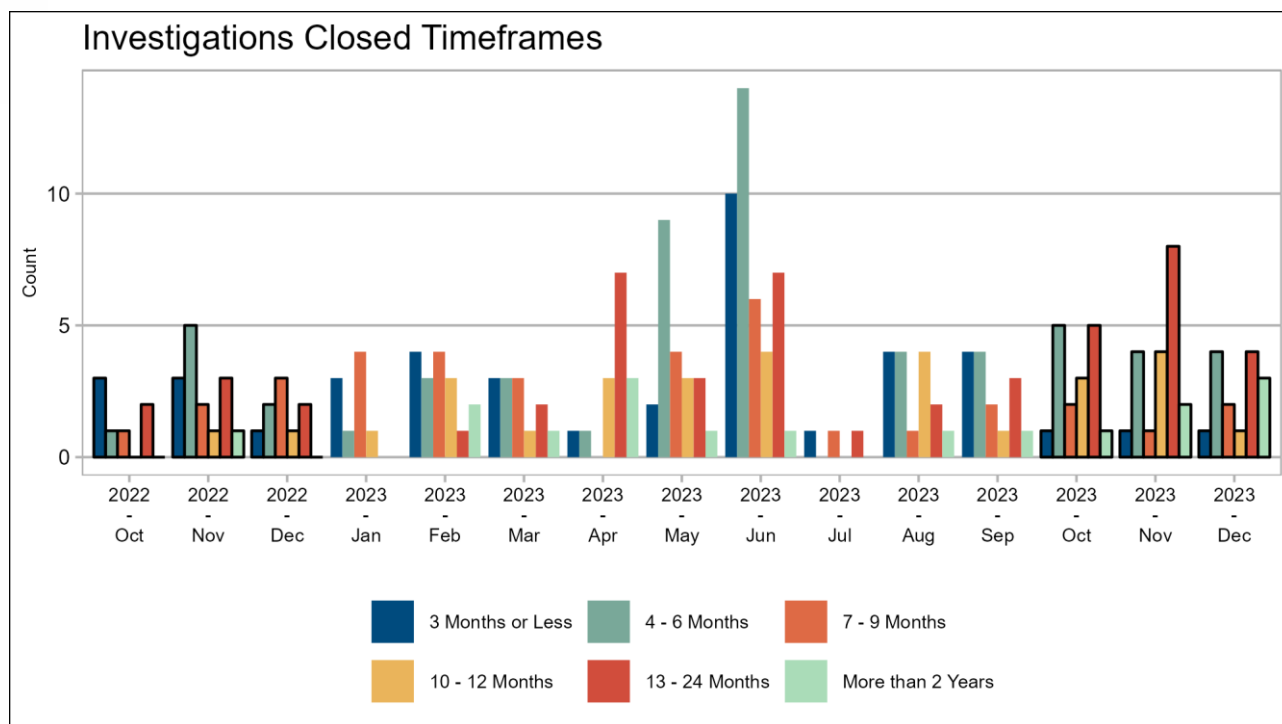


Investigations this quarter	October	November	December	Q2 total
Investigations started*	31	16	25	72
Investigations closed	17	20	15	52
Investigations amalgamated under s40(2)	1	1	4	6

* The number of investigations started in the quarter may be higher than the number referred to investigations due to the number of matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification.

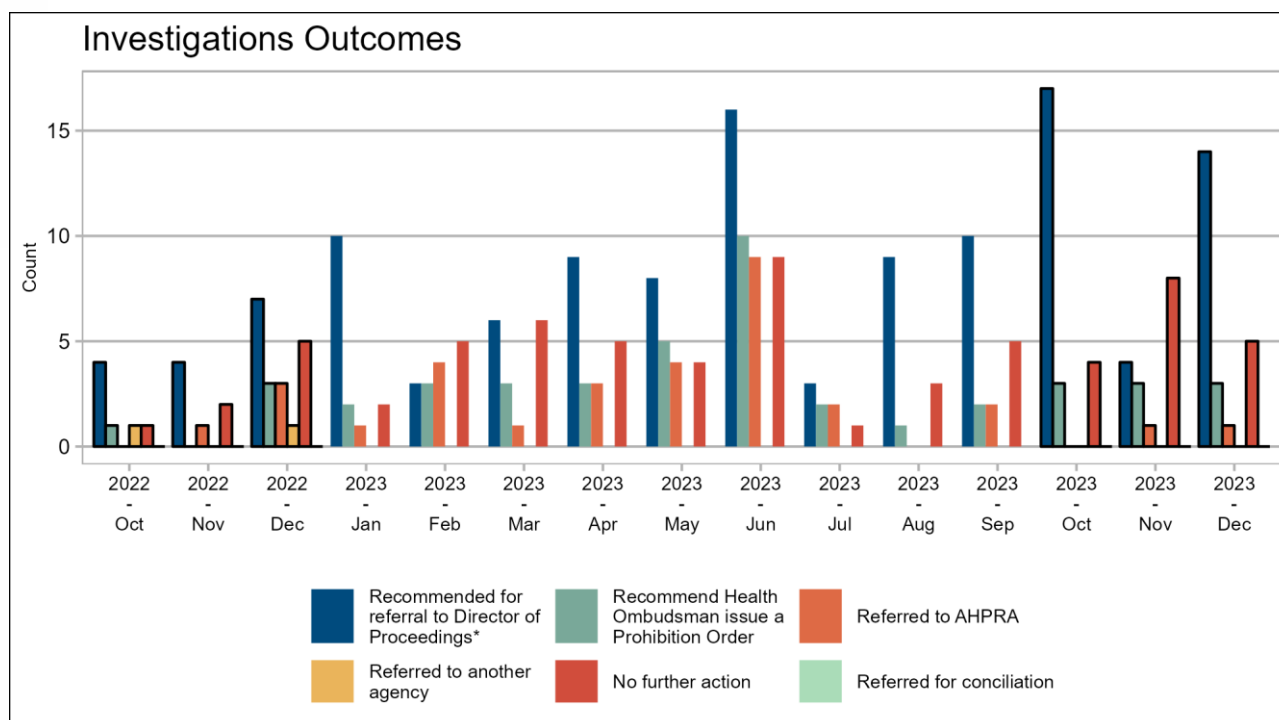
Closed investigations

Timeframes



Closed investigation timeframes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	1	5.9	1	5	1	6.7	3	5.8
4 - 6 Months	5	29.4	4	20	4	26.7	13	25
7 - 9 Months	2	11.8	1	5	2	13.3	5	9.6
10 - 12 Months	3	17.6	4	20	1	6.7	8	15.4
13 - 24 Months	5	29.4	8	40	4	26.7	17	32.7
More than 2 Years	1	5.9	2	10	3	20	6	11.5
Total	17	100	20	100	15	100	52	100

Outcomes



Investigation outcomes*	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	17	70.8	4	25	14	60.9	35	55.6
Recommend Health Ombudsman issue a Prohibition Order	3	12.5	3	18.8	3	13	9	14.3
Referred to AHPRA	0	0	1	6.2	1	4.3	2	3.2
Referred to another agency	0	0	0	0	0	0	0	0
No further action	4	16.7	8	50	5	21.7	17	27
Referred for conciliation	0	0	0	0	0	0	0	0
Total	24	100	16	100	23	100	63	100

* A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table may not match the number of closed investigations detailed in the table above.

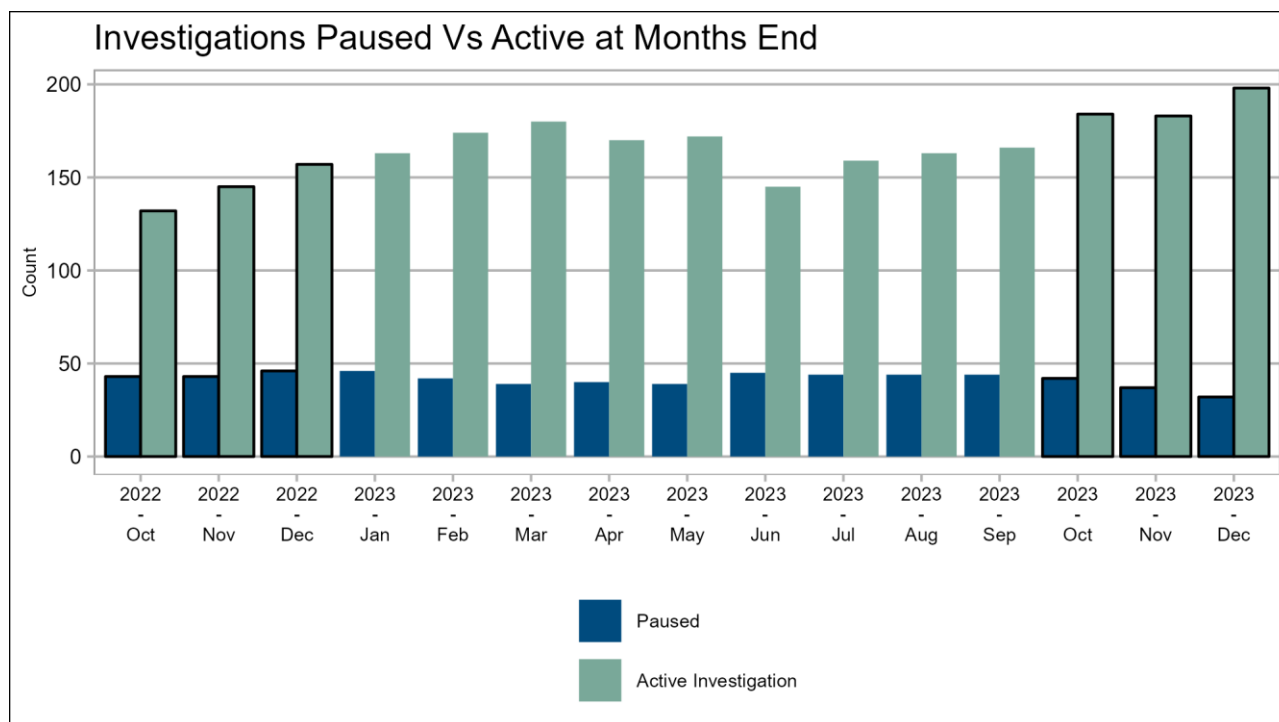
** Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

Open investigations

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

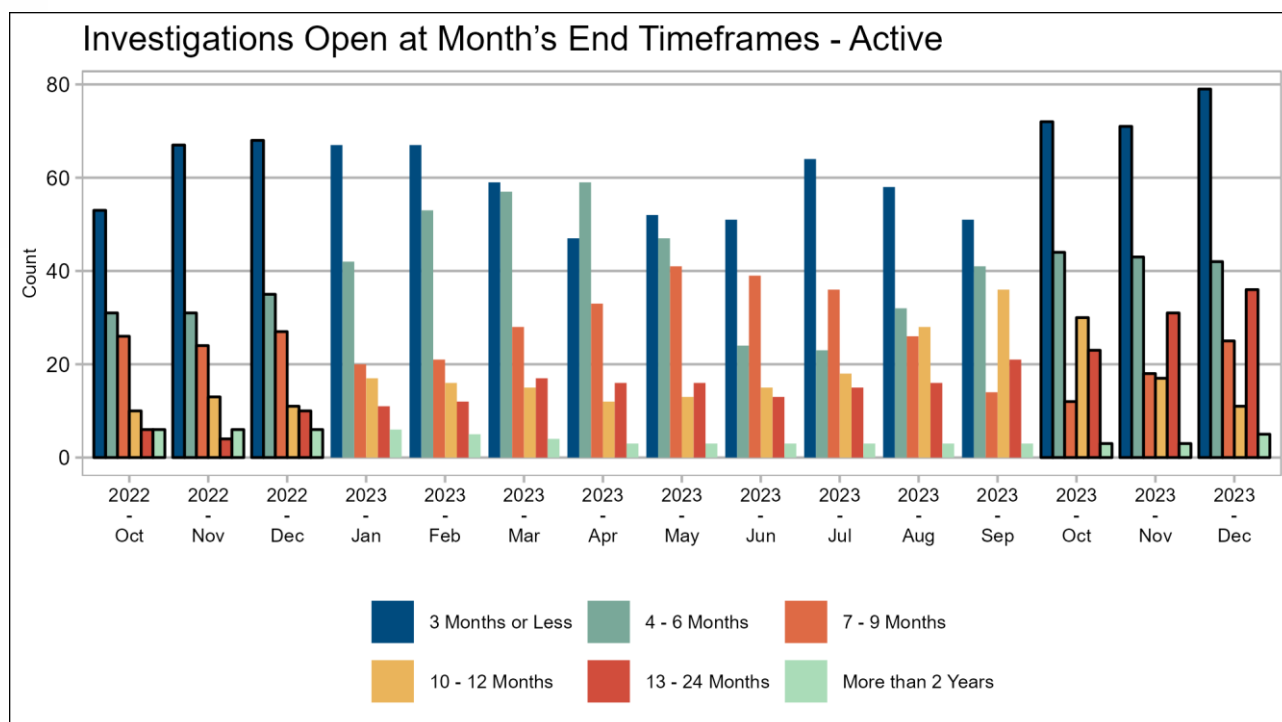
Active investigations are being currently investigated, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner’s Court of Queensland—concludes their own processes. Despite being unable to progress paused investigations, they are still considered to be open investigations.

Active & Paused Investigations



	October		November		December	
	Number	%	Number	%	Number	%
Paused	42	18.6	37	16.8	32	13.9
Active Investigation	184	81.4	183	83.2	198	86.1
Total	226	100	220	100	230	100

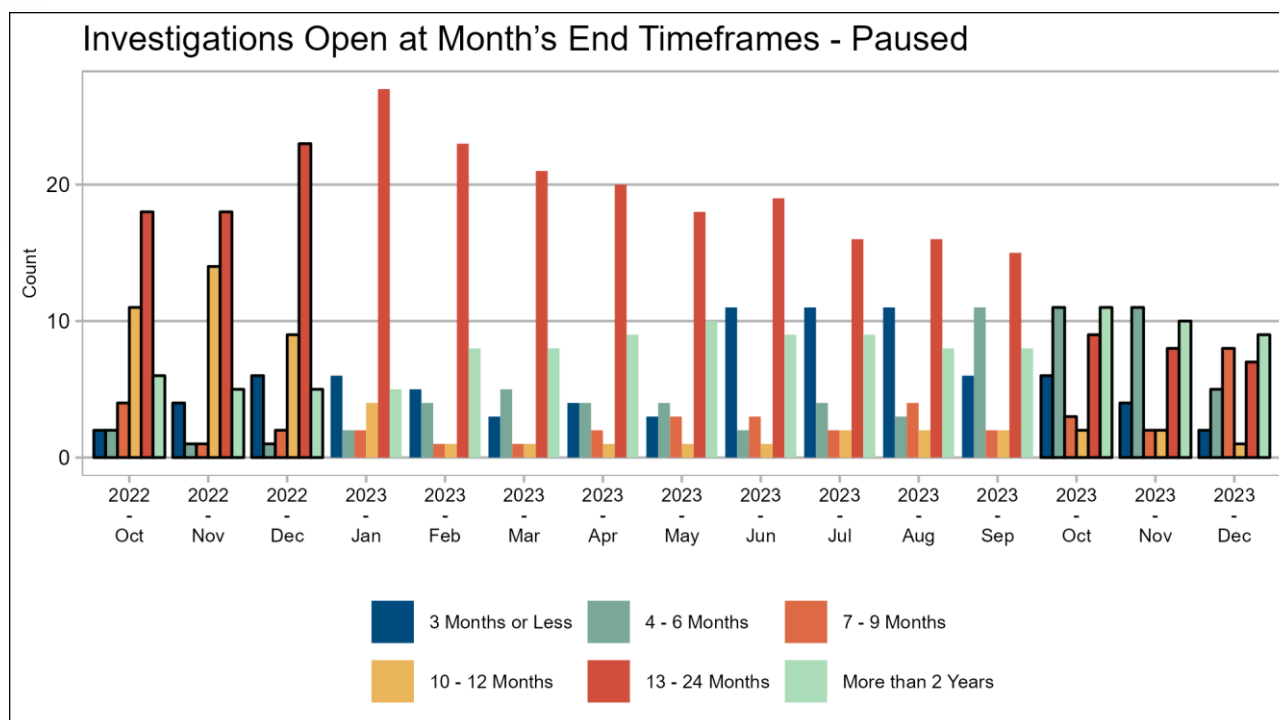
Active investigation timeframes



	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	72	39.1	71	38.8	79	39.9
4 - 6 Months	44	23.9	43	23.5	42	21.2
7 - 9 Months	12	6.5	18	9.8	25	12.6
10 - 12 Months	30	16.3	17	9.3	11	5.6
13 - 24 Months	23	12.5	31	16.9	36	18.2
More than 2 Years	3	1.6	3	1.6	5	2.5
Total	184	100	183	100	198	100

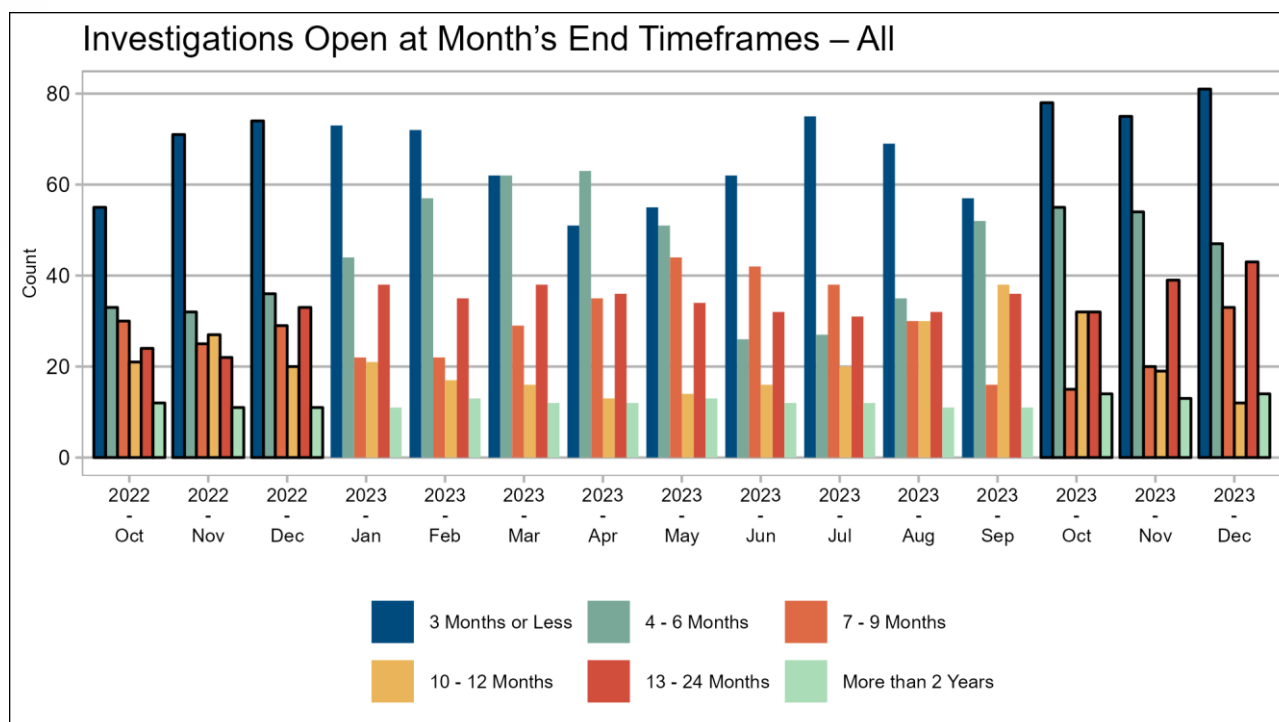
All investigations that have been open for 12 Months or More are published on our investigations register, available on our website (www.oho.qld.gov.au).

Paused investigation timeframes



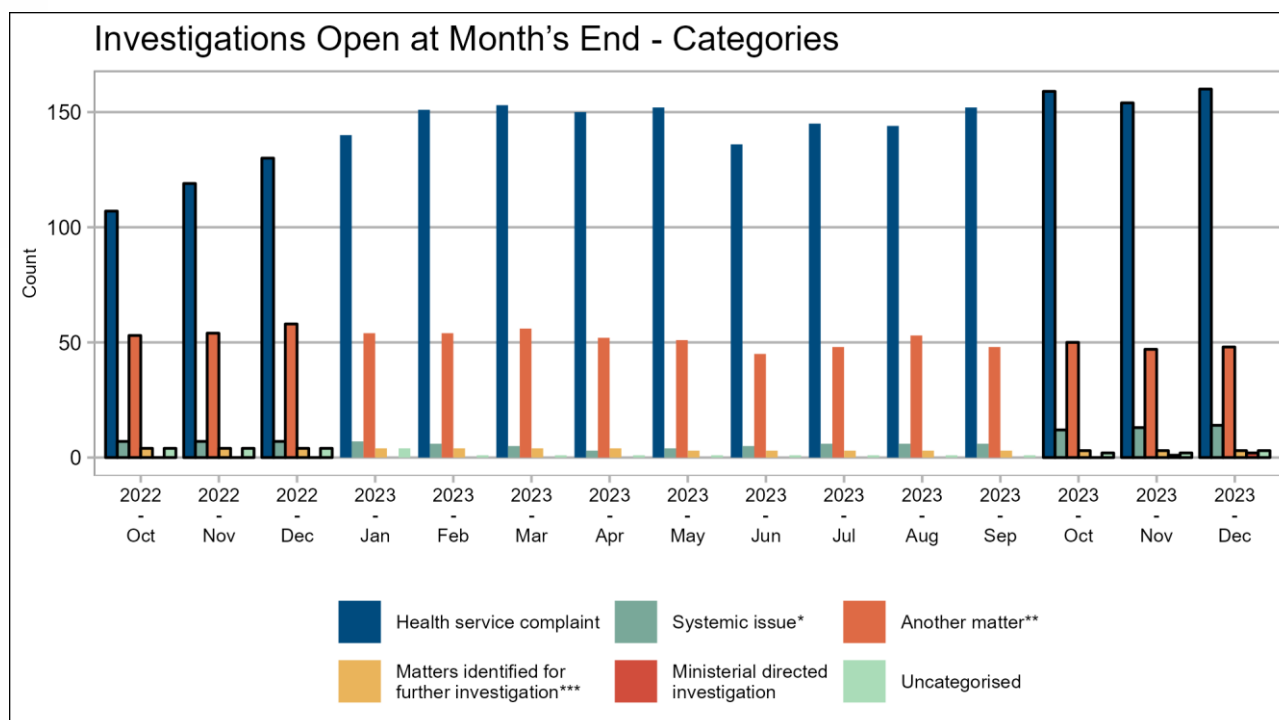
	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	6	14.3	4	10.8	2	6.2
4 - 6 Months	11	26.2	11	29.7	5	15.6
7 - 9 Months	3	7.1	2	5.4	8	25
10 - 12 Months	2	4.8	2	5.4	1	3.1
13 - 24 Months	9	21.4	8	21.6	7	21.9
More than 2 Years	11	26.2	10	27	9	28.1
Total	42	100	37	100	32	100

Active & Paused (All) Investigation Timeframes



	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	78	34.5	75	34.1	81	35.2
4 - 6 Months	55	24.3	54	24.5	47	20.4
7 - 9 Months	15	6.6	20	9.1	33	14.3
10 - 12 Months	32	14.2	19	8.6	12	5.2
13 - 24 Months	32	14.2	39	17.7	43	18.7
More than 2 Years	14	6.2	13	5.9	14	6.1
Total	226	100	220	100	230	100

Open investigation categories



	October		November		December	
	Number	%	Number	%	Number	%
Health service complaint	159	70.4	154	70	160	69.6
Systemic issue*	12	5.3	13	5.9	14	6.1
Another matter**	50	22.1	47	21.4	48	20.9
Matters identified for further investigation***	3	1.3	3	1.4	3	1.3
Ministerial directed investigation	0	0	1	0.5	2	0.9
Uncategorised	2	0.9	2	0.9	3	1.3
Total	226	100	220	100	230	100

* Matters involving a systemic issue relating to the provision of a health service, including an issue affecting the quality of a health service.

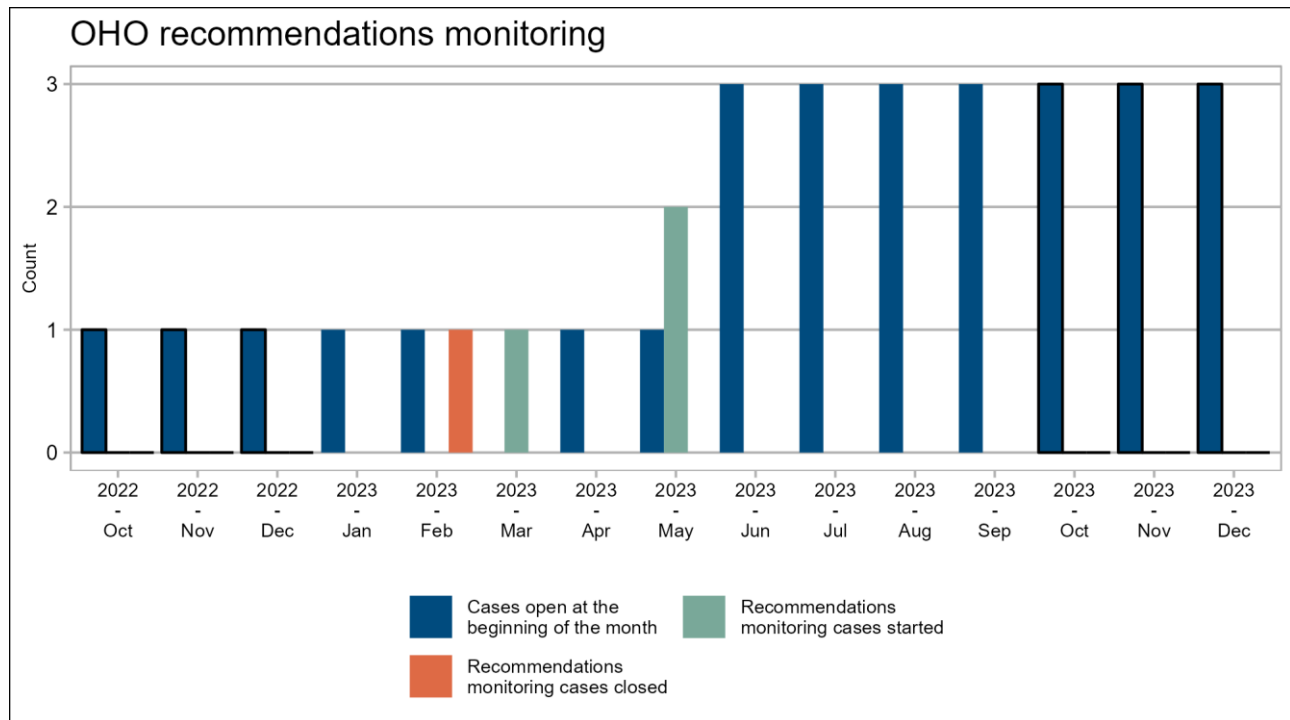
** Matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification which warrant investigation. These are commonly referred to internally as 'own motion' investigations.

*** Matters referred for further investigation by the Health Ombudsman under s105 of the Act following referral to Director of Proceedings.

Monitoring investigation recommendations

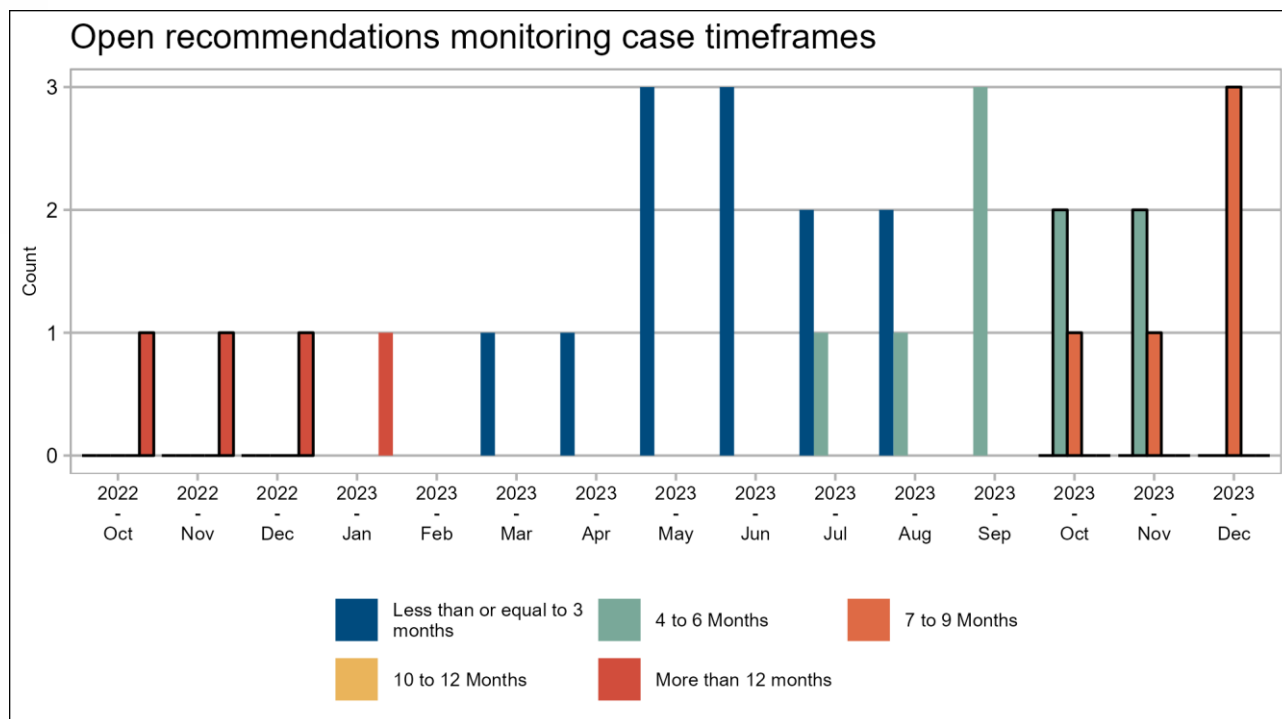
At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program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

OHO recommendations monitoring



OHO monitoring cases	October	November	December
Cases open at the beginning of the month	3	3	3
Recommendations monitoring cases started	0	0	0
Recommendations monitoring cases closed	0	0	0

Open recommendations monitoring case timeframes



Monitoring case timeframes	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	0	0	0	0	0	0
4 to 6 Months	2	66.7	2	66.7	0	0
7 to 9 Months	1	33.3	1	33.3	3	100
10 to 12 Months	0	0	0	0	0	0
12 Months or More	0	0	0	0	0	0
Total	3	100	3	100	3	100

Director of Proceedings

The role of the Director of Proceedings is to independently assess the merits of an investigation and determine whether the matter is suitable to be run to Queensland Civil and Administrative Tribunal (QCAT) for a determination.

Where the Director of Proceedings determines that an investigation has produced evidence of issues relating to health, conduct and/or performance that require intervention by QCAT, a comprehensive brief of evidence is prepared and in-house or external lawyers are briefed to represent the Health Ombudsman before QCAT.

Matters referred to the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Gynaecological Oncologist	1	3.1%
Medical Practitioner	11	34.4%
Medical Radiation Practitioner	1	3.1%
Paediatrician	1	3.1%
Pharmacist	5	15.6%
Physiotherapist	1	3.1%
Psychologist	1	3.1%
Registered Nurse	11	34.4%
Total	32	100%

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. As a result, these figures will differ from the Investigation outcomes' figures elsewhere in this report.

Matters currently with the Director of Proceedings by practitioner type

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 QCAT at this stage.

Practitioner type	Number	Percentage
Medical Practitioner	20	35.7%
Medical Radiation Practitioner	1	1.7%
Midwife	2	3.5%
Obstetrician & Gynaecologist	1	1.7%
Pharmacist	9	16.1%
Physiotherapist	3	5.4%
Psychologist	3	5.4%
Registered Nurse	15	26.8%
Surgeon	2	3.5%
Total	56	100%

Outcomes of matters reviewed by the Director of Proceedings

Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Medical Practitioner	2	22.3%
Medical Practitioner & Dentist	1	11.1%
Paediatrician	1	11.1%
Pharmacist	1	11.1%
Psychologist	1 ¹	11.1%
Registered Nurse	3	33.3%
Total Registered	9	100%

Matters referred back to Health Ombudsman

Practitioner type	Number	Percentage
Gynaecological Oncologist	1	10%
Medical Practitioner	2 ²	20%
Medical Radiation Practitioner	1	10%
Obstetrician & Gynaecologist	1	10%
Psychologist	1	10%
Registered Nurse	4	40%
Total	10	100%

¹ This figure includes a referral where the Director of Proceedings decided to refer three matters regarding the same practitioner to QCAT, and filed all three matters as one referral.

² This figure includes one matter that was referred to the HO in September 2023 however was not included in the Q1/September Report.

Queensland Civil and Administrative Tribunal disciplinary matters

Matters Open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Chinese Medical Practitioner	1	1.6%
Chiropractor	2	3.3%
Medical Radiation Practitioner	1	1.6%
Medical Practitioner	24	39.4%
Medical Practitioner and Dentist	5	8.2%
Osteopath	2	3.3%
Paediatrician	1	1.6%
Pharmacist	6	9.9%
Physiotherapist	1	1.6%
Psychologist	6	9.9%
Registered Nurse	10	16.4%
Sonographer	1	1.6%
Total Registered	60	98.9%
Massage Therapist	1	1.6%
Total Unregistered	1	1.6%
Total	61	100%

Outcomes of Queensland Civil and Administrative disciplinary matters

Queensland Civil and Administrative Decisions

Practitioner type	Number
Medical Practitioner	4
Paramedic	1
Pharmacist	2
Physiotherapist	1
Psychologist	6
Registered Nurse	4
Registered Nurse & Midwife	1
Total QCAT Decisions	19

Matters withdrawn

Practitioner type	Number
Physiotherapist	1
Registered Nurse	1
Total matters withdrawn	2

Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been nineteen (19) decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT Decision
5 October 2023	OCR150-23	<ol style="list-style-type: none"> 1. Professional Misconduct 2. Reprimand 3. Disqualified for a period of 18 months 4. No order as to costs
11 October 2023	OCR162-22	<ol style="list-style-type: none"> 1. Professional Misconduct 2. Reprimand 3. \$5,000 fine to be paid within 3 months 4. Non-publication order to remain in force 5. Each party bear their own costs
8 November 2023	OCR128-23	<ol style="list-style-type: none"> 1. Professional Misconduct 2. Reprimand 3. Conditions imposed (refer to order for details) 4. IRA set aside 5. No order as to costs
13 November 2023	OCR324-22	<ol style="list-style-type: none"> 1. Professional Misconduct 2. Reprimand 3. IRA set aside 4. No order as to costs
14 November 2023	OCR088-22	<ol style="list-style-type: none"> 1. Professional Misconduct 2. Reprimand 3. Fined \$10,000 4. Conditions imposed on registration (refer to schedule) 5. No order as to costs
14 November 2023	OCR353-23	<ol style="list-style-type: none"> 1. Professional Misconduct 2. Reprimand 3. Registration suspended for 1 month from 18 December 2023; 4. No order as to costs
17 November 2023	OCR391-20	<ol style="list-style-type: none"> 1. Professional Misconduct 2. Reprimand 3. Registration suspended for 6 months 4. IRA taken by the HO set aside 5. Conditions imposed (refer to schedule) 6. Part 7, division 11, subdivision 2 of the National Law applies to conditions 7. Review period of 12 months 8. Each party to bear their own costs
23 November 2023	OCR096-23	<ol style="list-style-type: none"> 1. Professional Misconduct 2. Reprimand 3. Registration cancelled 4. Disqualified from applying for registration for a period of 2 years 5. Prohibited from providing a health service until registration obtained 6. IRA to suspend set aside 7. Each party bear their own costs
28 November 2023	OCR189-21	<ol style="list-style-type: none"> 1. Unprofessional conduct



		2. Caution 3. No order as to costs
4 December 2023	OCR114-23	1. Professional Misconduct 2. Reprimand 3. Registration cancelled 4. Disqualified from applying for registration for 5.5 years 5. IRA by HO set aside 6. No order as to costs
4 December 2023	OCR189-23	1. Professional Misconduct 2. Reprimand 3. Conditions imposed (refer to schedule) 4. National Law, part 7, division 11, subdivision 2 applies to the conditions 5. Review period for conditions is 18 months 6. non-publication order 7. IRA imposed by the HO set aside 8. No order as to costs
12 December 2023	OCR122-22	1. Professional Misconduct 2. Reprimand 3. Disqualified from applying for registration for a period of 18 months 4. Prohibited from providing any health service to females until such time as he obtains registration as a health practitioner or until further orders of this Tribunal 5. Non-publication orders made on 28 April 2023 and 1 August 2023 are to remain in course
12 December 2023	OCR093-23	1. Professional Misconduct 2. Reprimand 3. Non-publication orders made on 28 April 2023 and 1 August 2023 are to remain in force
15 December 2023	OCR153-20	1. Professional Misconduct 2. Reprimand 3. Each party bear their own costs
15 December 2023	OCR327-19	1. Professional Misconduct 2. IRA set aside 3. Reprimand 4. Midwifery Registration cancelled 5. Disqualified from applying for midwifery registration for 1 year 6. Prohibited from providing any pregnancy-related health service or birth-related health services until such time as she obtains registration as a midwife
18 December 2023	OCR167-22	1. Professional Misconduct 2. Reprimand 3. Each party bear their own costs
19 December 2023	OCR195-21	1. Professional Misconduct 2. Reprimand 3. Conditions imposed on registration (refer to schedule) 4. IRA set aside 5. No order as to costs
20 December 2023	OCR117-20	1. Professional Misconduct 2. Reprimand
22 December 2023	OCR050-23	1. Professional Misconduct 2(a). Reprimand 2(b) Disqualified from applying for registration for a period of 2 years from date of order

Decisions on immediate action reviews

There was one (1) new application made to the Queensland Civil and Administrative Tribunal to review an Immediate Registration Action and one (1) matter was heard/determined. Five (5) matters are currently in litigation in QCAT.

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
- that action is in the public interest.

Show cause notices

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.

In October, November and December 2023, **seventeen (17)** show cause notices were issued:

- One (1) Pharmacist relating to professional conduct
- One (1) Podiatrist relating to professional conduct
- Four (4) Medical Practitioners relating to professional conduct
- One (1) Optometrist relating to professional conduct
- One (1) Chiropractor relating to professional conduct
- Two (2) Registered Nurses in relation to professional conduct
- Two (2) Paramedics in relation to professional conduct
- One (1) Psychologist in relation to professional conduct
- Four (4) unregistered practitioners relating to professional conduct

Immediate registration actions

Immediate registration actions - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical Practitioner	1	October	Conditions	✓	
Medical Radiation Practitioner	1	October	Suspension	✓	✓
Nurse	2	October	Suspension	✓	✓
Paramedic	1	October	Suspension	✓	✓
Chiropractor	1	November	Suspension		✓
Nurse	1	November	Conditions		✓
Optometrist	1	November	Suspension		✓
Pharmacist	1	November	Conditions	✓	
Paramedic	1	December	Conditions	✓	✓

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



Immediate registration actions - Variation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical Practitioner	1	October	Conditions	✓	✓

Immediate registration actions - Revocation

Practitioner type	Number	Month	Action that was taken	Reason/s for taking action	
				Public Interest	Serious Risk
Nurse	1	October	Conditions	✓	✓
Nurse	1	December	Conditions		✓
Osteopath	1	December	Conditions	✓	✓
Physiotherapist	1	December	Suspension	✓	

Interim prohibition orders

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 interim prohibition orders can be found on the prohibition order register on the OHO website.

Interim Prohibition Order - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Non-clinical support worker	1	October	Prohibition		✓
Non-clinical support worker	1	October	Prohibition w Restriction	✓	✓
Alternative health provider	1	November	Prohibition		✓
Non-clinical support worker	1	November	Prohibition		✓
Student Provider	1	November	Prohibition w Restriction		✓
Chiropractor	1	November	Prohibition		✓
Alternative health provider	1	December	Prohibition w Restriction		✓

Interim Prohibition Order – Variation

A health practitioner may apply to the Health Ombudsman to vary an immediate action if there is a material change in relation to the matter giving rise to the immediate action. The Health Ombudsman may also initiate a decision to vary an immediate action if, at any time after a decision to take immediate action, there is a material change in relation to the matter giving rise to the immediate action.

There were no variations to Interim Prohibition Orders in Q2 2023-24.

Interim Prohibition Order – Revocation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Non-clinical support worker	1	October	Prohibition	✓	✓
Sports therapist	1	November	Prohibition w Restriction		✓



Permanent prohibition orders

Permanent Prohibition Order - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Massage therapist	1	October	Permanent Prohibition		✓
Health support worker	1	October	Permanent Prohibition		✓
Non-clinical support worker	1	October	Permanent Prohibition		✓
Massage therapist	2	November	Permanent Prohibition		✓

Permanent Prohibition Order - Variation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Massage therapist	1	December	Permanent Prohibition w Restriction		✓



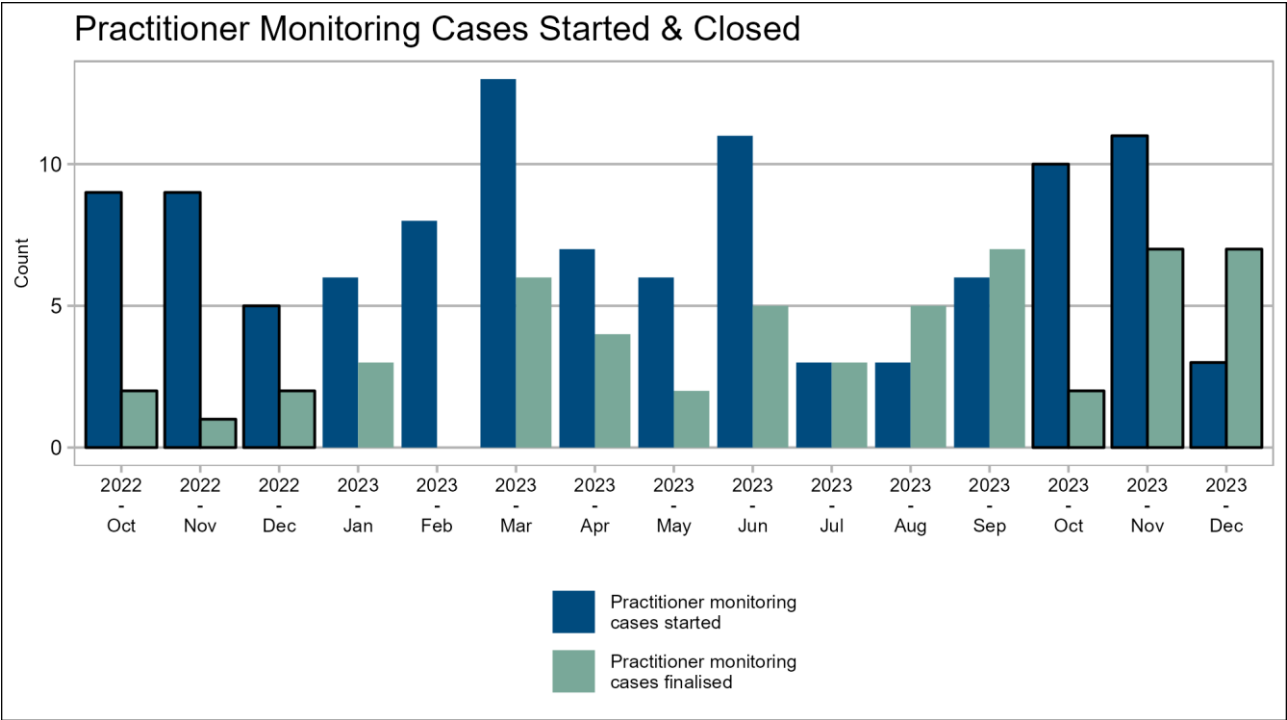
Monitoring practitioner compliance

When the Health Ombudsman takes immediate action against a health practitioner, we monitor the practitioner's compliance with the action.

For interim prohibition orders, this means monitoring compliance with either a full prohibition, or restrictions imposed, on a practitioner's provision of health services. 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 practise in an unregistered capacity.

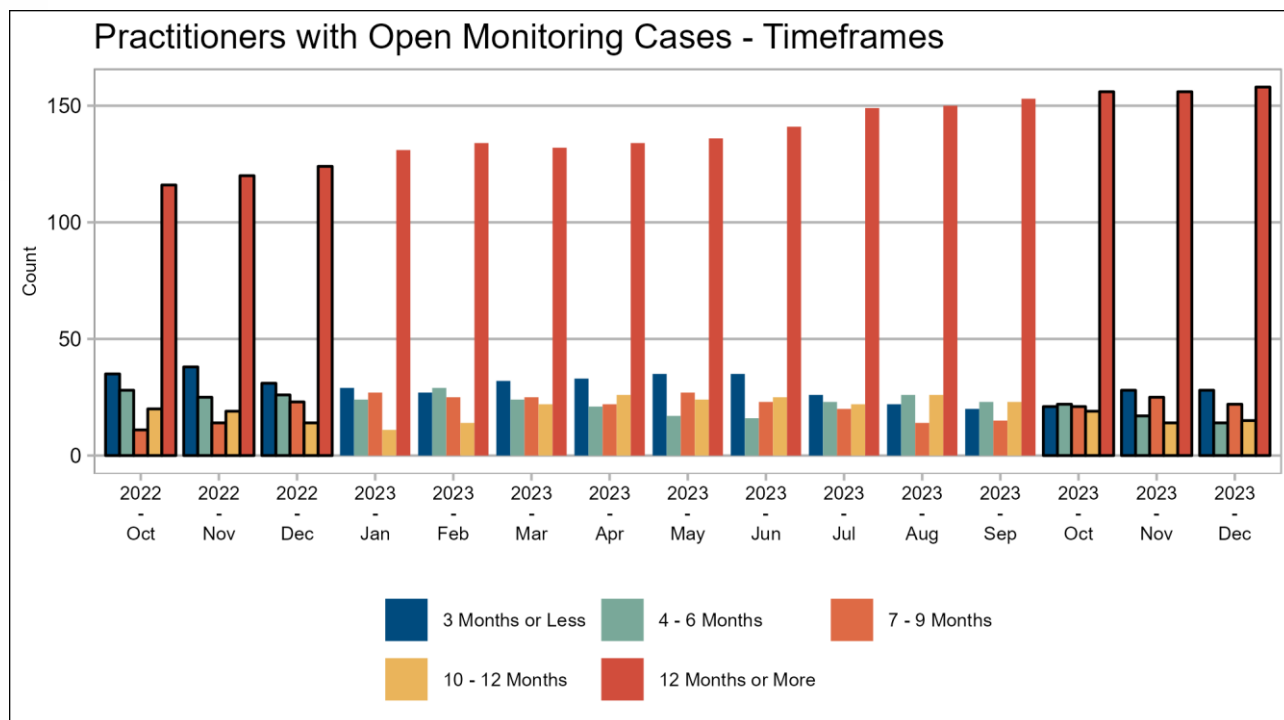
Practitioner monitoring cases



Cases this month	October	November	December
Practitioner monitoring cases started	10	11	3
Practitioner monitoring cases finalised	2	7	7

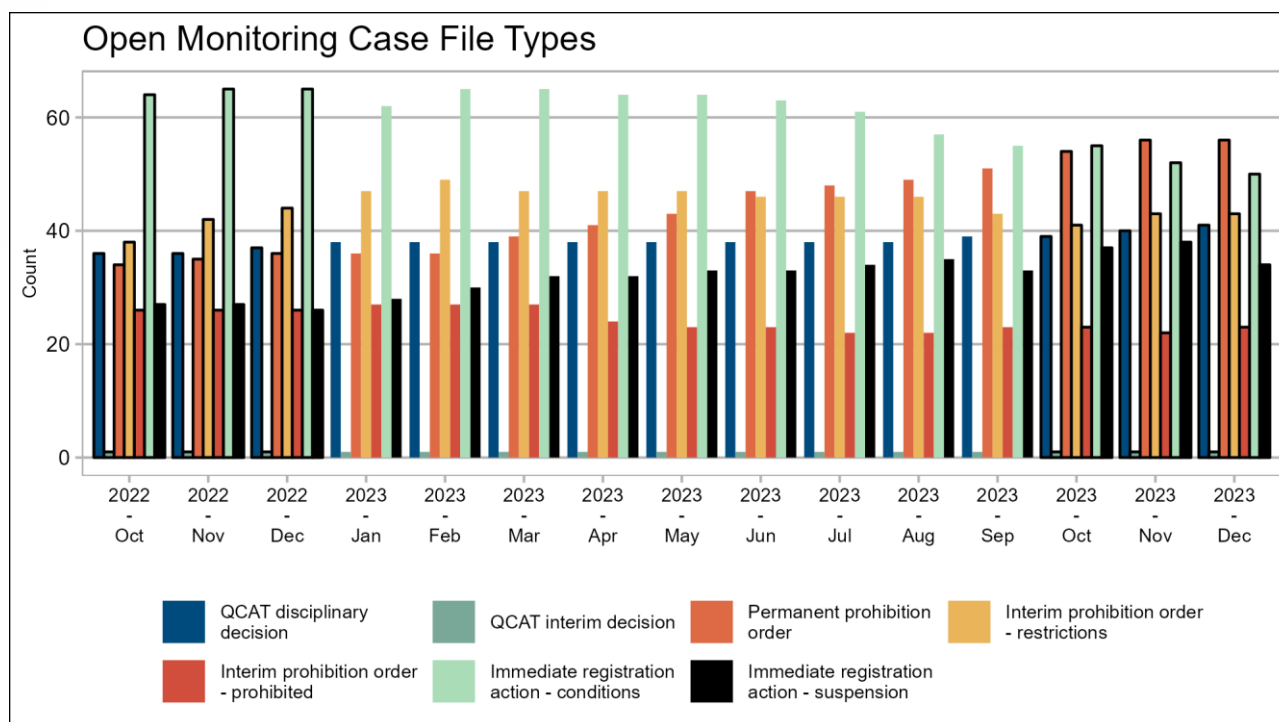
Open monitoring cases

Timeframes



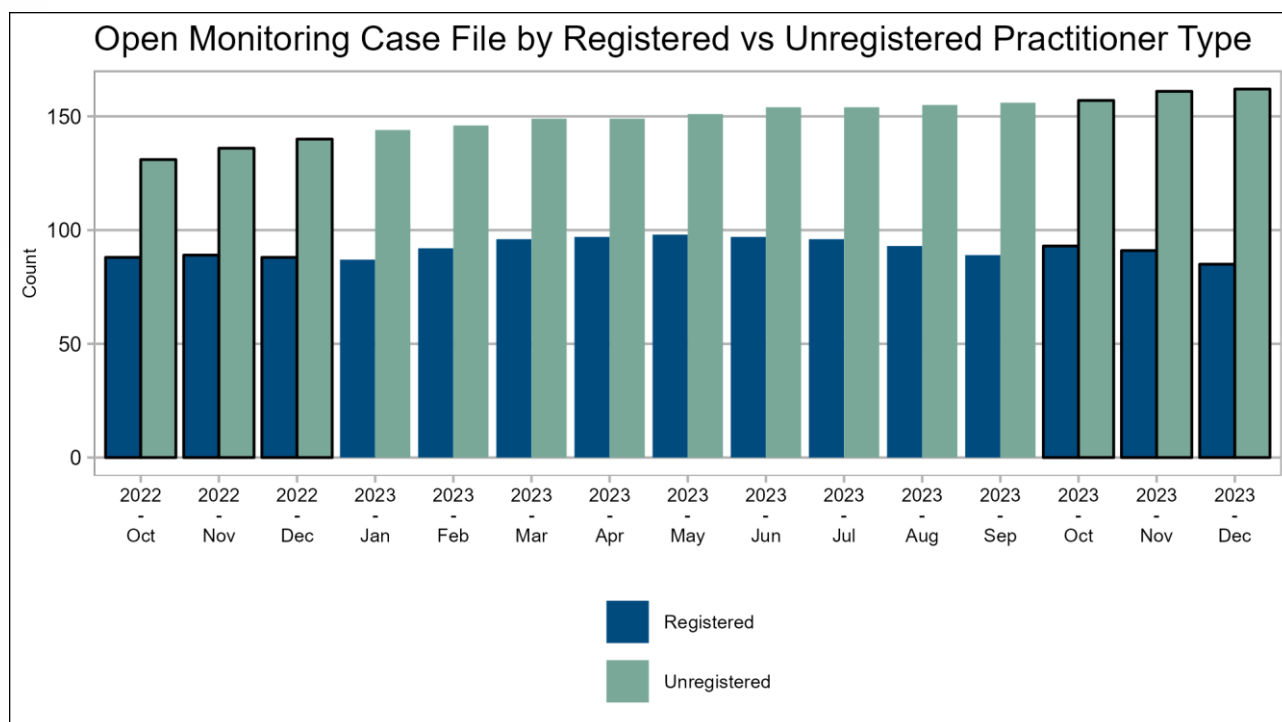
	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	21	8.8	28	11.7	28	11.8
4 - 6 Months	22	9.2	17	7.1	14	5.9
7 - 9 Months	21	8.8	25	10.4	22	9.3
10 to 12 Months	19	7.9	14	5.8	15	6.3
12 Months or More	156	65.3	156	65	158	66.7
Total	239	100	240	100	237	100

Immediate action types



	October		November		December	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	39	15.6	40	15.9	41	16.5
QCAT interim decision	1	0.4	1	0.4	1	0.4
Permanent prohibition order	54	21.6	56	22.2	56	22.6
Interim prohibition order - restrictions	41	16.4	43	17.1	43	17.3
Interim prohibition order - prohibited	23	9.2	22	8.7	23	9.3
Immediate registration action - conditions	55	22	52	20.6	50	20.2
Immediate registration action - suspension	37	14.8	38	15.1	34	13.7
Total	250	100	252	100	248	100

Registered Vs Unregistered practitioners under monitoring



	October		November		December	
	Number	%	Number	%	Number	%
Registered	93	37.2	91	36.1	85	34.4
Unregistered	157	62.8	161	63.9	162	65.6
Total	250	100	252	100	247	100

Australian Health Practitioner Regulation Agency

Joint consideration matters

The Health Ombudsman and Ahpra must jointly consider all matters received involving registered health practitioners within 7 business days and decide what course of action to take. The consultation period is excluded from the 7 business day statutory timeframe. A matter can either be retained by the Health Ombudsman, referred to Ahpra or no further action taken.

If a matter is retained by the Health Ombudsman for further relevant action and at the end of the relevant action the decision is to take no further action on the complaint, Ahpra can decide to have the matter referred to them. This is known as subsequent joint consideration.

Initial joint consideration consultations

Matters Commenced & Finalised

	Month	OHO Matter Count	Provider Count	Decision Count
Matters commenced	October	298	307	324
	November	321	326	344
	December	248	261	270
	Total	867	894	938
Matters Finalised	October	282	294	306
	November	325	330	349
	December	257	267	278
	Total	864	891	933

Issues by Practitioner Type

	Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Chiropractor	-	-	-	1	-	-	-	-	-	-	-	-	6	-	5	-	-	12
Dental practitioner	-	-	11	3	-	2	2	2	-	-	1	1	16	-	51	-	-	89
Medical Practitioner	21	-	104	20	2	3	12	7	-	-	27	101	104	9	288	42	-	740
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Midwife	-	-	-	-	-	-	1	-	-	-	-	1	1	-	5	-	-	8
Nurse	1	-	9	1	-	2	1	1	-	-	3	13	83	18	34	3	-	169
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	1	-	5	-	-	4	-	10
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	4
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	15	1	3	-	-	19
Pharmacist	-	-	3	-	-	-	-	-	-	-	-	14	8	4	1	-	-	30
Physiotherapist	-	-	2	-	-	1	1	-	-	-	1	-	2	1	2	-	-	10
Podiatrist / Chiropodist	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Psychologist	1	-	7	3	-	1	1	-	-	-	5	-	37	2	13	7	-	77
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	2
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	23	-	137	29	2	9	18	10	-	-	38	131	281	35	407	56	-	117

Outcomes by Practitioner Type

Issue	HCE to retain*		Refer to National Agency		No further action		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	1	0.2	-	-	1	0.1
Chinese Medicine Practitioner	1	0.5	-	-	-	-	1	0.1
Chiropractor	5	2.5	6	1.1	1	0.2	12	1.0
Dental practitioner	8	4	53	10	23	5.4	84	7.3
Medical Practitioner	118	59.6	323	60.7	303	70.8	744	64.2
Medical Radiation Practitioner	2	1	1	0.2	-	-	3	0.3
Midwife	4	2	1	0.2	1	0.2	6	0.5
Nurse	31	15.7	86	16.2	36	8.4	153	13.2
Occupational Therapist	1	0.5	5	0.9	4	0.9	10	0.9
Optometrist	-	-	-	-	4	0.9	4	0.3
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	8	4	5	0.9	5	1.2	18	1.6
Pharmacist	6	3	14	2.6	9	2.1	29	2.5
Physiotherapist	-	-	4	0.8	8	1.9	12	1.0
Podiatrist / Chiropodist	-	-	2	0.4	-	-	2	0.2
Psychologist	12	6.1	31	5.8	34	7.9	77	6.6
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	2	1	-	-	-	-	2	0.2
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	198	100	532	100	428	100	1158	100

* Refers to matters that were retained by the Office of Health Ombudsman.



Subsequent joint consideration consultations

Matters Commenced & Finalised

	Month	OHO Matter Count	Provider Count	Decision Count
Matters commenced	October	9	9	9
	November	17	17	18
	December	12	12	12
	Total	38	38	39
Matters Finalised	October	15	15	15
	November	12	12	12
	December	15	14	15
	Total	42	41	42

Issues by Practitioner Type

	Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Dental practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	4	-	-	5
Medical Practitioner	2	-	3	1	-	-	3	-	-	-	-	5	9	-	9	1	-	33
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nurse	-	-	-	-	-	-	-	-	-	-	-	-	4	1	1	-	-	6
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	2
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	2
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	2	-	3	1	-	-	3	1	-	-	-	6	18	1	15	1	-	51

Outcomes by Practitioner Type

Issue	HCE to retain*		Refer to National Agency		No further action		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	1	-	1	-	-	1
Chiropractor	-	-	2	-	2	-	-	2
Dental practitioner	-	-	7	-	7	-	-	7
Medical Practitioner	-	-	32	1	33	-	-	32
Medical Radiation Practitioner	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	-	-	-	-
Nurse	-	-	6	-	6	-	-	6
Occupational Therapist	-	-	5	-	5	-	-	5
Optometrist	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-
Pharmacist	-	-	2	-	2	-	-	2
Physiotherapist	-	-	-	-	-	-	-	-
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-
Psychologist	-	-	2	-	2	-	-	2
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	-	-	57	1	58	-	-	57

* Refers to matters that were retained by the Office of Health Ombudsman.

Demographics of complainants, healthcare consumers and providers

As part of the complaints management process, three key groups of person(s) are identified:

1. Complainant: This is the person and/or entity who has raised to the complain with the Office of the Health Ombudsman
2. Healthcare Consumer: This is the person and/or entity in which the healthcare service identified in the complaint was provided to. It is very common for both the Complainant and Healthcare Consumer to be the same person.
3. Provider: This is the person and/or entity who provided the healthcare service.

Complainants

Complainant Gender

	October		November		December	
	Number	%	Number	%	Number	%
Female	495	54.8	492	56.6	363	54.7
Male	371	41.1	338	38.9	260	39.2
Non-binary sex	6	0.7	5	0.6	5	0.8
Unknown	31	3.4	35	4	36	5.4
Total	903	100	870	100	664	100

Complainant Age

	October		November		December	
	Number	%	Number	%	Number	%
Less than 18 years	3	0.3	2	0.2	0	0
18-24 years	36	4	37	4.3	19	2.9
25-34 years	165	18.3	156	17.9	119	17.9
35-44 years	195	21.6	185	21.3	137	20.6
45-54 years	158	17.5	155	17.8	125	18.8
55-64 years	95	10.5	103	11.8	95	14.3
65-74 years	73	8.1	73	8.4	39	5.9
More than 75 years	32	3.5	27	3.1	23	3.5
Unknown*	146	16.2	132	15.2	107	16.1
Total	903	100	870	100	664	100

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

Complainant Location

	October		November		December	
	Number	%	Number	%	Number	%
Brisbane	359	48.4	328	46.3	254	44.6
Central West	0	0	0	0	0	0
Darling Downs	29	3.9	24	3.4	20	3.5
Far North	25	3.4	36	5.1	27	4.7
Fitzroy	32	4.3	27	3.8	24	4.2
Gold Coast	64	8.6	78	11	58	10.2
Mackay	17	2.3	19	2.7	10	1.8
North West	7	0.9	4	0.6	3	0.5
Northern	25	3.4	32	4.5	24	4.2
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	3	0.4	0	0	2	0.4
Sunshine Coast	33	4.5	33	4.7	31	5.4
West Moreton	21	2.8	12	1.7	12	2.1
Wide Bay-Burnett	39	5.3	34	4.8	32	5.6
Unknown	87	11.7	81	11.4	72	12.7
Total	741	100	708	100	569	100

Healthcare Consumers

Consumer Gender

	October		November		December	
	Number	%	Number	%	Number	%
Female	400	51.5	417	52.5	308	50.8
Male	370	47.7	368	46.3	289	47.7
Non-binary sex	4	0.5	5	0.6	5	0.8
Unknown	2	0.3	5	0.6	4	0.7
Total	776	100	795	100	606	100

Consumer Age

	October		November		December	
	Number	%	Number	%	Number	%
Less than 18 years	43	5.5	47	5.9	20	3.3
18-24 years	39	5	46	5.8	20	3.3
25-34 years	132	17	136	17.1	97	16
35-44 years	156	20.1	151	19	123	20.3
45-54 years	115	14.8	107	13.5	106	17.5
55-64 years	82	10.6	88	11.1	69	11.4
65-74 years	69	8.9	73	9.2	38	6.3
More than 75 years	53	6.8	54	6.8	70	11.6
Unknown*	87	11.2	93	11.7	63	10.4
Total	776	100	795	100	606	100

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

Consumer Location

	October		November		December	
	Number	%	Number	%	Number	%
Brisbane	301	47	282	42.8	234	44.1
Central West	0	0	0	0	0	0
Darling Downs	18	2.8	19	2.9	14	2.6
Far North	20	3.1	31	4.7	15	2.8
Fitzroy	25	3.9	22	3.3	18	3.4
Gold Coast	51	8	58	8.8	53	10
Mackay	10	1.6	16	2.4	11	2.1
North West	2	0.3	2	0.3	3	0.6
Northern	25	3.9	30	4.6	22	4.1
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	1	0.2	0	0	0	0
Sunshine Coast	25	3.9	27	4.1	21	4
West Moreton	15	2.3	12	1.8	10	1.9
Wide Bay-Burnett	28	4.4	26	3.9	28	5.3
Unknown	119	18.6	134	20.3	102	19.2
Total	640	100	659	100	531	100

Health service providers

Location of Providers

	October		November		December	
	Number	%	Number	%	Number	%
Brisbane	273	46.3	283	46.5	205	42.4
Central West	0	0	0	0	0	0
Darling Downs	24	4.1	31	5.1	23	4.8
Far North	28	4.7	27	4.4	25	5.2
Fitzroy	30	5.1	19	3.1	19	3.9
Gold Coast	73	12.4	83	13.6	65	13.4
Mackay	16	2.7	18	3	15	3.1
North West	3	0.5	4	0.7	4	0.8
Northern	31	5.3	25	4.1	17	3.5
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	2	0.3	0	0	2	0.4
Sunshine Coast	35	5.9	36	5.9	35	7.2
West Moreton	7	1.2	2	0.3	5	1
Wide Bay-Burnett	29	4.9	33	5.4	27	5.6
Unknown	39	6.6	48	7.9	42	8.7
Total	590	100	609	100	484	100

* 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.

Aggregated Data Descriptions

To assist with understanding the data in this report, each set of visuals/table has been further defined using the following descriptions:

- **Date Stamp?** – This describes the date field that is used to mark the occurrence of the event that is being counted/measured within the data.
- **What is being counted?** – This describes the unique instance that is being counted/measured.

Data Element	Date Stamp	What is being counted?
Intake of complaints		
Type of contacts	The date and time the case file is created in Resolve.	The total number of unique case files recorded in Resolve.
Contacts Received through Genesys	The date and time of the interaction.	The total number of unique person(s) interacted within in the Genesys Telephony System
Type of complaints	The date and time the case file is created in Resolve.	The total number of unique case files recorded as a complaint in resolve.
Decision timeframes	The end date and time of a case file tracking clock which documents the processing time of decisions during the intake phase.	The total number of unique case files recorded as a complaint in resolve.
Decisions made	The end date and time of a case file tracking clock which documents the processing time of decisions during the intake phase.	The total number of decisions being made. Please note, as decisions can be reconsidered, certain case files will have multiple decisions recorded against them
Accepted decision outcomes	The date and time in which the outcome is recorded against the case file.	The total number of unique case files recorded as a complaint in resolve.
Health service complaints profile		
Main issue category raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional performance issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional conduct issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional health issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Profile of complaints about health practitioners	The date and time the case file is created in Resolve.	In the grey cells, counts refer to the number of unique practitioners. In every other cell, counts refer to the number of issues.
Profile of complaints about health service organisations	The date and time the case file is created in Resolve.	In the grey cells, counts refer to the number of unique organisations. In every other cell, counts refer to the number of issues.
Assessment		
Assessments started and completed	The start and end date of the assessment.	The total number of unique assessment case files.
Assessment Started by Prioritisation	The Start date of the Assessment	The total number of unique assessment case files.
Completed assessment timeframes	The end date of the assessment.	The total number of unique assessment case files.
Assessment decisions	The date and time in which the outcome is recorded against the assessment case file.	The total number of unique assessment case files.



Data Element	Date Stamp	What is being counted?
Local resolution		
Local resolutions started and completed	The start and end date of the Local Resolution.	The total number of unique Local Resolution case files.
Completed local resolutions Time Frames	The end date of the Local Resolution.	The total number of unique Local Resolution case files.
Local Resolution Outcomes	The date and time in which the outcome is recorded against the Local Resolution case file.	The total number of unique Local Resolution case files.
Conciliation		
Conciliations started and closed	The start and end date of the Conciliation file.	The total number of unique Conciliation case files.
Agreement to participate in conciliation	The end date of the Conciliation file.	The total number of unique Conciliation case files.
Completed conciliation timeframes	The end date of the Conciliation file.	The total number of unique Conciliation case files.
Completed conciliation outcomes	The date and time in which the outcome is recorded against the Conciliation case file.	The total number of unique Conciliation case files.
Open conciliation timeframes		The total number of Conciliation Case files open at the end of the month.
Complaints Management (Referrals)		
Referrals open & closed	The start and end date of the Referral case file.	The total number of unique Referral case files.
Referrals categories	The start date of the Referral case file.	The total number of unique Referral case files.
Referrals closed timeframes	The end date of the Referral case file.	The total number of unique Referral case files.
Referrals open timeframes		The total number of Referral Case files open at the end of the month.
Investigation		
Investigations started and closed	The date in which the investigations file is recorded as having commenced.	The total number of parent investigations in the context of 'Started' and 'Closed'. Amalgamated investigations represents that the total number of investigations amalgamated.
Closed investigation timeframes	The closed date of the investigation.	The total number of parent investigations closed.
Closed investigation outcomes	The date in which the outcome is recorded against the investigation case file.	The total number of parent investigations files.
Active & Paused Investigations		The total number of open parent investigations open at the end of the month.
Active investigation timeframes		The total number of open parent investigations open at the end of the month.
Paused investigation timeframes		The total number of open parent investigations open at the end of the month.
Active & Paused (All) Investigation Timeframes		The total number of open parent investigations open at the end of the month.
Open investigation categories		The total number of open parent investigations open at the end of the month.
Monitoring Investigation Recommendations		
OHO recommendations monitoring	The start date and finalisation date of the recommendations monitoring file	Each unique recommendation monitoring file.
Open Recommendations Monitoring Case Timeframes		The total number of open recommendation monitoring files at the end of the month.

Data Element	Date Stamp	What is being counted?
Director of Proceedings		
Matters referred to the Director of Proceedings by practitioner type	The Commencement date of the Director of Proceedings File.	The total number of unique Director of Proceeding case files.
Matters currently with the Director of Proceedings by practitioner type	Not applicable.	The total number of unique Director of Proceeding case files.
Matters filed in the Queensland Civil and Administrative Tribunal	The date in which the matter is filed to QCAT.	The total number of matters filed in QCAT.
Matters referred back to Health Ombudsman	The date in which the decision was made to refer the matter back to the Health Ombudsman.	The total number of Director of Proceeding case files referred back to the Health Ombudsman.
Matters Open in the Queensland Civil and Administrative Tribunal	Not applicable.	The total number of matters filed in QCAT.
Queensland Civil and Administrative Decisions	The date in which the decision was recorded by QCAT.	The total number of decisions recorded as part of the QCAT proceeding.
Matters withdrawn	The date in which the matter was recognised as formally withdrawn.	The total number of Director of Proceeding case files.
Immediate Action		
Show case notices	The date in which the show cause notice was distributed.	The show cause notice.
Initiation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action was initiated.	The number of unique practitioners under the action taken conditions specified in the table.
Variation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action variation took effect.	The number of unique practitioners under the action taken conditions specified in the table.
Revocation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action was revoked.	The number of unique practitioners under the action taken conditions specified in the table.
Monitoring practitioner compliance		
Practitioner monitoring cases	The original effected date of the practitioner monitoring file and the finalisation date.	The unique number of practitioner monitoring files.
Open monitoring cases timeframes		The total number of practitioners with a Monitoring Case Files open at the end of the month.
Immediate action types		The total number of Practitioners Monitoring Case Files open at the end of the month.
Registered Vs Unregistered practitioners under monitoring		The total number of Practitioners Monitoring Case Files open at the end of the month.
Australian Health Practitioner Regulation Agency – Initial Joint Consideration Decisions		
Matters commenced and finalised	The date and time in which the initial joint consideration process commenced and was finalized.	1) OHO Matter Count: This is the count of all complaint files within the OHO system which are linked to the joint consideration event.



Data Element	Date Stamp	What is being counted?
		2) Provider Count: This is the number of unique providers which are linked to the joint consideration event. 3) Decision Count: This is the amount the of decisions that are made for a given joint consideration event. This count usually corresponds with the total number of matters considered on the Ahpra side of joint consideration.
Issues by Practitioner Type	The date and time in which the initial joint consideration process commenced.	The total number of decisions at the intersection of Practitioner type and Issue type (Decision count). Please note that a single decision can be considered across multiple issues and practitioner types, hence the grand total for the table below will be greater that the decision count total from the previous section.
Outcomes by Practitioner Type	The date and time in which the Initial joint consideration process was finalized.	The total number of decisions made.
Australian Health Practitioner Regulation Agency – Subsequent Joint Consideration Decisions		
Matters Commenced & Finalised	The date and time in which the subsequent joint consideration process commenced and was finalised.	1) OHO Matter Count: This is the count of all complaint files within the OHO system which are linked to the joint consideration event. 2) Provider Count: This is the amount of unique providers which are linked to the joint consideration event. 3) Decision Count: This is the amount the of decisions that are made for a given joint consideration event. This count usually corresponds with the total number of matters considered on the Ahpra side of joint consideration
Issues by Practitioner Type	The date and time in which the subsequent joint consideration process commenced.	The total number of decisions at the intersection of Practitioner type and Issue type (Decision count). Please note that a single decision can be considered across multiple issues and practitioner types, hence the grand total for the table below will be greater that the decision count total from the previous section.
Outcomes by Practitioner Type	The date and time in which the subsequent joint consideration process was finalised.	The total number of decisions made.
Demographics of complainants, healthcare consumers and providers		
Complainants	The date and time the case file is created in Resolve.	The total number of unique complainants in each month.
Healthcare Consumers	The date and time the case file is created in Resolve.	The total number of unique consumers in each month.
Health service providers	The date and time the case file is created in Resolve.	The total number of unique providers in each month.