

Quarter Four 2022-23  
performance report  
Office of the Health Ombudsman



OFFICE OF THE  
**HEALTH**  
OMBUDSMAN



## **Quarterly performance report— Quarter Four 2022-23**

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# Contents

<b>Introduction</b>	<b>4</b>
<b>Intake of complaints</b>	<b>5</b>
Type of contacts	5
Type of complaints	6
Complaint decisions	7
<b>Health service complaints profile</b>	<b>10</b>
Main issue categories raised in complaints	10
Subcategories of professional performance issues raised in complaints	11
Subcategories of professional conduct issues raised in complaints	12
Subcategories of professional Health issues raised in complaints	14
Profile of complaints about health practitioners	15
Profile of complaints about health service organisations	16
<b>Assessment</b>	<b>18</b>
Assessments started and completed	18
Completed assessment timeframes	19
Assessment decisions	20
<b>Local resolution</b>	<b>21</b>
Local resolutions started and completed	21
Completed local resolutions Time Frames	22
Local Resolution Outcomes	23
<b>Conciliation</b>	<b>24</b>
Conciliations started and closed	24
Agreement to participate in conciliation	25
Completed conciliations	26
Open conciliation timeframes	28
<b>Complaint Management (Referrals)</b>	<b>29</b>
Referrals Open & Closed	29
Referrals Categories	30
Referrals Closed Timeframes	31
Referrals Open Timeframes	32
<b>Investigation</b>	<b>33</b>
Investigations started and closed	33
Closed investigations	34
Open investigations	36
<b>Monitoring investigation recommendations</b>	<b>41</b>
OHO recommendations monitoring	41
Open recommendations monitoring case timeframes	42
<b>Director of Proceedings</b>	<b>43</b>
Matters referred to the Director of Proceedings by practitioner type	43
Outcomes of matters reviewed by the Director of Proceedings	44
Queensland Civil and Administrative Tribunal disciplinary matters	45
Decisions on matters referred to the Queensland Civil and Administrative Tribunal	46
Decisions on immediate action reviews	48
<b>Immediate action</b>	<b>49</b>
Show cause notices	49



Immediate registration actions .....	49
Interim prohibition orders .....	51
<b>Monitoring practitioner compliance .....</b>	<b>53</b>
Practitioner monitoring cases.....	53
Open monitoring cases .....	54
<b>Australian Health Practitioner Regulation Agency .....</b>	<b>57</b>
Joint consideration matters .....	57
<b>Demographics of complainants, healthcare consumers and providers.....</b>	<b>63</b>
Complainants.....	63
Healthcare Consumers .....	65
Health service providers.....	67



# Introduction

This document reports on the Quarter Four (Q4) performance of the Office of the Health Ombudsman (OHO) for the 2022–23 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:

- Receive and deal with complaints about health services and health service providers.
- Assess and investigate complaints about health practitioners and health services and conduct investigations into systemic issues
- Decide what action to take in relation complaints and, where required, take immediate action and regulatory action on practitioner matters to protect the health and safety of the public
- Provide local resolution and conciliation of complaints
- Identify, report and make recommendations on systemic issues in the delivery of quality health services.
- Monitor how Australian Health Practitioner Regulation Agency and national health practitioner boards monitor health, conduct and performance
- Provide information and education about resolving health service complaints
- Refer registered practitioner matters to the Director of Proceedings to take to the Queensland Civil and Administrative Tribunal for determination

Our performance reports are available to the public on our website [www.oho.qld.gov.au](http://www.oho.qld.gov.au).

Data in this report is correct as of 15 September 2023, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

The OHO is working 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.

To assist with understanding of the data featured in the annual report, all subsections are preambled by the following descriptions of the data:

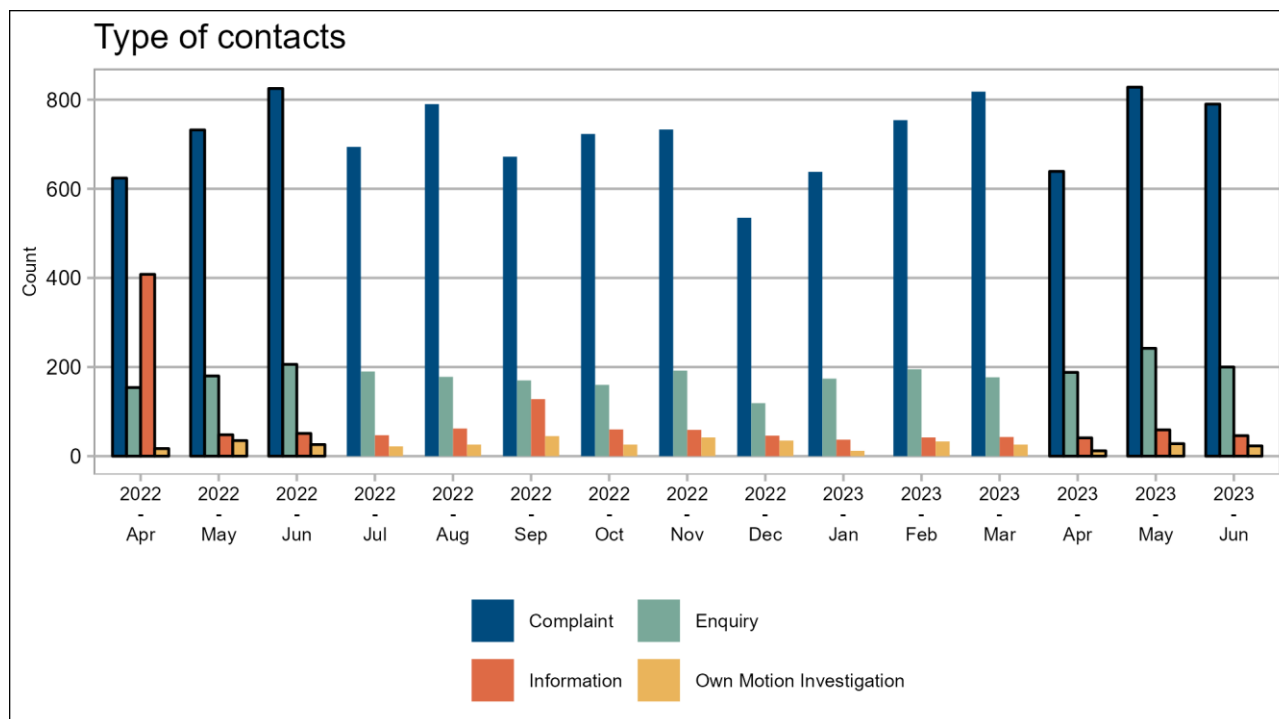
- What date stamp describes this event? – This describes the date field that is used to mark the occurrence of the event that is being counted/measured within the data.
- What is being counted? – This describes the unique instance that is being counted/measured.

# Intake of complaints

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

## Type of contacts

- What date stamp describes this event? –The date and time the case file is created in the OHO's case management system.
- What is being counted? —The total number of unique case files recorded in OHO's case management system.

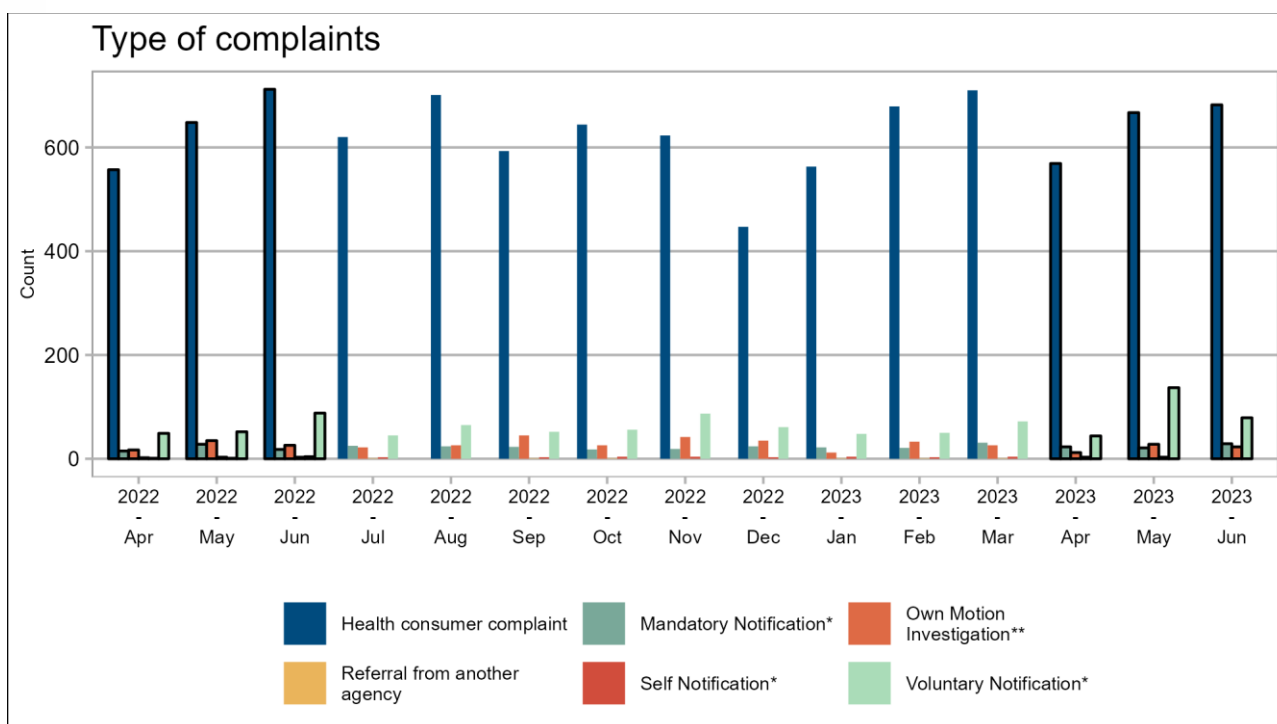


Type of contact	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	639	72.6	828	71.6	790	74.6	2257	72.9
Enquiry	188	21.4	242	20.9	200	18.9	630	20.3
Information	41	4.7	59	5.1	46	4.3	146	4.7
Own Motion Investigation	12	1.4	28	2.4	23	2.2	63	2
Yet to be classified*	0	0	0	0	0	0	0	0
<b>Total</b>	<b>880</b>	<b>100</b>	<b>1157</b>	<b>100</b>	<b>1059</b>	<b>100</b>	<b>3096</b>	<b>100</b>

\*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 came in just before the end of the reporting period and were still being processed.

## Type of complaints

- What date stamp describes this event? – The date and time the case file is created in the OHO's case management system.
- What is being counted? – The total number of unique case files.



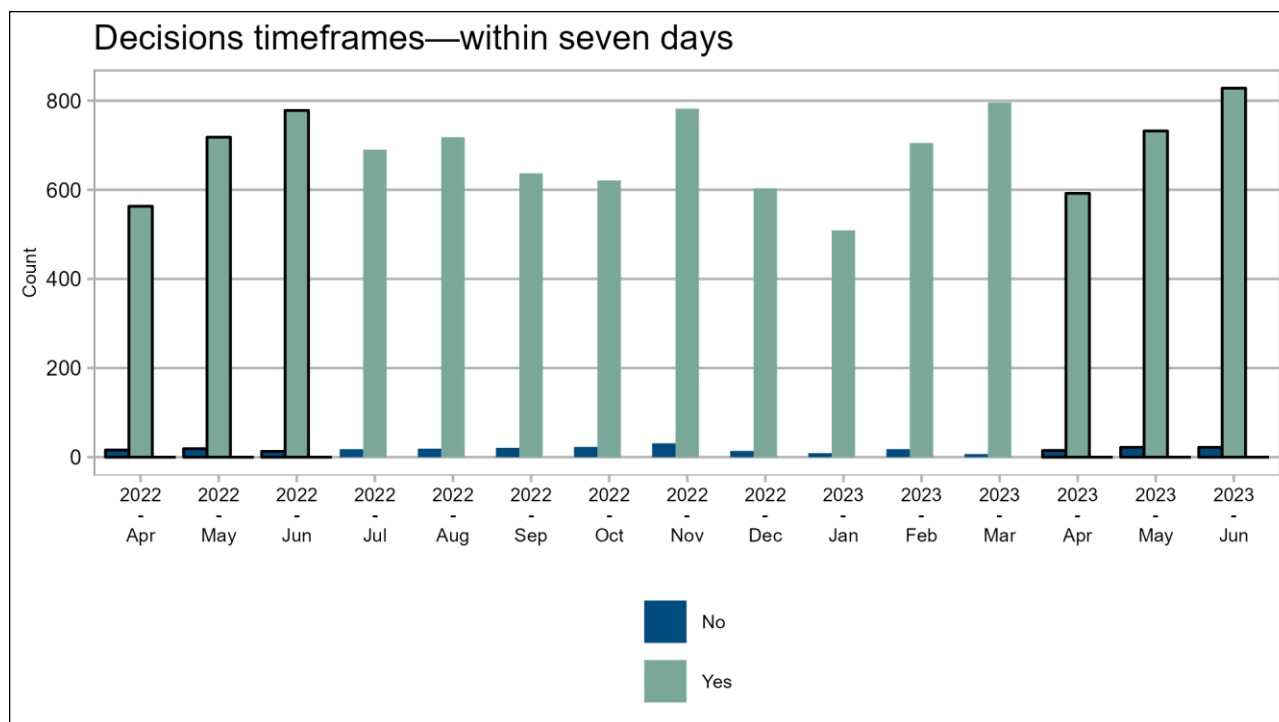
Type of complaints	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	569	87.4	667	77.9	682	83.9	1918	82.7
Mandatory Notification*	23	3.5	21	2.5	29	3.6	73	3.1
Voluntary Notification*	44	6.8	137	16	79	9.7	260	11.2
Self Notification*	3	0.5	3	0.4	0	0	6	0.3
Referral from another agency	0	0	0	0	0	0	0	0
Own Motion Investigation*	12	1.8	28	3.3	23	2.8	63	2.7
<b>Total</b>	<b>651</b>	<b>100</b>	<b>856</b>	<b>100</b>	<b>813</b>	<b>100</b>	<b>2320</b>	<b>100</b>

\*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

- What date stamp describes this event? – The end date and time of a case file tracking clock which documents the processing time of decisions during the intake phase.
- What is being counted? – The total number of unique case files.

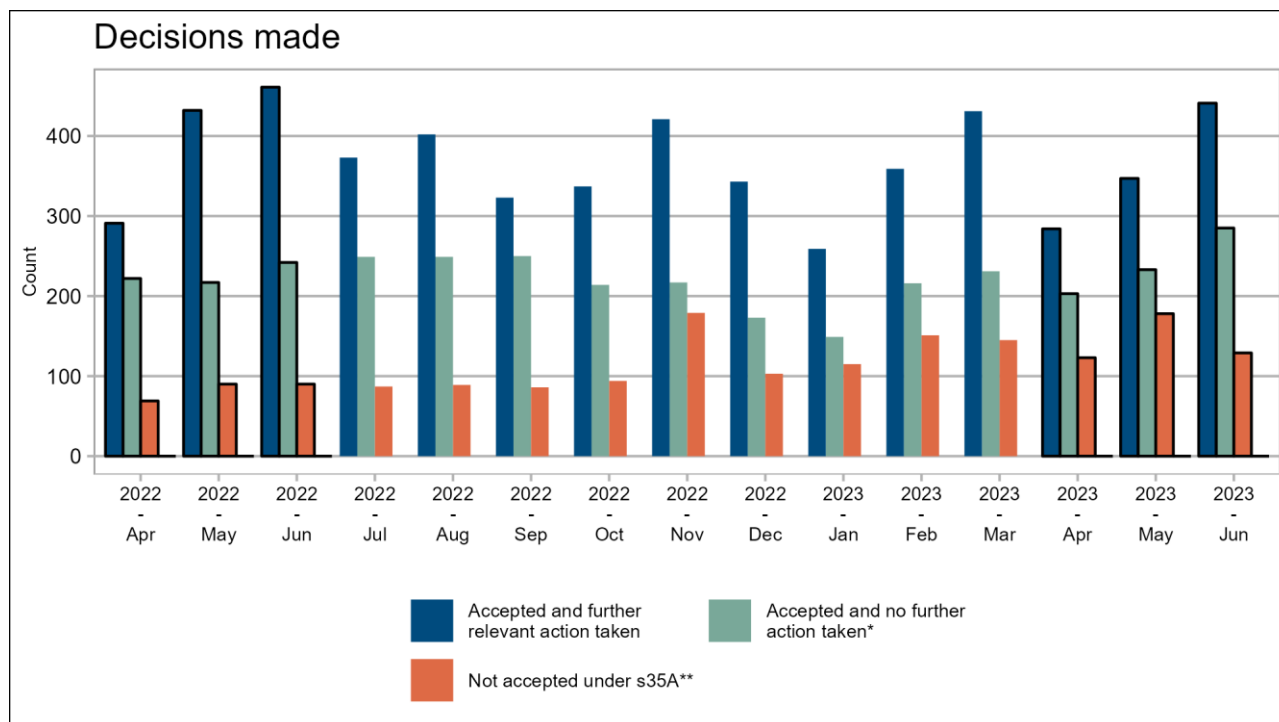


Decision made	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Yes	592	97.5	732	97.1	828	97.4	2152	97.3
No	15	2.5	22	2.9	22	2.6	59	2.7
<b>Total</b>	<b>607</b>	<b>100</b>	<b>754</b>	<b>100</b>	<b>850</b>	<b>100</b>	<b>2211</b>	<b>100</b>



## Decisions made

- What date stamp describes this event? – The end date and time of a case file tracking clock which documents the processing time of decisions during the intake phase.
- What is being counted? – The total number of decisions being made. Please note, as decisions can be reconsidered, certain case files will have multiple decisions recorded against them.



Number of decisions made	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	284	46.6	347	45.8	441	51.6	1072	48.2
Accepted and no further action taken*	203	33.3	233	30.7	285	33.3	721	32.4
Not accepted under s35A**	123	20.2	178	23.5	129	15.1	430	19.3
<b>Total</b>	<b>610</b>	<b>100</b>	<b>758</b>	<b>100</b>	<b>855</b>	<b>100</b>	<b>2223</b>	<b>100</b>

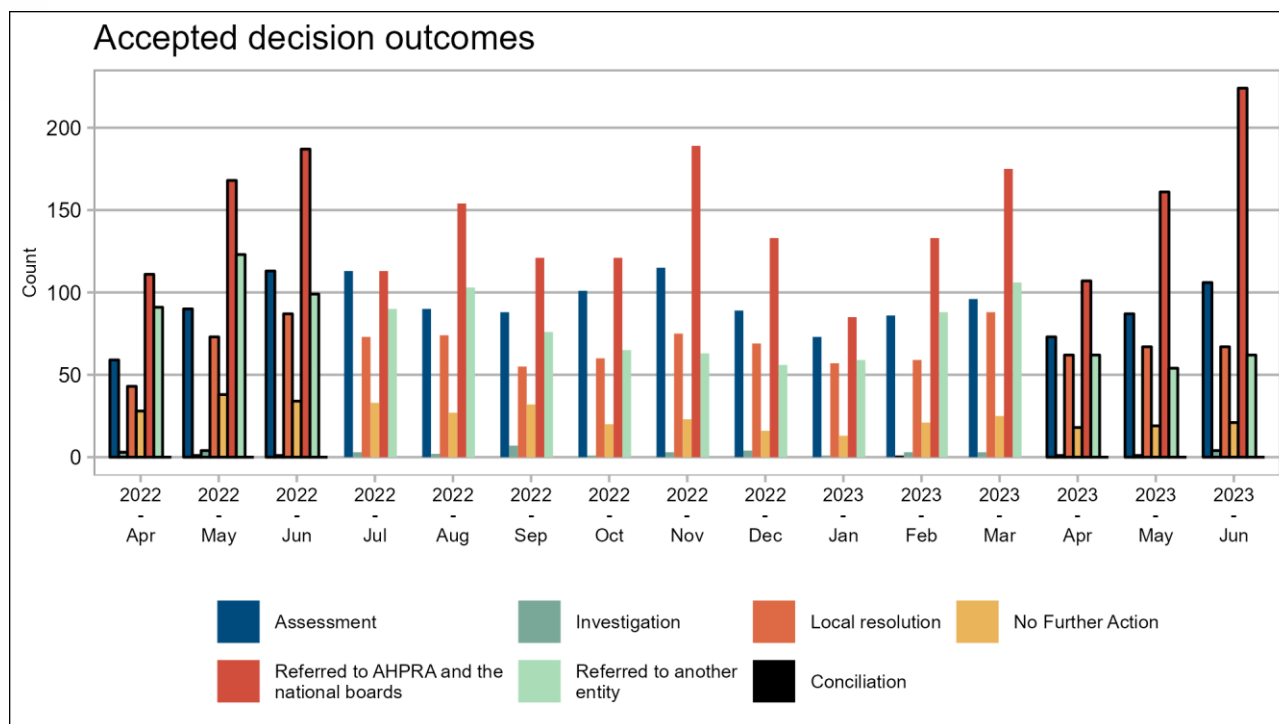
\*These decisions relate to matters in which the Health Ombudsman has decided to take no further action under section 44 of the *Health Ombudsman Act 2013*. Prior to 1 June 2020, this category was reported as "Not Accepted".

\*\*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 34 decisions were classified as out of jurisdiction.

## Accepted decision outcomes

- What date stamp describes this event? – The date and time in which the outcome is recorded against the case file.
- What is being counted? – The total number of unique case files.



Type of relevant action	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	73	22.6	87	22.4	106	21.9	266	22.2
Conciliation	0	0	0	0	0	0	0	0
Investigation	1	0.3	1	0.3	4	0.8	6	0.5
Local resolution	62	19.2	67	17.2	67	13.8	196	16.4
Referred to AHPRA and the national boards	107	33.1	161	41.4	224	46.3	492	41.1
Referred to another entity	62	19.2	54	13.9	62	12.8	178	14.9
No Further Action	18	5.6	19	4.9	21	4.3	58	4.8
<b>Total</b>	<b>323</b>	<b>100</b>	<b>389</b>	<b>100</b>	<b>484</b>	<b>100</b>	<b>1196</b>	<b>100</b>

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

- What date stamp describes this event? – The date and time the case file is created in the OHO's case management system.
- What's being counted? – A recorded issue against the complaint case file.

Issue	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Access	74	8.1	91	7.5	111	9.8	276	8.4
Code of conduct for Health Care Workers	13	1.4	21	1.7	20	1.8	54	1.7
Communication and Information	66	7.2	99	8.1	91	8	256	7.8
Consent	22	2.4	26	2.1	20	1.8	68	2.1
Discharge and Transfer Arrangements	15	1.6	17	1.4	26	2.3	58	1.8
Environment/Management of Facility	32	3.5	31	2.5	28	2.5	91	2.8
Fees and Costs	30	3.3	43	3.5	31	2.7	104	3.2
Grievance Processes	39	4.3	36	3	43	3.8	118	3.6
Health Ombudsman Act 2013 Offence	0	0	0	0	0	0	0	0
Information	0	0	0	0	0	0	0	0
Medical Records	29	3.2	36	3	36	3.2	101	3.1
Medication	124	13.6	206	16.9	140	12.3	470	14.4
Professional Conduct	119	13.1	152	12.5	135	11.9	406	12.4
Professional Health	22	2.4	23	1.9	18	1.6	63	1.9
Professional Performance	315	34.6	416	34.1	423	37.2	1154	35.3
Reports/Certificates	11	1.2	23	1.9	14	1.2	48	1.5
Research/teaching/assessment	0	0	0	0	2	0.2	2	0.1
<b>Total</b>	<b>911</b>	<b>100</b>	<b>1220</b>	<b>100</b>	<b>1138</b>	<b>100</b>	<b>3269</b>	<b>100</b>

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

- What date stamp describes this event? – The date and time the case file is created in the OHO's case management system.
- What's being counted? – A recorded issue against the complaint case file.

Issue	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Competence	11	3.5	15	3.6	14	3.3	<b>40</b>	<b>3.5</b>
Coordination of treatment	36	11.4	49	11.8	52	12.3	<b>137</b>	<b>11.9</b>
Delay in treatment	12	3.8	15	3.6	24	5.7	<b>51</b>	<b>4.4</b>
Diagnosis	15	4.8	33	7.9	32	7.6	<b>80</b>	<b>6.9</b>
Inadequate care	42	13.3	39	9.4	48	11.3	<b>129</b>	<b>11.2</b>
Inadequate consultation	19	6	31	7.5	31	7.3	<b>81</b>	<b>7</b>
Inadequate prosthetic equipment	3	1	3	0.7	3	0.7	<b>9</b>	<b>0.8</b>
Inadequate treatment	98	31.1	130	31.2	133	31.4	<b>361</b>	<b>31.3</b>
Infection control	5	1.6	3	0.7	5	1.2	<b>13</b>	<b>1.1</b>
No or inappropriate referral	11	3.5	12	2.9	7	1.7	<b>30</b>	<b>2.6</b>
Public or private election	0	0	0	0	1	0.2	<b>1</b>	<b>0.1</b>
Rough and painful treatment	6	1.9	9	2.2	8	1.9	<b>23</b>	<b>2</b>
Teamwork or supervision	1	0.3	1	0.2	3	0.7	<b>5</b>	<b>0.4</b>
Unexpected treatment outcome or complications	41	13	54	13	45	10.6	<b>140</b>	<b>12.1</b>
Withdrawal of treatment	4	1.3	5	1.2	2	0.5	<b>11</b>	<b>1</b>
Wrong or inappropriate treatment	11	3.5	17	4.1	15	3.5	<b>43</b>	<b>3.7</b>
<b>Total</b>	<b>315</b>	<b>100</b>	<b>416</b>	<b>100</b>	<b>423</b>	<b>100</b>	<b>1154</b>	<b>100</b>

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

- What date stamp describes this event? – The date and time the case file is created in the OHO's case management system.
- What's being counted? – A recorded issue against the complaint case file.

Issue	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Annual declaration not completed or completed incorrectly	0	0	1	0.7	0	0	1	0.2
Assault	6	5	5	3.3	3	2.2	14	3.4
Attendance	0	0	1	0.7	0	0	1	0.2
Boundary violation	5	4.2	9	5.9	4	3	18	4.4
Breach of condition	2	1.7	2	1.3	0	0	4	1
Conflict of interest	3	2.5	4	2.6	3	2.2	10	2.5
Discriminatory conduct	2	1.7	3	2	0	0	5	1.2
Emergency treatment not provided	0	0	0	0	1	0.7	1	0.2
Excessive treatment	1	0.8	0	0	1	0.7	2	0.5
Experimental treatment	0	0	0	0	0	0	0	0
False or misleading statements and/or information	11	9.2	2	1.3	7	5.2	20	4.9
Financial fraud	1	0.8	3	2	2	1.5	6	1.5
Illegal practice	22	18.5	50	32.9	36	26.7	108	26.6
Inappropriate behaviour	32	26.9	27	17.8	33	24.4	92	22.7
Inappropriate collection, use or disclosure of information	18	15.1	17	11.2	18	13.3	53	13.1
Misrepresentation of qualifications	0	0	1	0.7	3	2.2	4	1
National Law breach	3	2.5	9	5.9	5	3.7	17	4.2
National Law offence	4	3.4	6	3.9	10	7.4	20	4.9
Response to adverse event	3	2.5	1	0.7	2	1.5	6	1.5
Sexual misconduct	6	5	11	7.2	7	5.2	24	5.9
<b>Total</b>	<b>119</b>	<b>100</b>	<b>152</b>	<b>100</b>	<b>135</b>	<b>100</b>	<b>406</b>	<b>100</b>



## Subcategories of professional Health issues raised in complaints

- What date stamp describes this event? – The date and time the case file is created in the OHO's case management system.
- What's being counted? – A recorded issue against the complaint case file.

Issue	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - cognitive impairment	1	4.5	2	8.7	1	5.6	4	6.3
Mental impairment - mental illness	1	4.5	7	30.4	4	22.2	12	19
Mental impairment - other	9	40.9	3	13	4	22.2	16	25.4
Mental impairment - substance misuse, abuse or addiction	11	50	11	47.8	9	50	31	49.2
Physical impairment	0	0	0	0	0	0	0	0
<b>Total</b>	<b>22</b>	<b>100</b>	<b>23</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>63</b>	<b>100</b>

## Profile of complaints about health practitioners

- What date stamp describes this event? – The date and time the case file is created in the OHO's case management system.
- What's being counted? – In the grey cells, counts refer to the number of unique practitioners. In every other cell, counts refer to the number of issues.

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
Aboriginal and Torres Strait Islander health practitioner	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Chinese Medicine Practitioner	2	-	-	-	1	-	-	-	-	-	-	-	-	2	-	-	-	-	3
Chiropractor	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	3	-	-	4
Dental practitioner	49	-	-	2	-	-	-	1	1	-	-	-	1	8	1	41	-	-	55
Medical Practitioner	592	15	-	69	23	2	2	19	9	-	-	14	167	121	16	287	23	1	768
Medical Radiation Practitioner	3	-	-	1	-	-	-	-	-	-	-	-	1	2	-	1	-	-	5
Midwife	16	-	-	1	-	-	-	-	-	-	-	1	1	10	-	14	-	-	27
Occupational Therapist	10	-	-	-	-	-	-	-	1	-	-	-	-	4	1	5	2	-	13
Optometrist	6	-	-	1	-	-	-	-	-	-	-	-	-	2	-	5	-	-	8
Oral Health Therapist	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Osteopath	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Paramedic	15	-	-	-	-	-	-	-	-	-	-	-	-	10	4	6	-	-	20
Pharmacist	32	-	-	5	-	-	1	-	-	-	-	2	23	13	3	5	-	-	52
Physiotherapist	20	-	-	-	1	-	-	1	-	-	-	-	-	11	-	8	-	1	22
Podiatrist / Chiropodist	4	-	-	-	-	-	1	-	-	-	-	-	-	5	-	-	-	-	6
Psychologist	65	2	-	11	1	-	1	-	-	-	-	4	-	36	4	16	12	-	87
Nurse	162	-	-	2	3	-	-	-	3	-	-	5	18	114	33	35	1	-	214
Student practitioner	4	-	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
Unknown practitioner	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Unregistered practitioner	47	-	42	5	2	-	-	-	-	-	-	1	12	20	-	13	3	-	98
Total	1034	17	44	98	32	2	5	21	14	-	-	27	223	360	63	441	41	2	1390



## Profile of complaints about health service organisations

- What date stamp describes this event? – The date and time the case file is created in the OHO's case management system.
- What's being counted? – In the grey cells, counts refer to the number of unique organisations. In every other cell, counts refer to the number of issues.

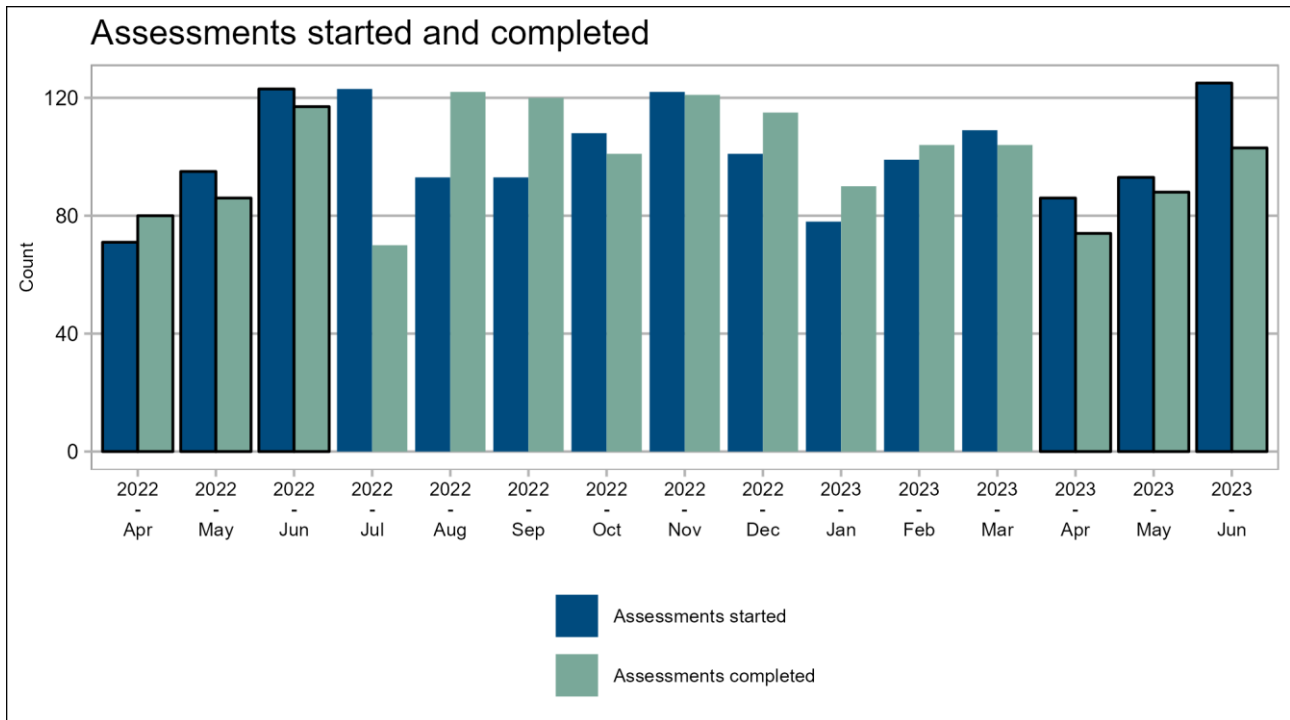
Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																		Total
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ 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		
Administrative Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Aged Care Facility	19	-	-	3	1	-	4	2	2	-	-	1	1	-	-	10	-	-	24	
Allied Health Service	8	1	-	1	1	-	1	3	-	-	-	-	-	1	-	1	1	-	10	
Ambulance Service	7	-	-	1	-	-	-	-	2	-	-	-	2	1	-	7	-	-	13	
Area Health Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Community Health Service	17	3	1	2	-	-	1	1	1	-	-	-	1	2	-	6	-	-	18	
Correctional Facility	17	130	-	19	-	1	2	-	11	-	-	3	158	2	-	148	-	-	474	
Dental Service	38	8	-	1	1	-	2	8	9	-	-	3	-	1	-	18	-	-	51	
Environmental Health Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Health Education Service	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
Health Information Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Health Promotion Service	2	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
Health Service District	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Hospital & Health Service	9	2	1	-	-	-	1	-	4	-	-	-	-	2	-	6	-	-	16	
Laboratory Service	15	3	-	2	1	-	2	11	2	-	-	-	-	-	-	2	1	-	24	
Licensed Day Hospital	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	2	
Licensed Private Hospital	27	2	-	8	1	3	5	3	3	-	-	1	4	2	-	33	-	-	65	
Medical Centre	141	23	-	17	-	-	22	26	10	-	-	41	12	6	-	29	-	-	186	
Mental Health Service	32	5	2	16	14	12	3	1	5	-	-	4	10	5	-	35	2	-	114	
Nursing Service	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	
Optical Store	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	2	
Other Government Department	5	-	-	1	2	-	-	-	-	-	-	1	1	1	-	-	-	-	6	
Other Support Service	8	1	-	-	-	-	1	2	2	-	-	-	1	-	-	3	-	-	10	
Paramedical Service	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	2	
Parent Organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Pharmaceutical Service	38	5	-	3	-	-	1	2	3	-	-	1	26	1	-	1	-	-	43	
Private Organisation	22	1	5	1	-	-	3	4	1	-	-	-	2	1	-	9	-	-	27	
Public Health Service	17	1	-	-	1	1	7	-	3	-	-	-	2	1	-	20	-	-	36	
Public Hospital	48	68	-	73	14	39	26	10	43	-	-	16	23	19	-	369	1	-	701	
Registration Board	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Residential Care Service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	

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
Social Work Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Specialised Health Service	37	5	-	8	-	-	5	7	2	-	-	2	2	1	-	13	2	-	47
Welfare Service	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	2
Total	516	259	10	158	36	56	86	83	104	-	-	74	247	46	-	713	7	-	1879

# Assessment

## Assessments started and completed

- What date stamp describes this event? – The start and end date of the assessment.
- What is being counted? – The total number of unique assessment case files.

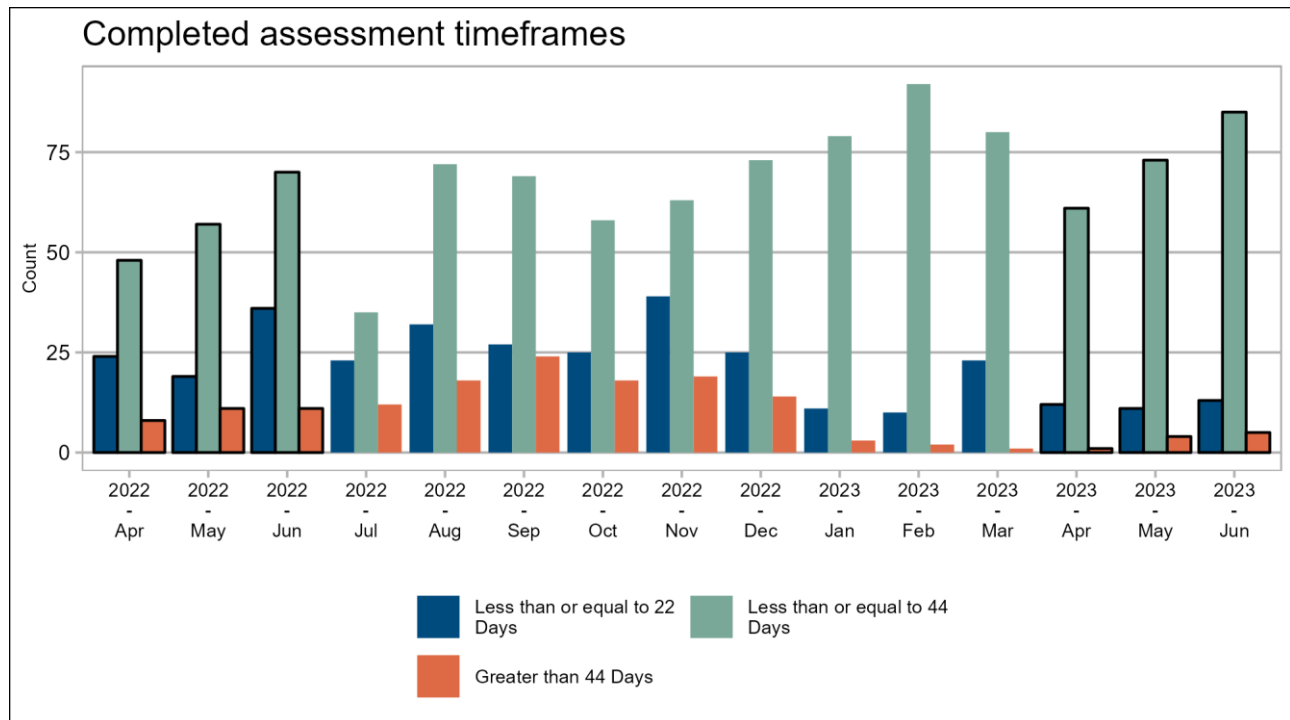


Assessments this quarter	April	May	June	Q4 total
Assessments started	86	93	125	304
Assessments completed	74	88	103	265

## Completed assessment timeframes

As per s34 of the Health Transparency Bill 2019 (Assent: 05 December 2021), the timeframe for finalising assessment matters received from 6<sup>th</sup> December 2021 onwards has changed from 30 calendar days (or 60 calendar days with an approved extension) to 22 business days (or 44 business days with an approved extension).

- What date stamp describes this event? – The end date of the assessment.
- What is being counted? – The total number of unique assessment case files.

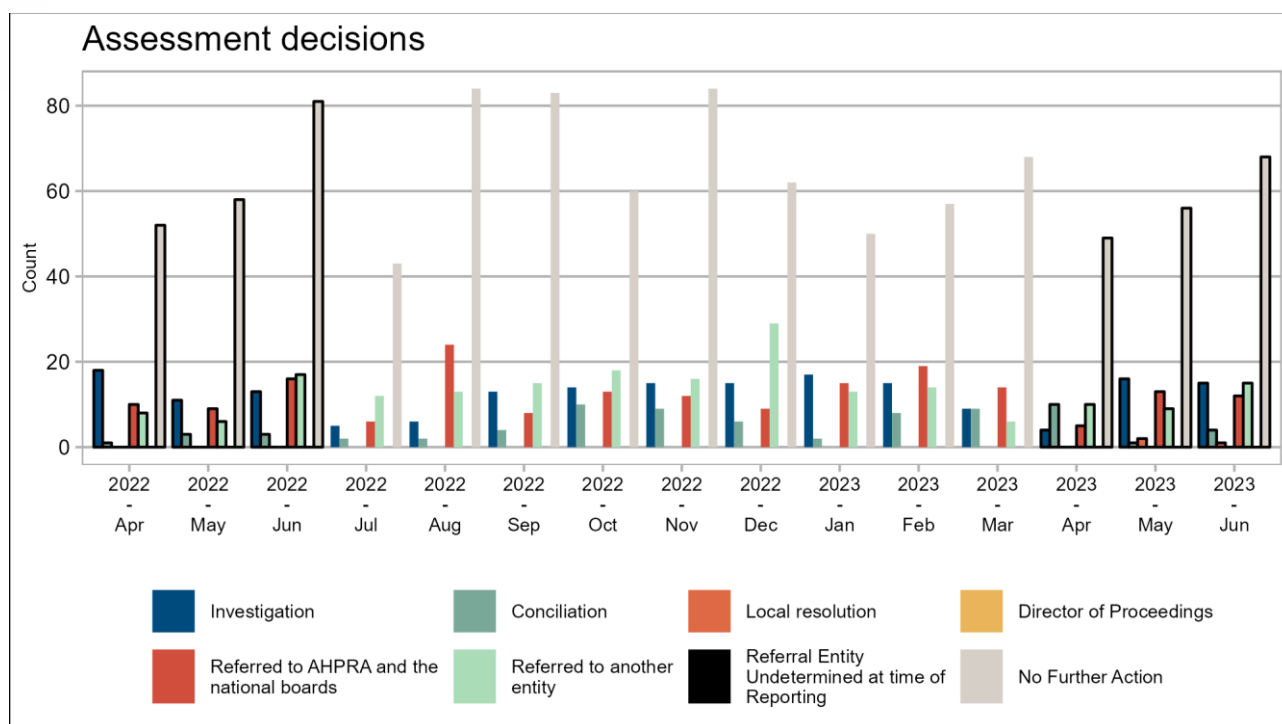


Assessment timeframes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	12	16.2	11	12.5	13	12.6	36	13.6
Less than or equal to 44 Days	61	82.4	73	83	85	82.5	219	82.6
Greater than 44 Days	1	1.4	4	4.5	5	4.9	10	3.8
<b>Total</b>	<b>74</b>	<b>100</b>	<b>88</b>	<b>100</b>	<b>103</b>	<b>100</b>	<b>265</b>	<b>100</b>

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

## Assessment decisions

- What date stamp describes this event? – The date and time in which the outcome is recorded against the assessment case file.
- What is being counted? – The total number of unique assessment case files.



Type of relevant action*	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Investigation	4	5.1	16	16.5	15	13	35	12.1
Conciliation	10	12.8	1	1	4	3.5	15	5.2
Local resolution	0	0	2	2.1	1	0.9	3	1
Director of Proceedings*	0	0	0	0	0	0	0	0
Referred to AHPRA and the national boards	5	6.4	13	13.4	12	10.4	30	10.3
Referred to another entity	10	12.8	9	9.3	15	13	34	11.7
Referral Entity Undetermined at time of Reporting**	0	0	0	0	0	0	0	0
No Further Action	49	62.8	56	57.7	68	59.1	173	59.7
<b>Total</b>	<b>78</b>	<b>100</b>	<b>97</b>	<b>100</b>	<b>115</b>	<b>100</b>	<b>290</b>	<b>100</b>

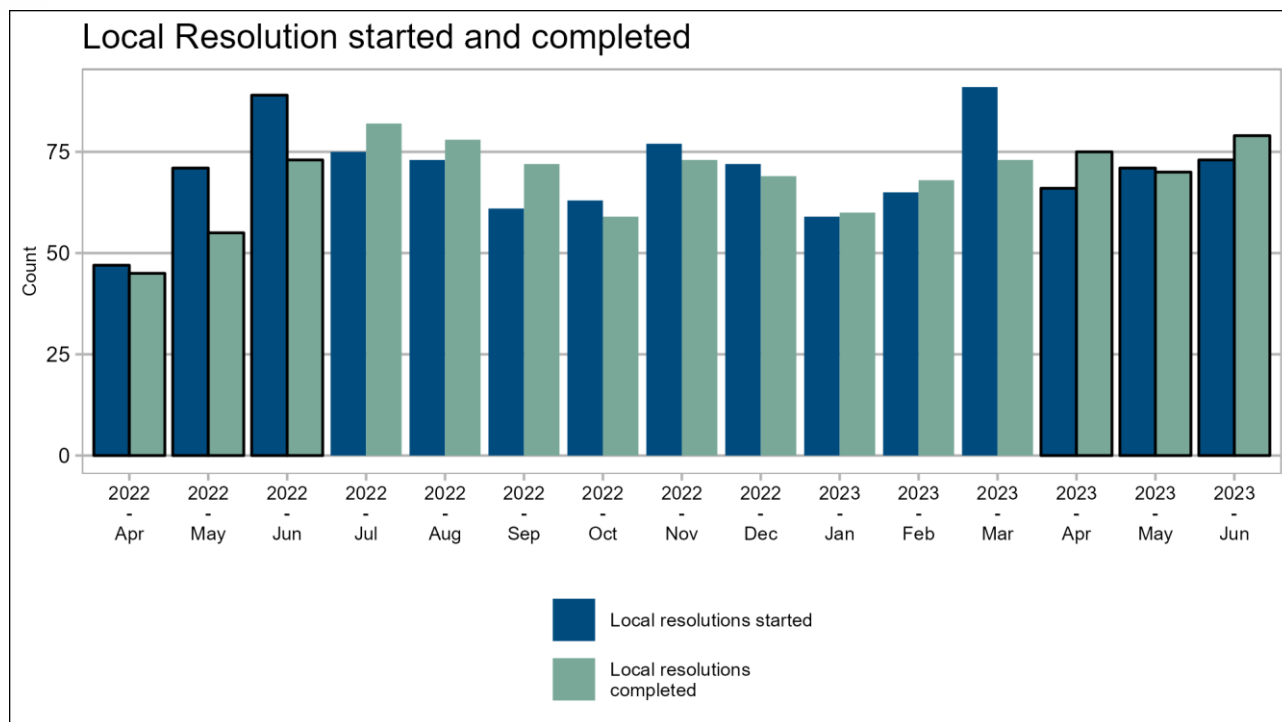
\*Total assessment decisions will not equal the total number of assessments (in previous tables), as a single assessment can result in multiple relevant actions.

\*\* 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

- What date stamp describes this event? – The start and end date of the Local Resolution.
- What is being counted? – The total number of unique Local Resolution case files.



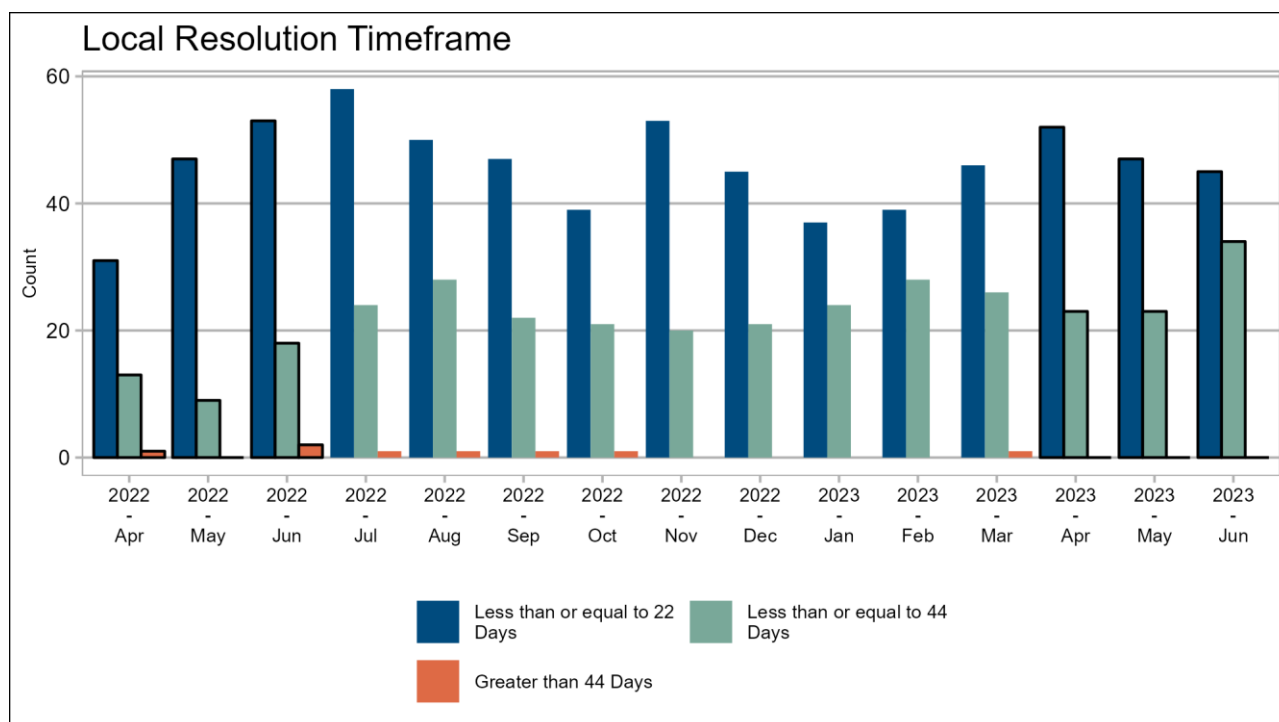
Local resolutions this quarter*	April	May	June	Q4 total
Local resolutions started	66	71	73	210
Local resolutions completed	75	70	79	224

\*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

As per s35 of the Health Transparency Bill 2019 (Assent: 05 December 2021), the timeframe for finalising local resolution matters received from 6<sup>th</sup> December 2021 onwards has changed from 30 calendar days (or 60 calendar days with an approved extension) to 22 business days (or 44 business days with an approved extension).

- What date stamp describes this event? – The end date of the Local Resolution
- What is being counted? – The total number of unique Local Resolution case files.

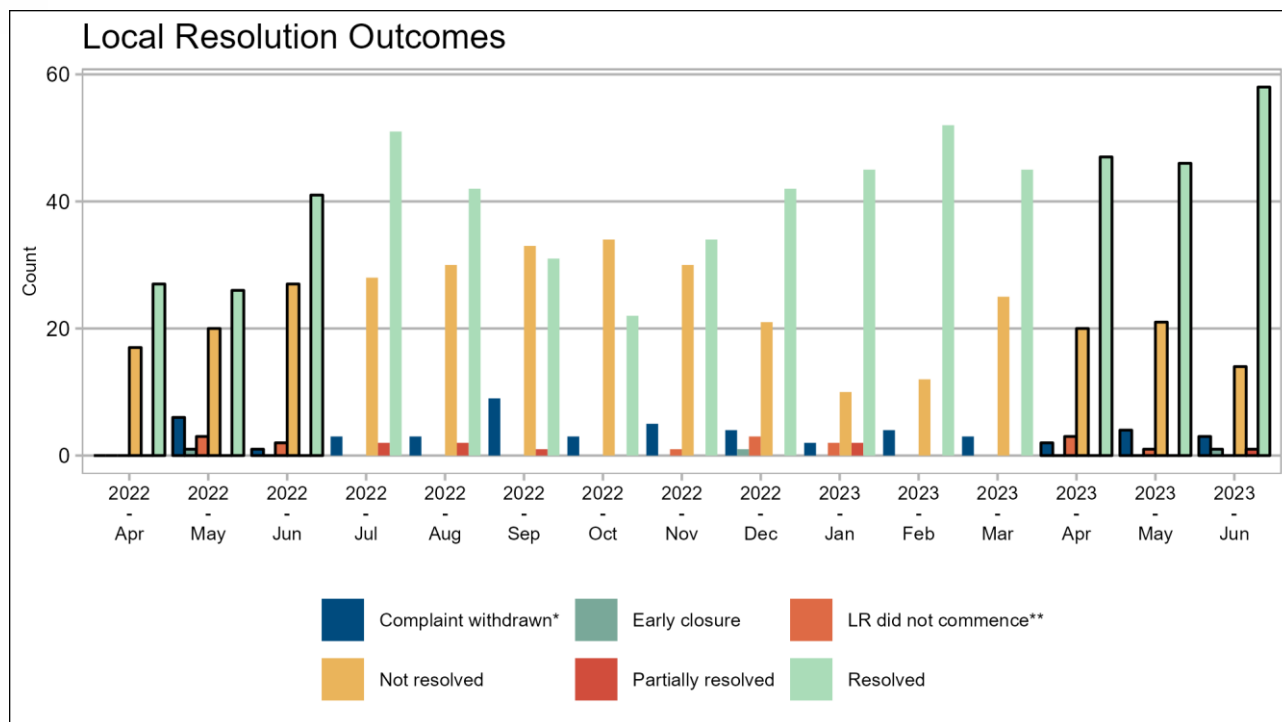


Local resolution timeframe	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	52	69.3	47	67.1	45	57	144	64.3
Less than or equal to 44 Days	23	30.7	23	32.9	34	43	80	35.7
Greater than 44 Days	0	0	0	0	0	0	0	0
<b>Total</b>	<b>75</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>224</b>	<b>100</b>

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

## Local Resolution Outcomes

- What date stamp describes this event? – The date and time in which the outcome is recorded against the Local Resolution case file.
- What is being counted? – The total number of unique Local Resolution case files.



Local resolution outcomes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Complaint withdrawn*	2	2.8	4	5.6	3	3.9	9	4.1
Early closure	0	0	0	0	1	1.3	1	0.5
LR did not commence**	3	4.2	1	1.4	0	0	4	1.8
Not resolved	20	27.8	21	29.2	14	18.2	55	24.9
Partially resolved	0	0	0	0	1	1.3	1	0.5
Resolved	47	65.3	46	63.9	58	75.3	151	68.3
<b>Total</b>	<b>72</b>	<b>100</b>	<b>72</b>	<b>100</b>	<b>77</b>	<b>100</b>	<b>221</b>	<b>100</b>

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

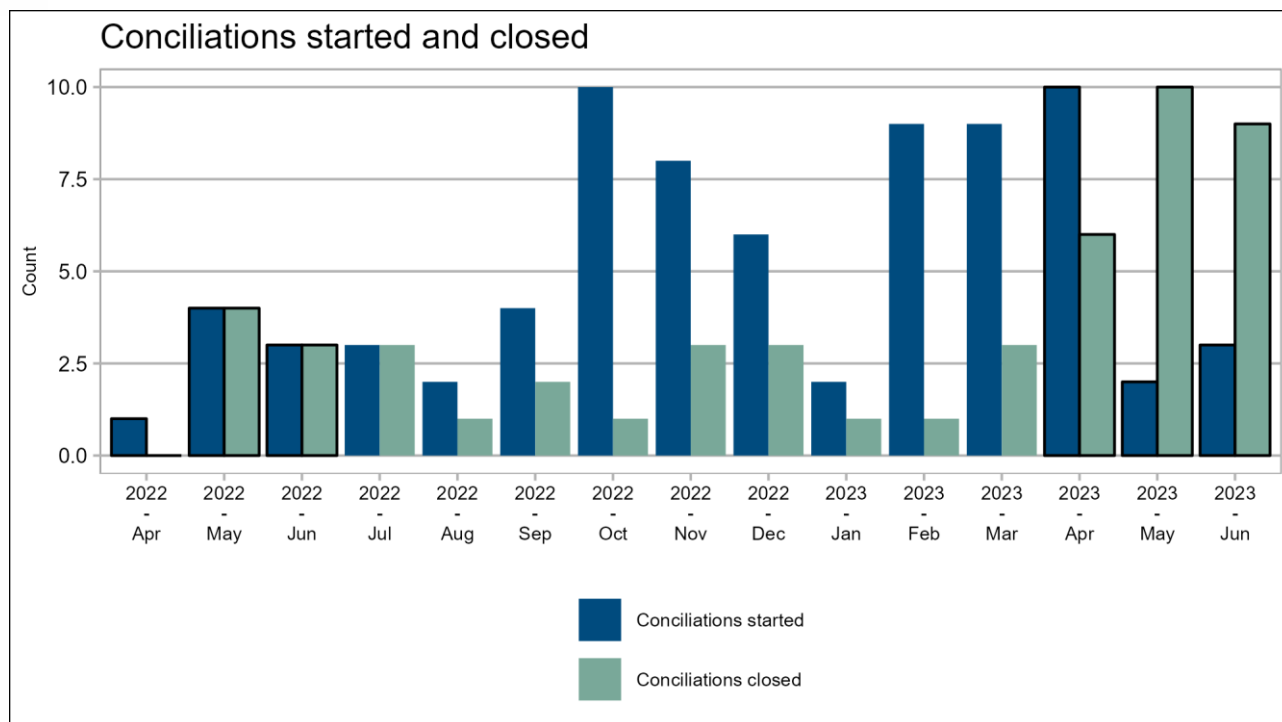
\*\*A local resolution may not commence where the complaint is resolved directly with the health care provider prior to the commencement of the process.



# Conciliation

## Conciliations started and closed

- What date stamp describes this event? – The start and end date of the Conciliation file.
- What is being counted? – The total number of unique Conciliation case files.

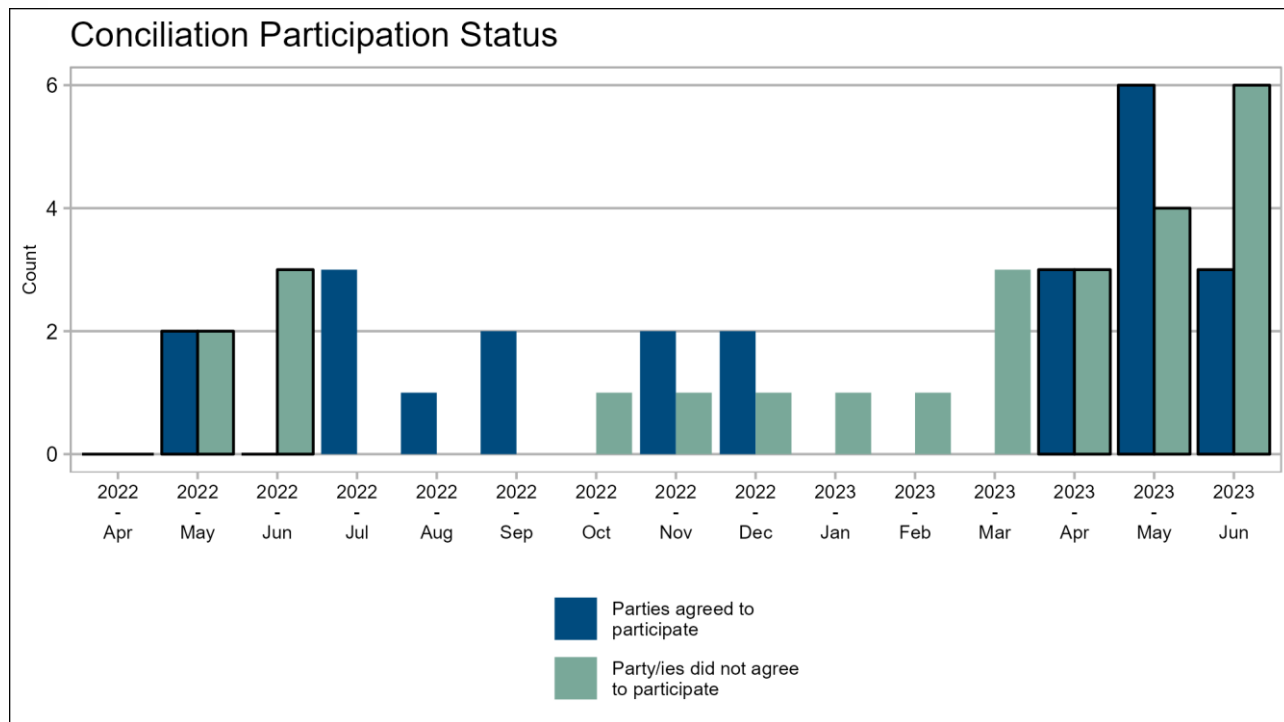


Conciliations this quarter	April	May	June	Q4 total
Conciliations started*	10	2	3	15
Conciliations closed	6	10	9	25

'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

- What date stamp describes this event? – The end date of the Conciliation file.
- What is being counted? – The total number of unique Conciliation case files.



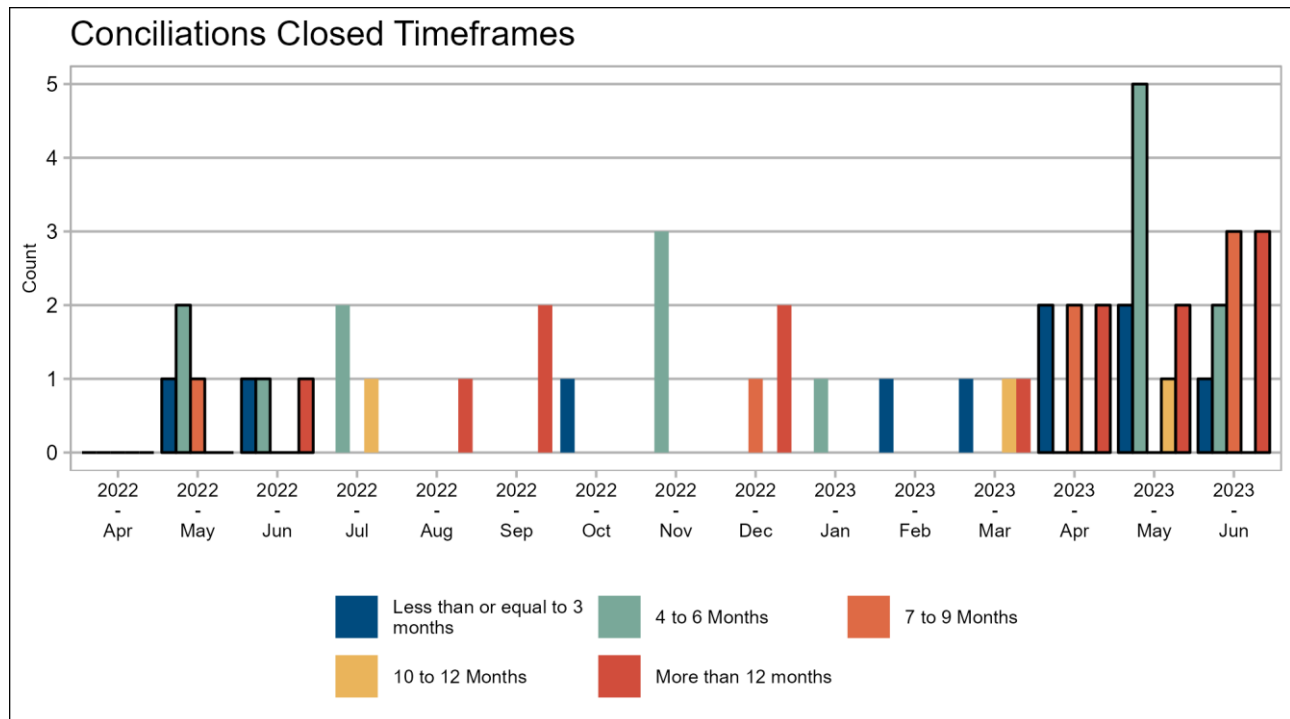
Agreement to participate	April	May	June	Q4 total
Parties agreed to participate	3	6	3	12
Party/ies did not agree to participate	3	4	6	13

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

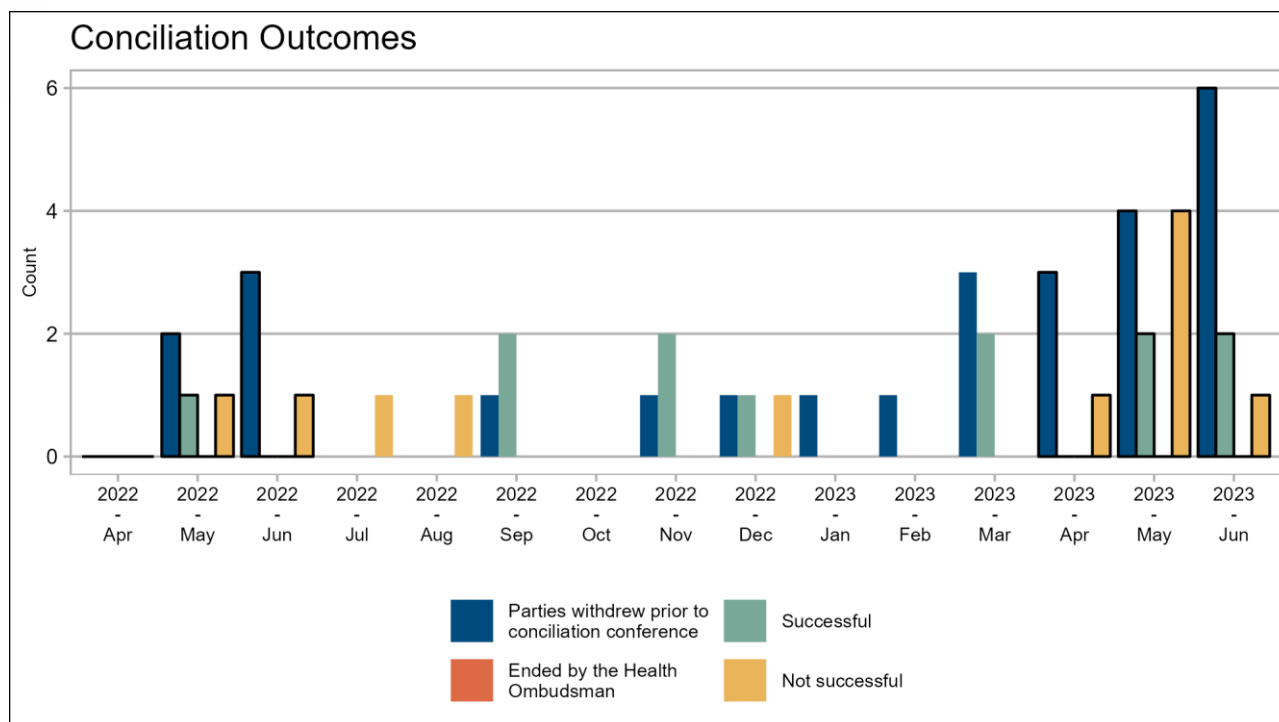
- What date stamp describes this event? – The end date of the Conciliation file.
- What is being counted? – The total number of unique Conciliation case files.



Conciliations Closed	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 3 months	2	33.3	2	20	1	11.1	5	20
4 to 6 Months	0	0	5	50	2	22.2	7	28
7 to 9 Months	2	33.3	0	0	3	33.3	5	20
10 to 12 Months	0	0	1	10	0	0	1	4
More than 12 months	2	33.3	2	20	3	33.3	7	28
<b>Total</b>	<b>6</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>9</b>	<b>100</b>	<b>25</b>	<b>100</b>

## Outcomes

- What date stamp describes this event? – The date and time in which the outcome is recorded against the Conciliation case file.
- What is being counted? – The total number of unique Conciliation case files.

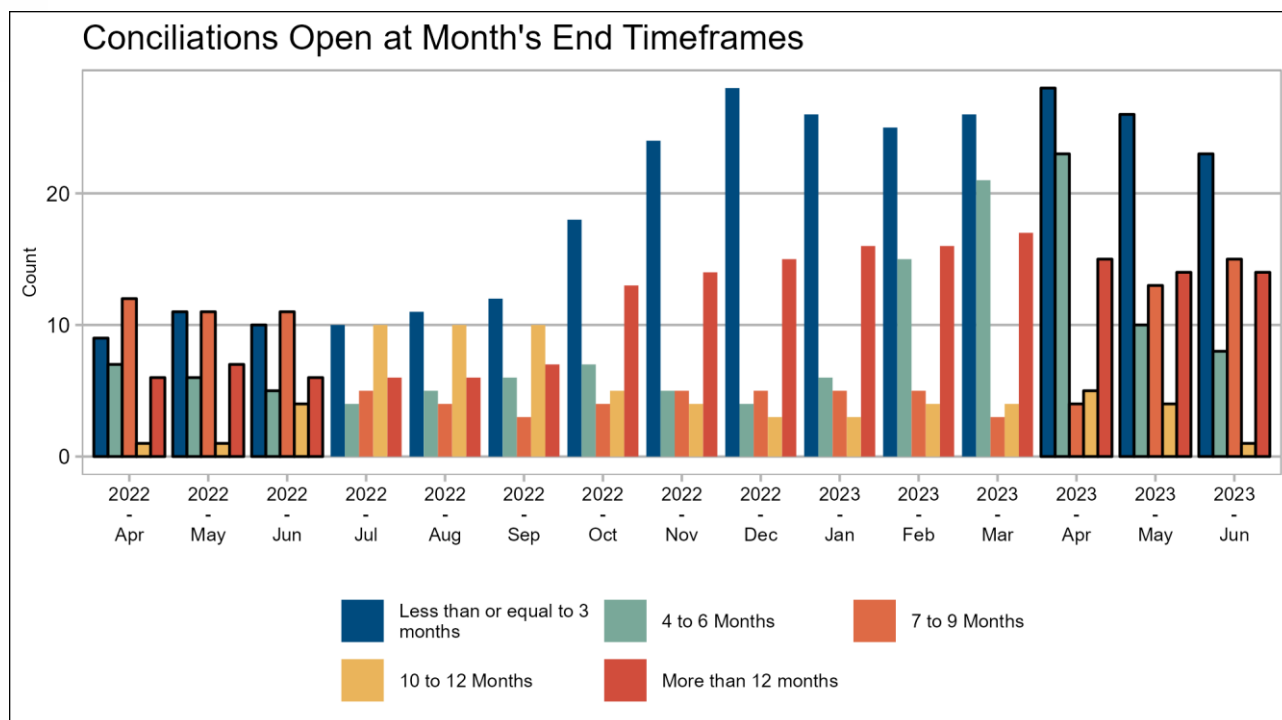


Conciliation outcomes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Parties withdrew prior to conciliation conference	3	75	4	40	6	66.7	13	56.5
Successful	0	0	2	20	2	22.2	4	17.4
Ended by the Health Ombudsman	0	0	0	0	0	0	0	0
Not successful	1	25	4	40	1	11.1	6	26.1
<b>Total</b>	<b>4</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>9</b>	<b>100</b>	<b>23</b>	<b>100</b>

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 24—in that they only relate to matters where parties agreed to participate in conciliation.

## Open conciliation timeframes

- What date stamp describes this event and what is being counted? – The total number of Conciliation Case files open at the end of the month.



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.

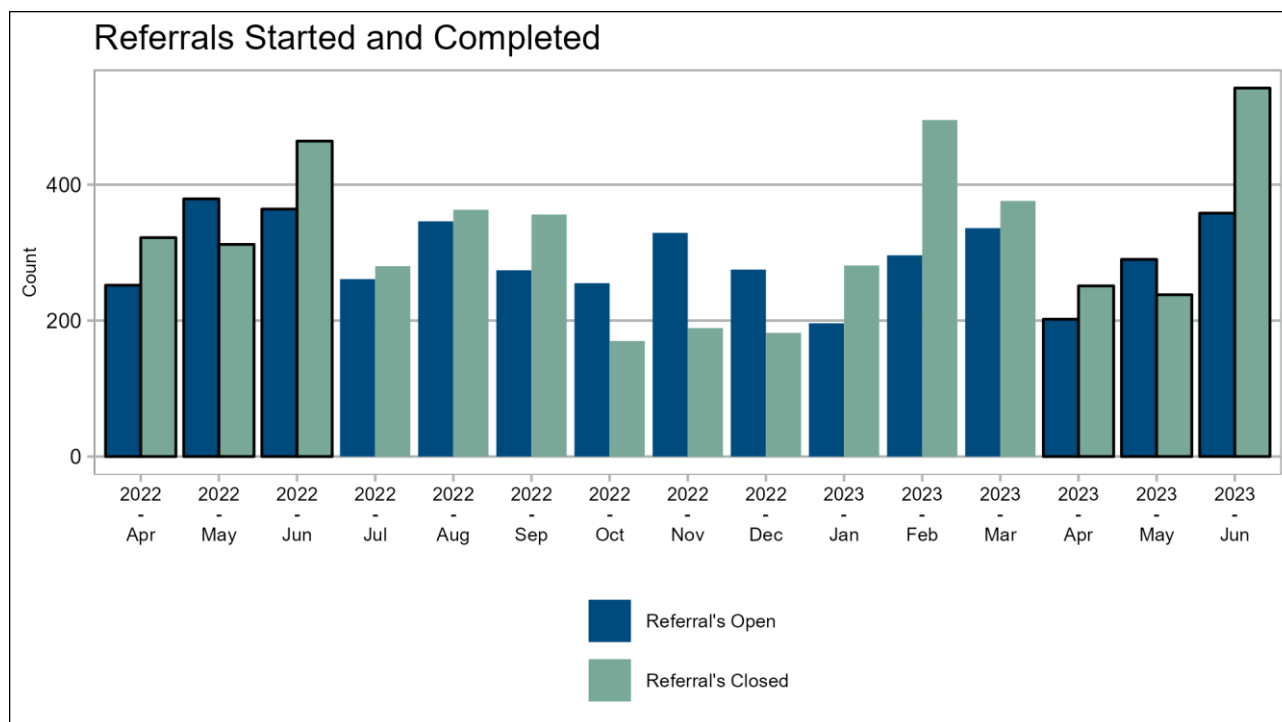
Open at Months End Timeframes	April		May		June	
	Number	%	Number	%	Number	%
Less than or equal to 3 months	28	37.3	26	38.8	23	37.7
4 to 6 Months	23	30.7	10	14.9	8	13.1
7 to 9 Months	4	5.3	13	19.4	15	24.6
10 to 12 Months	5	6.7	4	6	1	1.6
More than 12 months	15	20	14	20.9	14	23
<b>Total</b>	<b>75</b>	<b>100</b>	<b>67</b>	<b>100</b>	<b>61</b>	<b>100</b>

# 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 HOA, referrals to Ahpra are conducted under s91 either following joint consideration or at other mid-way points throughout the regulatory / complaints process. We also and referrals to other entities (State and Commonwealth) are conducted under s92.

## Referrals Open & Closed

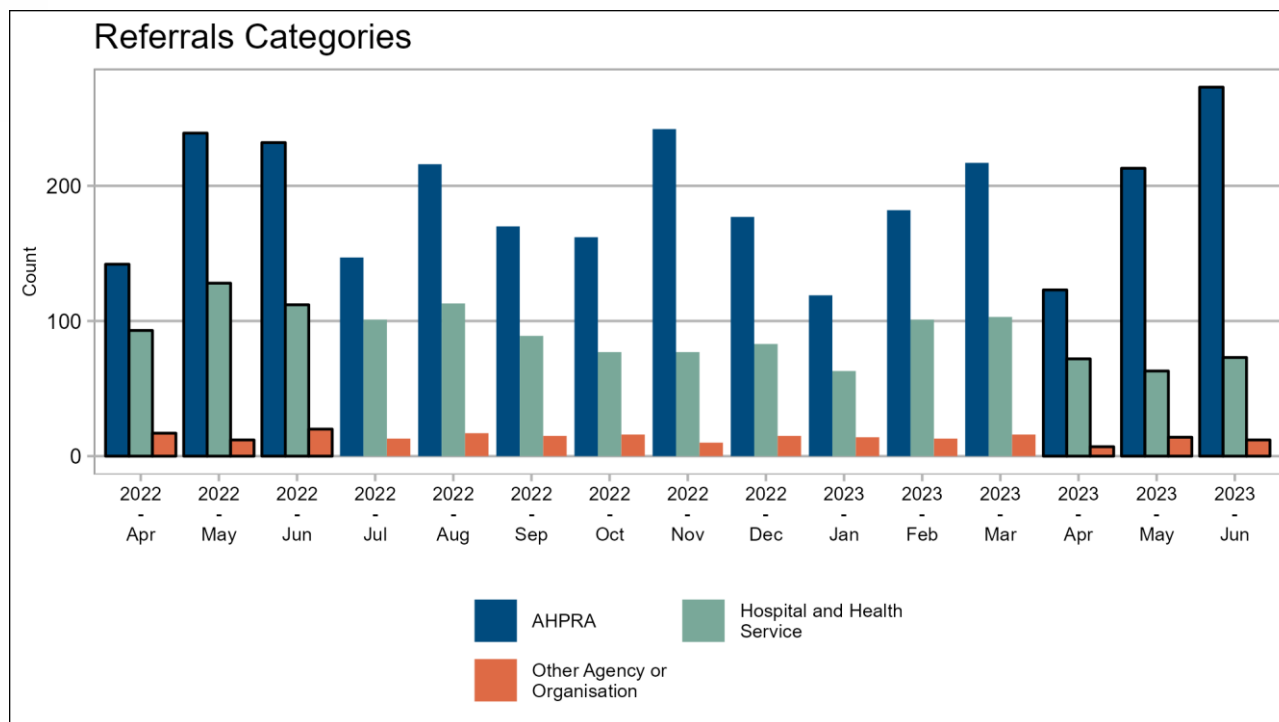
- What date stamp describes this event? – The start and end date of the Referral case file.
- What is being counted? – The total number of unique Referral case files.



Referrals	April	May	June	Q4 total
Referral's Open	202	290	358	850
Referral's Closed	251	238	542	1031

## Referrals Categories

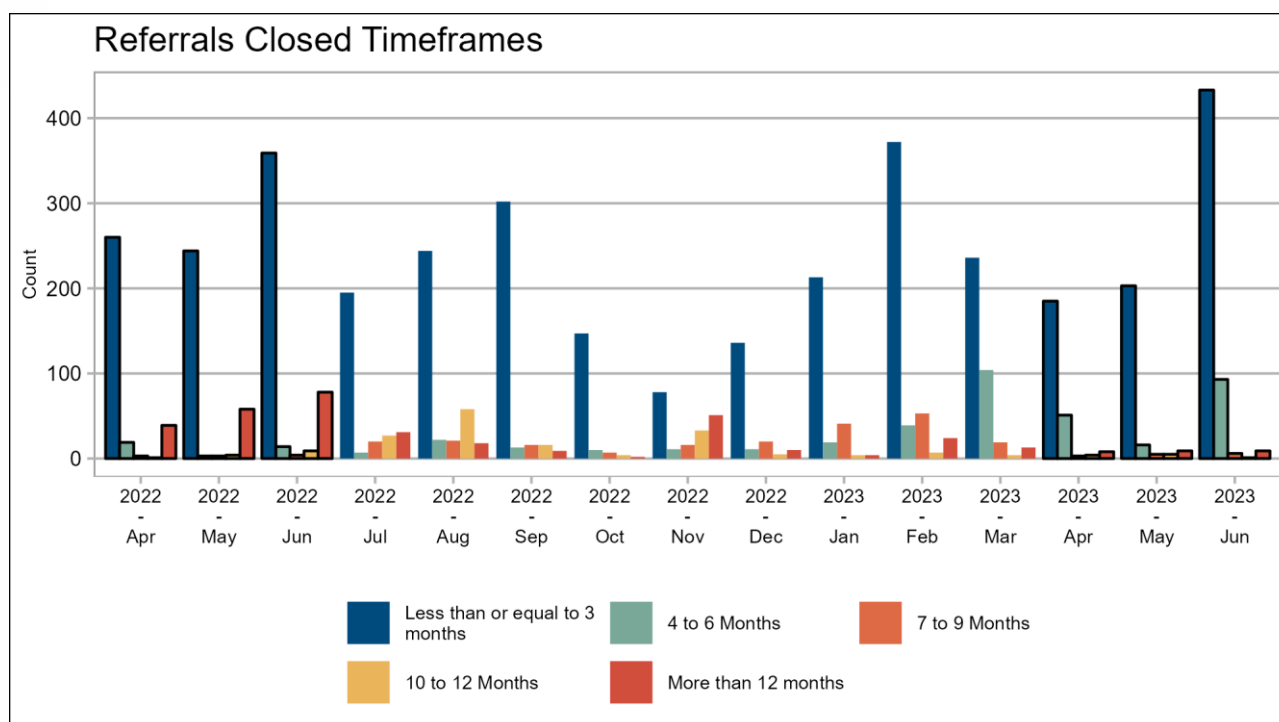
- What date stamp describes this event? – The start date the Referral case file.
- What is being counted? – The total number of unique Referral case files.



Referrals Categories	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
AHPRA	123	60.9	213	73.4	273	76.3	609	71.6
Hospital and Health Service	72	35.6	63	21.7	73	20.4	208	24.5
Other Agency or Organisation	7	3.5	14	4.8	12	3.4	33	3.9
<b>Total</b>	<b>202</b>	<b>100</b>	<b>290</b>	<b>100</b>	<b>358</b>	<b>100</b>	<b>850</b>	<b>100</b>

## Referrals Closed Timeframes

- What date stamp describes this event? – The end date of the Referral case file.
- What is being counted? – The total number of unique Referral case files.

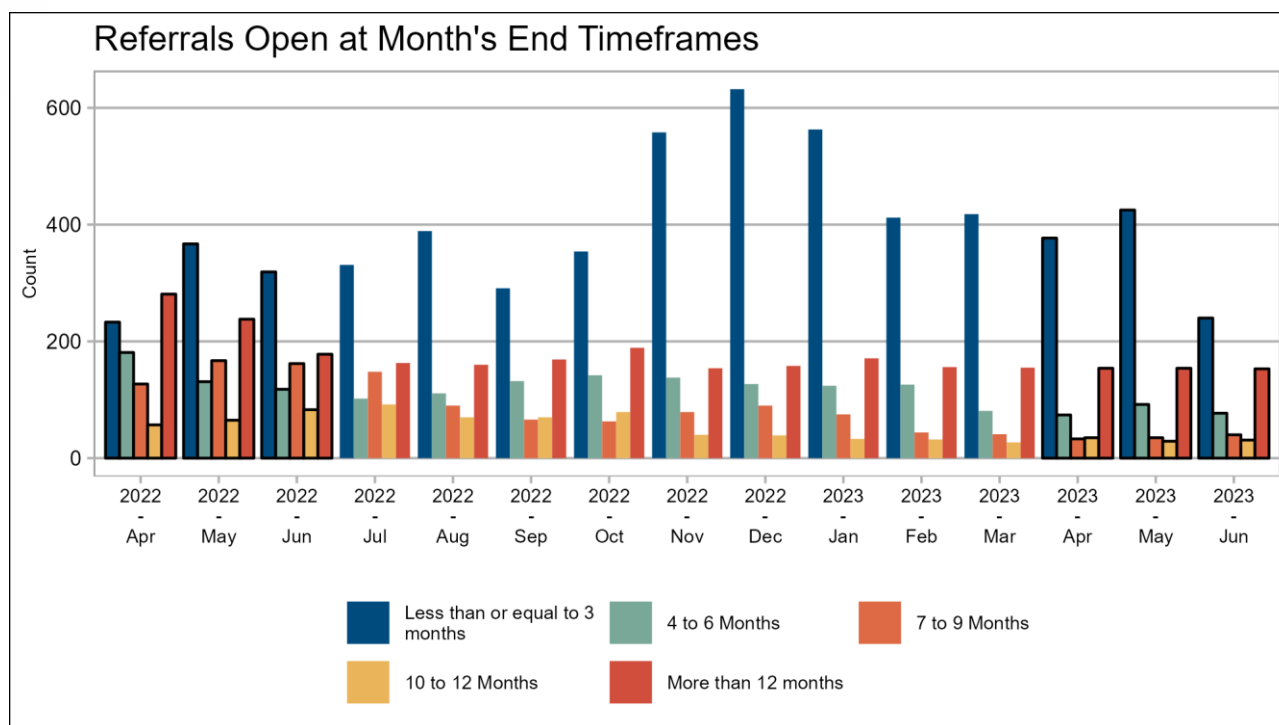


	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 3 months	185	73.7	203	85.3	433	79.9	821	79.6
4 to 6 Months	51	20.3	16	6.7	93	17.2	160	15.5
7 to 9 Months	3	1.2	5	2.1	6	1.1	14	1.4
10 to 12 Months	4	1.6	5	2.1	1	0.2	10	1
More than 12 months	8	3.2	9	3.8	9	1.7	26	2.5
<b>Total</b>	<b>251</b>	<b>100</b>	<b>238</b>	<b>100</b>	<b>542</b>	<b>100</b>	<b>1031</b>	<b>100</b>



## Referrals Open Timeframes

- What date stamp describes this event and what is being counted? – The total number of Referral Case files open at the end of the month.

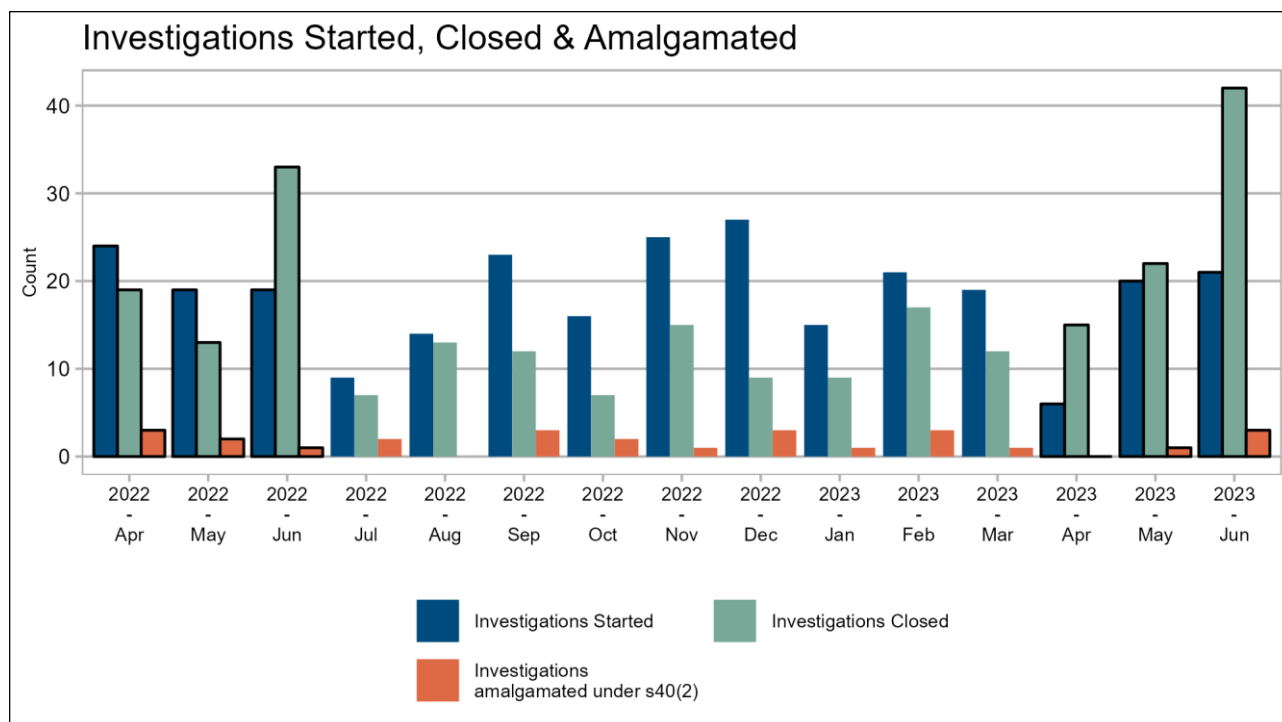


Open at Months End Timeframes	April		May		June	
	Number	%	Number	%	Number	%
Less than or equal to 3 months	377	56	425	57.8	240	44.4
4 to 6 Months	74	11	92	12.5	77	14.2
7 to 9 Months	33	4.9	35	4.8	40	7.4
10 to 12 Months	35	5.2	29	3.9	31	5.7
More than 12 months	154	22.9	154	21	153	28.3
<b>Total</b>	<b>673</b>	<b>100</b>	<b>735</b>	<b>100</b>	<b>541</b>	<b>100</b>

# Investigation

## Investigations started and closed

- What date stamp describes this event? –
  - Started & Amalgamated Investigations – The decision to investigate date.
  - Closed Investigations - Investigation closed date (closed).
- What is being counted? – Below includes the total number of parent investigations files started and closed and the total number of child investigation case files amalgamated.



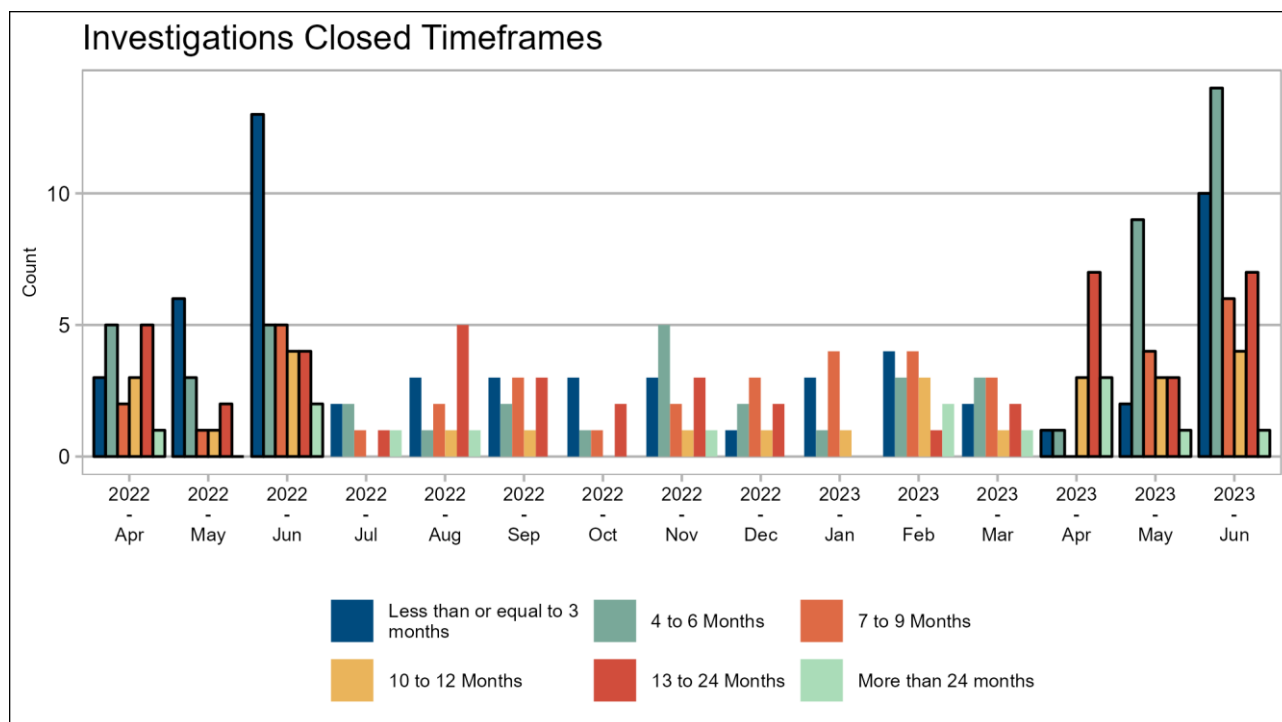
Investigations this quarter	April	May	June	Q4 total
Investigations started*	6	20	21	47
Investigations closed	15	22	42	79
Investigations amalgamated under s40(2)	0	1	3	0

\*The number of investigations started in the quarter is 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

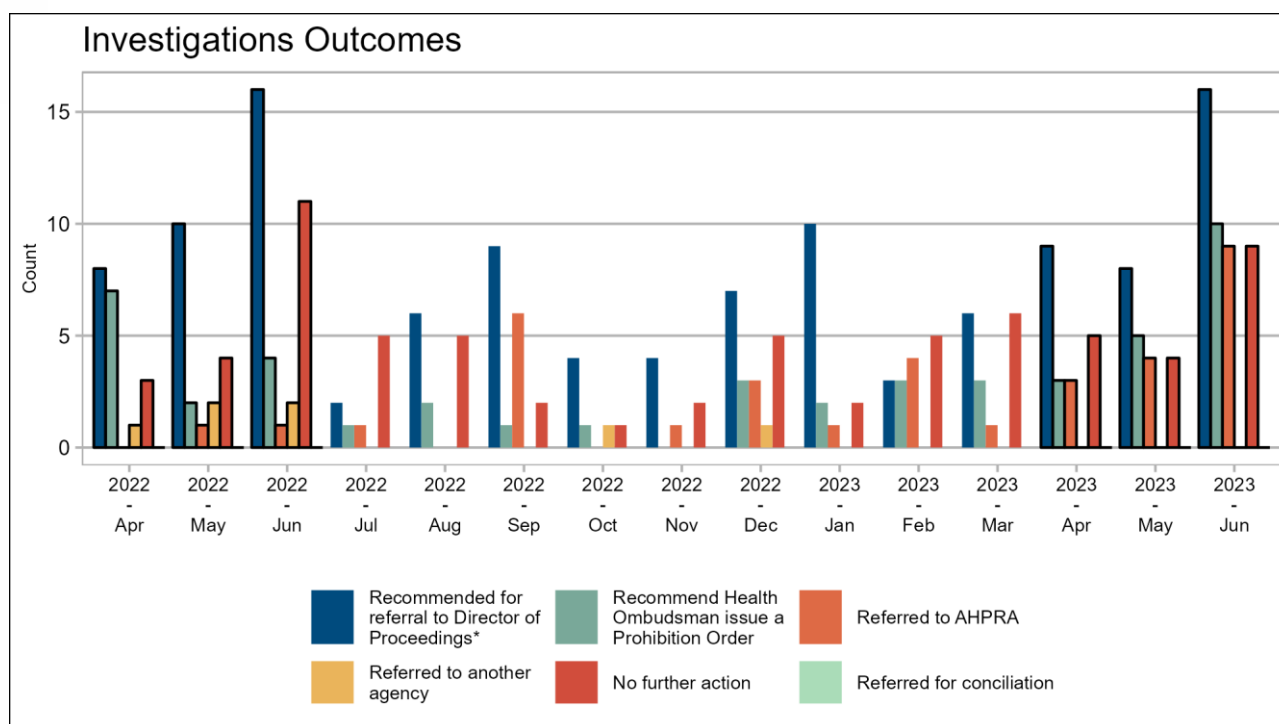
- What date stamp describes this event? – The below data is measured from the investigation closed date.
- What is being counted? – total number of parent investigations closed.



Closed investigation timeframes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 3 months	1	6.7	2	9.1	10	23.8	13	16.5
4 to 6 Months	1	6.7	9	40.9	14	33.3	24	30.4
7 to 9 Months	0	0	4	18.2	6	14.3	10	12.7
10 to 12 Months	3	20	3	13.6	4	9.5	10	12.7
13 to 24 Months	7	46.7	3	13.6	7	16.7	17	21.5
More than 24 months	3	20	1	4.5	1	2.4	5	6.3
<b>Total</b>	<b>15</b>	<b>100</b>	<b>22</b>	<b>100</b>	<b>42</b>	<b>100</b>	<b>79</b>	<b>100</b>

## Outcomes

- What date stamp describes this event? – The date and time in which the outcome is recorded against the investigation case file.
- What is being counted? – The total number of parent investigations files.



Investigation outcomes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings*	9	45	8	38.1	16	36.4	33	38.8
Recommend Health Ombudsman issue a Prohibition Order	3	15	5	23.8	10	22.7	18	21.2
Referred to AHPRA	3	15	4	19	9	20.5	16	18.8
Referred to another agency	0	0	0	0	0	0	0	0
No further action	5	25	4	19	9	20.5	18	21.2
Referred for conciliation	0	0	0	0	0	0	0	0
<b>Total</b>	<b>20</b>	<b>100</b>	<b>21</b>	<b>100</b>	<b>44</b>	<b>100</b>	<b>85</b>	<b>100</b>

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.

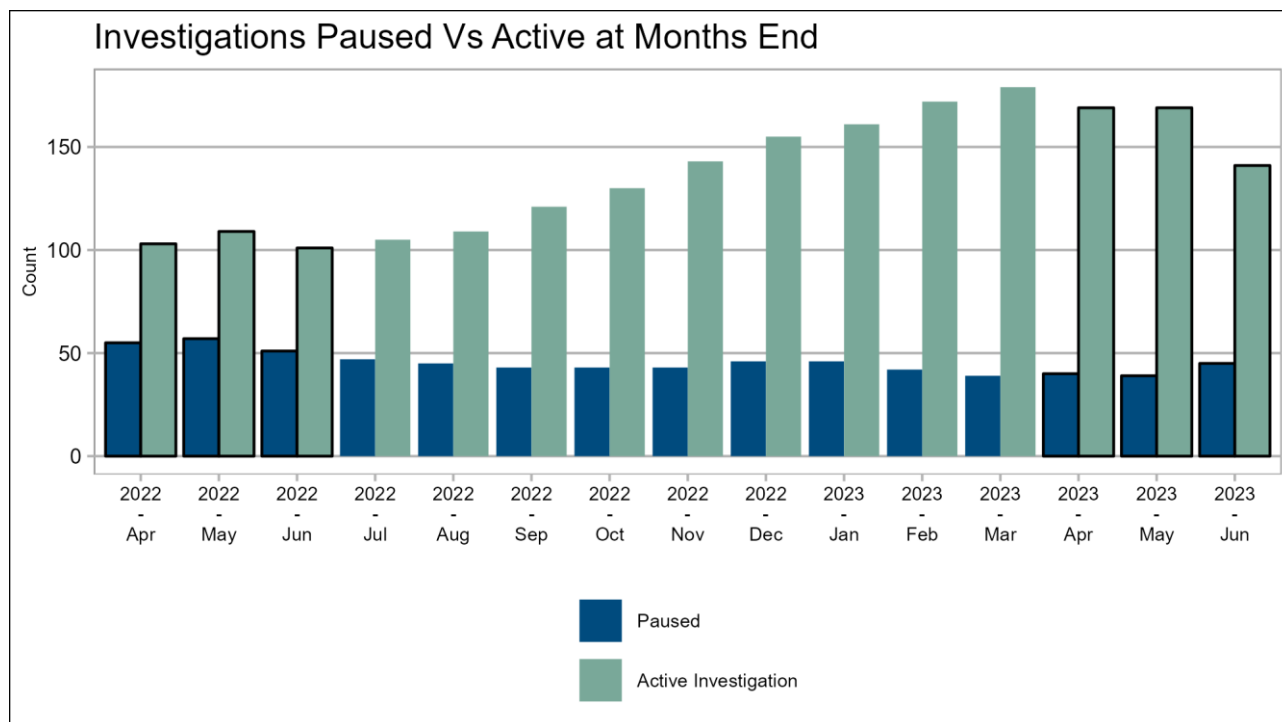
## Open investigations

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

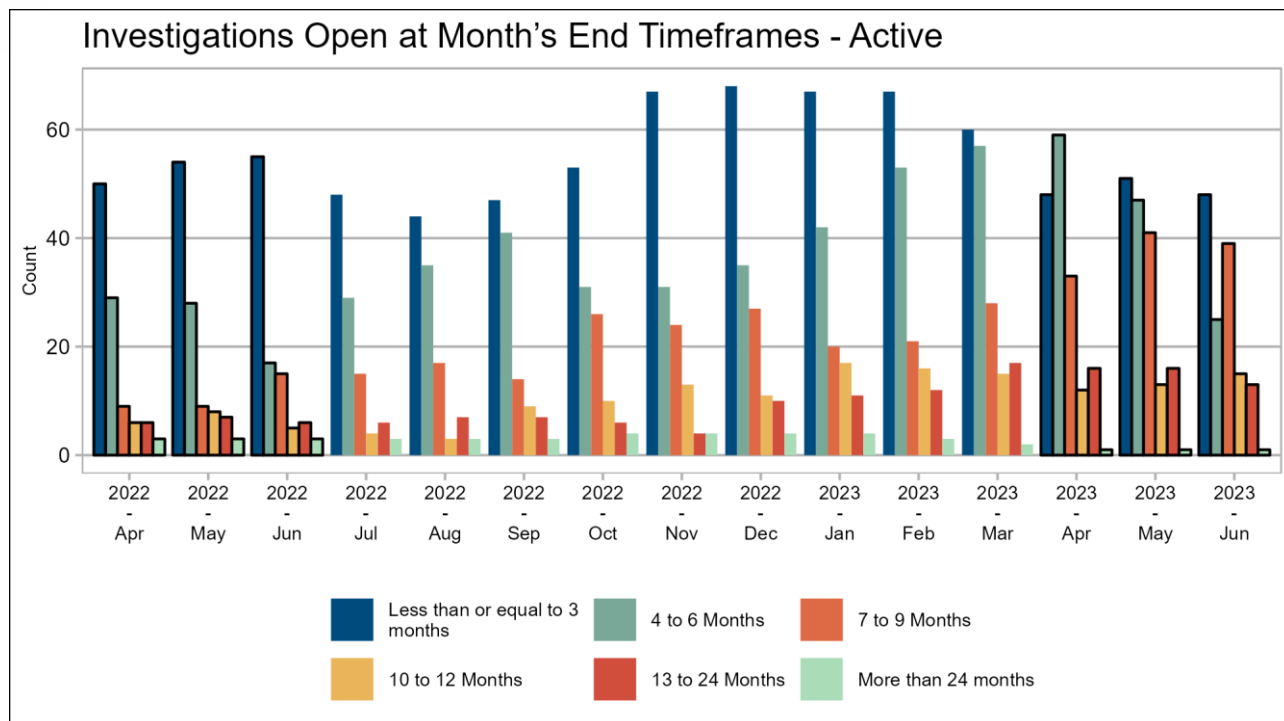
- What date stamp describes this event and what is being counted? – Below is the total number of open parent investigations at the end of the month.



	April		May		June	
	Number	%	Number	%	Number	%
Paused	40	19.1	39	18.8	45	24.2
Active Investigation	169	80.9	169	81.2	141	75.8
<b>Total</b>	<b>209</b>	<b>100</b>	<b>208</b>	<b>100</b>	<b>186</b>	<b>100</b>

## Active investigation timeframes

- What date stamp describes this event and what is being counted? – Below is the total number of open, active parent investigations files at the end of the month.

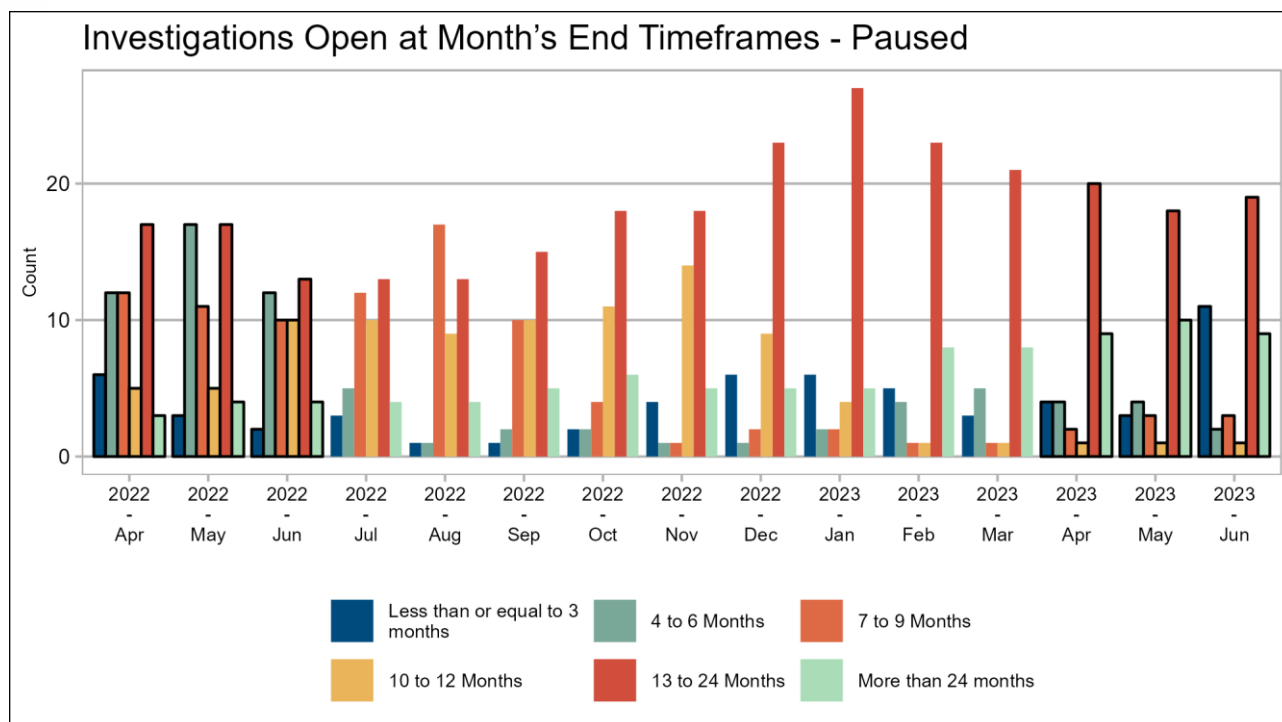


	April		May		June	
	Number	%	Number	%	Number	%
Less than or equal to 3 months	48	28.4	51	30.2	48	34
4 to 6 Months	59	34.9	47	27.8	25	17.7
7 to 9 Months	33	19.5	41	24.3	39	27.7
10 to 12 Months	12	7.1	13	7.7	15	10.6
13 to 24 Months	16	9.5	16	9.5	13	9.2
More than 24 months	1	0.6	1	0.6	1	0.7
<b>Total</b>	<b>169</b>	<b>100</b>	<b>169</b>	<b>100</b>	<b>141</b>	<b>100</b>

\*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](http://www.oho.qld.gov.au)).

## Paused investigation timeframes

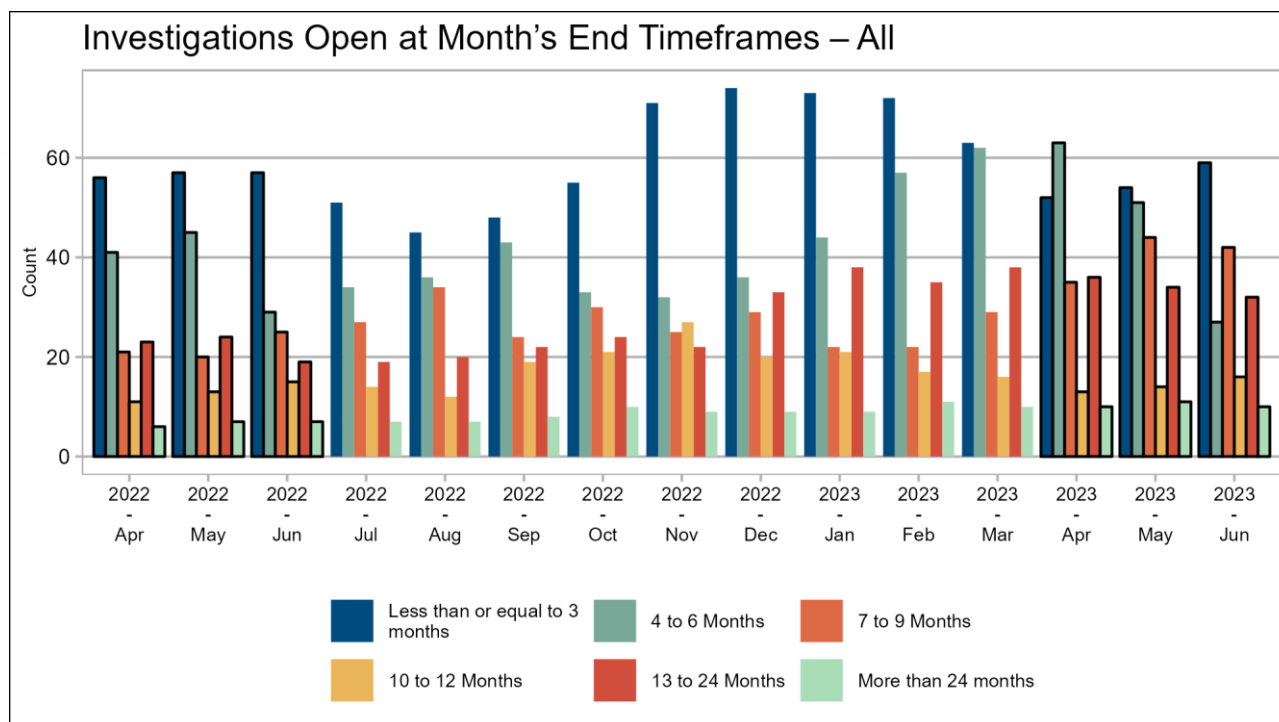
- What date stamp describes this event and what is being counted? – The total number of parent investigations open at the end of the month.



	April		May		June	
	Number	%	Number	%	Number	%
Less than or equal to 3 months	4	10	3	7.7	11	24.4
4 to 6 Months	4	10	4	10.3	2	4.4
7 to 9 Months	2	5	3	7.7	3	6.7
10 to 12 Months	1	2.5	1	2.6	1	2.2
13 to 24 Months	20	50	18	46.2	19	42.2
More than 24 months	9	22.5	10	25.6	9	20
<b>Total</b>	<b>40</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>45</b>	<b>100</b>

## Active & Paused (All) Investigation Timeframes

- What date stamp describes this event and what is being counted? – The total number of parent investigations open at the end of the month.

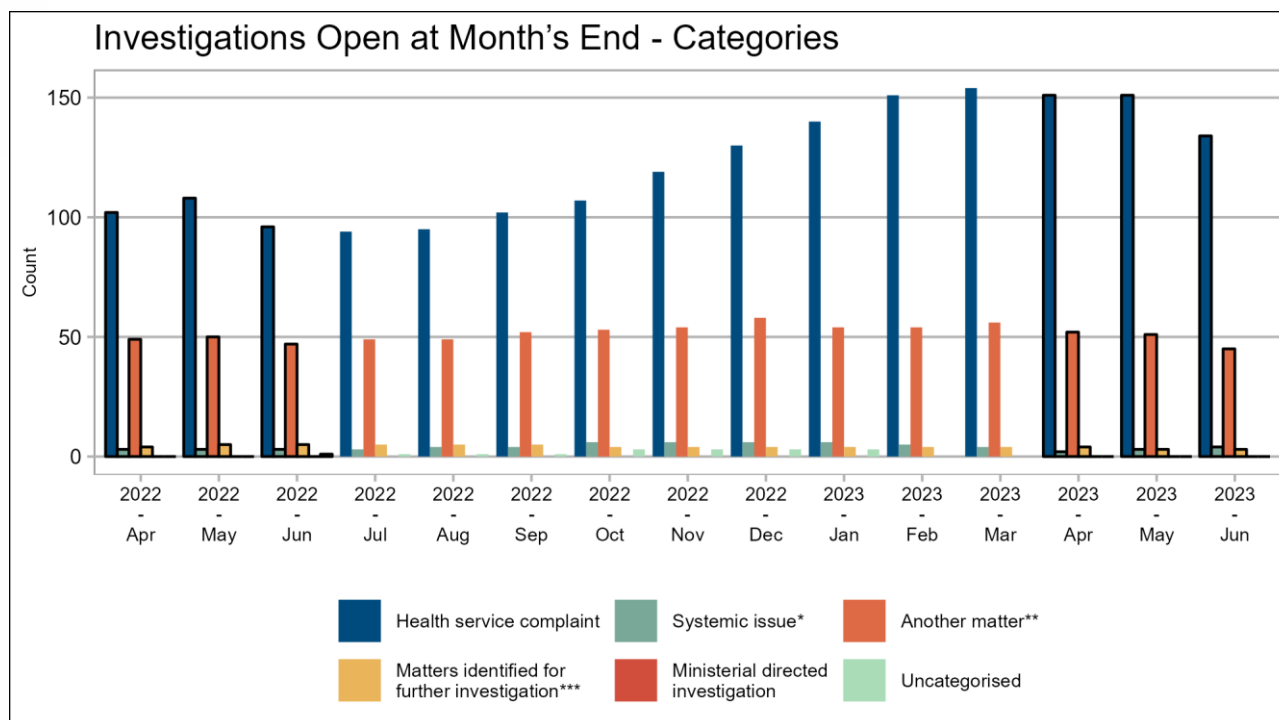


	April		May		June	
	Number	%	Number	%	Number	%
Less than or equal to 3 months	52	24.9	54	26	59	31.7
4 to 6 Months	63	30.1	51	24.5	27	14.5
7 to 9 Months	35	16.7	44	21.2	42	22.6
10 to 12 Months	13	6.2	14	6.7	16	8.6
13 to 24 Months	36	17.2	34	16.3	32	17.2
More than 24 months	10	4.8	11	5.3	10	5.4
<b>Total</b>	<b>209</b>	<b>100</b>	<b>208</b>	<b>100</b>	<b>186</b>	<b>100</b>



## Open investigation categories

- What date stamp describes this event and what is being counted? – The total number of parent investigations open at the end of the month.



	April		May		June	
	Number	%	Number	%	Number	%
Health service complaint	151	72.2	151	72.6	134	72
Systemic issue*	2	1	3	1.4	4	2.2
Another matter**	52	24.9	51	24.5	45	24.2
Matters identified for further investigation***	4	1.9	3	1.4	3	1.6
Ministerial directed investigation	0	0	0	0	0	0
Uncategorised	0	0	0	0	0	0
<b>Total</b>	<b>209</b>	<b>100</b>	<b>208</b>	<b>100</b>	<b>186</b>	<b>100</b>

\*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.

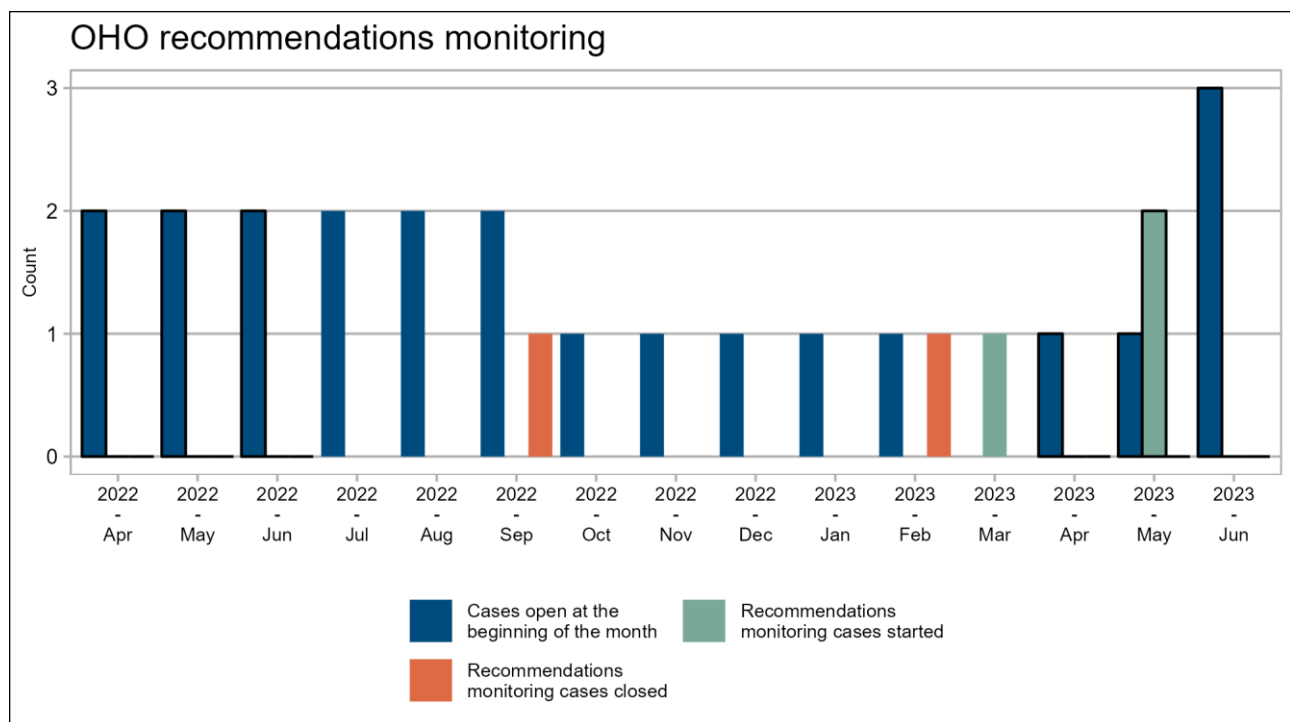
\*\*\*Matters referred for further investigation by the Health Ombudsman under s105 of the Act following referral to Director of Proceedings.

# 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

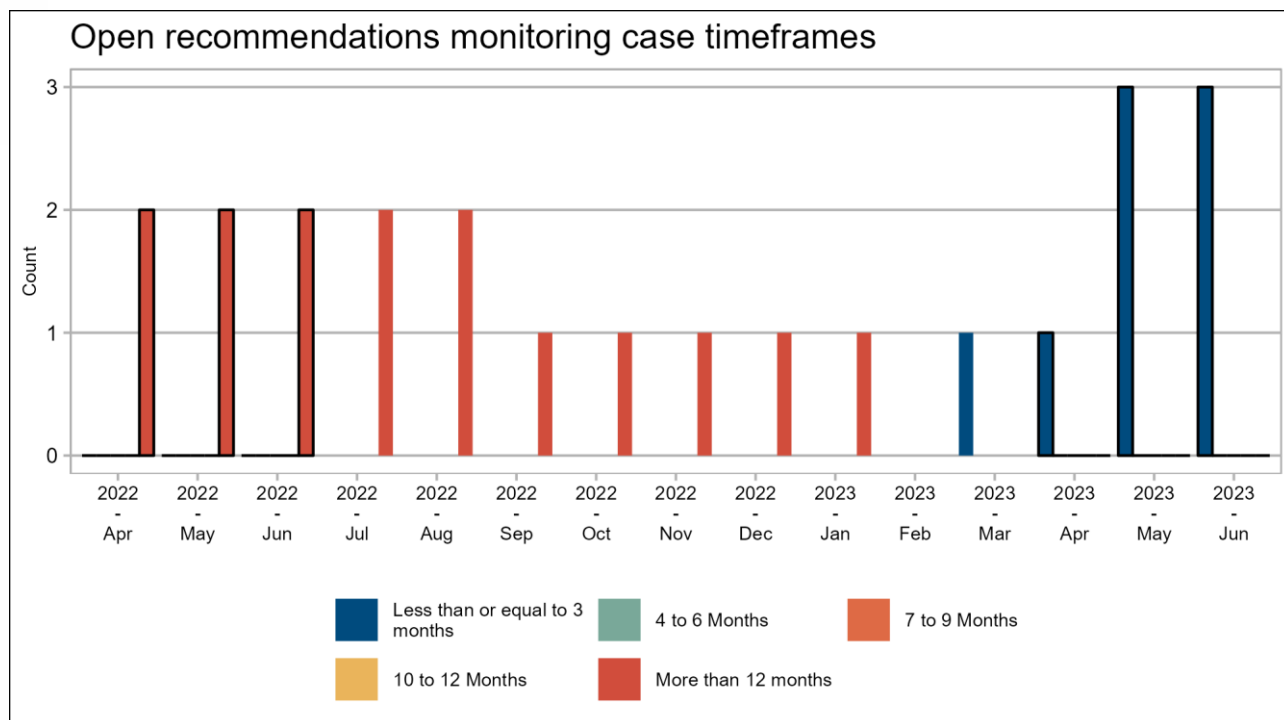
- What date stamp describes this event? – The start date and finalisation date of the recommendations monitoring file.
- What is being counted? – Each unique file.



OHO monitoring cases	April	May	June
Cases open at the beginning of the month	1	1	3
Recommendations monitoring cases started	0	2	0
Recommendations monitoring cases closed	0	0	0

## Open recommendations monitoring case timeframes

- What date stamp describes this event and what is being counted? – The total number of recommendations monitoring open at the end of the month.



Monitoring case timeframes	April		May		June	
	Number	%	Number	%	Number	%
Less than or equal to 3 months	1	100	3	100	3	100
4 to 6 Months	0	0	0	0	0	0
7 to 9 Months	0	0	0	0	0	0
10 to 12 Months	0	0	0	0	0	0
More than 12 months	0	0	0	0	0	0
Total	1	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
Medical Practitioner	10	28.6%
Medical Radiation Practitioner	1	2.9%
Obstetrician & Gynaecologist	1	2.9%
Pharmacist	3	8.6%
Physiotherapist	1	2.9%
Psychologist	3	8.6%
Nurse	14	41.1%
Surgeon	2	5.8%
<b>Total</b>	<b>35</b>	<b>100%</b>

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	18	45%
Medical Radiation Practitioner	1	2.5%
Pharmacist	5	12.5%
Physiotherapist	2	5%
Psychologist	2	5%
Registered Nurse	10	25%
Surgeon	2	5%
<b>Total</b>	<b>40</b>	<b>100%</b>

## Outcomes of matters reviewed by the Director of Proceedings

### Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Medical Practitioner	5	27.7%
Osteopath	1.	5.5%
Pharmacist	3	16.6%
Psychologist	4	22.2%
Registered Nurse	4	22.2%
Sonographer	1	5.5%
<b>Total Registered</b>	<b>18</b>	<b>100%</b>

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

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

### Matters referred back to Health Ombudsman

Practitioner type	Number	Percentage
Chinese Medicine Practitioner	1	8.3%
Chiropractor	1	8.3%
Medical Practitioner	3	25%
Obstetrician & Gynaecologist	1	8.3%
Pharmacist	1	8.3%
Registered Nurse	5	41.6%
<b>Total</b>	<b>12</b>	<b>100%</b>

## Queensland Civil and Administrative Tribunal disciplinary matters

### Matters Open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Chinese Medical Practitioner	1	1.25%
Chiropractor	3	3.75%
Dentist	1	1.25%
Medical Radiation Practitioner	1	1.25%
Medical Practitioner	28	35%
Medical Practitioner and Dentist	4	5%
Osteopath	2	2.5%
Paramedic	2	2.5%
Pharmacist	6	7.5%
Physiotherapist	3	3.75%
Psychologist	10	12.5%
Registered Nurse	16	20%
Registered Nurse and Midwife	1	1.25%
Sonographer	1	1.25%
<b>Total Registered</b>	<b>79</b>	<b>98.75%</b>
Massage Therapist	1	1.25%
<b>Total Unregistered</b>	<b>1</b>	<b>1.25%</b>
<b>Total</b>	<b>80</b>	<b>100%</b>

### Outcomes of Queensland Civil and Administrative disciplinary matters

#### Queensland Civil and Administrative Decisions

Practitioner type	Number
Medical Practitioner	7
Psychologist	1
Registered Nurse	4
<b>Total Decisions</b>	<b>12</b>

#### Matters withdrawn

Practitioner type	Number
<b>Total matters withdrawn</b>	<b>0</b>

## Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been 6 decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT Decision
13 April 2023	Health Ombudsman v Ling	<b>Decision on characterisation</b> <b>Health Ombudsman v Ling [2023] QCAT 96</b> 1. The Tribunal decides that such of the allegations and particulars alleged in the referral as are admitted in the two statements of agreed and disputed facts dated 9 September 2021, or in the Joint Submissions on Findings dated 2 December 2022, have been proved. 2. The Tribunal decides that the conduct of the respondent described in such of the allegations and particulars in the referral as have been proved amounted to professional misconduct. 3. The further hearing of the referral is adjourned to a date to be fixed. 4. Within 21 days the parties are to provide, if possible, joint submissions as to sanction, or to advise whether a further oral hearing as to sanction is necessary. 5. If such submissions are not provided, the Tribunal will give further directions about submissions as to sanction.
20 April 2023	Health Ombudsman v Hatten	1. Professional Misconduct 2. Reprimand 3. Disqualified for 6 months 4. No order as to costs
5 May 2023	Health Ombudsman v Culey	1. Professional Misconduct 2. Reprimand 3. No order as to costs 4. Non-publication order is made with respect to the relevant patient's name
5 May 2023	Health Ombudsman v Hammens	1. Professional Misconduct 2. Reprimand 3. Each party bear their own costs
8 May 2023	Health Ombudsman v Jonsson	1. Professional Misconduct (allegations 1 and 2) 2. Unprofessional Conduct (allegation 3) 3. Reprimand 4. Registration suspended for a period of 3 months, commencing one month after the date of the delivery of this decision 5. Conditions imposed (refer to decision for full detail)



		6. Condition is imposed prohibiting the respondent from engaging in supervision of medical students and registrars 7. National Law, part 7, division 11, subdivision 2 applies to conditions 8. Review period for conditions is 2 years 9. Non publication order relating to patients 10. Each party to bear their own costs
<b>17 May 2023</b>	Health Ombudsman v Yasin	1. Finding of Professional Misconduct 2. Reprimand 3. Disqualified indefinitely 4. No order as to costs
<b>18 May 2023</b>	Health Ombudsman v Kwok	1. Professional Misconduct (allegation 1) 2. Reprimand 3. IPO set aside 4. No order as to costs
<b>30 May 2023</b>	Health Ombudsman v Kovan-Boss	1. Professional Misconduct 2. Reprimand 3. Suspended for 6 months from date of order 4. IRA taken by the HO set aside 5. No order as to costs
<b>30 May 2023</b>	Health Ombudsman v Luscombe	1. Professional Misconduct 2. Reprimand 3. Disqualified for a period of 4 years 4. No order as to costs
<b>7 June 2023</b>	Health Ombudsman v Dahl	1. Professional Misconduct 2. Reprimand 3. Fined \$5,000 4. IRA is set aside 5. No order as to costs
<b>7 June 2023</b>	Health Ombudsman v Mar x 2	1. Professional Misconduct 2. Reprimand 3. Registration suspended for 12 calendar months from date of order 4. At the conclusion of the period of suspension, the conditions set out in 'Annexure A' to this decision be imposed on the Respondent's registration





		<p>5. The review period is not less than two years from the date of the commencement of the conditions</p> <p>6. Part 7, division 11, subdivision 2 of the Health Practitioner Regulation National Law (Queensland) (The National Law) applies to the conditions imposed by this decision</p>
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## Decisions on immediate action reviews

There was 1 new application made to the Queensland Civil and Administrative Tribunal to review an Immediate Registration Action.

# 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.

The Health Ombudsman issued sixteen (13) show cause notices in the quarter

- One (1) Psychologist relating to professional conduct
- Two (2) Nurses relating to professional conduct.
- One (1) Pharmacist relating to professional conduct
- Five (5) Medical Practitioners relating to professional conduct
- Four (4) unregistered practitioners relating to conduct

## Immediate registration actions

### Immediate registration actions - Initiated

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical Practitioner	1	April	Conditions	✓	✓
Physiotherapist	1	April	Suspension	✓	✓
Psychologist	1	April	Conditions		✓
Medical Practitioner	1	May	Conditions	✓	
Nurse	1	May	Suspension	✓	✓
Psychologist	1	May	Conditions	✓	
Medical Practitioner	1	June	Conditions		✓
Pharmacist	1	June	Suspension	✓	✓
Physiotherapist	1	June	Suspension	✓	✓

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	April	Conditions	✓	



Nurse	1	April	Conditions	✓	✓
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### Immediate registration actions - Revocation

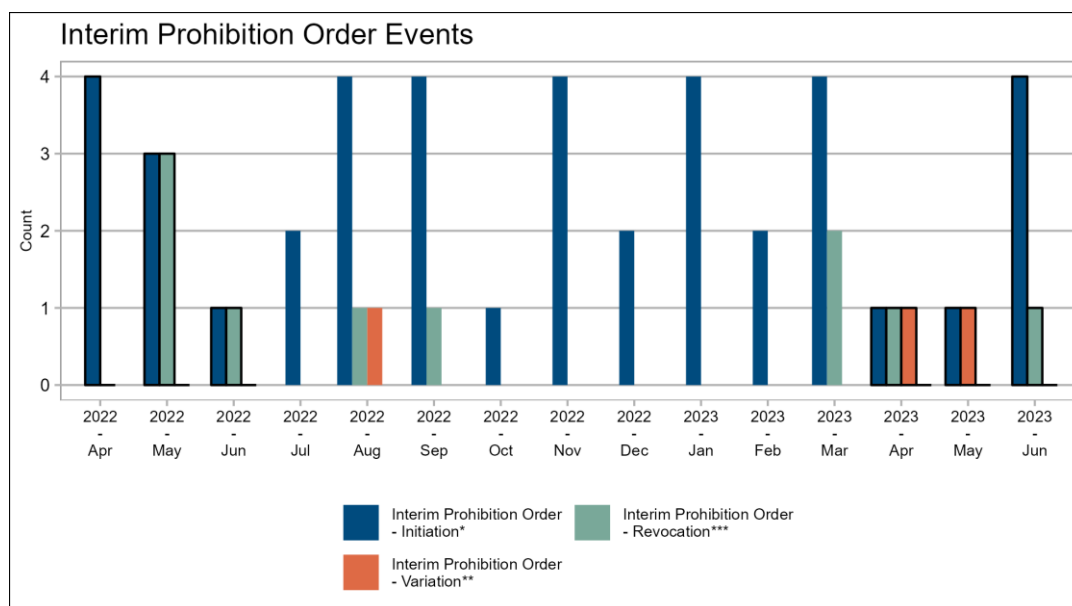
Practitioner type	Number	Month	Action that was taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical Practitioner	1	April	Suspension	✓	✓
Nurse	1	June	Suspension	✓	
Nurse	1	June	Suspension	✓	✓

## 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.

- What is being counted? – The monitoring file that documents the Immediate Registration Action.



\*Interim Prohibition Order – Initiation: This event is defined as the commencement of the interim prohibition order on the practitioner. The date stamp that documents this event is the original effected date in which the action takes effect.

\*\* Interim Prohibition Order – Variation: This event is defined as a variation to the interim prohibition order such as the alteration of conditions put in place. The date stamp that documents this event is the date of variation.

\*\*\* Interim Prohibition Order – Revocation: This event is defined as the revocation of the interim prohibition order file. The date stamp that documents this is the finalisation date of the file.

### Interim Prohibition Order - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Non-clinical support worker	1	April	Prohibition		✓
Alternative health provider	1	May	Prohibition	✓	✓
	1	June	Prohibition		✓
Assistant in nursing	1	June	Prohibition		✓
Sports therapist	1	June	Prohibition w Restriction		✓
Physiotherapist	1	June	Prohibition		✓

## 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.

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Massage therapist	1	April	Prohibition w Restriction	✓	✓
Former Nurse	1	May	Prohibition w Restriction		✓

## Interim Prohibition Order - Revocation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Kinesiologist	1	April	Prohibition w Restriction		✓
Ayurvedic medicine practitioner	1	June	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

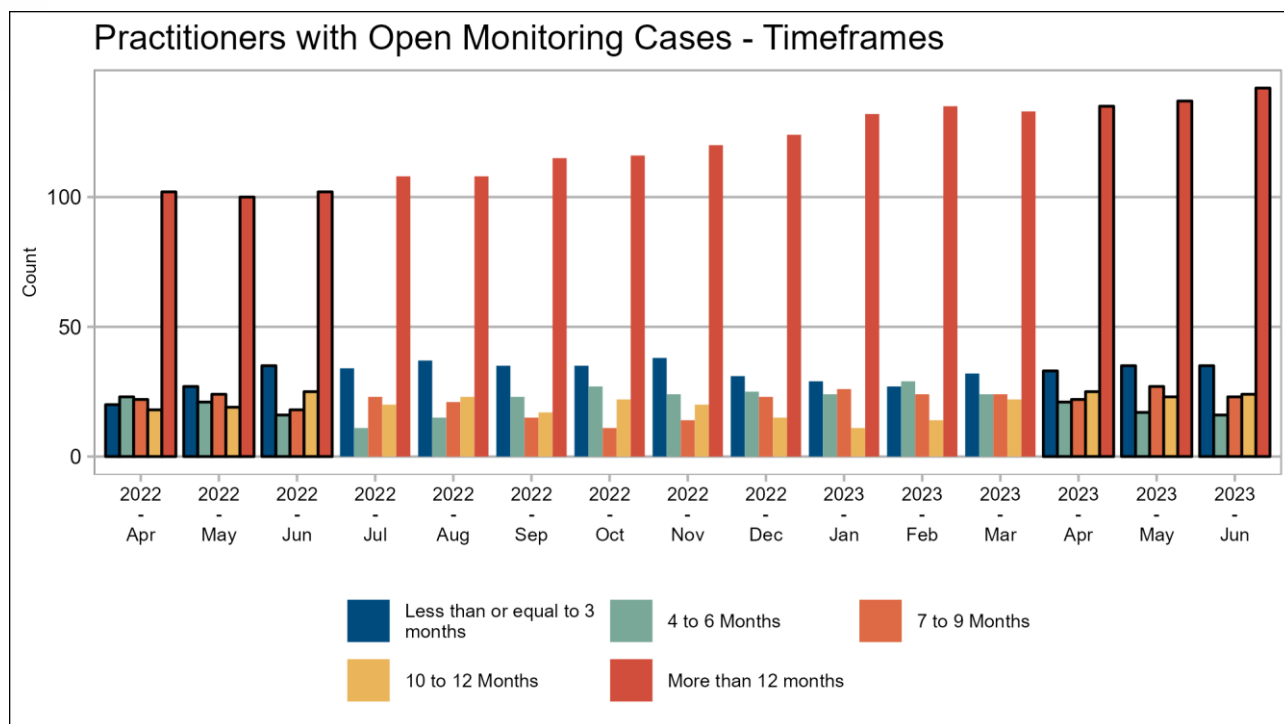
- What date stamp describes this event? – The original effected date of the practitioner monitoring file and the finalisation date.
- What is being counted? – The unique number of practitioner monitoring files.

Cases this month	April	May	June
Practitioner monitoring cases started	7	6	11
Practitioner monitoring cases finalised	4	2	5

## Open monitoring cases

### Timeframes

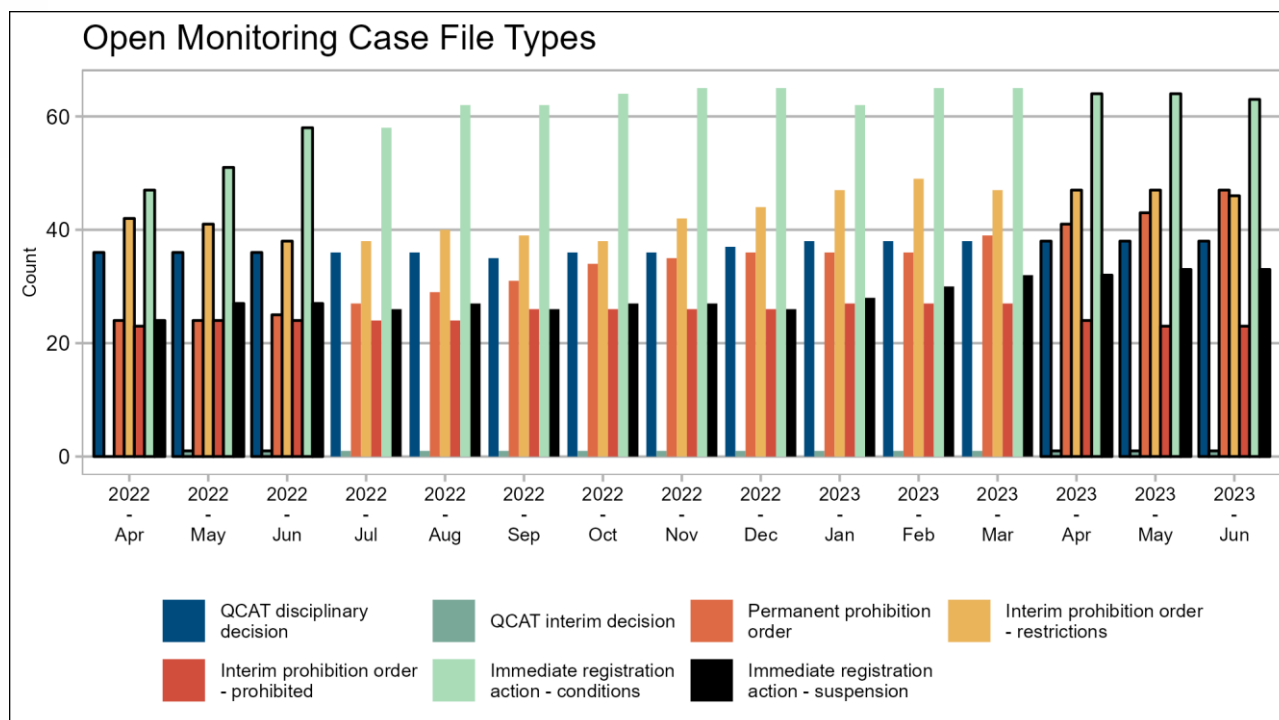
- What date stamp describes this event and what is being counted? – The total number of practitioners with a Monitoring Case Files open at the end of the month.



	April		May		June	
	Number	%	Number	%	Number	%
Less than or equal to 3 months	33	14	35	14.6	35	14.6
4 to 6 Months	21	8.9	17	7.1	16	6.7
7 to 9 Months	22	9.3	27	11.3	23	9.6
10 to 12 Months	25	10.6	23	9.6	24	10
More than 12 months	135	57.2	137	57.3	142	59.2
<b>Total</b>	<b>236</b>	<b>100</b>	<b>239</b>	<b>100</b>	<b>240</b>	<b>100</b>

## Immediate action types

- What date stamp describes this event and what is being counted? – The total number of Practitioners Monitoring Case Files open at the end of the month.

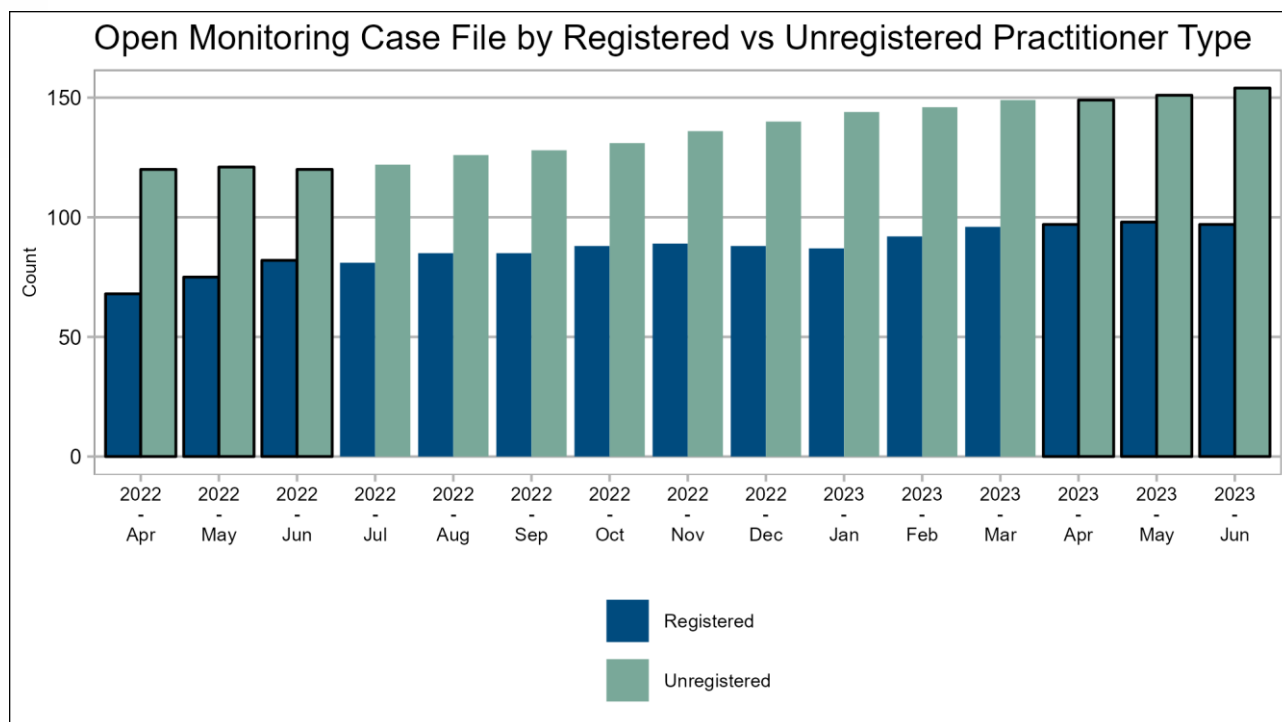


	April		May		June	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	38	15.4	38	15.3	38	15.1
QCAT interim decision	1	0.4	1	0.4	1	0.4
Permanent prohibition order	41	16.6	43	17.3	47	18.7
Interim prohibition order - restrictions	47	19	47	18.9	46	18.3
Interim prohibition order - prohibited	24	9.7	23	9.2	23	9.2
Immediate registration action - conditions	64	25.9	64	25.7	63	25.1
Immediate registration action - suspension	32	13	33	13.3	33	13.1
<b>Total</b>	<b>247</b>	<b>100</b>	<b>249</b>	<b>100</b>	<b>251</b>	<b>100</b>



## Registered Vs Unregistered practitioners under monitoring

- What date stamp describes this event and what is being counted? – The total number of Practitioners Monitoring Case Files open at the end of the month.



	April		May		June	
	Number	%	Number	%	Number	%
Registered	97	39.4	98	39.4	97	38.6
Unregistered	149	60.6	151	60.6	154	61.4
<b>Total</b>	<b>246</b>	<b>100</b>	<b>249</b>	<b>100</b>	<b>251</b>	<b>100</b>

# Australian Health Practitioner Regulation Agency

## Joint consideration matters

Prior to a change in legislation in December 2021, the Health Ombudsman and Ahpra consulted on matters that were determined to be appropriate for referral to Ahpra for the Boards to manage.

The Health Transparency Bill 2019 (Assent: 05 December 2021), has changed the way the Health Ombudsman consults with Ahpra. From 6th December 2021 onwards, 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. (Refer to the Health Transparency Bill 2019 for more information on the joint consideration process.)

## Initial joint consideration consultations

### Matters Commenced & Finalised

- What date stamp describes this event? – The date and time in which the initial joint consideration process commenced and was finalised.
- What is being counted? – There are three perspectives joint consideration matters can be counted by
  - OHO Matter Count: This is the count of all complaint files within the OHO system which are linked to the joint consideration event.
  - Provider Count: This is the amount of unique providers which are linked to the joint consideration event.
  - 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.

	Month	OHO Matter Count	Provider Count	Decision Count
Matters commenced	April	220	236	243
	May	295	312	326
	June	365	372	387
	<b>Total</b>	<b>920</b>	<b>956</b>	<b>880</b>
Matters Finalised	April	227	229	241
	May	303	327	341
	June	384	393	409
	<b>Total</b>	<b>914</b>	<b>949</b>	<b>991</b>

## Issues by Practitioner Type

- What date stamp describes this event? – The date and time in which the initial joint consideration process commenced.
- What is being counted? – 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 than the decision count total from the previous section.

	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	-	-	-	-	-	-	-	-	-	-	3	-	-	4
Dental practitioner	-	-	2	-	-	-	-	1	-	-	-	2	4	1	43	-	-	53
Medical Practitioner	15	-	61	21	-	2	17	3	-	-	18	145	101	17	259	24	1	684
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2	-	-	3
Midwife	-	-	2	-	-	-	-	-	-	-	-	-	5	-	8	-	-	15
Occupational Therapist	-	-	-	-	-	-	-	1	-	-	-	-	4	1	5	2	-	13
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	3
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	8	2	7	-	-	17
Pharmacist	-	-	3	-	-	1	-	-	-	-	1	14	9	3	4	-	-	35
Physiotherapist	-	-	-	1	-	-	1	-	-	-	1	-	9	1	8	-	1	22
Podiatrist / Chiropodist	-	-	-	-	-	1	-	-	-	-	-	-	4	-	-	-	-	5
Psychologist	1	-	10	1	-	1	-	1	-	-	4	-	32	3	15	12	-	80
Registered Nurse	-	-	1	-	-	-	-	1	-	-	3	14	81	24	31	1	-	156
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
<b>Total</b>	<b>16</b>	<b>-</b>	<b>80</b>	<b>25</b>	<b>-</b>	<b>5</b>	<b>18</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>27</b>	<b>176</b>	<b>261</b>	<b>52</b>	<b>387</b>	<b>39</b>	<b>2</b>	<b>1095</b>

## Outcomes by Practitioner Type

- What date stamp describes this event? – The date and time in which the Initial joint consideration process was finalised.
- What is being counted? – The total number of decisions made.

Issue	HCE to retain*		Refer to National Agency		No further action		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	1	0.2	-	-	1	0.1
Chinese Medicine Practitioner	1	0.6	-	-	-	-	1	0.1
Chiropractor	-	-	2	0.3	1	0.3	3	0.3
Dental practitioner	12	7.6	32	5.1	18	5	62	5.4
Medical Practitioner	83	52.9	367	58.9	260	72.2	710	62.3
Medical Radiation Practitioner	1	0.6	3	0.5	-	-	4	0.4
Midwife	6	3.8	4	0.6	2	0.6	12	1.1
Occupational Therapist	3	1.9	10	1.6	-	-	13	1.1
Optometrist	1	0.6	1	0.2	1	0.3	3	0.3
Oral Health Therapist	-	-	-	-	1	0.3	1	0.1
Osteopath	-	-	1	0.2	-	-	1	0.1
Paramedic	4	2.5	11	1.8	3	0.8	18	1.6
Pharmacist	2	1.3	28	4.5	7	1.9	37	3.2
Physiotherapist	5	3.2	11	1.8	5	1.4	21	1.8
Podiatrist / Chiropodist	-	-	3	0.5	2	0.6	5	0.4
Psychologist	10	6.4	46	7.4	28	7.8	84	7.4
Nurse	29	18.5	101	16.2	32	8.9	162	14.2
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	2	0.3	-	-	2	0.2
Unregistered practitioner	-	-	-	-	-	-	-	-
<b>Total</b>	<b>157</b>	<b>100</b>	<b>623</b>	<b>100</b>	<b>360</b>	<b>100</b>	<b>1140</b>	<b>100</b>

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

## Subsequent joint consideration consultations

### Matters Commenced & Finalised

- What date stamp describes this event? – The date and time in which the subsequent joint consideration process commenced and was finalised.
- What is being counted? – There are three perspectives joint consideration matters can be counted by
  - OHO Matter Count: This is the count of all complaint files within the OHO system which are linked to the joint consideration event.
  - Provider Count: This is the amount of unique providers which are linked to the joint consideration event.
  - 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.

	Month	OHO Matter Count	Provider Count	Decision Count
Matters commenced	April	8	8	8
	May	15	15	15
	June	11	11	11
	<b>Total</b>	<b>34</b>	<b>34</b>	<b>34</b>
Matters Finalised	April	3	3	3
	May	20	20	20
	June	11	11	11
	<b>Total</b>	<b>34</b>	<b>34</b>	<b>34</b>

## Issues by Practitioner Type

- What date stamp describes this event? – The date and time in which the subsequent joint consideration process commenced.
- What is being counted? – 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 than the decision count total from the previous section.

	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dental practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3
Medical Practitioner	1	-	4	-	-	2	2	-	1	-	1	3	6	-	9	-	-	29
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	1	-	-	-	-	-	-	-	2	-	-	-	1	-	-	4
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	1	-	2	-	1	-	-	4
Pharmacist	-	-	1	-	-	-	-	-	-	-	-	1	1	-	-	-	-	3
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychologist	-	-	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	3
Registered Nurse	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	3
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>1</b>	<b>-</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>5</b>	<b>4</b>	<b>13</b>	<b>-</b>	<b>16</b>	<b>-</b>	<b>-</b>	<b>51</b>

## Outcomes by Practitioner Type

- What date stamp describes this event? – The date and time in which the subsequent joint consideration process was finalised.
- What is being counted? – The total number of decisions made.

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	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-
Dental practitioner	-	-	-	-	3	6.8	3	6
Medical Practitioner	-	-	6	100	22	50	28	56
Medical Radiation Practitioner	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	4	9.1	4	8
Occupational Therapist	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	4	9.1	4	8
Pharmacist	-	-	-	-	3	6.8	3	6
Physiotherapist	-	-	-	-	2	4.5	2	4
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	3	6.8	3	6
Nurse	-	-	-	-	3	6.8	3	6
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>6</b>	<b>100</b>	<b>44</b>	<b>100</b>	<b>50</b>	<b>100</b>

\* 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

- What date stamp describes this data? – The date and time the case file is created in the OHO's case management system.
- What is being counted? – The total number of unique complainants in each month.

### Complainant Gender

	April		May		June	
	Number	%	Number	%	Number	%
Female	382	50.5	491	53.6	459	52.8
Male	352	46.6	391	42.7	371	42.6
Non-binary sex	2	0.3	8	0.9	5	0.6
Unknown	20	2.6	26	2.8	35	4
<b>Total</b>	<b>756</b>	<b>100</b>	<b>916</b>	<b>100</b>	<b>870</b>	<b>100</b>

### Complainant Age

	April		May		June	
	Number	%	Number	%	Number	%
Less than 18 years	0	0	0	0	2	0.2
18-24 years	22	2.9	35	3.8	25	2.9
25-34 years	124	16.4	159	17.4	159	18.3
35-44 years	151	20	184	20.1	194	22.3
45-54 years	128	16.9	183	20	153	17.6
55-64 years	98	13	107	11.7	99	11.4
65-74 years	71	9.4	67	7.3	50	5.7
More than 75 years	41	5.4	37	4	42	4.8
Unknown*	121	16	144	15.7	146	16.8
<b>Total</b>	<b>756</b>	<b>100</b>	<b>916</b>	<b>100</b>	<b>870</b>	<b>100</b>

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



## Complainant Location

	April		May		June	
	Number	%	Number	%	Number	%
Brisbane	264	44.4	310	43	314	44.4
Central West	0	0	1	0.1	1	0.1
Darling Downs	18	3	18	2.5	25	3.5
Far North	28	4.7	27	3.7	26	3.7
Fitzroy	19	3.2	33	4.6	27	3.8
Gold Coast	68	11.4	84	11.7	72	10.2
Mackay	10	1.7	18	2.5	24	3.4
North West	2	0.3	1	0.1	1	0.1
Northern	33	5.5	37	5.1	22	3.1
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	1	0.2	3	0.4	1	0.1
Sunshine Coast	33	5.5	34	4.7	30	4.2
West Moreton	14	2.4	17	2.4	22	3.1
Wide Bay-Burnett	21	3.5	48	6.7	46	6.5
Unknown	84	14.1	90	12.5	97	13.7
<b>Total</b>	<b>595</b>	<b>100</b>	<b>721</b>	<b>100</b>	<b>708</b>	<b>100</b>

## Healthcare Consumers

- What date stamp describes this data? – The date and time the case file is created in the OHO's case management system.
- What is being counted? – The total number of unique consumers in each month.

### Consumer Gender

	April		May		June	
	Number	%	Number	%	Number	%
Female	326	49.2	413	51.2	374	47.3
Male	332	50.2	387	48	410	51.9
Non-binary sex	2	0.3	5	0.6	5	0.6
Unknown	2	0.3	2	0.2	1	0.1
<b>Total</b>	<b>662</b>	<b>100</b>	<b>807</b>	<b>100</b>	<b>790</b>	<b>100</b>

### Consumer Age

	April		May		June	
	Number	%	Number	%	Number	%
Less than 18 years	38	5.7	33	4.1	38	4.8
18-24 years	28	4.2	43	5.3	25	3.2
25-34 years	113	17.1	152	18.8	144	18.2
35-44 years	125	18.9	158	19.6	163	20.6
45-54 years	103	15.6	142	17.6	128	16.2
55-64 years	73	11	84	10.4	74	9.4
65-74 years	63	9.5	63	7.8	61	7.7
More than 75 years	46	6.9	54	6.7	67	8.5
Unknown*	73	11	78	9.7	90	11.4
<b>Total</b>	<b>662</b>	<b>100</b>	<b>807</b>	<b>100</b>	<b>790</b>	<b>100</b>

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

## Consumer Location

	April		May		June	
	Number	%	Number	%	Number	%
Brisbane	223	40.4	278	41.8	268	40.9
Central West	0	0	1	0.2	1	0.2
Darling Downs	12	2.2	11	1.7	17	2.6
Far North	26	4.7	24	3.6	22	3.4
Fitzroy	19	3.4	26	3.9	22	3.4
Gold Coast	54	9.8	56	8.4	55	8.4
Mackay	11	2	12	1.8	17	2.6
North West	2	0.4	1	0.2	1	0.2
Northern	28	5.1	37	5.6	18	2.7
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	0	0	3	0.5	2	0.3
Sunshine Coast	33	6	34	5.1	23	3.5
West Moreton	11	2	17	2.6	18	2.7
Wide Bay-Burnett	19	3.4	39	5.9	40	6.1
Unknown	114	20.7	126	18.9	152	23.2
<b>Total</b>	<b>552</b>	<b>100</b>	<b>665</b>	<b>100</b>	<b>656</b>	<b>100</b>

## Health service providers

- What date stamp describes this data? – The date and time the case file is created in the OHO's case management system.
- What is being counted? – The total number of unique providers in each month.

### Location of Providers

	April		May		June	
	Number	%	Number	%	Number	%
Brisbane	207	43.9	287	43.6	245	41.6
Central West	1	0.2	0	0	0	0
Darling Downs	19	4	25	3.8	16	2.7
Far North	27	5.7	35	5.3	32	5.4
Fitzroy	20	4.2	23	3.5	18	3.1
Gold Coast	64	13.6	101	15.3	98	16.6
Mackay	13	2.8	19	2.9	17	2.9
North West	2	0.4	1	0.2	7	1.2
Northern	26	5.5	28	4.2	21	3.6
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	2	0.4	1	0.2	4	0.7
Sunshine Coast	37	7.8	51	7.7	42	7.1
West Moreton	4	0.8	4	0.6	9	1.5
Wide Bay-Burnett	19	4	39	5.9	40	6.8
Unknown	31	6.6	45	6.8	40	6.8
<b>Total</b>	<b>472</b>	<b>100</b>	<b>659</b>	<b>100</b>	<b>589</b>	<b>100</b>

\*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.