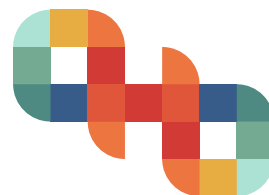


Quarter Two 2024-25
performance report
Office of the Health Ombudsman



OFFICE OF THE
HEALTH
OMBUDSMAN



Quarterly performance report— Quarter Two 2024-25

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Introduction

This document reports on the Quarter Two (Q2) performance of the Office of the Health Ombudsman (OHO) for the 2024–25 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.

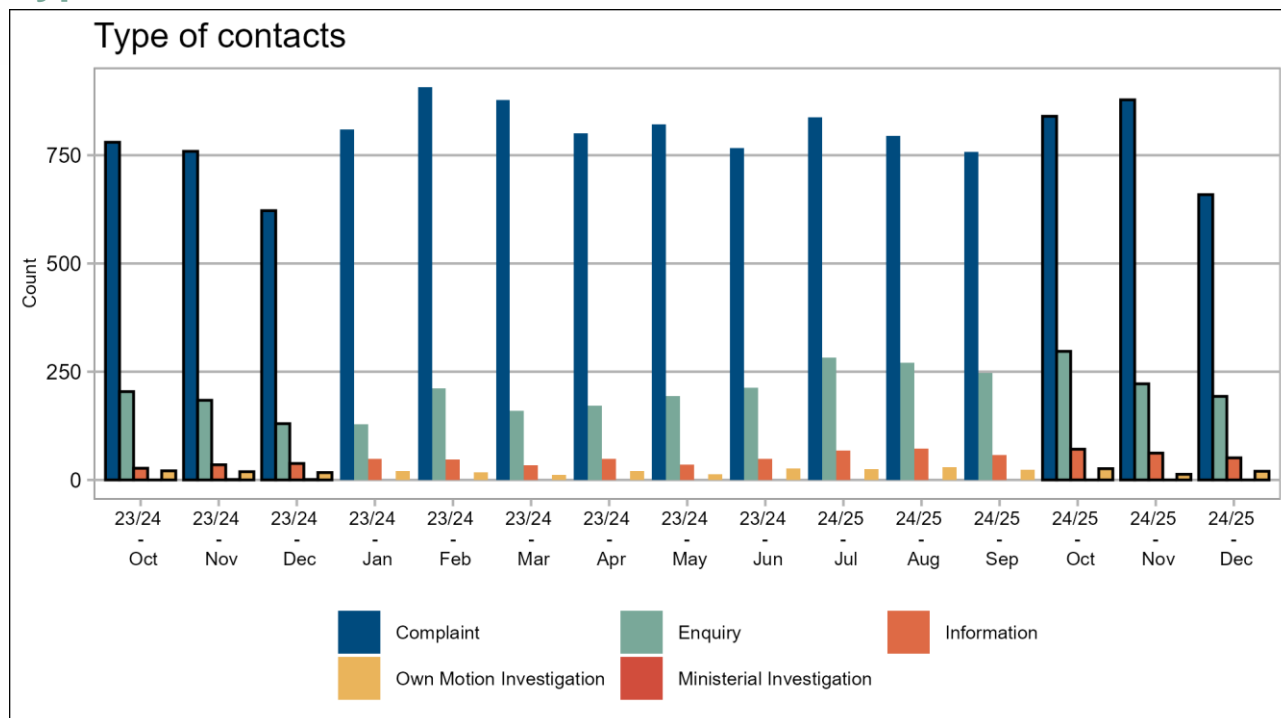
Data in this report is correct as of 13 January 2025, though figures November differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

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	840	68.07	878	74.72	659	71.4	2377	71.34
Enquiry	297	24.07	222	18.89	193	20.91	712	21.37
Information	71	5.75	62	5.28	51	5.53	184	5.52
Own Motion Investigation	26	2.11	13	1.11	20	2.17	59	1.77
Ministerial Investigation	0	0	0	0	0	0	0	0
Total	1234	100	1175	100	923	100	3332	100

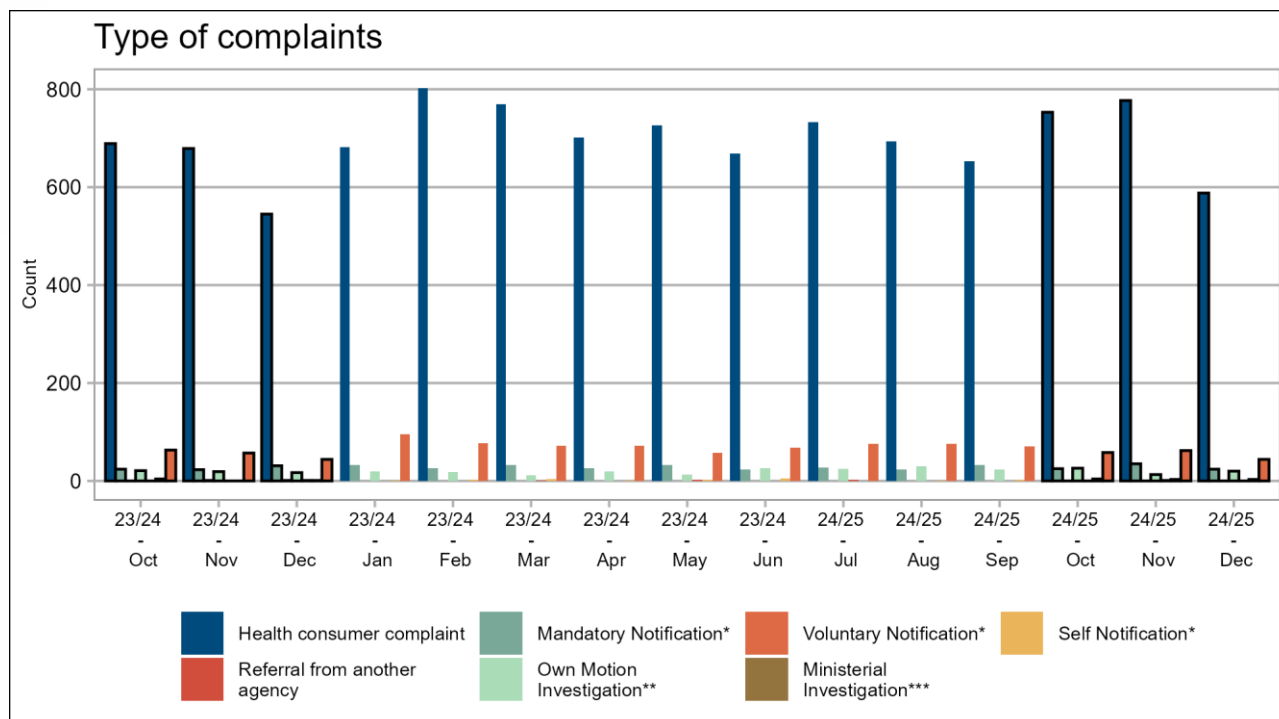
In addition to above contacts, 4 further contact is yet to be classified.

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 (Q4) Genesys contacts amounted to 4,931 which equates to approximately 36% 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	448	22%	357	18%	259	14%	1064	18.05
Health Service Complaint	569	28%	529	27%	424	23%	1522	25.82
Notification	46	2%	38	2%	41	2%	125	2.12
PPL	256	12%	261	13%	212	11%	729	12.37
Email	740	36%	777	40%	916	49%	2433	41.27
Webchat	-	-	-	-	22	1%	22	0.37
Total	2059	100	1962	100	1874	100	5895	100

Type of complaints



Type of complaints	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	753	86.95	777	87.21	588	86.6	2118	86.95
Mandatory Notification*	25	2.89	35	3.93	24	3.53	84	3.45
Voluntary Notification*	58	6.7	62	6.96	44	6.48	164	6.73
Self Notification*	4	0.46	3	0.34	3	0.44	10	0.41
Referral from another agency	0	0	1	0.11	0	0	1	0.04
Own Motion Investigation**	26	3	13	1.46	20	2.95	59	2.42
Ministerial Investigation***	0	0	0	0	0	0	0	0
Total	866	100	891	100	679	100	2436	100

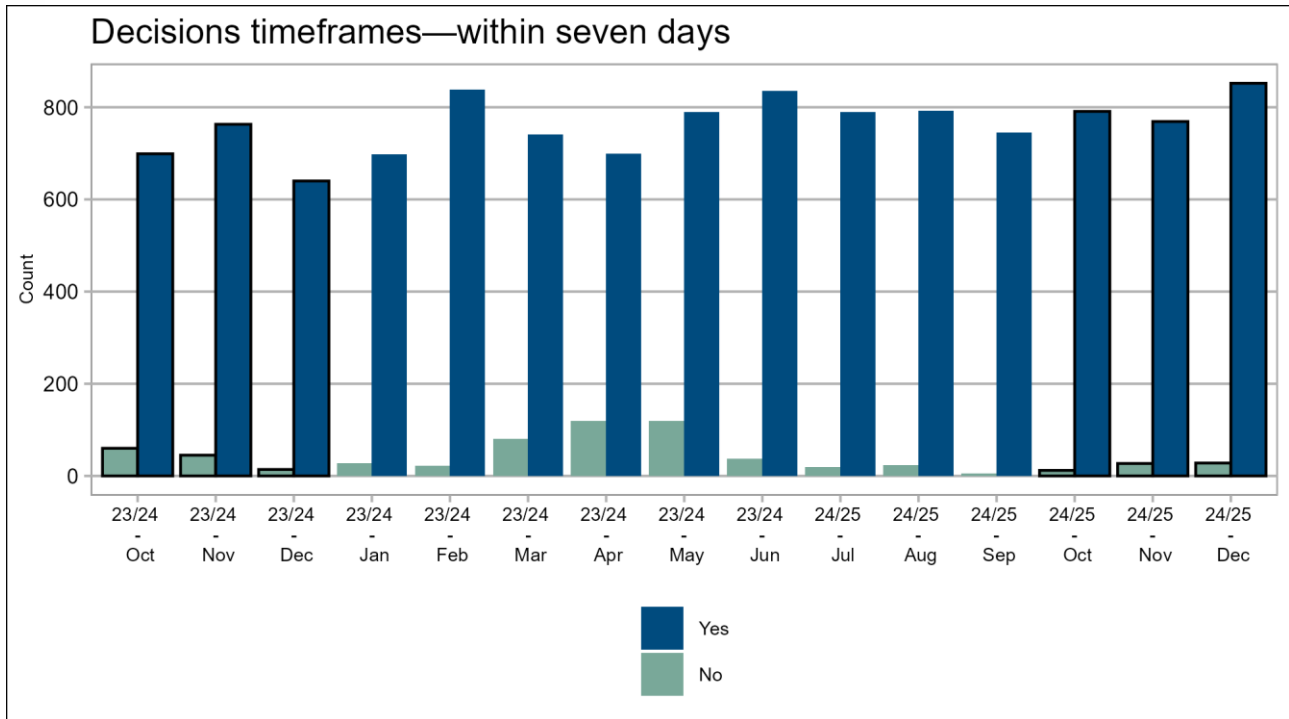
* Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

** Own Motion Investigations refer to matters initiated by the Health Ombudsman, primarily following the receipt of information from the Queensland police service.

*** Ministerial Investigations refer to matters initiated under s81 of the *Health Ombudsman Act 2013*.

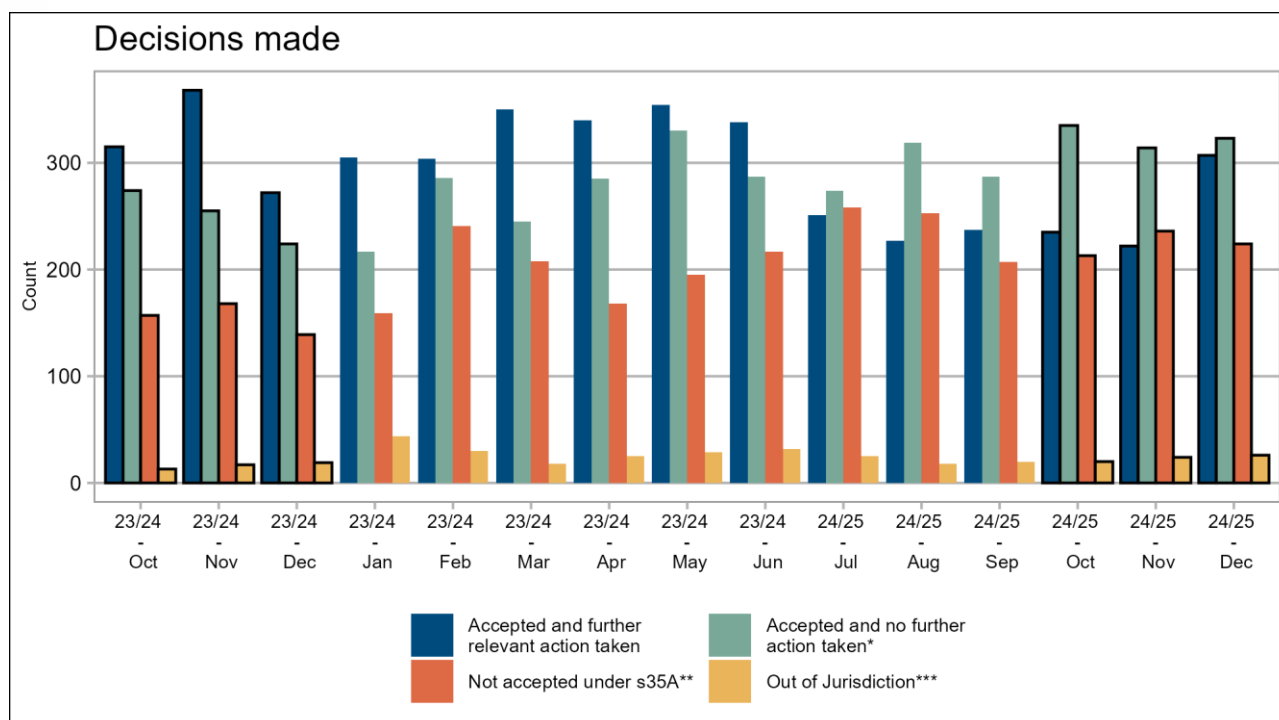
Complaint decisions

Decisions timeframes—within seven days



Decision made	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Yes	791	98.51	769	96.61	852	96.82	2412	97.3
No	12	1.49	27	3.39	28	3.18	67	2.7
Total	803	100	796	100	880	100	2479	100

Decisions made



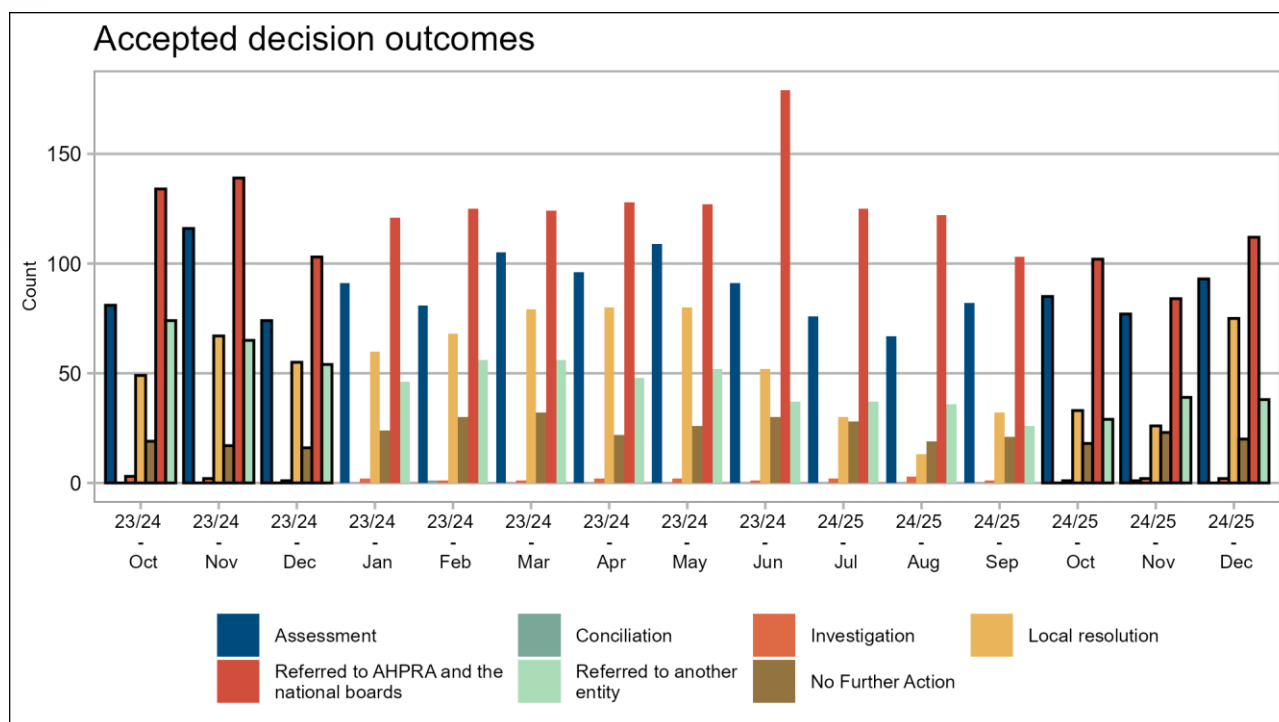
Number of decisions made	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	235	29.27	222	27.89	307	34.89	764	30.82
Accepted and no further action taken*	335	41.72	314	39.45	323	36.7	972	39.21
Not accepted under s35A**	213	26.53	236	29.65	224	25.45	673	27.15
Out of Jurisdiction***	20	2.49	24	3.02	26	2.95	70	2.82
Total	803	100	796	100	880	100	2479	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 December 2020, this category was reported as "Not Accepted".

** Matters November 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.

*** Matters classified as out of jurisdiction refer to complaints registered with the OHO but cannot be dealt with under the *Health Ombudsman Act 2013*.

Accepted decision outcomes



Type of relevant action	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	85	31.72	77	30.56	93	27.35	255	29.65
Conciliation	0	0	1	0.4	0	0	1	0.12
Investigation	1	0.37	2	0.79	2	0.59	5	0.58
Local resolution	33	12.31	26	10.32	75	22.06	134	15.58
Referred to AHPRA and the national boards	102	38.06	84	33.33	112	32.94	298	34.65
Referred to another entity	29	10.82	39	15.48	38	11.18	106	12.33
No Further Action	18	6.72	23	9.13	20	5.88	61	7.09
Total	268	100	252	100	340	100	860	100

Accepted decisions November 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	162	12	142	10.9	114	12.08	418	11.62
Code of conduct for Health Care Workers	14	1.04	15	1.15	17	1.8	46	1.28
Communication and Information	132	9.78	176	13.51	119	12.61	427	11.87
Consent	38	2.81	24	1.84	18	1.91	80	2.22
Discharge and Transfer Arrangements	23	1.7	24	1.84	15	1.59	62	1.72
Environment/Management of Facility	45	3.33	34	2.61	21	2.22	100	2.78
Fees and Costs	55	4.07	55	4.22	38	4.03	148	4.11
Grievance Processes	60	4.44	65	4.99	46	4.87	171	4.75
Health Ombudsman Act 2013 Offence	0	0	0	0	0	0	0	0
Information	0	0	0	0	0	0	0	0
Medical Records	32	2.37	43	3.3	25	2.65	100	2.78
Medication	103	7.63	109	8.37	77	8.16	289	8.03
Professional Conduct	190	14.07	147	11.28	90	9.53	427	11.87
Professional Health	21	1.56	23	1.77	21	2.22	65	1.81
Professional Performance	436	32.3	407	31.24	314	33.26	1157	32.17
Reports/Certificates	37	2.74	34	2.61	29	3.07	100	2.78
Research/teaching/assessment	2	0.15	5	0.38	0	0	7	0.19
Total	1350	100	1303	100	944	100	3597	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	13	2.98	9	2.21	18	5.73	40	3.46
Coordination of treatment	25	5.73	37	9.09	32	10.19	94	8.12
Delay in treatment	20	4.59	17	4.18	19	6.05	56	4.84
Diagnosis	34	7.8	35	8.6	23	7.32	92	7.95
Inadequate care	54	12.39	55	13.51	31	9.87	140	12.1
Inadequate consultation	23	5.28	26	6.39	26	8.28	75	6.48
Inadequate prosthetic equipment	6	1.38	5	1.23	3	0.96	14	1.21
Inadequate treatment	135	30.96	119	29.24	96	30.57	350	30.25
Infection control	8	1.83	9	2.21	0	0	17	1.47
No or inappropriate referral	14	3.21	11	2.7	6	1.91	31	2.68
Public or private election	0	0	0	0	0	0	0	0
Rough and painful treatment	24	5.5	15	3.69	6	1.91	45	3.89
Teamwork or supervision	0	0	1	0.25	2	0.64	3	0.26
Unexpected treatment outcome or complications	52	11.93	46	11.3	37	11.78	135	11.67
Withdrawal of treatment	6	1.38	8	1.97	4	1.27	18	1.56
Wrong or inappropriate treatment	22	5.05	14	3.44	11	3.5	47	4.06
Total	436	100	407	100	314	100	1157	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	0	0	0	0	0	0
Assault	14	7.37	4	2.72	2	2.22	20	4.68
Attendance	0	0	0	0	1	1.11	1	0.23
Boundary violation	5	2.63	5	3.4	2	2.22	12	2.81
Breach of condition	1	0.53	2	1.36	1	1.11	4	0.94
Conflict of interest	4	2.11	3	2.04	3	3.33	10	2.34
Discriminatory conduct	8	4.21	8	5.44	2	2.22	18	4.22
Emergency treatment not provided	0	0	0	0	0	0	0	0
Excessive treatment	5	2.63	1	0.68	0	0	6	1.41
Experimental treatment	0	0	1	0.68	1	1.11	2	0.47
False or misleading statements and or information	8	4.21	6	4.08	2	2.22	16	3.75
Financial fraud	4	2.11	4	2.72	4	4.44	12	2.81
Illegal practice	48	25.26	31	21.09	29	32.22	108	25.29
Inappropriate behaviour	36	18.95	29	19.73	21	23.33	86	20.14
Inappropriate collection, use or disclosure of information	24	12.63	15	10.2	12	13.33	51	11.94
Medico-legal conduct	2	1.05	0	0	2	2.22	4	0.94
Misrepresentation of qualifications	3	1.58	9	6.12	0	0	12	2.81
National Law breach	7	3.68	5	3.4	2	2.22	14	3.28
National Law offence	8	4.21	14	9.52	1	1.11	23	5.39
Offence by student	0	0	0	0	0	0	0	0
Response to adverse event	2	1.05	2	1.36	0	0	4	0.94
Sexual misconduct	11	5.79	8	5.44	5	5.56	24	5.62
Total	190	100	147	100	90	100	427	100

Subcategories of professional health issues raised in complaints

Issue	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - cognitive impairment	2	9.52	2	8.7	0	0	4	6.15
Mental impairment - mental illness	8	38.1	9	39.13	9	42.86	26	40
Mental impairment - other	2	9.52	1	4.35	3	14.29	6	9.23
Mental impairment - substance misuse, abuse or addiction	8	38.1	10	43.48	9	42.86	27	41.54
Physical impairment	1	4.76	1	4.35	0	0	2	3.08
Total	21	100	23	100	21	100	65	100

Profile of complaints about health practitioners

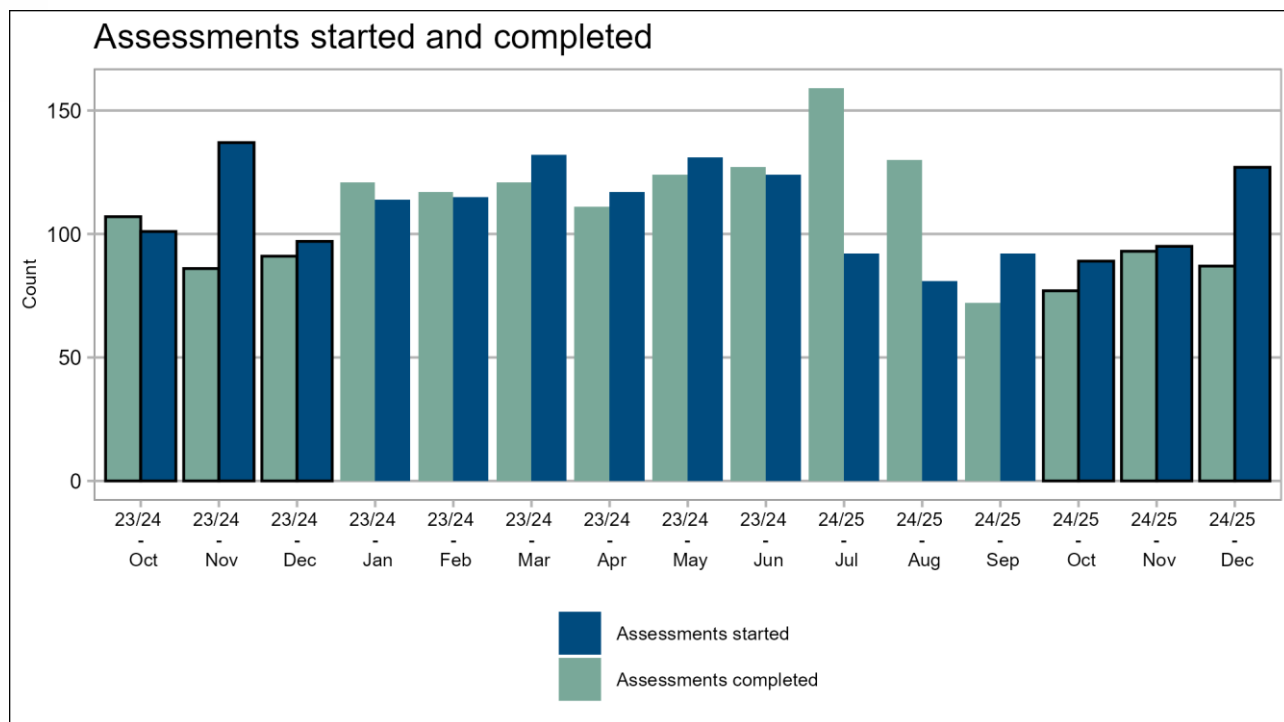
Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	Total
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	
Aboriginal and Torres Strait Islander health practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-	3	-	-	4
Chiropractor	8	-	-	1	-	-	-	-	-	-	-	-	3	-	5	-	-	9	
Dental practitioner	65	-	-	6	2	-	-	5	8	-	-	2	-	5	3	60	-	-	91
Medical Practitioner	578	23	2	111	22	6	6	21	11	-	-	24	92	123	18	337	53	3	852
Medical Radiation Practitioner	4	-	-	1	-	-	-	-	-	-	-	1	-	2	-	1	-	-	5
Midwife	13	-	-	1	1	-	-	-	-	-	-	-	2	8	1	10	1	-	24
Occupational Therapist	163	-	-	8	3	-	1	-	2	-	-	2	8	136	27	35	3	-	225
Optometrist	12	-	-	3	1	-	-	3	-	-	-	-	-	4	-	10	4	-	25
Oral Health Therapist	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Osteopath	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Paramedic	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Pharmacist	15	-	-	1	-	-	-	-	-	-	-	-	-	12	4	-	-	-	17
Physiotherapist	19	-	-	1	-	-	-	1	-	-	-	-	15	5	4	3	-	-	29
Podiatrist / Chiropodist	13	-	-	1	-	-	-	1	-	-	-	-	-	9	-	4	1	-	16
Psychologist	5	-	-	-	-	-	-	2	-	-	-	1	-	-	-	5	-	-	8
Nurse	66	1	-	10	3	-	2	-	1	-	-	2	1	28	6	20	16	3	93
Student practitioner	5	-	2	-	-	-	-	-	-	-	-	-	-	1	2	-	-	-	5
Unknown practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	51	-	35	15	1	-	2	-	-	-	-	1	4	23	-	12	2	-	95
Total	1023	24	39	160	34	6	11	33	22	-	-	33	122	360	65	507	80	6	1502

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	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Administrative Service	5	2	-	-	-	-	1	2	-	-	-	-	-	-	2	-	-	7	
Aged Care Facility	19	1	-	2	1	-	-	2	1	-	-	5	2	-	12	-	-	26	
Allied Health Service	20	5	1	6	-	-	1	6	4	-	-	2	5	-	1	-	-	31	
Ambulance Service	9	2	-	3	1	-	-	-	2	-	-	1	3	-	8	-	-	20	
Area Health Services	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Community Health Service	23	9	-	2	2	-	2	-	1	-	-	3	-	1	-	7	1	29	
Correctional Facility	16	189	-	6	-	1	6	-	3	-	-	65	2	-	87	4	-	363	
Dental Service	39	5	-	12	-	-	2	7	6	-	-	1	-	1	-	21	-	55	
Environmental Health Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Health Education Service	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	
Health Information Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Health Promotion Service	1	-	-	-	-	-	-	-	-	-	-	2	1	-	-	-	-	3	
Health Service District	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
Hospital & Health Service	11	1	-	4	-	2	2	1	7	-	-	-	1	-	5	-	-	23	
Laboratory Service	11	1	-	1	-	-	-	4	2	-	-	2	-	2	-	5	1	18	
Licensed Day Hospital	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
Licensed Private Hospital	32	4	-	9	1	1	7	4	6	-	-	3	4	4	-	34	-	77	
Medical Centre	162	33	1	42	1	-	23	40	20	-	-	25	16	9	-	24	7	241	
Mental Health Service	42	10	1	18	18	4	6	5	7	-	-	2	17	11	-	49	1	149	
Nursing Service	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	2	
Optical Store	3	-	-	2	-	-	-	1	-	-	-	-	-	-	-	-	-	3	
Other Government Department	14	6	-	4	1	1	2	-	5	-	-	-	-	-	2	2	-	23	
Other Support Service	12	2	-	4	1	-	1	4	-	-	-	1	1	-	4	-	-	18	
Paramedical Service	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	2	
Parent Organisation	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Pharmaceutical Service	38	6	-	8	-	-	3	5	2	-	-	1	19	-	-	2	-	46	
Private Organisation	47	4	2	14	1	-	4	15	6	-	-	6	6	5	-	10	2	75	
Public Health Service	16	4	-	6	1	4	2	-	1	-	-	-	-	1	-	14	-	33	
Public Hospital	54	107	2	119	18	43	25	11	73	-	-	24	24	11	-	353	2	812	
Registration Board	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Residential Care Service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	
Social Work Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Specialised Health Service	25	1	-	5	-	-	2	8	2	-	-	2	6	-	9	-	-	35	
Welfare Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	607	394	7	267	46	56	89	115	149	-	-	67	167	67	-	650	20	1	2095

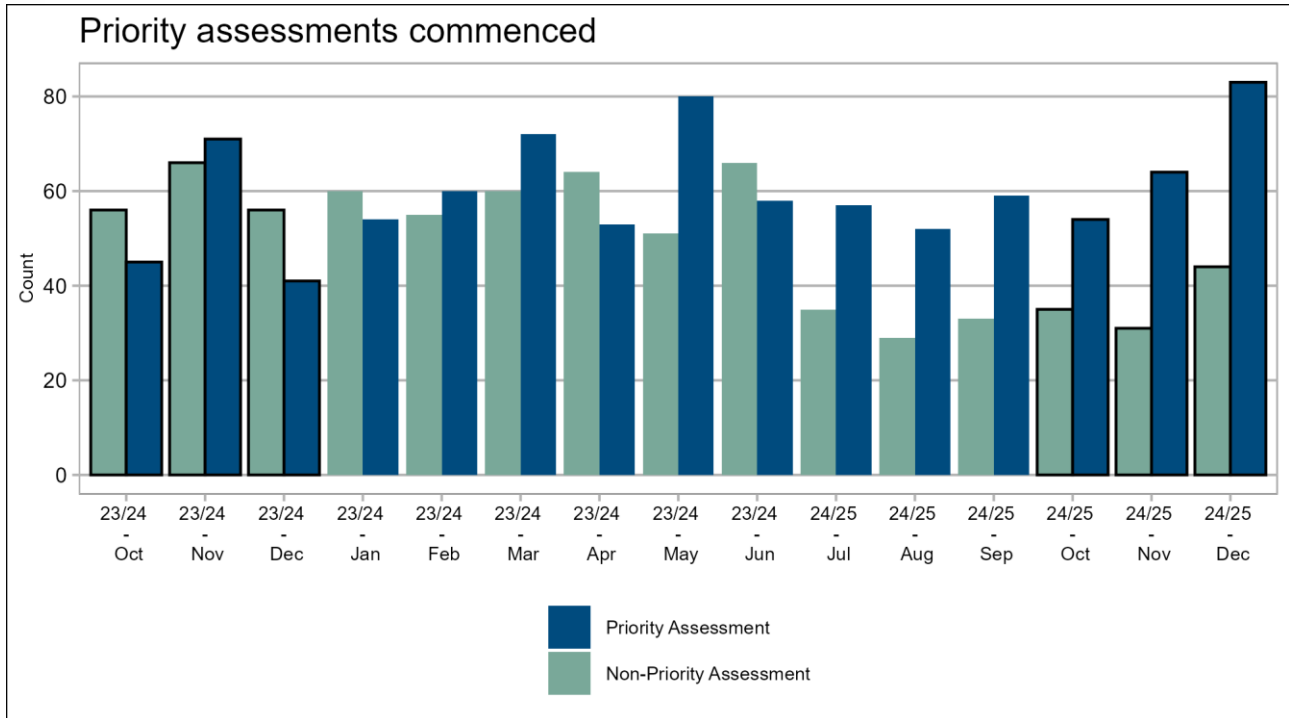
Assessment

Assessments started and completed



Assessments this quarter	October	November	December	Q2 total
Assessments started	89	95	127	311
Assessments completed	77	93	87	257

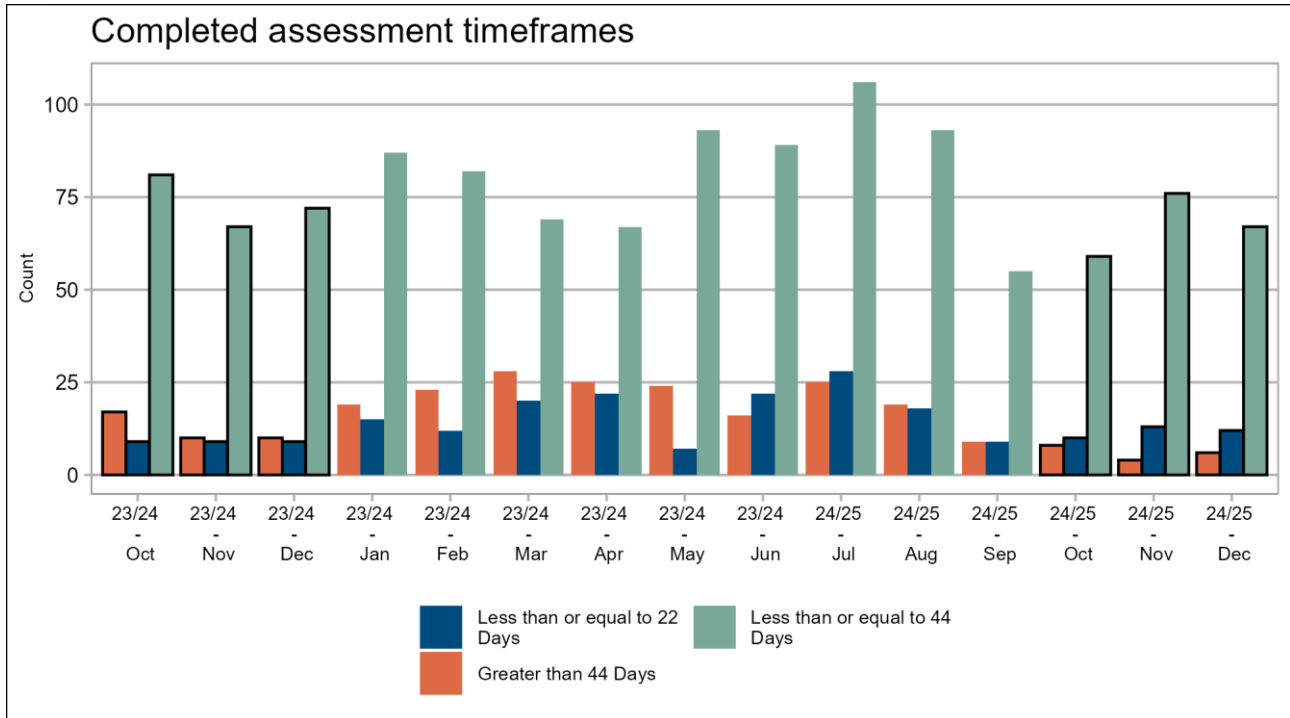
Assessment Started by Prioritisation



Assessment timeframes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Priority Assessment*	54	60.67	64	67.37	83	65.35	201	64.63
Non-Priority Assessment	35	39.33	31	32.63	44	34.65	110	35.37
Total	89	100	95	100	127	100	311	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 November pose ongoing risks to patient safety, Particular complaint vulnerabilities and cultural sensitivities are also factors in determining a Priority matter.

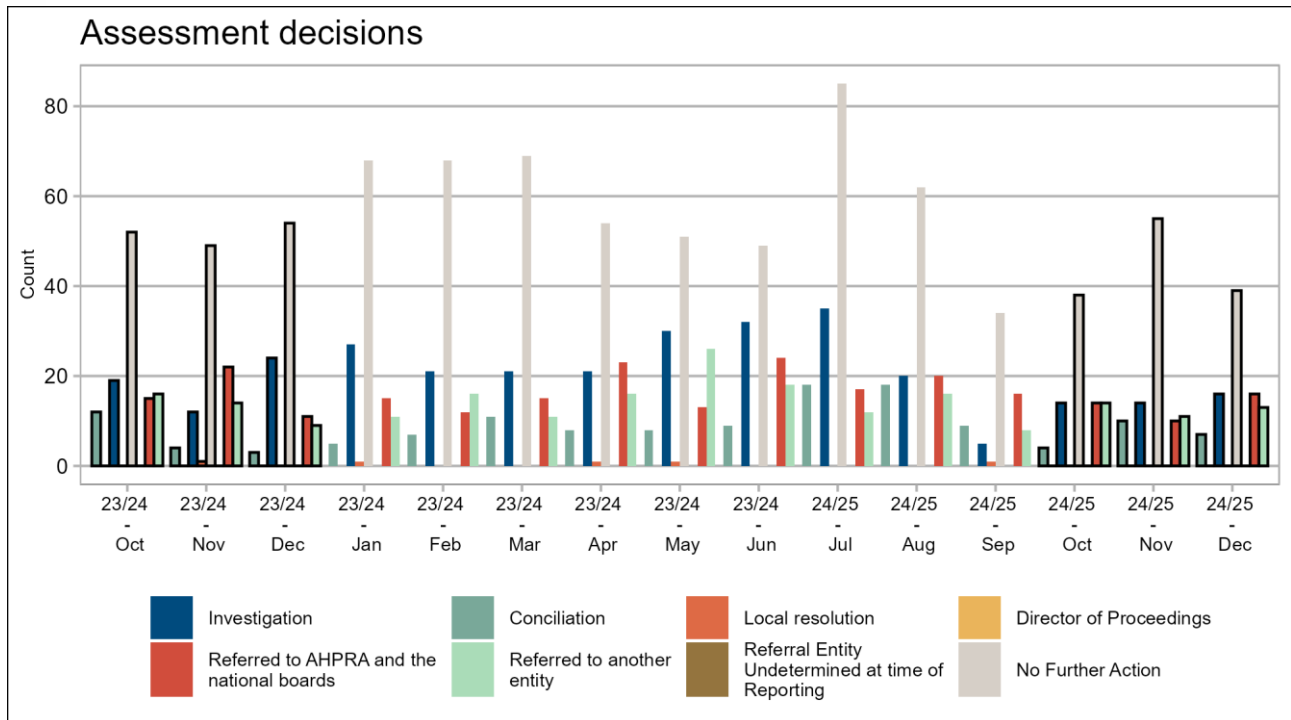
Completed assessment timeframes



Assessment timeframes*	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	10	12.99	13	13.98	12	14.12	35	13.73
Less than or equal to 44 Days	59	76.62	76	81.72	67	78.82	202	79.22
Greater than 44 Days	8	10.39	4	4.3	6	7.06	18	7.06
Total	77	100	93	100	85	100	255	100

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

Assessment decisions



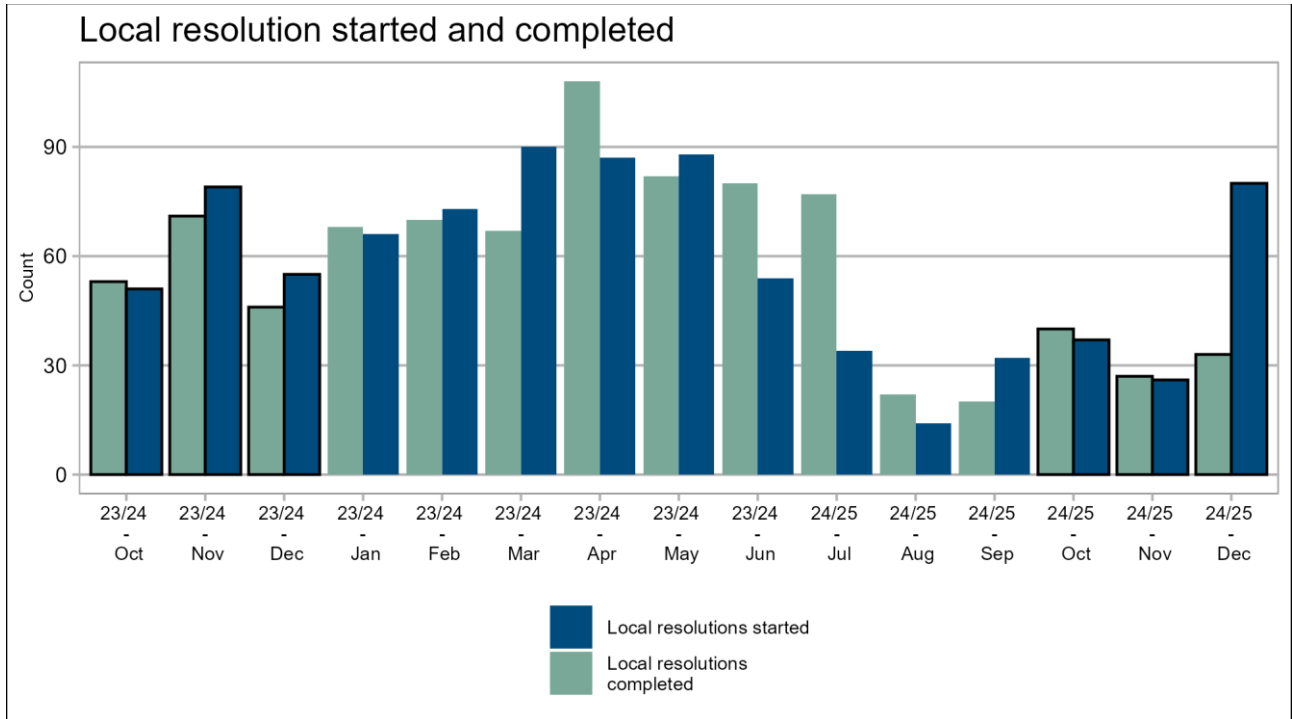
Type of relevant action*	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Investigation	14	16.67	14	14	16	17.58	44	16
Conciliation	4	4.76	10	10	7	7.69	21	7.64
Local resolution	0	0	0	0	0	0	0	0
Director of Proceedings	0	0	0	0	0	0	0	0
Referred to AHPRA and the national boards	14	16.67	10	10	16	17.58	40	14.55
Referred to another entity	14	16.67	11	11	13	14.29	38	13.82
Referral Entity Undetermined at time of Reporting**	0	0	0	0	0	0	0	0
No Further Action	38	45.24	55	55	39	42.86	132	48
Total	84	100	100	100	91	100	275	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 November have been recorded with no specific referral entity listed.

Local resolution

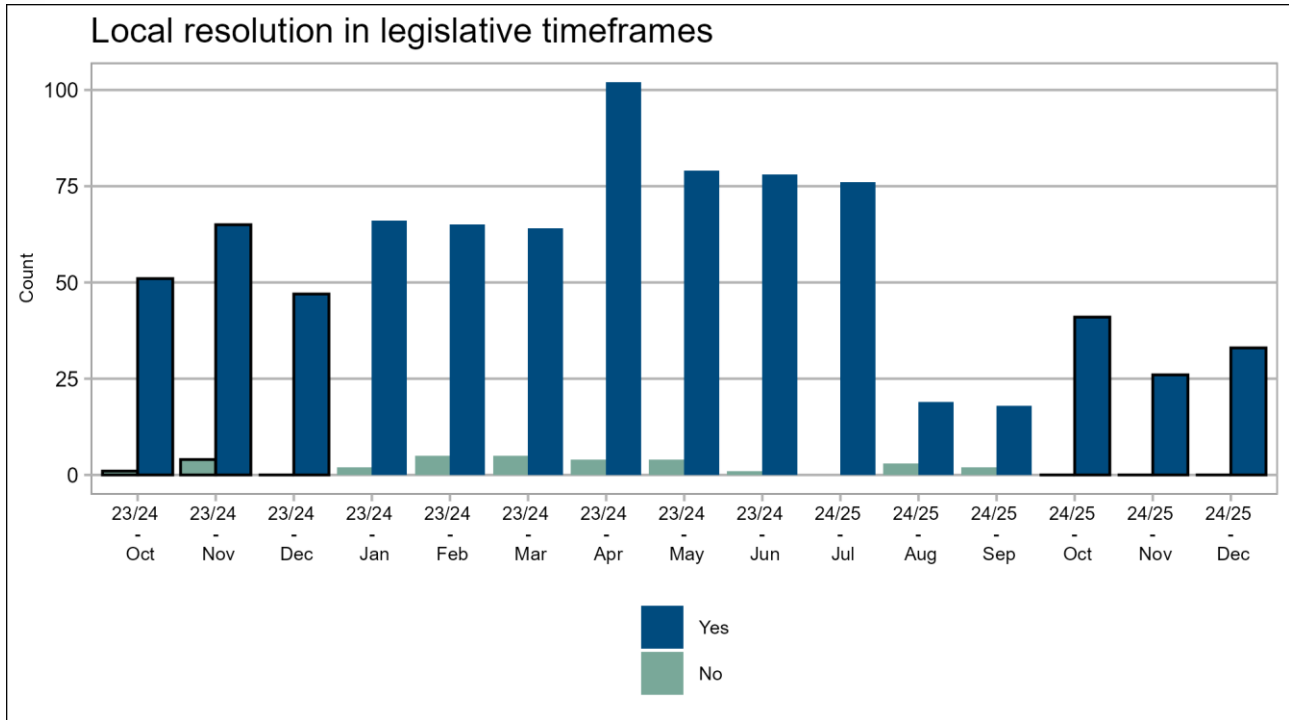
Local resolutions started and completed



Local resolutions this quarter*	October	November	December	Q2 total
Local resolutions started	37	26	80	143
Local resolutions completed	40	27	33	100

* The number of local resolutions started in the quarter November 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.

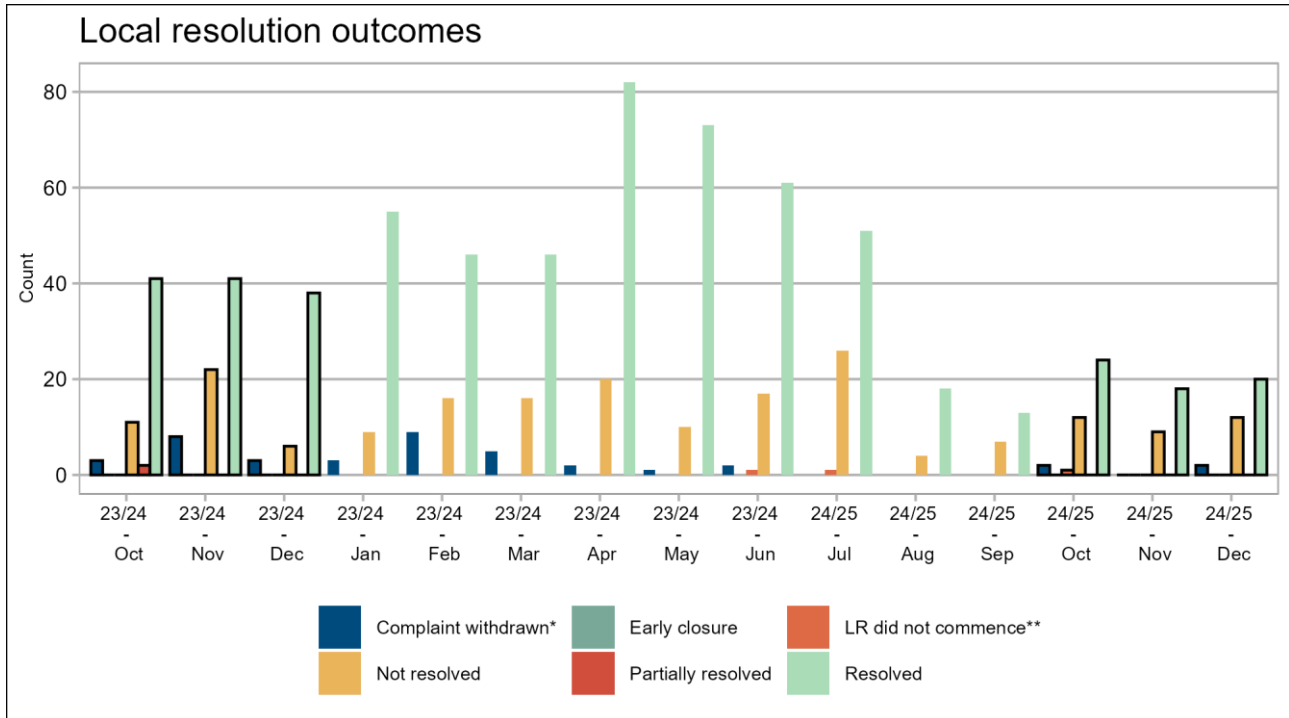
Completed local resolutions Time Frames



Local resolution timeframe	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	38	92.68	16	61.54	28	84.85	82	82
Less than or equal to 44 Days	3	7.32	10	38.46	5	15.15	18	18
Greater than 44 Days	0	0	0	0	0	0	0	0
Total	41	100	26	100	33	100	100	100

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

Local Resolution Outcomes



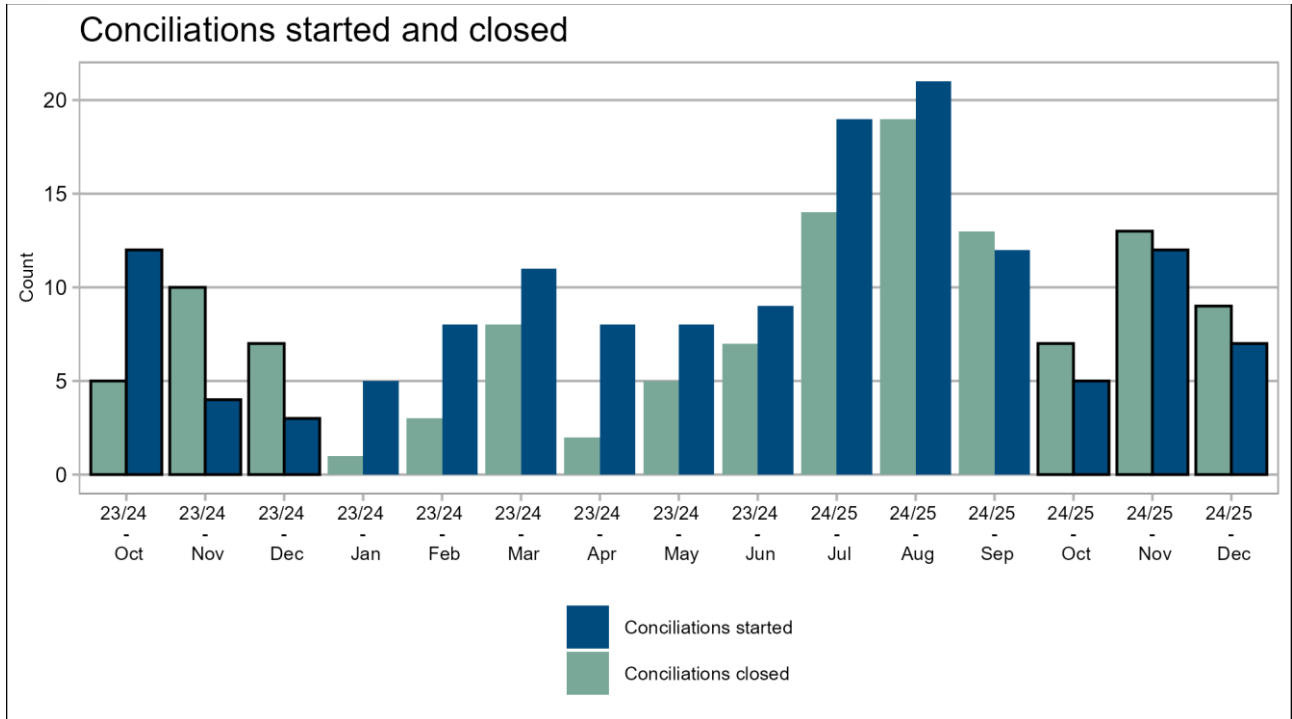
Local resolution outcomes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Complaint withdrawn*	2	5.13	0	0	2	5.88	4	4
Early closure	0	0	0	0	0	0	0	0
Local Resolution did not commence**	1	2.56	0	0	0	0	1	1
Not Resolved	12	30.77	9	33.33	12	35.29	33	33
Partially Resolved	0	0	0	0	0	0	0	0
Resolved	24	61.54	18	66.67	20	58.82	62	62
Total	39	100	27	100	34	100	100	100

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

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

Conciliation

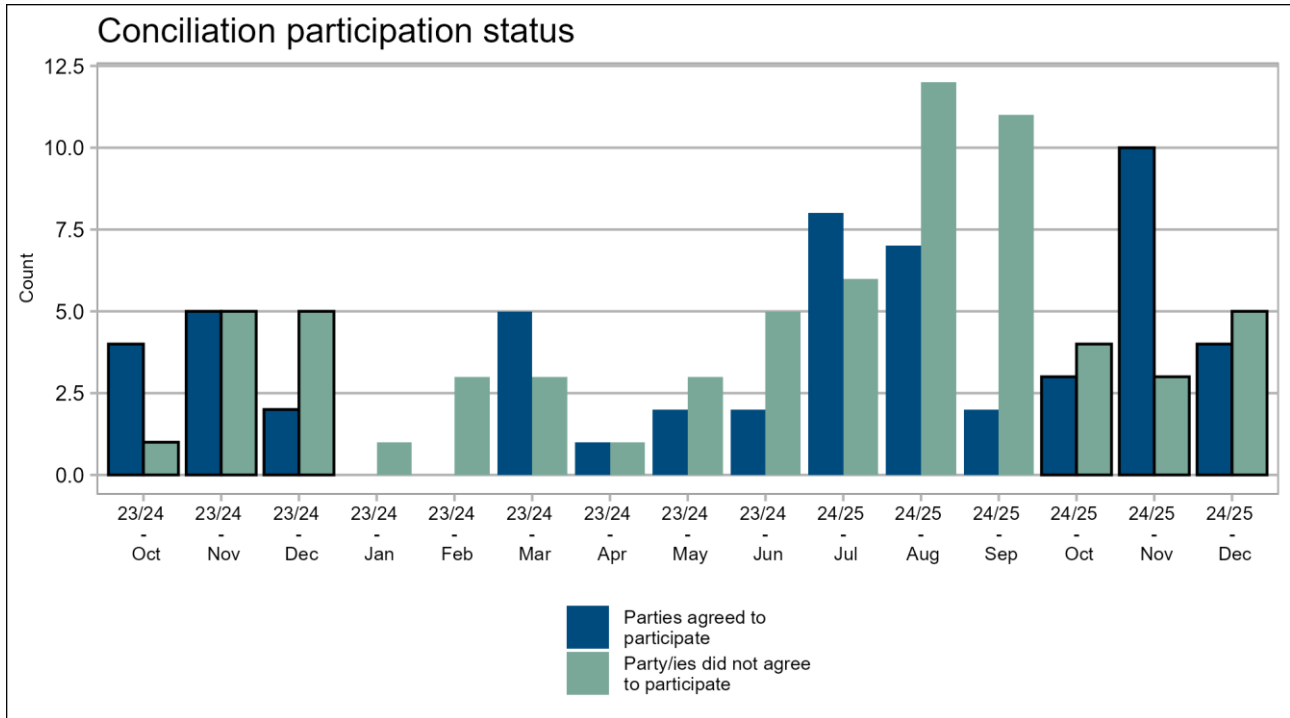
Conciliations started and closed



Conciliations this quarter	October	November	December	Q2 total
Conciliations started*	5	12	7	24
Conciliations closed	7	13	9	29

* '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

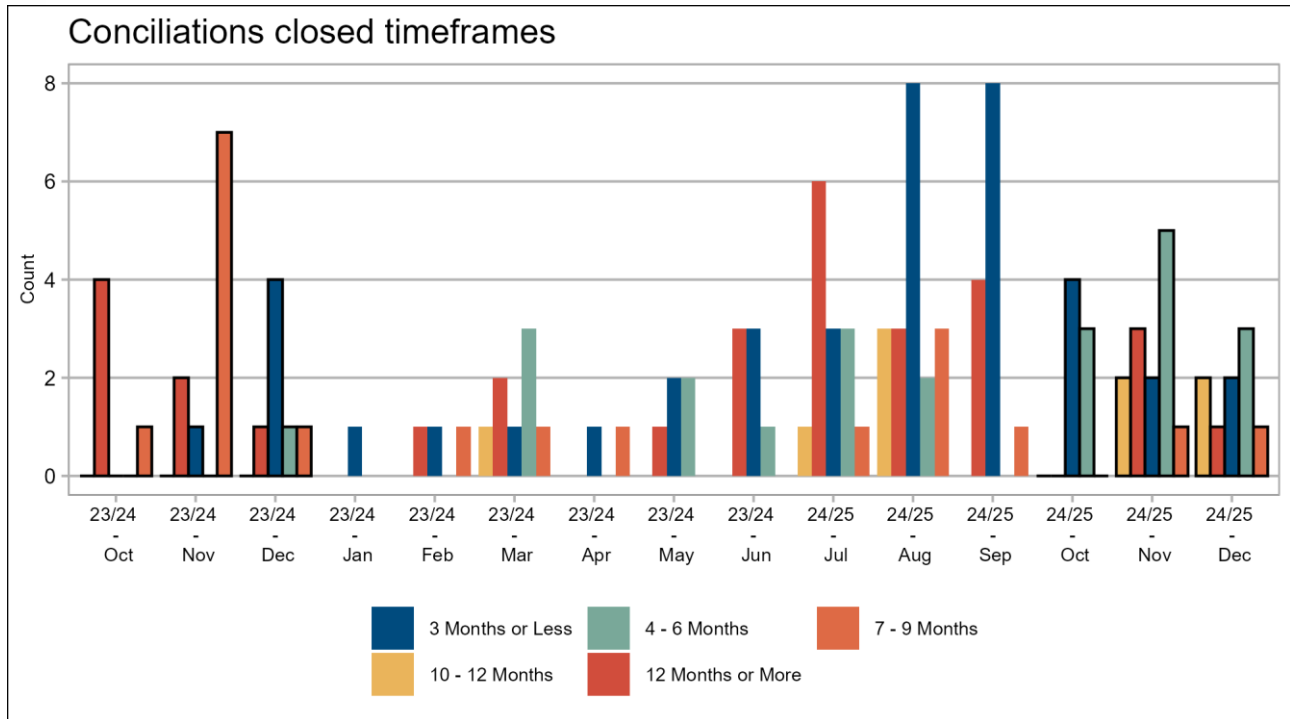


Agreement to participate*	October	November	December	Q2 total
Parties agreed to participate	3	10	4	17
Party/ies did not agree to participate	4	3	5	12

* 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.

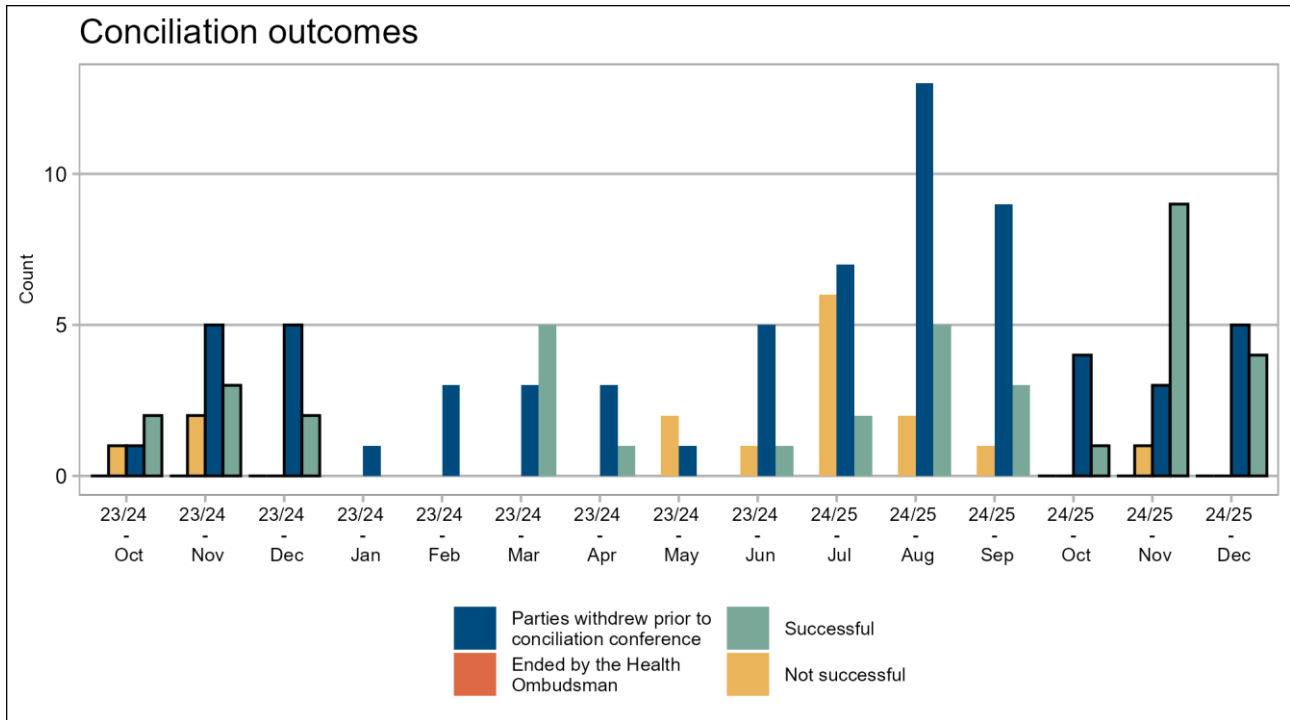
Completed conciliations

Timeframes



Conciliations Closed	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	4	57.14	2	15.38	2	22.22	8	27.59
4 - 6 Months	3	42.86	5	38.46	3	33.33	11	37.93
7 - 9 Months	0	0	1	7.69	1	11.11	2	6.9
10 - 12 Months	0	0	2	15.38	2	22.22	4	13.79
12 Months or More	0	0	3	23.08	1	11.11	4	13.79
Total	7	100	13	100	9	100	29	100

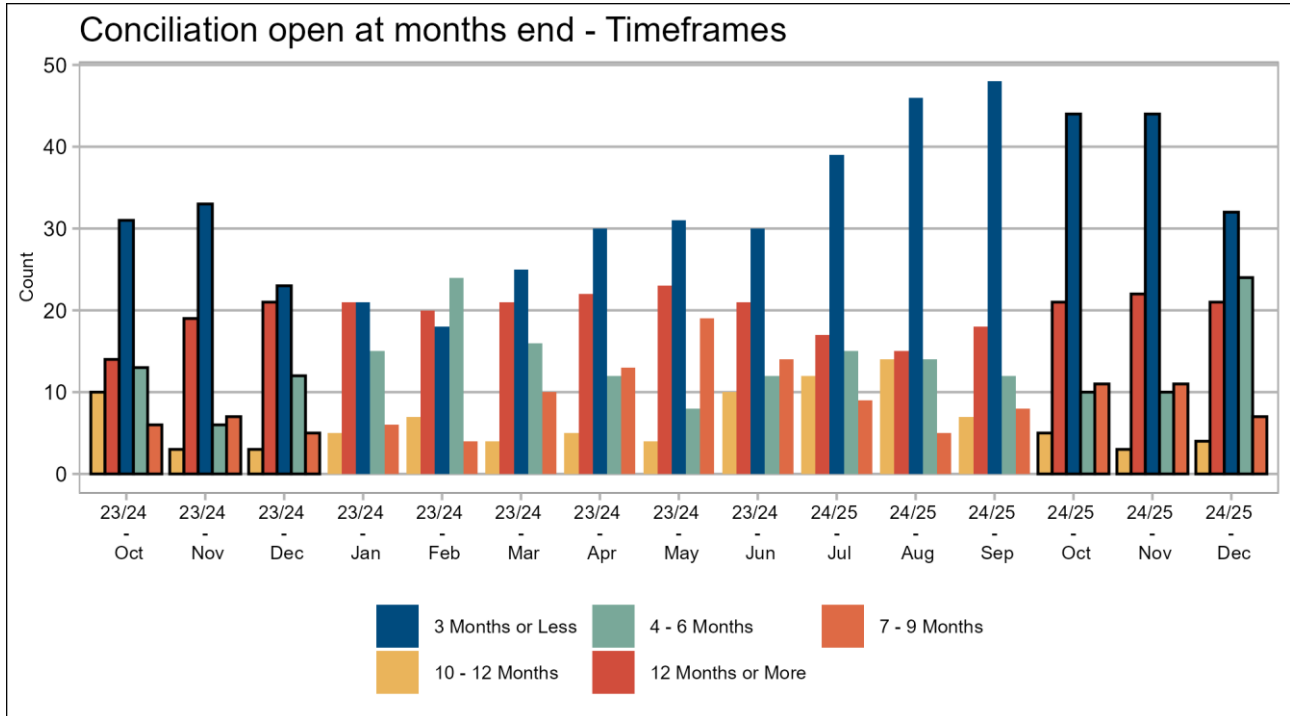
Outcomes



Conciliation outcomes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Parties withdrew prior to conciliation conference	4	80	3	23.08	5	55.56	12	44.44
Successful	1	20	9	69.23	4	44.44	14	51.85
Ended by the Health Ombudsman	0	0	0	0	0	0	0	0
Not successful	0	0	1	7.69	0	0	1	3.7
Total	5	100	13	100	9	100	27	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 November end a conciliation or parties involved November 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



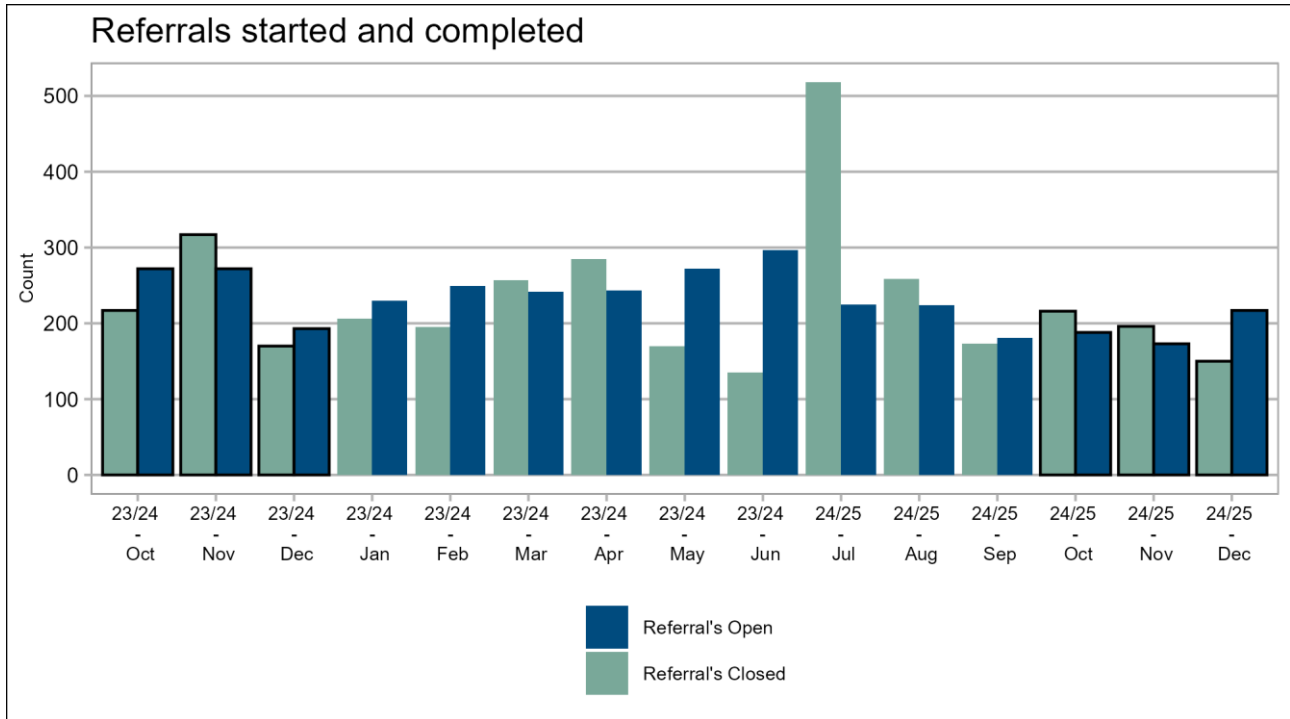
Open at Months End Timeframes	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	44	48.35	44	48.89	32	36.36
4 - 6 Months	10	10.99	10	11.11	24	27.27
7 - 9 Months	11	12.09	11	12.22	7	7.95
10 - 12 Months	5	5.49	3	3.33	4	4.55
12 Months or More	21	23.08	22	24.44	21	23.86
Total	91	100	90	100	88	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)

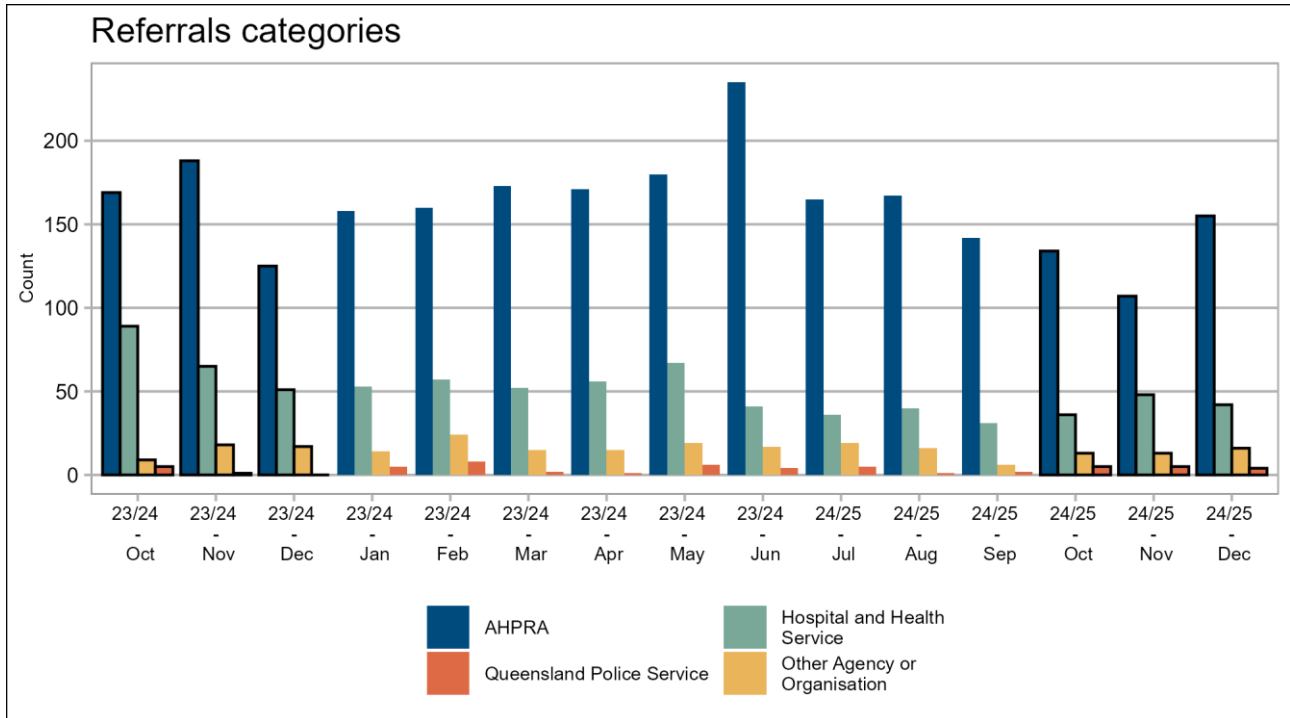
As OHO is the single point of entry for health service complaints in Queensland effective referral coordination and monitoring is critical. Under the Act, referrals to Ahpra are conducted under s91 either following joint consideration or at other points throughout the regulatory / complaints process. 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



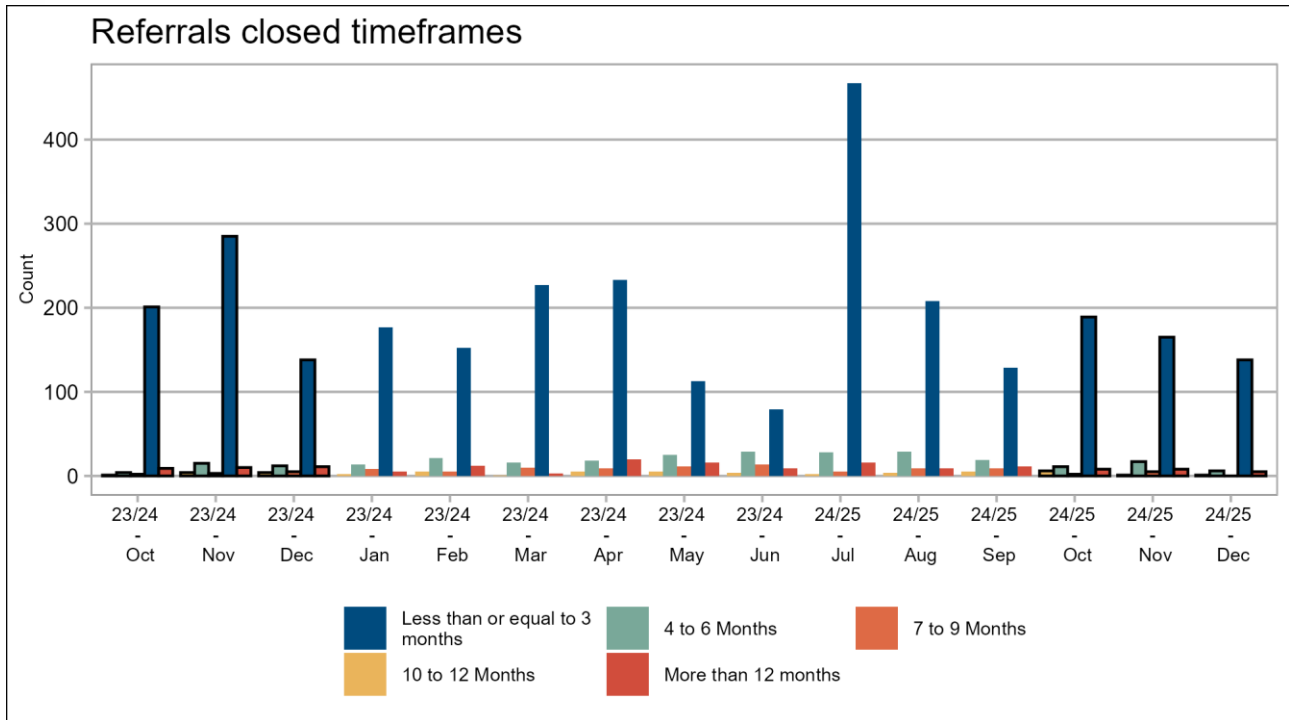
Referrals	October	November	December	Q2 total
Referrals Open	188	173	217	578
Referrals Closed	216	196	150	562

Referrals Categories



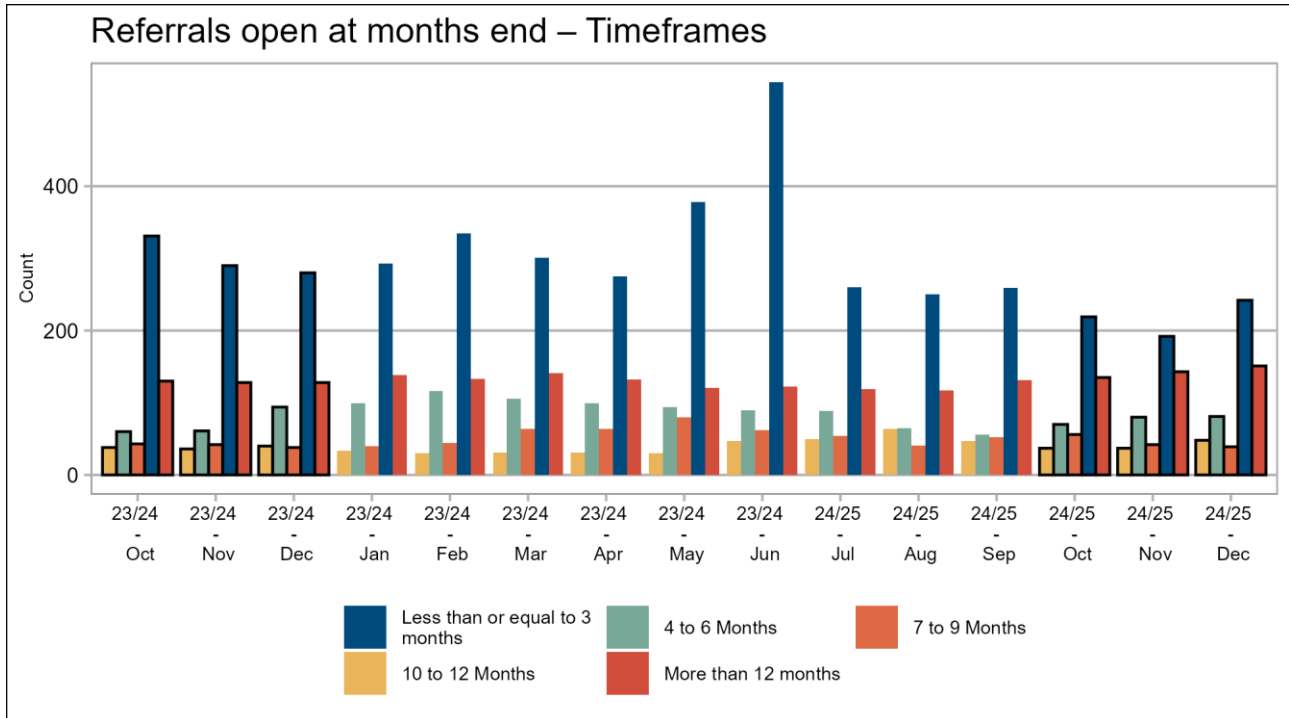
Referrals Categories	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
AHPRA	134	71.28	107	61.85	155	71.43	396	68.51
Hospital and Health Service	36	19.15	48	27.75	42	19.35	126	21.8
Queensland Police Service	5	2.66	5	2.89	4	1.84	14	2.42
Other Agency or Organisation	13	6.91	13	7.51	16	7.37	42	7.27
Total	188	100	173	100	217	100	578	100

Referrals Closed Timeframes



	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	189	87.5	165	84.18	138	92	492	87.54
4 to 6 Months	11	5.09	17	8.67	6	4	34	6.05
7 to 9 Months	2	0.93	5	2.55	0	0	7	1.25
10 to 12 Months	6	2.78	1	0.51	1	0.67	8	1.42
More than 12 Months	8	3.7	8	4.08	5	3.33	21	3.74
Total	216	100	196	100	150	100	562	100

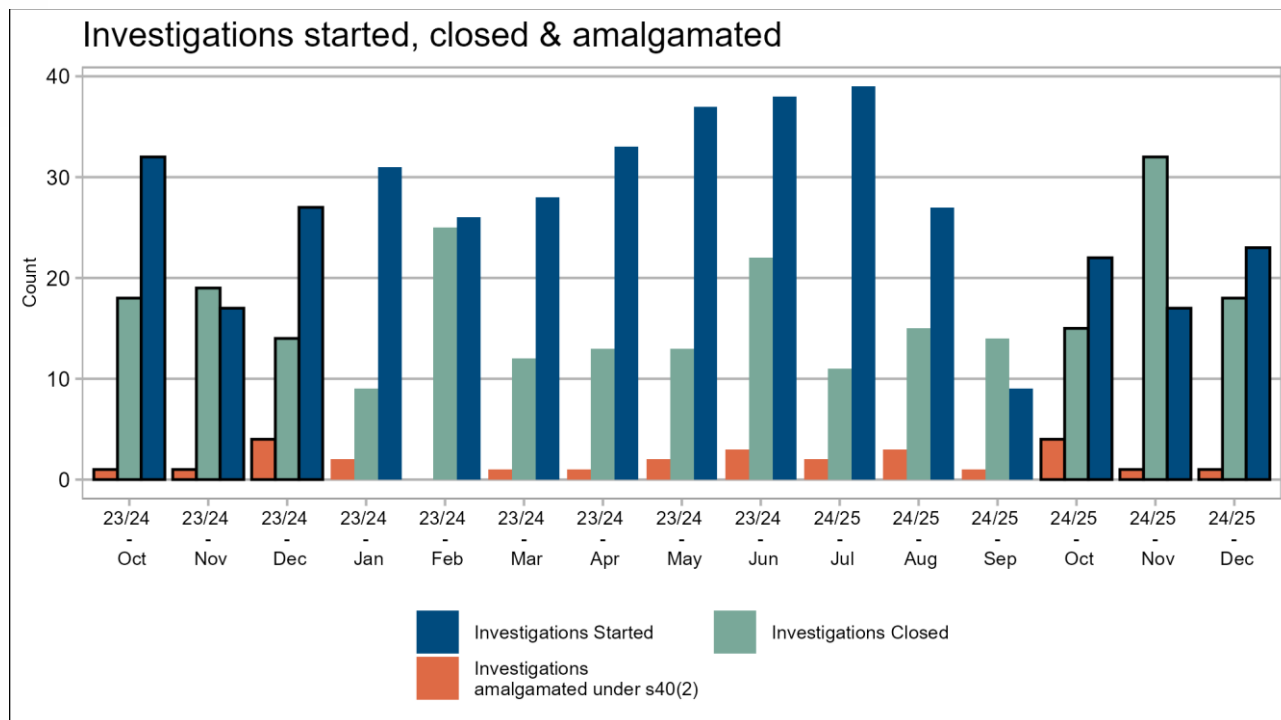
Referrals Open Timeframes



Open at Months End Timeframes	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	219	42.36	192	38.87	242	43.14
4 to 6 Months	70	13.54	80	16.19	81	14.44
7 to 9 Months	56	10.83	42	8.5	39	6.95
10 to 12 Months	37	7.16	37	7.49	48	8.56
More than 12 Months	135	26.11	143	28.95	151	26.92
Total	517	100	494	100	561	100

Investigation

Investigations started and closed

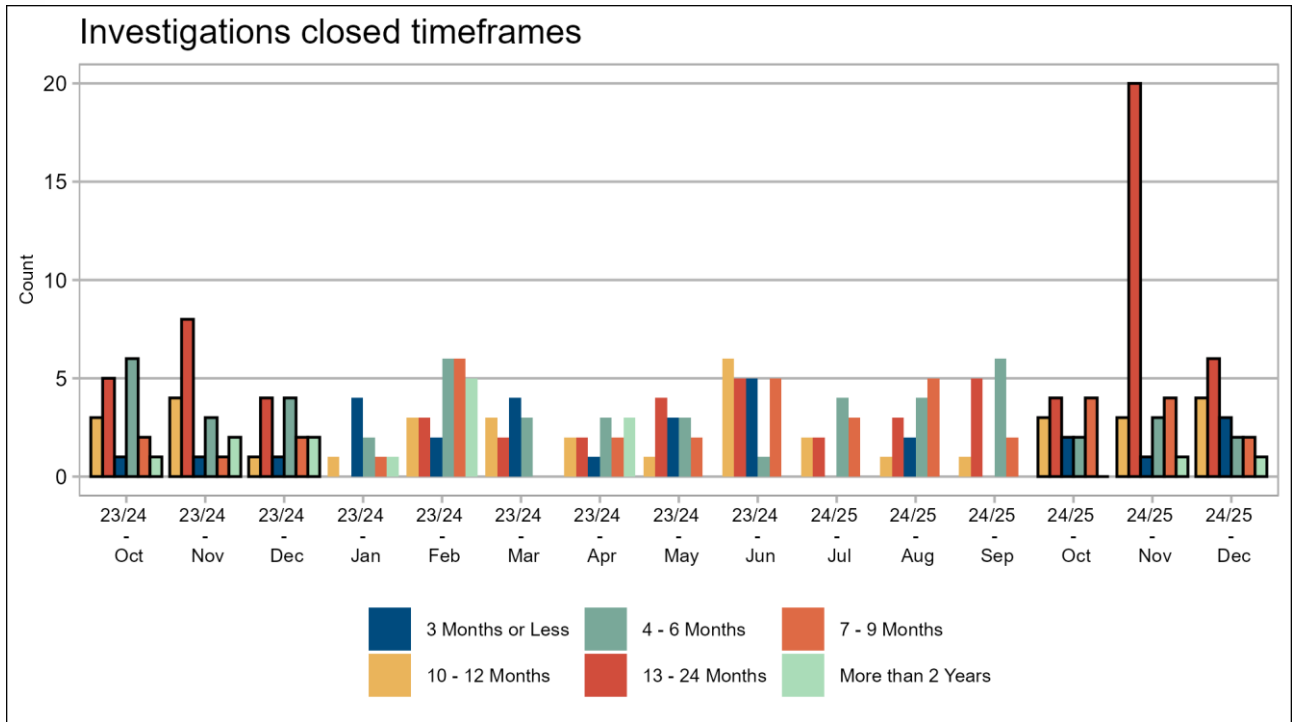


Investigations this quarter	October	November	December	Q2 total
Investigations started*	22	17	23	62
Investigations closed	15	32	18	65
Investigations amalgamated under s40(2)	4	1	1	6

* The number of investigations started in the quarter November 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.

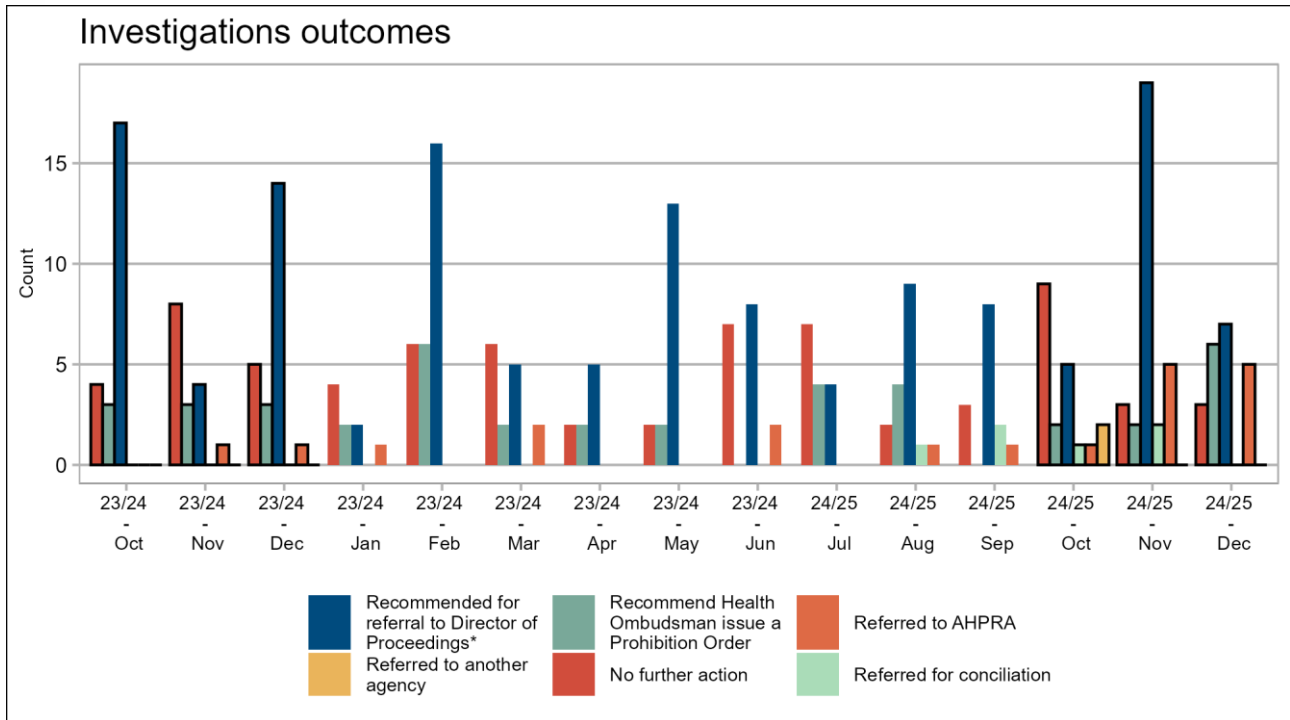
Closed investigations

Timeframes



Closed investigation timeframes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	2	13.33	1	3.12	3	16.67	6	9.23
4 - 6 Months	2	13.33	3	9.38	2	11.11	7	10.77
7 - 9 Months	4	26.67	4	12.5	2	11.11	10	15.38
10 - 12 Months	3	20	3	9.38	4	22.22	10	15.38
13 - 24 Months	4	26.67	20	62.5	6	33.33	30	46.15
More than 2 Years	0	0	1	3.12	1	5.56	2	3.08
Total	15	100	32	100	18	100	65	100

Outcomes



Investigation outcomes*	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	5	25	19	61.29	7	33.33	31	43.06
Recommend Health Ombudsman issue a Prohibition Order	2	10	2	6.45	6	28.57	10	13.89
Referred to AHPRA	1	5	5	16.13	5	23.81	11	15.28
Referred to another agency	2	10	0	0	0	0	2	2.78
No further action	9	45	3	9.68	3	14.29	15	20.83
Referred for conciliation	1	5	2	6.45	0	0	3	4.17
Total	20	100	31	100	21	100	72	100

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

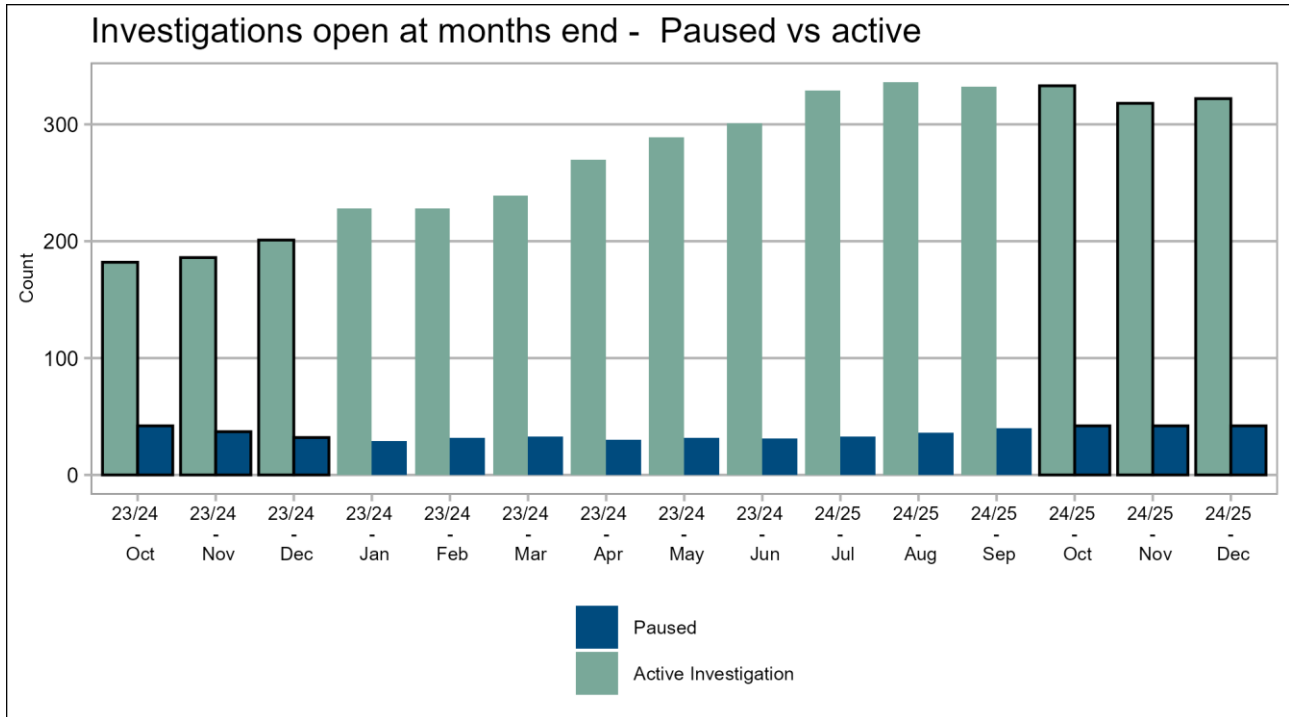
** Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

Open investigations

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

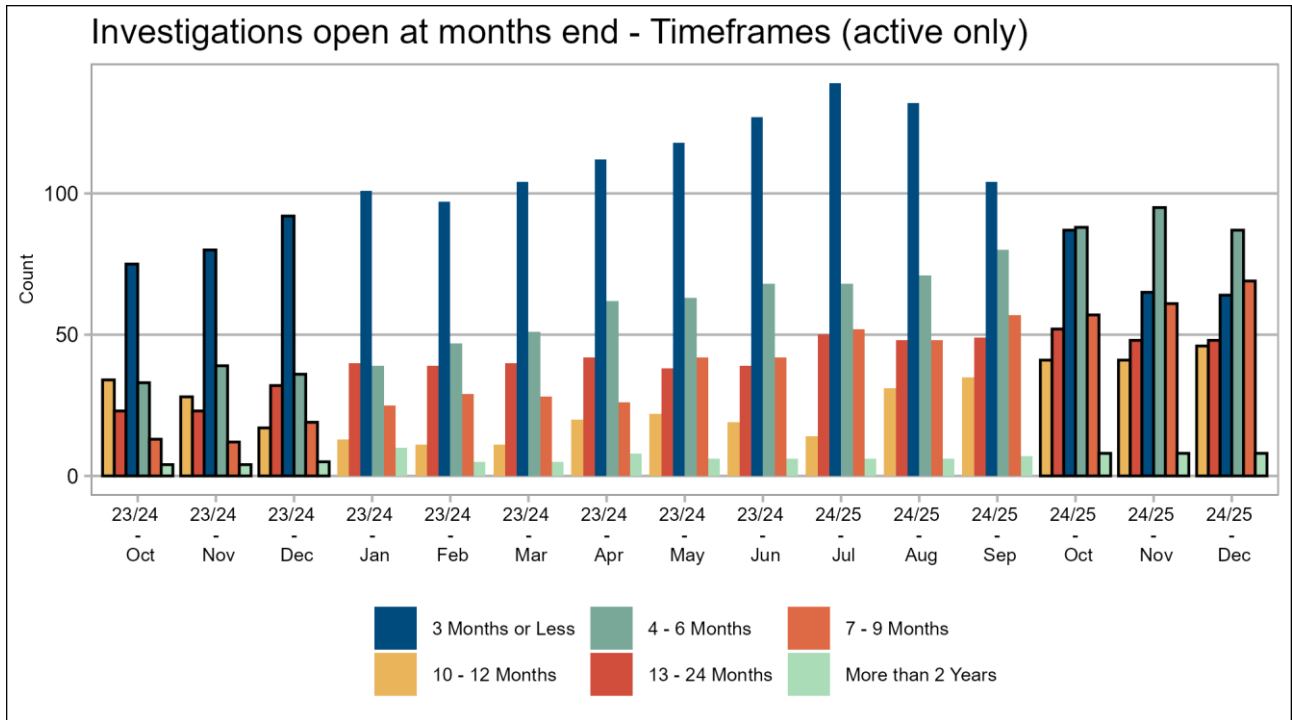
Active investigations are being currently investigated, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner’s Court of Queensland—concludes their own processes. Despite being unable to progress paused investigations,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

Active & Paused Investigations



	October		November		December	
	Number	%	Number	%	Number	%
Paused	42	11.2	42	11.67	42	11.54
Active Investigation	333	88.8	318	88.33	322	88.46
Total	375	100	360	100	364	100

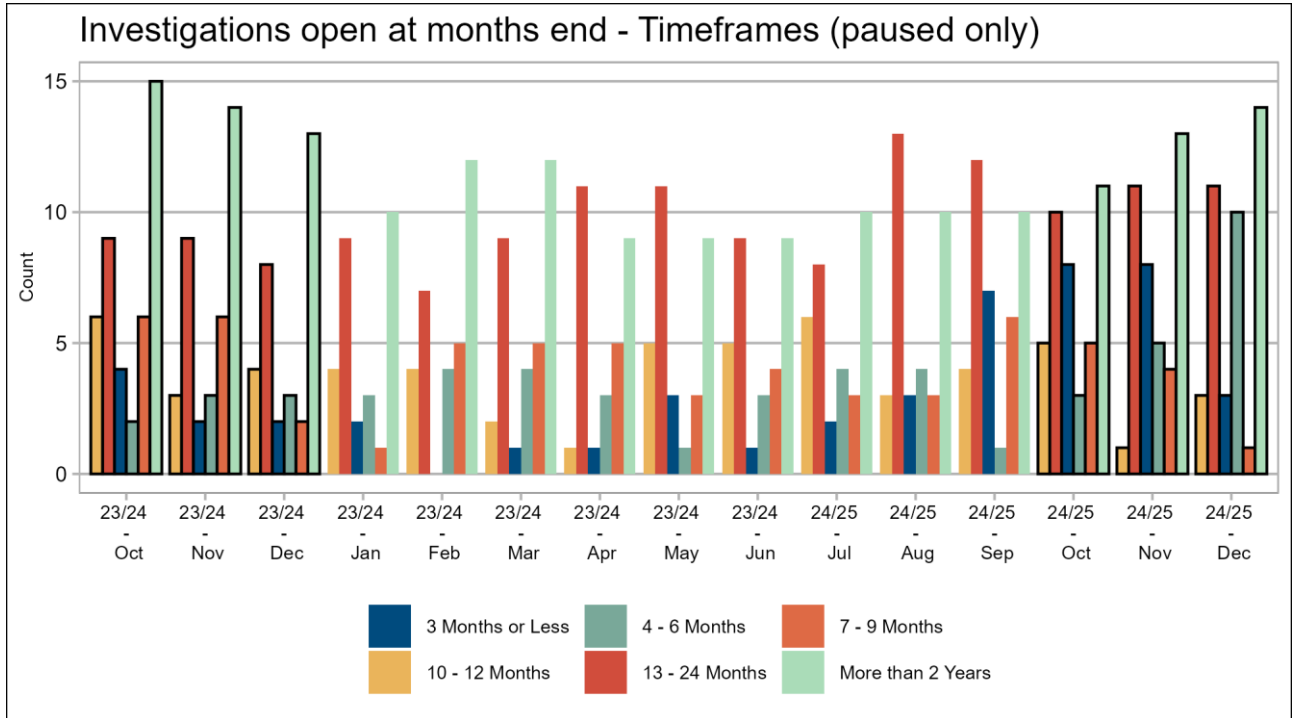
Active investigation timeframes



	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	87	26.13	65	20.44	64	19.88
4 - 6 Months	88	26.43	95	29.87	87	27.02
7 - 9 Months	57	17.12	61	19.18	69	21.43
10 - 12 Months	41	12.31	41	12.89	46	14.29
13 - 24 Months	52	15.62	48	15.09	48	14.91
More than 2 Years	8	2.4	8	2.52	8	2.48
Total	333	100	318	100	322	100

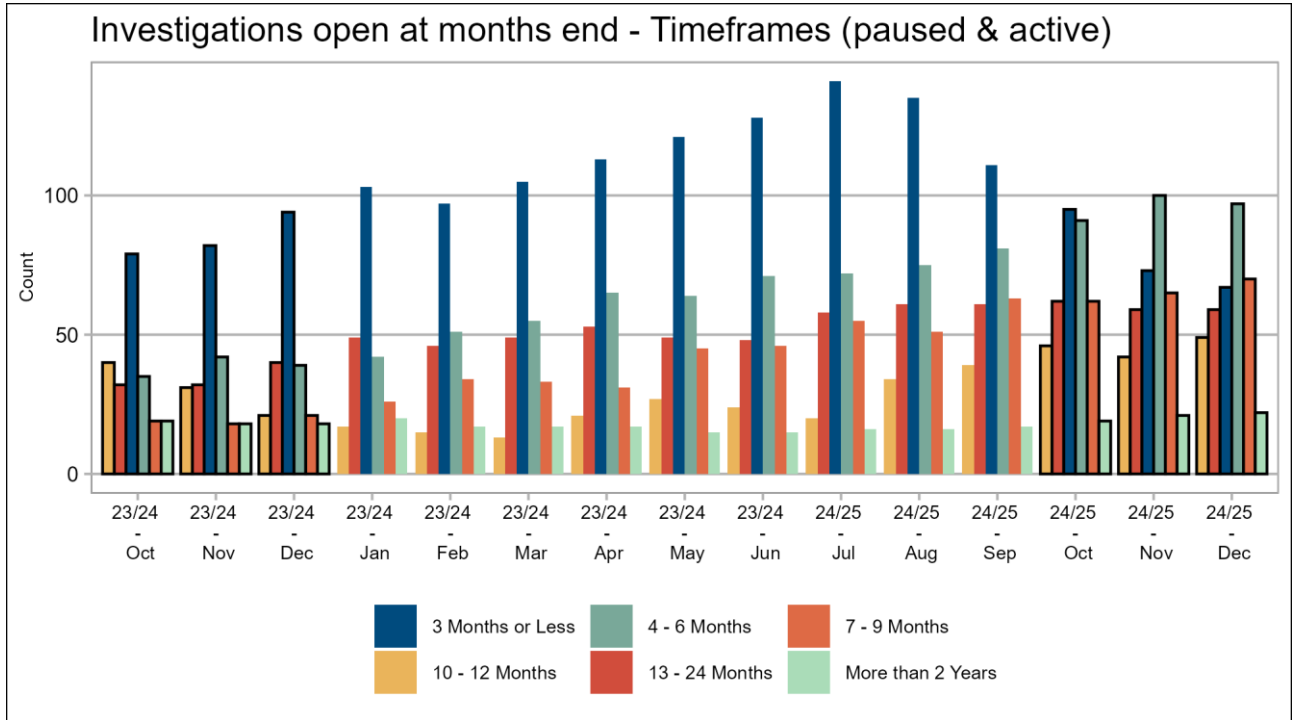
All investigations that have been open for 12 Months or More are published on our investigations register, available on our website (www.oho.qld.gov.au).

Paused investigation timeframes



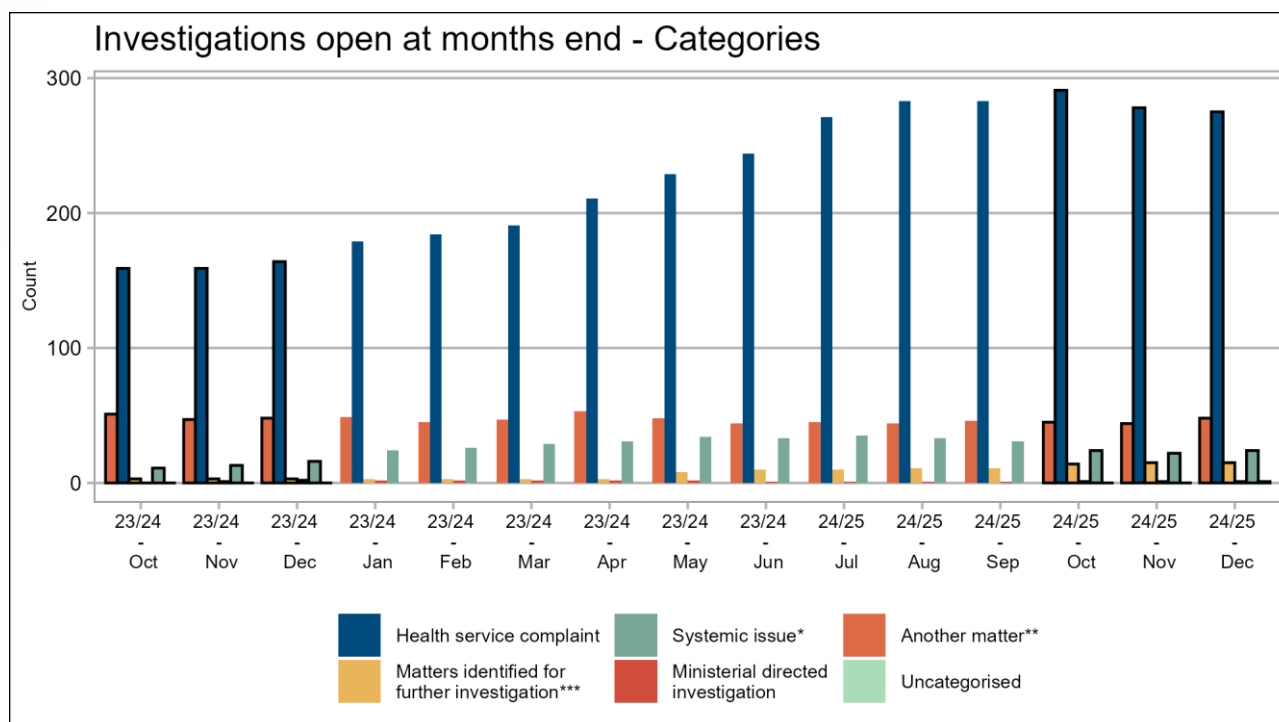
	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	8	19.05	8	19.05	3	7.14
4 - 6 Months	3	7.14	5	11.9	10	23.81
7 - 9 Months	5	11.9	4	9.52	1	2.38
10 - 12 Months	5	11.9	1	2.38	3	7.14
13 - 24 Months	10	23.81	11	26.19	11	26.19
More than 2 Years	11	26.19	13	30.95	14	33.33
Total	42	100	42	100	42	100

Active & Paused (All) Investigation Timeframes



	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	95	25.33	73	20.28	67	18.41
4 - 6 Months	91	24.27	100	27.78	97	26.65
7 - 9 Months	62	16.53	65	18.06	70	19.23
10 - 12 Months	46	12.27	42	11.67	49	13.46
13 - 24 Months	62	16.53	59	16.39	59	16.21
More than 2 Years	19	5.07	21	5.83	22	6.04
Total	375	100	360	100	364	100

Open investigation categories



	October		November		December	
	Number	%	Number	%	Number	%
Health service complaint	291	77.6	278	77.22	275	75.55
Systemic issue*	24	6.4	22	6.11	24	6.59
Another matter**	45	12	44	12.22	48	13.19
Matters identified for further investigation***	14	3.73	15	4.17	15	4.12
Ministerial directed investigation	1	0.27	1	0.28	1	0.27
Uncategorised	0	0	0	0	1	0.27
Total	375	100	360	100	364	100

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

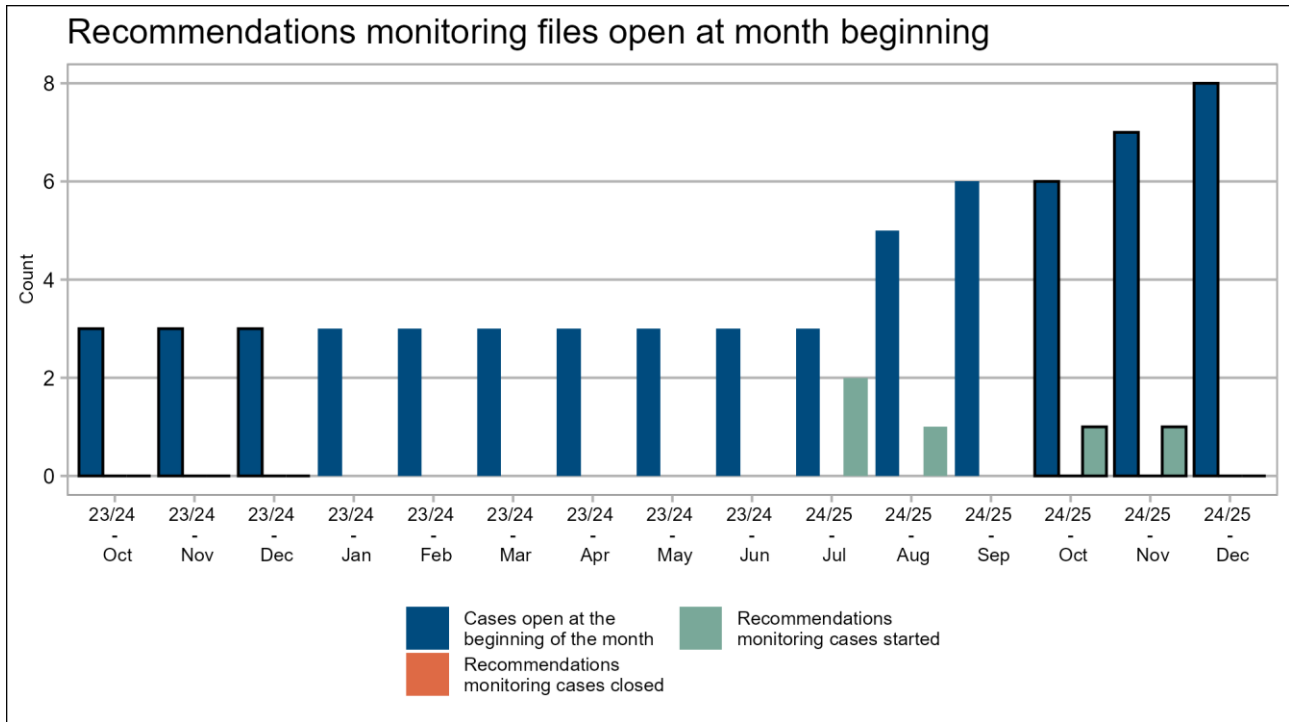
** Matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification which warrant investigation. These are commonly referred to internally as 'own motion' investigations.

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

Monitoring investigation recommendations

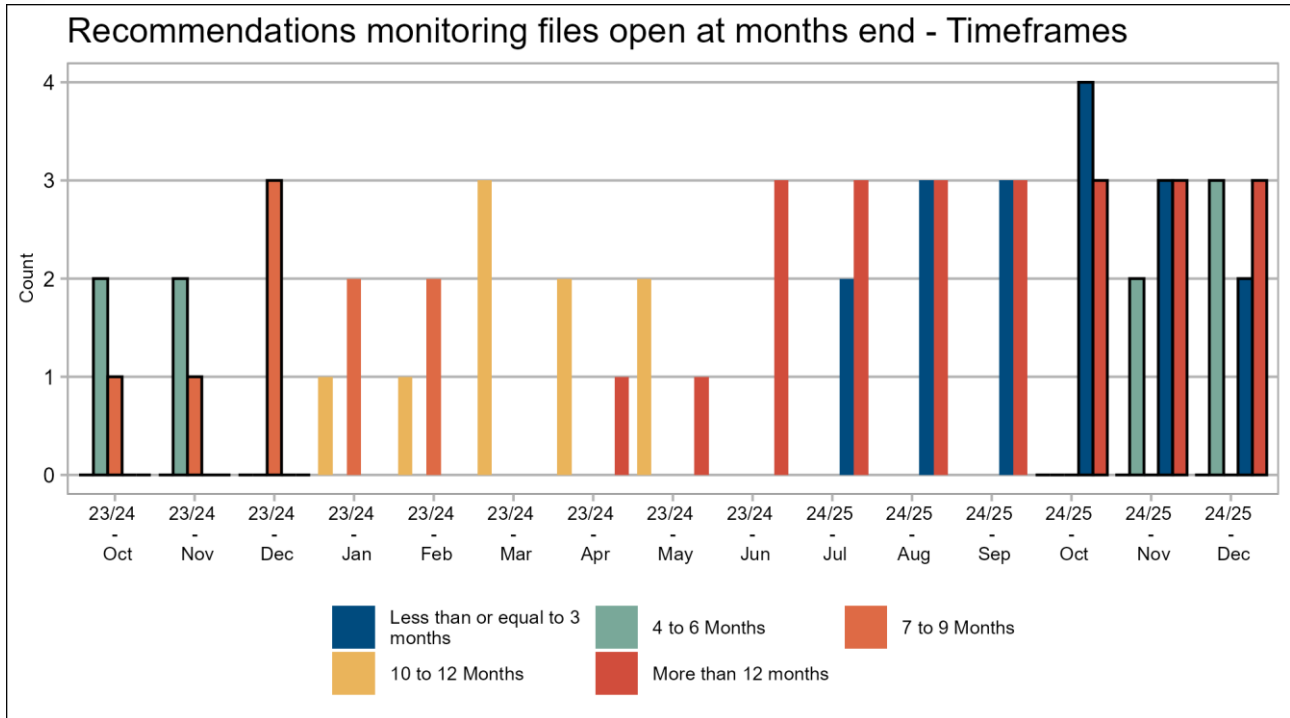
At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program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

OHO recommendations monitoring



OHO monitoring cases	October	November	December
Cases open at the beginning of the month	6	7	8
Recommendations monitoring cases started	1	1	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	4	57.14	3	37.5	2	25
4 to 6 Months	0	0	2	25	3	37.5
7 to 9 Months	0	0	0	0	0	0
10 to 12 Months	0	0	0	0	0	0
12 Months or More	3	42.86	3	37.5	3	37.5
Total	7	100	8	100	8	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
Chiropractor	1	3.5%
Medical Practitioner	20 ¹	68.9%
Paramedic	1	3.5%
Pharmacist	1	3.5%
Registered Nurse	6	20.7%
Total	29	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
Chiropractor	3	4.4%
Medical Practitioner	31	44.9%
Paramedic	4	5.8%
Pharmacist	5	7.3%
Psychologist	5	7.3%
Registered Nurse	21	30.1%
Total	69	100%

¹ 16 of these referrals related to the same practitioner

Outcomes of matters reviewed by the Director of Proceedings

Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Chinese Medicine Practitioner	1 ²	10%
Medical Practitioner	1	10%
Obstetrician & Gynaecologist	1	10%
Osteopath	7	70%
Total Registered	10	100%

Matters referred back to Health Ombudsman

Practitioner type	Number	Percentage
Medical Practitioner	5	29.5%
Obstetrician & Gynaecologist	1	5.9%
Osteopath	3	17.7%
Paramedic	1	5.9%
Pharmacist	7	41.2%
Total	17	100%

Queensland Civil and Administrative Tribunal disciplinary matters

Matters Open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Chinese Medical Practitioner	2	3.5%
Chiropractor	1	1.8%
Medical Radiation Practitioner	1	1.8%
Medical Practitioner	18	31.1%
Midwife	2	3.5%
Osteopath	1	1.8%
Paramedic	1	1.8%
Pharmacist	6	10.4%
Physiotherapist	2	3.5%
Psychologist	8	13.8%
Registered Nurse	15	25.8%
Total Registered	57	98.8%

² 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.

Practitioner type	Number	Percentage
Massage Therapist	1	1.8%
Total Unregistered	1	1.8%
Total	58	100%

Outcomes of Queensland Civil and Administrative disciplinary matters

Queensland Civil and Administrative Decisions

Practitioner type	Number
Medical Practitioner	4
Medical Radiation Practitioner	1 ³
Osteopath	1
Paediatrician	1
Registered Nurse	4 ⁴
Total QCAT Decisions	11

Matters withdrawn

Practitioner type	Number
Total matters withdrawn	0

Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been Nine (9) decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT Decision
29 May 2024	OCR355-22	<ol style="list-style-type: none"> Professional Misconduct Reprimand Disqualified from applying for registration as a health practitioner until 10 November 2025
15 October 2024	OCR116-23	<ol style="list-style-type: none"> Professional Misconduct Reprimand Fined \$10,000 to be paid to the Health Ombudsman within 6 months of date of order
23 October 2024	OCR136-23	<ol style="list-style-type: none"> Unprofessional conduct Reprimand Fined \$5,000 to be paid to the Health Ombudsman within 6 months of date of order Each party bear their own costs
25 October 2024	OCR053-23 & OCR243-23	<ol style="list-style-type: none"> Professional Misconduct Reprimand IRA imposed by the Nursing and Midwifery Board of Australia on 02/01/20 be set aside No order as to costs
29 October 2024	OCR159-23	<ol style="list-style-type: none"> Professional Misconduct Reprimand Conditions imposed (see Annexure A) Part 7, Division 11, Subdivision 2 of the Health Practitioner Regulation National Law (Queensland) applied to the conditions

³ This decision was delivered in May 2024 however was not provided to OHO until October 2024.

⁴ One of these decisions related to a matter that was decided by the Tribunal in August 2024.



		<ol style="list-style-type: none">5. The review period is 6 months6. Respondent's registration is suspended from 1 December 2024 until 1 March 2025, being a period of 3 months7. The IRA imposed by the HO is set aside8. No order as to costs9. The interim non-publication order made 4 July 2024 remains in force as a final order
29 October 2024	OCR295-23	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. No order as to costs
31 October 2024	OCR300-23	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration cancelled4. Disqualified from applying for registration for a period of 8 years5. IRA imposed by the HO is set aside6. No order as to costs
15 November 2024	OCR124-24	<ol style="list-style-type: none">1. Professional Misconduct (Allegation 1 & 2)2. Reprimand3. Registration cancelled4. Disqualified from applying for registration as a health practitioner until 26 October 20265. IRA imposed by the HO on 10 October 2022 is set aside6. No order as to costs
20 December 2024	OCR168-21	** Non-publication order <ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Respondent to pay fine of \$10,000 to the HO within 14 months from date of order4. No order as to costs

Decisions on immediate action reviews

Two decisions on immediate action reviews were made in Q2 2024-25.

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 2024, **16 (Sixteen)** show cause notices were issued:

- One (1) to a Chiropractor relating to professional conduct
- Two (2) to Medical Practitioners relating to professional conduct
- One (1) to a Medical Radiation Practitioner relating to professional conduct
- Three (3) to Nurses relating to professional conduct
- One (1) to an Osteopath relating to professional conduct
- One (1) to a Paramedic relating to professional conduct
- Two (2) to Physiotherapists relating to professional conduct
- Five (5) to unregistered practitioners relating to Code of conduct for Health Care Worker

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	Oct	Suspension	✓	
Medical Practitioner	4	Oct	Suspension	✓	✓
Medical Radiation Practitioner	1	Oct	Suspension	✓	
Nurse	1	Oct	Suspension	✓	
Medical Practitioner	1	Nov	Suspension	✓	✓
Nurse	1	Nov	Undertakings	✓	
Paramedic	1	Nov	Suspension	✓	✓
Physiotherapist	1	Nov	Conditions		✓
Chiropractor	1	Dec	Conditions		✓
Medical Practitioner	1	Dec	Conditions		✓

Nurse	1	Dec	Conditions	✓	✓
Nurse	1	Dec	Conditions		✓
Physiotherapist	1	Dec	Conditions	✓	✓

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

Immediate registration actions - Variation

There were no variations to Immediate Registration Actions Q2 2024-25.

Immediate registration actions - Revocation

Practitioner type	Number	Month	Action that was taken	Reason/s for taking action	
				Public Interest	Serious Risk
Nurse	1	Oct	Conditions		✓
Nurse	1	Oct	Conditions	✓	
Medical Practitioner	2	Dec	Conditions	✓	
Medical Practitioner	2	Dec	Conditions		✓
Medical Practitioner	1	Dec	Conditions	✓	✓

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
Mental Health Worker	1	Oct	Prohibition with Restriction		✓
Health support worker	1	Oct	Prohibition	✓	✓
Alternative health provider	1	Nov	Prohibition		✓
Non-clinical support worker	1	Nov	Prohibition	✓	✓
Health support worker	1	Dec	Prohibition with Restriction	✓	
Alternative health provider	1	Dec	Prohibition	✓	✓

Interim Prohibition Order – Variation

A health practitioner November 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 November 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 2024-25.

Interim Prohibition Order – Revocation

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Physiotherapist	1	Dec	Prohibition with Restriction		✓

Prohibition orders

Prohibition Order - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Non-clinical support worker	1	Oct	Prohibition	✓	✓
Aged care health worker	1	Oct	Prohibition		✓
Holding Out*	1	Nov	Prohibition		✓
Assistant in nursing	1	Nov	Prohibition		✓
Health support worker	1	Dec	Prohibition with Restriction		✓
Aged care health worker	1	Dec	Prohibition		✓

Prohibition Order – Revocation

Practitioner type	Number	Month	Action that was taken	Reason/s for taking action	
				Public Interest	Serious Risk
Personal trainer	1	Dec	Prohibition w Restriction		✓

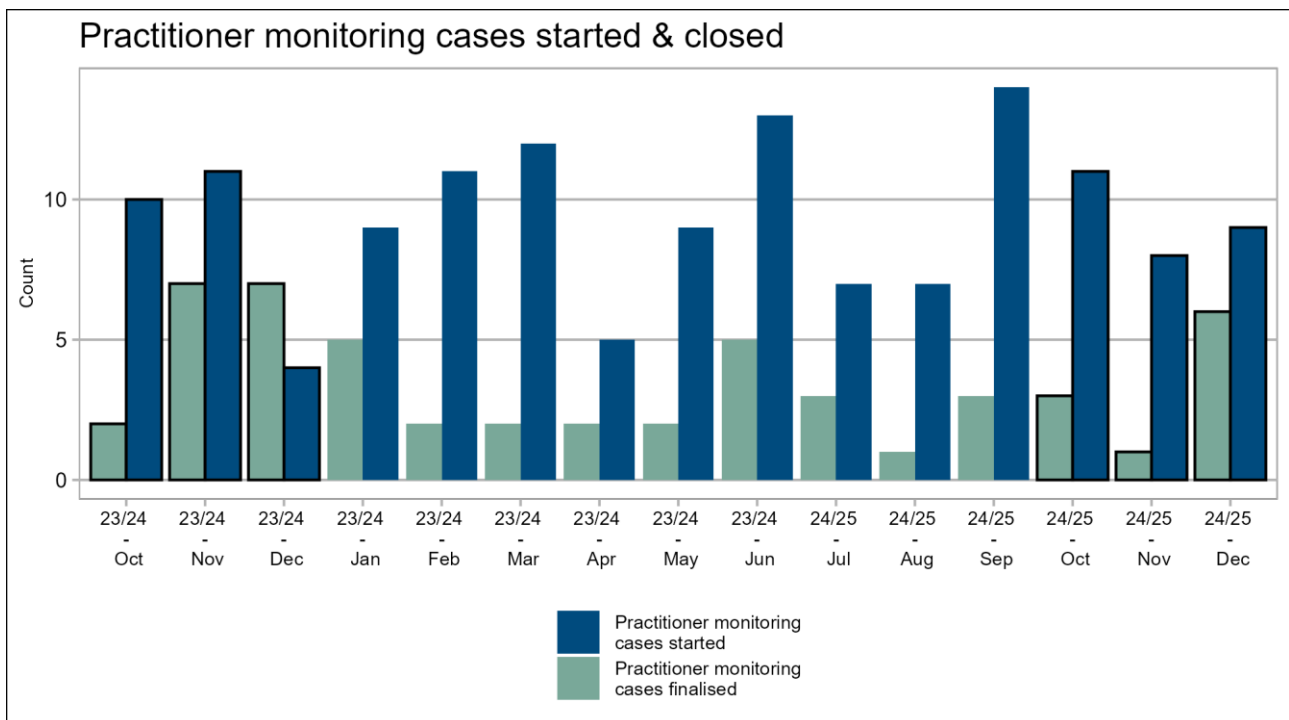
Monitoring practitioner compliance

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 November 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 November also practise in an unregistered capacity.

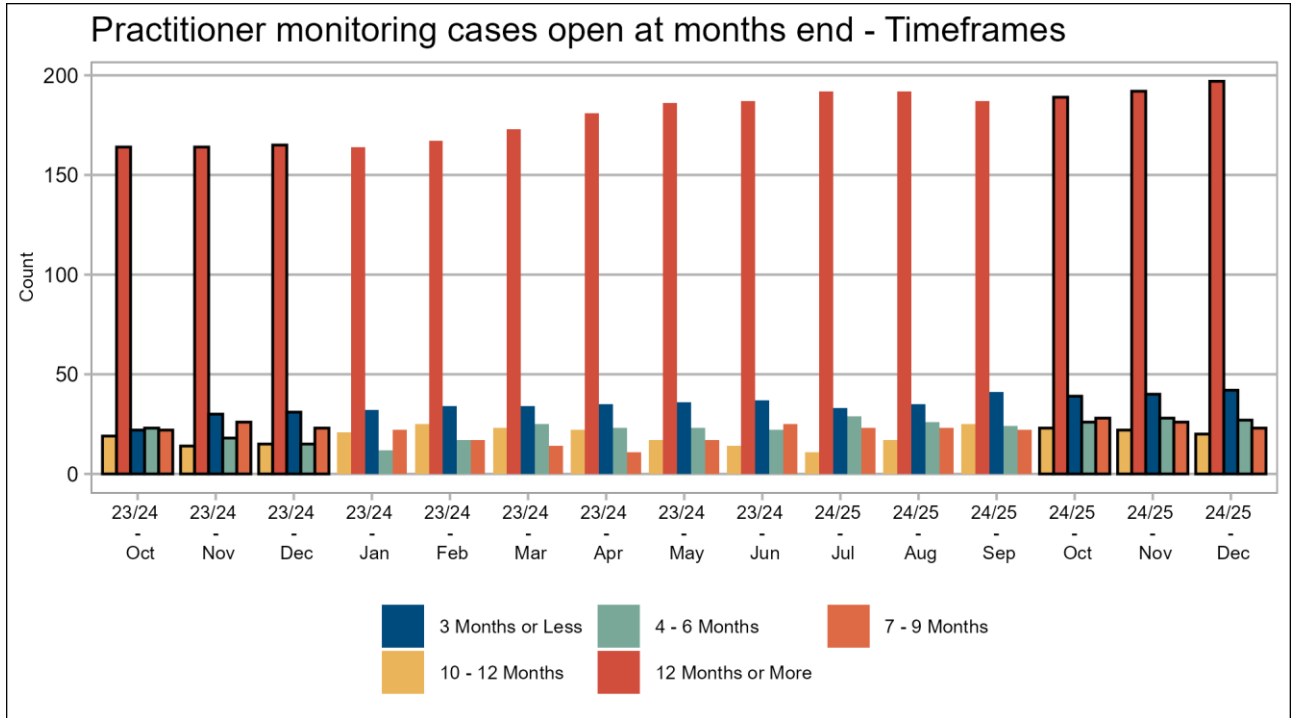
Practitioner monitoring cases



Cases this month	October	November	December
Practitioner monitoring cases started	11	8	9
Practitioner monitoring cases finalised	3	1	6

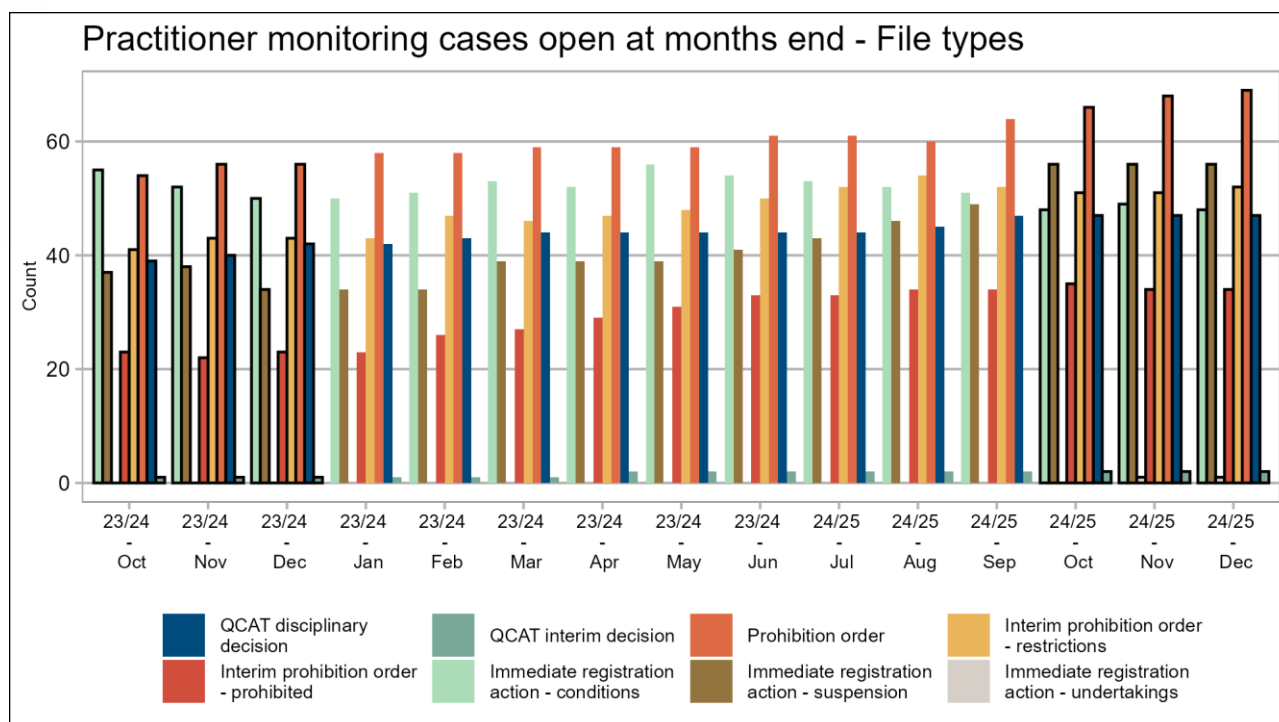
Open monitoring cases

Timeframes



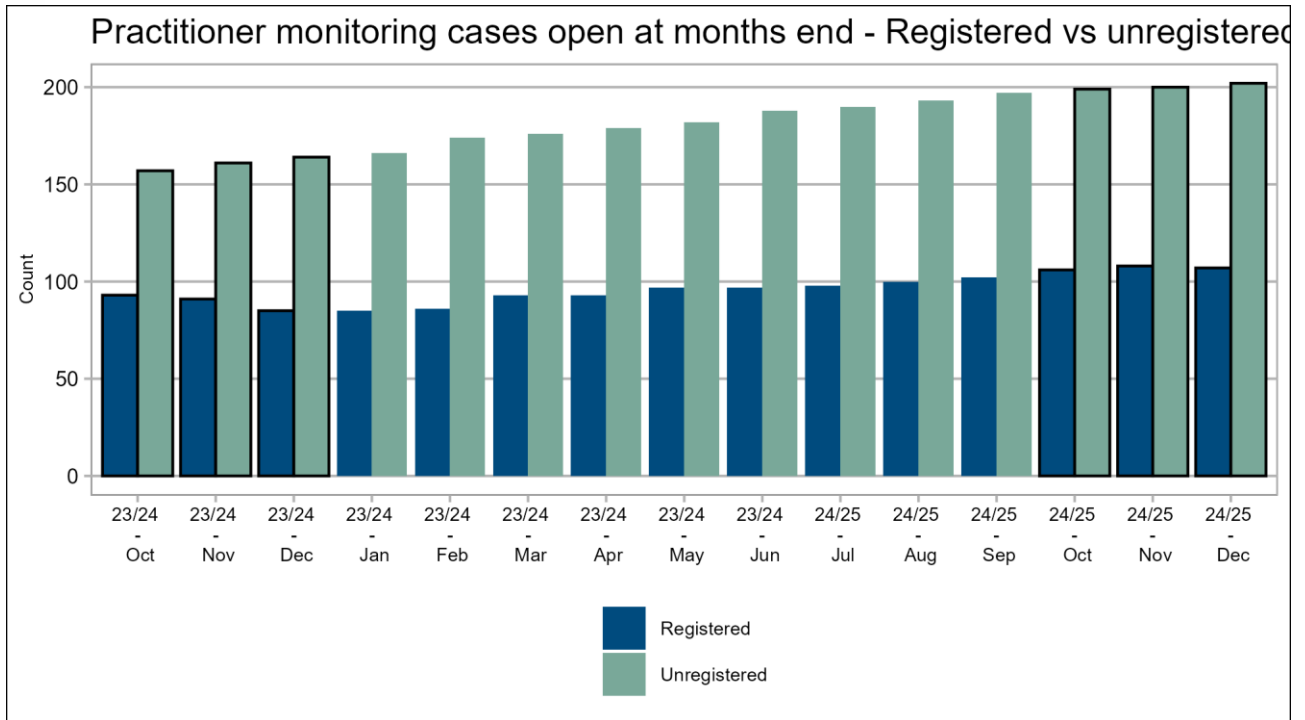
	October		November		December	
	Number	%	Number	%	Number	%
3 Months or Less	39	12.79	40	12.99	42	13.59
4 - 6 Months	26	8.52	28	9.09	27	8.74
7 - 9 Months	28	9.18	26	8.44	23	7.44
10 to 12 Months	23	7.54	22	7.14	20	6.47
12 Months or More	189	61.97	192	62.34	197	63.75
Total	305	100	308	100	309	100

Immediate action types



	October		November		December	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	47	15.41	47	15.26	47	15.21
QCAT interim decision	2	0.66	2	0.65	2	0.65
Permanent prohibition order	66	21.64	68	22.08	69	22.33
Interim prohibition order - restrictions	51	16.72	51	16.56	52	16.83
Interim prohibition order - prohibited	35	11.48	34	11.04	34	11
Immediate registration action - conditions	48	15.74	49	15.91	48	15.53
Immediate registration action - suspension	56	18.36	56	18.18	56	18.12
Immediate registration action - undertakings	0	0	1	0.32	1	0.32
Total	305	100	308	100	309	100

Registered Vs Unregistered practitioners under monitoring



	October		November		December	
	Number	%	Number	%	Number	%
Registered	106	34.75	108	35.06	107	34.63
Unregistered	199	65.25	200	64.94	202	65.37
Total	305	100	308	100	309	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	284	301	309
	November	294	330	339
	December	332	337	357
	Total	910	968	1005
Matters Finalised	October	317	332	340
	November	274	304	310
	December	350	364	386
	Total	941	1000	1036

* The decision count for matters commenced includes active matters marked as decision pending.

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	-	-	-	-	-	-	-	-	-	-	2	-	-	3
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	3	-	5	-	-	8
Dental practitioner	1	-	4	2	-	-	3	8	-	-	2	-	4	3	57	-	-	84
Medical Practitioner	20	1	95	23	7	4	18	9	-	-	23	97	110	18	345	49	3	822
Medical Radiation Practitioner	-	-	1	-	-	-	-	-	-	-	-	-	2	-	1	-	-	4
Midwife	-	-	-	1	-	-	-	-	-	-	1	1	7	-	14	-	-	24
Nurse	-	-	10	3	-	-	-	2	-	-	2	11	100	23	43	3	-	197
Occupational Therapist	-	-	3	1	-	-	3	-	-	-	-	-	5	-	7	4	-	23
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	8	2	-	1	-	11
Pharmacist	-	-	1	-	-	-	1	-	-	-	-	14	5	4	1	-	-	26
Physiotherapist	-	-	-	-	-	-	1	-	-	-	-	-	7	-	4	1	-	13
Podiatrist / Chiropodist	-	-	-	-	-	-	1	-	-	-	1	-	-	-	4	-	-	6
Psychologist	1	-	8	1	-	2	-	1	-	-	2	1	30	5	15	10	3	79
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	22	1	122	32	7	6	27	20	-	-	31	124	283	55	499	68	6	1303

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	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	1	0.32	-	-	1	0.10
Chiropractor	2	1.21	4	1.27	1	0.18	7	0.68
Dental practitioner	11	6.67	28	8.89	26	4.69	65	6.29
Medical Practitioner	86	52.12	172	54.60	391	70.58	649	62.77
Medical Radiation Practitioner	1	0.61	-	-	2	0.36	3	0.29
Midwife	7	4.24	9	2.86	2	0.36	18	1.74
Nurse	40	24.24	60	19.05	57	10.29	157	15.18
Occupational Therapist	1	0.61	4	1.27	9	1.62	14	1.35
Optometrist	-	-	-	-	2	0.36	2	0.19
Oral Health Therapist	-	-	1	0.32	-	-	1	0.10
Osteopath	-	-	-	-	-	-	-	-
Paramedic	7	4.24	4	1.27	2	0.36	13	1.26
Pharmacist	4	2.42	10	3.17	7	1.26	21	2.03
Physiotherapist	-	-	4	1.27	8	1.44	12	1.16
Podiatrist / Chiropodist	-	-	3	0.95	2	0.36	5	0.48
Psychologist	6	3.64	15	4.76	44	7.94	65	6.29
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	1	0.18	1	0.10
Unregistered practitioner	-	0	-	-	-	-	-	-
Total	165	100	315	100	554	100	1034	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	15	15	15
	November	14	14	14
	December	24	24	24
	Total	53	53	53
Matters Finalised	October	17	17	17
	November	13	13	13
	December	18	18	18
	Total	48	48	48

* The decision count for matters commenced includes actives matters marked as decision pending.

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Dental practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3
Medical Practitioner	-	-	5	2	-	2	1	2	1	-	1	6	13	1	15	-	-	49
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	-	-	-	-	-	-	-	-	1	-	3	-	-	4
Nurse	-	-	-	-	-	-	-	-	-	-	-	2	13	1	1	-	-	17
Occupational Therapist	-	-	1	-	-	-	-	-	-	-	-	-	2	-	2	-	-	5
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	7	2	-	2	1	2	1	-	1	9	32	2	25	-	-	84

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	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	1	2.08	1	2.08
Dental practitioner	-	-	-	-	3	6.25	3	6.25
Medical Practitioner	-	-	-	-	24	50.00	24	50.00
Medical Radiation Practitioner	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	3	6.25	3	6.25
Nurse	-	-	-	-	9	18.75	9	18.75
Occupational Therapist	-	-	-	-	3	6.25	3	6.25
Optometrist	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	2	4.17	2	4.17
Physiotherapist	-	-	-	-	1	2.08	1	2.08
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	1	2.08	1	2.08
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	1	2.08	1	2.08
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	-	-	-	-	48	100	48	100

* 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	537	53.01	513	52.19	407	53.2
Male	434	42.84	423	43.03	329	43.01
Non-binary sex	10	0.99	7	0.71	6	0.78
Unknown	32	3.16	40	4.07	23	3.01
Total	1013	100	983	100	765	100

Complainant Age

	October		November		December	
	Number	%	Number	%	Number	%
Less than 18 years	4	0.39	3	0.31	1	0.13
18-24 years	39	3.85	37	3.76	26	3.4
25-34 years	170	16.78	157	15.97	150	19.61
35-44 years	185	18.26	193	19.63	186	24.31
45-54 years	177	17.47	175	17.8	104	13.59
55-64 years	146	14.41	116	11.8	82	10.72
65-74 years	81	8	80	8.14	64	8.37
More than 75 years	32	3.16	35	3.56	20	2.61
Unknown*	179	17.67	187	19.02	132	17.25
Total	1013	100	983	100	765	100

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

Complainant Location

	October		November		December	
	Number	%	Number	%	Number	%
Brisbane	322	41.6	348	43.18	248	40.33
Central West	0	0	0	0	0	0
Darling Downs	29	3.75	20	2.48	15	2.44
Far North	24	3.1	30	3.72	26	4.23
Fitzroy	47	6.07	34	4.22	37	6.02
Gold Coast	89	11.5	84	10.42	76	12.36
Mackay	17	2.2	20	2.48	8	1.3
North West	2	0.26	6	0.74	2	0.33
Northern	29	3.75	37	4.59	19	3.09
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	2	0.26	1	0.12	1	0.16
Sunshine Coast	37	4.78	43	5.33	37	6.02
West Moreton	16	2.07	20	2.48	18	2.93
Wide Bay-Burnett	37	4.78	56	6.95	34	5.53
Unknown	123	15.89	107	13.28	94	15.28
Total	774	100	806	100	615	100

Healthcare Consumers

Consumer Gender

	October		November		December	
	Number	%	Number	%	Number	%
Female	426	47.44	436	48.82	317	48.77
Male	461	51.34	448	50.17	327	50.31
Non-binary sex	7	0.78	5	0.56	5	0.77
Unknown	4	0.45	4	0.45	1	0.15
Total	898	100	893	100	650	100

Consumer Age

	October		November		December	
	Number	%	Number	%	Number	%
Less than 18 years	51	5.68	43	4.82	34	5.23
18-24 years	43	4.79	41	4.59	31	4.77
25-34 years	153	17.04	126	14.11	127	19.54
35-44 years	138	15.37	144	16.13	132	20.31
45-54 years	140	15.59	137	15.34	76	11.69
55-64 years	110	12.25	96	10.75	57	8.77
65-74 years	72	8.02	89	9.97	56	8.62
More than 75 years	61	6.79	62	6.94	35	5.38
Unknown*	130	14.48	155	17.36	102	15.69
Total	898	100	893	100	650	100

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

Consumer Location

	October		November		December	
	Number	%	Number	%	Number	%
Brisbane	252	38.47	268	37.8	189	37.06
Central West	0	0	0	0	0	0
Darling Downs	20	3.05	11	1.55	12	2.35
Far North	18	2.75	22	3.1	19	3.73
Fitzroy	43	6.56	34	4.8	28	5.49
Gold Coast	59	9.01	61	8.6	57	11.18
Mackay	13	1.98	13	1.83	3	0.59
North West	1	0.15	4	0.56	0	0
Northern	19	2.9	26	3.67	12	2.35
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	1	0.15	0	0	1	0.2
Sunshine Coast	27	4.12	34	4.8	23	4.51
West Moreton	16	2.44	15	2.12	14	2.75
Wide Bay-Burnett	31	4.73	45	6.35	29	5.69
Unknown	155	23.66	176	24.82	123	24.12
Total	655	100	709	100	510	100

Health service providers

Location of Providers

	October		November		December	
	Number	%	Number	%	Number	%
Brisbane	282	44.13	280	42.23	213	42.69
Central West	0	0	0	0	0	0
Darling Downs	26	4.07	22	3.32	12	2.4
Far North	31	4.85	30	4.52	22	4.41
Fitzroy	28	4.38	28	4.22	23	4.61
Gold Coast	88	13.77	89	13.42	79	15.83
Mackay	19	2.97	15	2.26	9	1.8
North West	2	0.31	7	1.06	6	1.2
Northern	20	3.13	19	2.87	13	2.61
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	3	0.47	2	0.3	2	0.4
Sunshine Coast	39	6.1	50	7.54	41	8.22
West Moreton	7	1.1	8	1.21	4	0.8
Wide Bay-Burnett	31	4.85	43	6.49	27	5.41
Unknown	63	9.86	70	10.56	48	9.62
Total	639	100	663	100	499	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 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.

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 issues considered in the context of a decision. Please note, this figure does not necessarily equate to the decision count figure as a decision and issues context have a complex relationship. Namely, a decision can be made in the context of anywhere from zero to multiple issues at once.
Outcomes by Practitioner Type	The date and time in which the Initial joint consideration process was finalised.	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 issues considered in the context of a decision. Please note, this figure does not necessarily equate to the decision count figure as a decision and issues context have a complex relationship. Namely, a decision can be made in the context of anywhere from zero to multiple issues at once.
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.