

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



OFFICE OF THE
HEALTH
OMBUDSMAN



Quarterly performance report— Quarter Four 2023-24

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Introduction

This document reports on the Quarter Four (Q4) performance of the Office of the Health Ombudsman (OHO) for the 2023–24 financial year.

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

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

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

We have a range of functions which include:

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

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

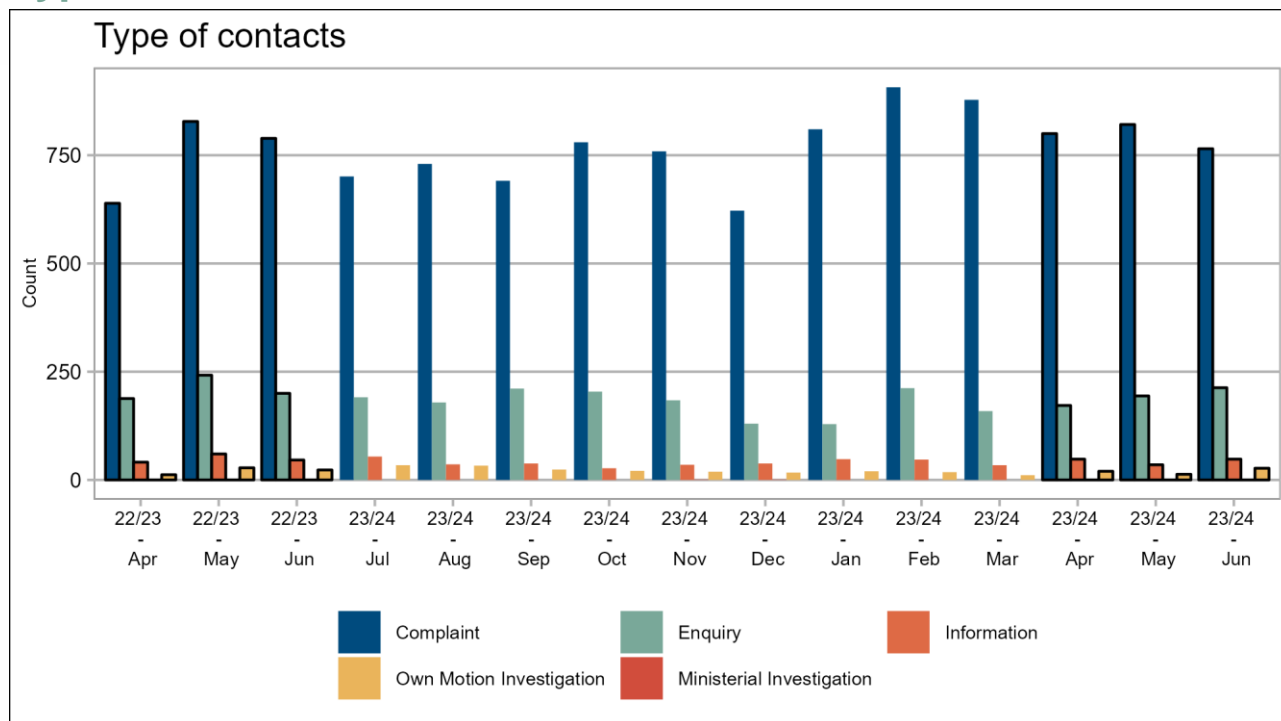
Data in this report is correct as of 7 August 2024, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

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

Intake of complaints

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

Type of contacts



Type of contact	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	800	76.92	821	77.23	765	72.65	2386	75.6
Enquiry	172	16.54	194	18.25	213	20.23	579	18.35
Information	48	4.62	35	3.29	48	4.56	131	4.15
Own Motion Investigation	20	1.92	13	1.22	27	2.56	60	1.9
Ministerial Investigation	0	0	0	0	0	0	0	0
Total	1040	100	1063	100	1053	100	3156	100

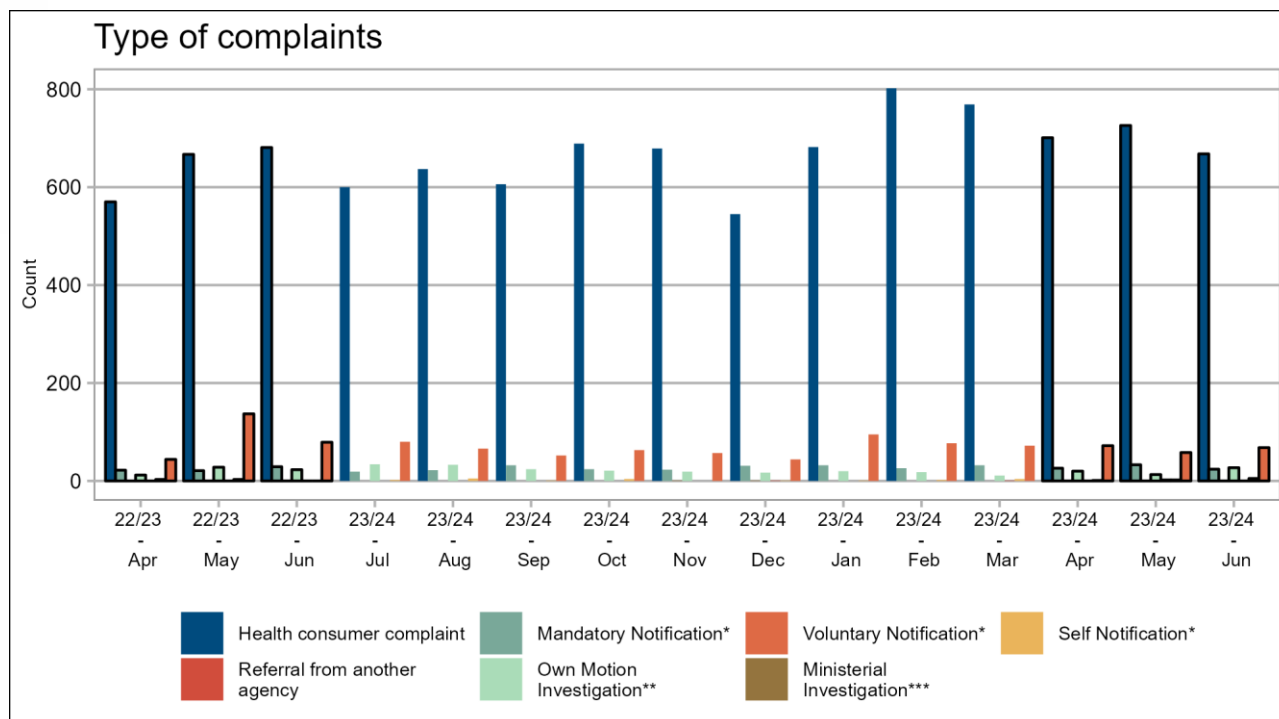
In addition to above contacts, 1 further contact is yet to be classified.

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	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
General Enquiry	271	18.3	293	19	292	15.3	856	17.4
Health Service Complaint	671	45.2	563	36.5	534	28	1768	35.9
Notification	75	5.1	84	55	93	49	252	51
PPL	238	16	263	17.1	233	12.2	734	14.9
Email	229	15.4	338	21.9	754	39.6	1321	26.8
Total	1484	100	1541	100	1906	100	4931	100

Type of complaints



Type of complaints	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	701	85.49	726	87.05	668	84.34	2095	85.65
Mandatory Notification*	26	3.17	33	3.96	24	3.03	83	3.39
Voluntary Notification*	72	8.78	58	6.95	68	8.59	198	8.09
Self Notification*	1	0.12	2	0.24	5	0.63	8	0.33
Referral from another agency	0	0	2	0.24	0	0	2	0.08
Own Motion Investigation**	20	2.44	13	1.56	27	3.41	60	2.45
Ministerial Investigation***	0	0	0	0	0	0	0	0
Total	820	100	834	100	792	100	2446	100

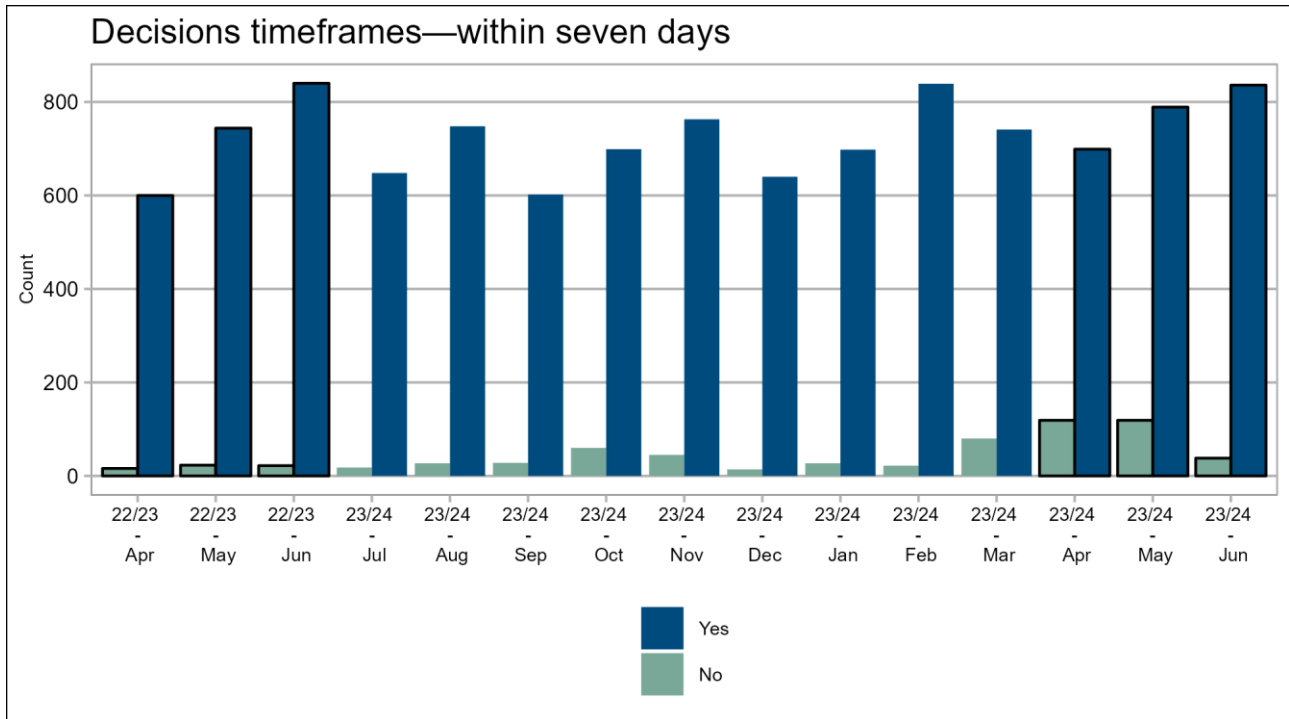
* Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

** 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*.

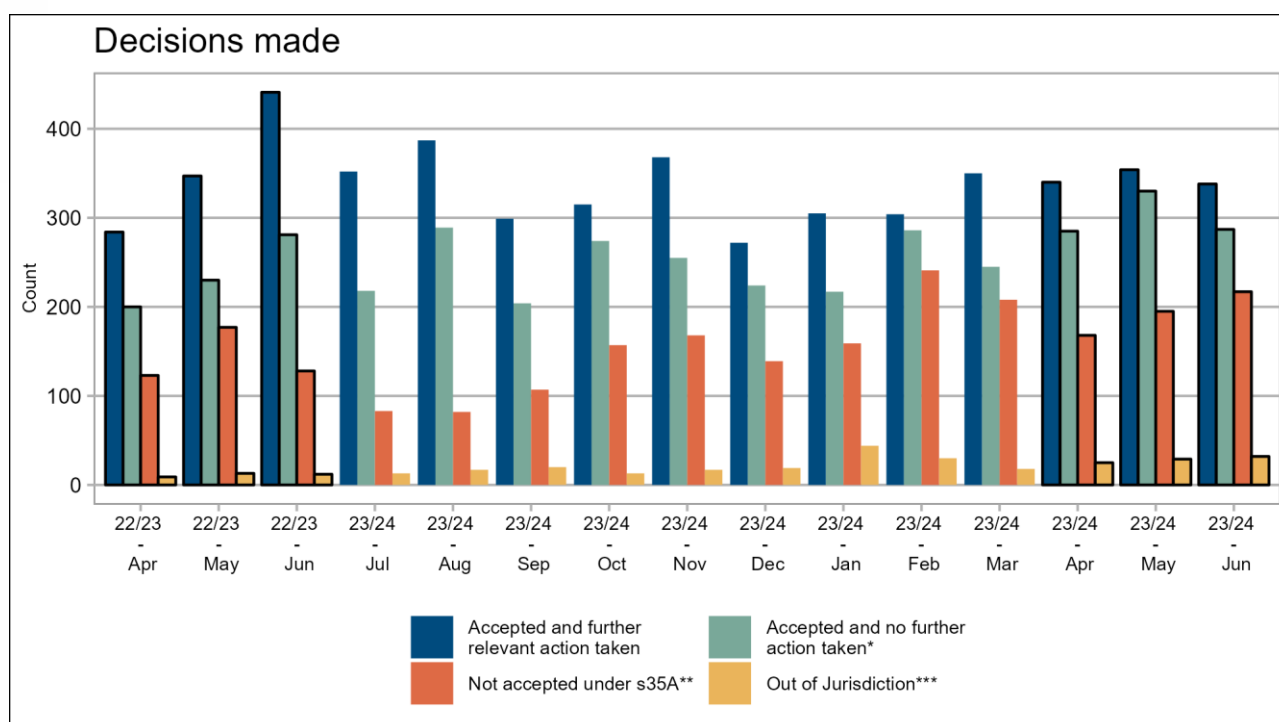
Complaint decisions

Decisions timeframes—within seven days



Decision made	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Yes	699	85.45	789	86.89	836	95.65	2324	89.38
No	119	14.55	119	13.11	38	4.35	276	10.62
Total	818	100	908	100	874	100	2600	100

Decisions made



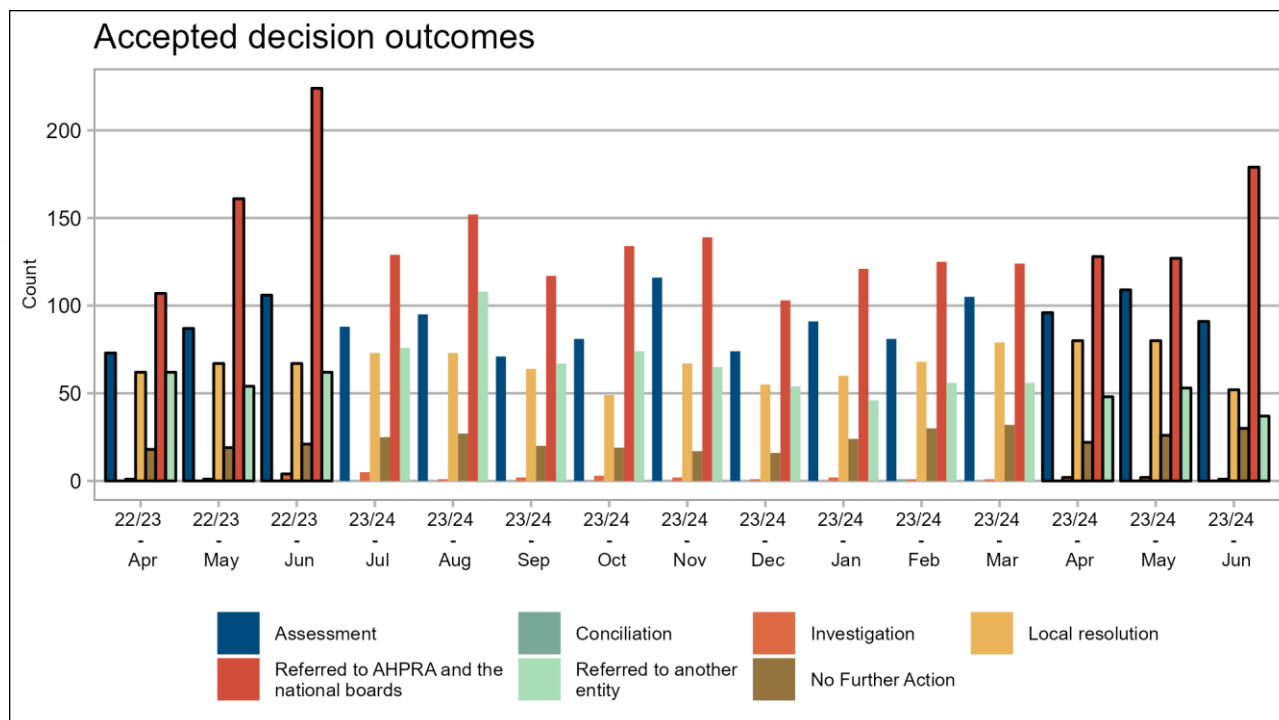
Number of decisions made	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	340	41.56	354	38.99	338	38.67	1032	39.69
Accepted and no further action taken*	285	34.84	330	36.34	287	32.84	902	34.69
Not accepted under s35A**	168	20.54	195	21.48	217	24.83	580	22.31
Out of Jurisdiction***	25	3.06	29	3.19	32	3.66	86	3.31
Total	818	100	908	100	874	100	2600	100

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

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

*** 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	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	96	25.53	109	27.46	91	23.33	296	25.45
Conciliation	0	0	0	0	0	0	0	0
Investigation	2	0.53	2	0.5	1	0.26	5	0.43
Local resolution	80	21.28	80	20.15	52	13.33	212	18.23
Referred to AHPRA and the national boards	128	34.04	127	31.99	179	45.9	434	37.32
Referred to another entity	48	12.77	53	13.35	37	9.49	138	11.87
No Further Action	22	5.85	26	6.55	30	7.69	78	6.71
Total	376	100	397	100	390	100	1163	100

Accepted decisions may result in multiple issues and/or practitioners being identified, each requiring its own action. The data in the above table includes all identified issues/practitioners requiring action that were identified in the accepted complaints where further relevant action was taken (noted in category 'Accepted and further relevant action taken' included the previous 'Decisions made' table).

Health service complaints profile

Main issue categories raised in complaints

Issue	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Access	137	10.64	130	10.66	130	12.15	397	11.1
Code of conduct for Health Care Workers	23	1.79	19	1.56	14	1.31	56	1.57
Communication and Information	142	11.02	117	9.59	109	10.19	368	10.29
Consent	17	1.32	30	2.46	27	2.52	74	2.07
Discharge and Transfer Arrangements	19	1.48	18	1.48	12	1.12	49	1.37
Environment/Management of Facility	46	3.57	40	3.28	33	3.08	119	3.33
Fees and Costs	48	3.73	59	4.84	42	3.93	149	4.16
Grievance Processes	68	5.28	37	3.03	35	3.27	140	3.91
Health Ombudsman Act 2013 Offence	1	0.08	1	0.08	1	0.09	3	0.08
Information	0	0	0	0	0	0	0	0
Medical Records	43	3.34	40	3.28	34	3.18	117	3.27
Medication	117	9.08	96	7.87	109	10.19	322	9
Professional Conduct	162	12.58	167	13.69	134	12.52	463	12.94
Professional Health	17	1.32	13	1.07	24	2.24	54	1.51
Professional Performance	421	32.69	430	35.25	349	32.62	1200	33.54
Reports/Certificates	26	2.02	23	1.89	17	1.59	66	1.84
Research/teaching/assessment	1	0.08	0	0	0	0	1	0.03
Total	1288	100	1220	100	1070	100	3578	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	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Competence	7	1.66	11	2.56	13	3.72	31	2.58
Coordination of treatment	45	10.69	31	7.21	28	8.02	104	8.67
Delay in treatment	24	5.7	15	3.49	16	4.58	55	4.58
Diagnosis	18	4.28	24	5.58	21	6.02	63	5.25
Inadequate care	63	14.96	71	16.51	39	11.17	173	14.42
Inadequate consultation	41	9.74	34	7.91	27	7.74	102	8.5
Inadequate prosthetic equipment	3	0.71	4	0.93	3	0.86	10	0.83
Inadequate treatment	132	31.35	146	33.95	131	37.54	409	34.08
Infection control	2	0.48	5	1.16	1	0.29	8	0.67
No or inappropriate referral	5	1.19	4	0.93	6	1.72	15	1.25
Public or private election	0	0	1	0.23	0	0	1	0.08
Rough and painful treatment	13	3.09	12	2.79	3	0.86	28	2.33
Teamwork or supervision	2	0.48	1	0.23	5	1.43	8	0.67
Unexpected treatment outcome or complications	43	10.21	59	13.72	41	11.75	143	11.92
Withdrawal of treatment	2	0.48	1	0.23	1	0.29	4	0.33
Wrong or inappropriate treatment	21	4.99	11	2.56	14	4.01	46	3.83
Total	421	100	430	100	349	100	1200	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	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Annual declaration not completed or completed incorrectly	0	0	0	0	0	0	0	0
Assault	6	3.7	6	3.59	3	2.24	15	3.24
Attendance	0	0	0	0	1	0.75	1	0.22
Boundary violation	6	3.7	5	2.99	6	4.48	17	3.67
Breach of condition	1	0.62	1	0.6	2	1.49	4	0.86
Conflict of interest	6	3.7	2	1.2	7	5.22	15	3.24
Discriminatory conduct	7	4.32	5	2.99	3	2.24	15	3.24
Emergency treatment not provided	1	0.62	2	1.2	0	0	3	0.65
Excessive treatment	0	0	1	0.6	2	1.49	3	0.65
Experimental treatment	0	0	0	0	0	0	0	0
False or misleading statements and or information	5	3.09	3	1.8	8	5.97	16	3.46
Financial fraud	4	2.47	4	2.4	1	0.75	9	1.94
Illegal practice	39	24.07	39	23.35	34	25.37	112	24.19
Inappropriate behaviour	25	15.43	37	22.16	25	18.66	87	18.79
Inappropriate collection, use or disclosure of information	33	20.37	23	13.77	13	9.7	69	14.9
Medico-legal conduct	0	0	0	0	0	0	0	0
Misrepresentation of qualifications	2	1.23	6	3.59	2	1.49	10	2.16
National Law breach	4	2.47	3	1.8	4	2.99	11	2.38
National Law offence	11	6.79	15	8.98	9	6.72	35	7.56
Offence by student	0	0	0	0	0	0	0	0
Response to adverse event	0	0	2	1.2	1	0.75	3	0.65
Sexual misconduct	12	7.41	13	7.78	13	9.7	38	8.21
Total	162	100	167	100	134	100	463	100

Subcategories of professional health issues raised in complaints

Issue	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - cognitive impairment	0	0	1	7.69	1	4.17	2	3.7
Mental impairment - mental illness	5	29.41	2	15.38	11	45.83	18	33.33
Mental impairment - other	1	5.88	0	0	2	8.33	3	5.56
Mental impairment - substance misuse, abuse or addiction	10	58.82	10	76.92	9	37.5	29	53.7
Physical impairment	1	5.88	0	0	1	4.17	2	3.7
Total	17	100	13	100	24	100	54	100

Profile of complaints about health practitioners

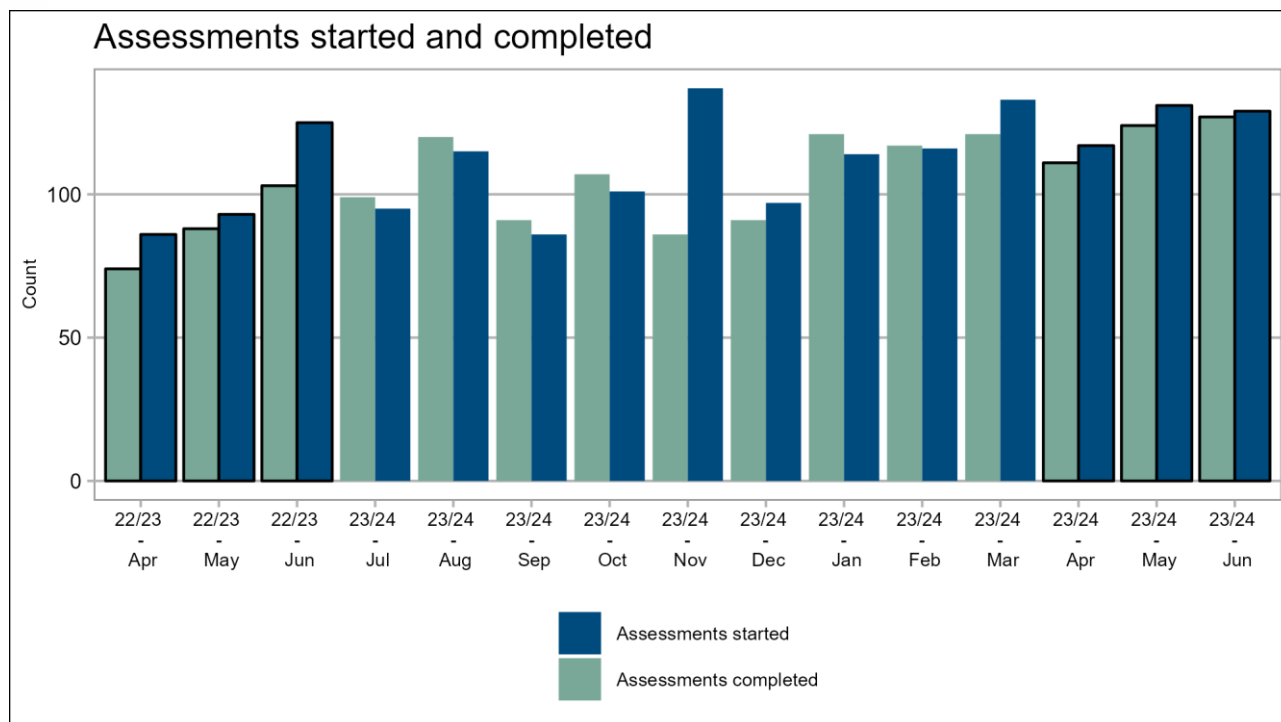
Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	Total
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ 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	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Chiropractor	4	-	-	-	-	-	-	-	-	-	-	-	3	-	1	-	-	-	-
Dental practitioner	78	-	-	11	3	-	-	6	3	-	-	5	-	14	3	70	1	-	-
Medical Practitioner	563	24	-	113	21	2	4	30	12	-	-	28	76	133	15	357	39	-	-
Medical Radiation Practitioner	6	-	-	2	-	-	-	-	-	-	-	-	-	3	1	1	-	-	-
Midwife	19	-	-	2	1	-	-	-	-	-	-	1	3	11	3	11	-	-	-
Occupational Therapist	178	-	-	10	3	1	-	2	-	-	-	6	18	153	23	39	-	-	-
Optometrist	9	-	-	1	-	-	-	-	-	-	-	-	-	3	-	3	2	-	-
Oral Health Therapist	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Osteopath	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	3	-	-	-	-	-	-	-	-	-	-	-	-	4	-	1	-	-	-
Pharmacist	17	-	-	1	-	-	-	-	-	-	-	-	1	13	4	-	-	-	-
Physiotherapist	28	1	-	3	-	-	-	-	-	-	-	1	19	10	1	-	-	-	-
Podiatrist / Chiropodist	16	-	-	-	3	-	-	-	-	-	-	-	-	8	1	5	1	-	-
Psychologist	3	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-	-
Nurse	63	-	-	15	1	-	-	4	1	-	-	8	1	25	2	26	3	-	-
Student practitioner	4	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-
Unknown practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	66	1	48	17	1	-	1	1	-	3	-	2	11	25	1	29	2	-	-
Total	1059	26	49	176	33	3	5	44	16	3	-	51	129	408	54	546	48	-	1591

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																	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	
Administrative Service	14	3	-	1	-	-	5	3	2	-	-	-	1	1	-	-	1	-	17
Aged Care Facility	20	1	-	4	-	-	4	-	2	-	-	1	3	2	-	15	-	-	32
Allied Health Service	13	-	-	4	-	-	1	3	1	-	-	-	-	-	-	7	-	-	16
Ambulance Service	7	3	-	3	-	-	1	-	-	-	-	1	2	1	-	8	-	-	19
Area Health Services	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community Health Service	21	4	-	5	-	-	5	-	1	-	-	1	2	-	-	6	1	-	25
Correctional Facility	15	199	-	28	-	1	4	2	2	-	-	3	112	2	-	134	3	-	490
Dental Service	34	9	-	-	-	-	2	8	10	-	-	-	-	-	-	9	-	-	38
Environmental Health Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Education Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Information Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Promotion Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Service District	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hospital & Health Service	11	3	-	3	-	-	1	1	-	-	-	2	1	-	-	3	-	-	14
Laboratory Service	11	1	-	-	1	-	1	7	1	-	-	-	-	1	-	2	-	-	14
Licensed Day Hospital	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	2
Licensed Private Hospital	33	6	-	8	1	3	9	6	7	-	-	-	6	-	-	30	-	-	76
Medical Centre	145	37	1	25	2	-	20	38	17	-	-	25	9	8	-	22	5	-	209
Mental Health Service	32	4	-	12	10	5	6	-	8	-	-	5	5	3	-	33	2	-	93
Nursing Service	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Optical Store	3	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-	3
Other Government Department	10	2	-	2	1	1	5	1	-	-	-	-	2	3	-	2	1	-	20
Other Support Service	33	2	-	4	4	-	4	10	2	-	-	4	3	3	-	7	-	1	44
Paramedical Service	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Parent Organisation	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmaceutical Service	47	1	-	4	-	-	5	8	4	-	-	1	28	5	-	2	1	-	59
Private Organisation	41	6	5	9	-	-	5	6	7	-	-	3	-	7	-	8	1	-	57
Public Health Service	16	2	-	3	-	2	2	1	1	-	-	-	1	1	-	14	-	-	27
Public Hospital	58	86	1	71	22	34	27	6	54	-	-	19	14	14	-	339	3	-	690
Registration Board	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Residential Care Service	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
Social Work Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Specialised Health Service	25	1	-	5	-	-	6	4	3	-	-	1	4	3	-	7	-	-	34
Welfare Service	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	3
Total	596	371	7	192	41	46	114	105	124	-	-	66	193	55	-	654	18	1	1987

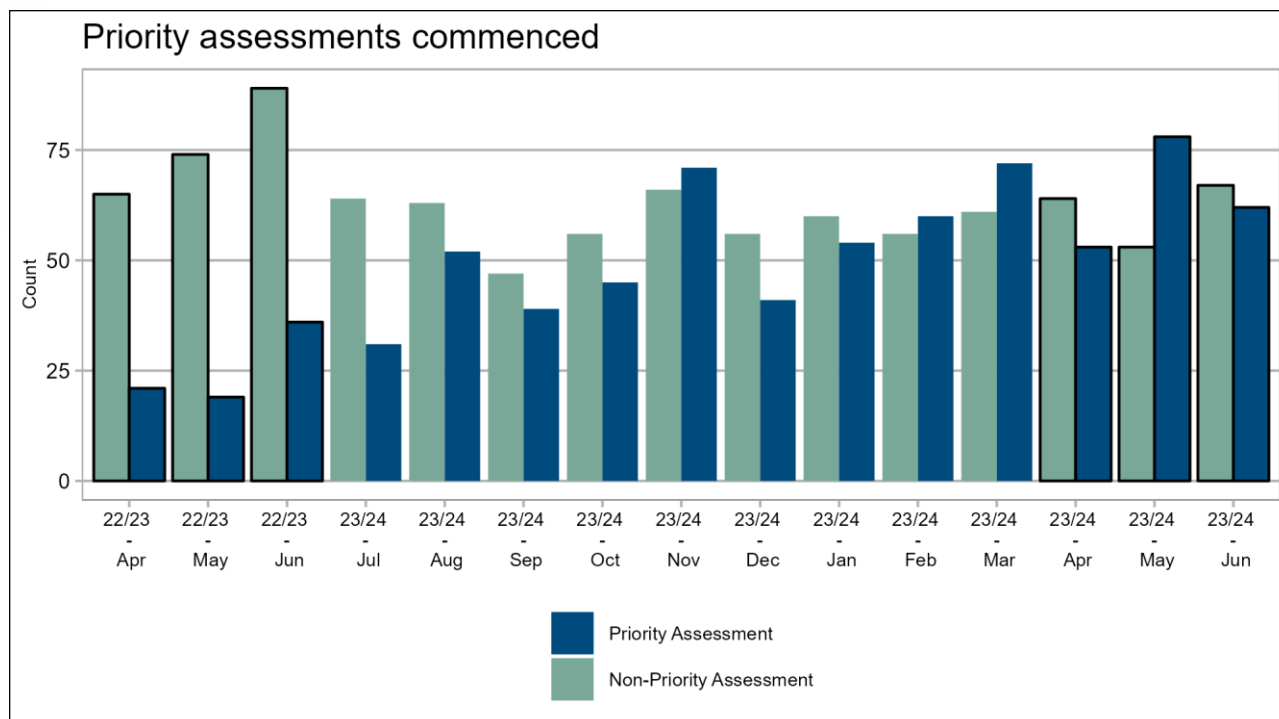
Assessment

Assessments started and completed



Assessments this quarter	April	May	June	Q4 total
Assessments started	117	131	129	377
Assessments completed	111	124	127	362

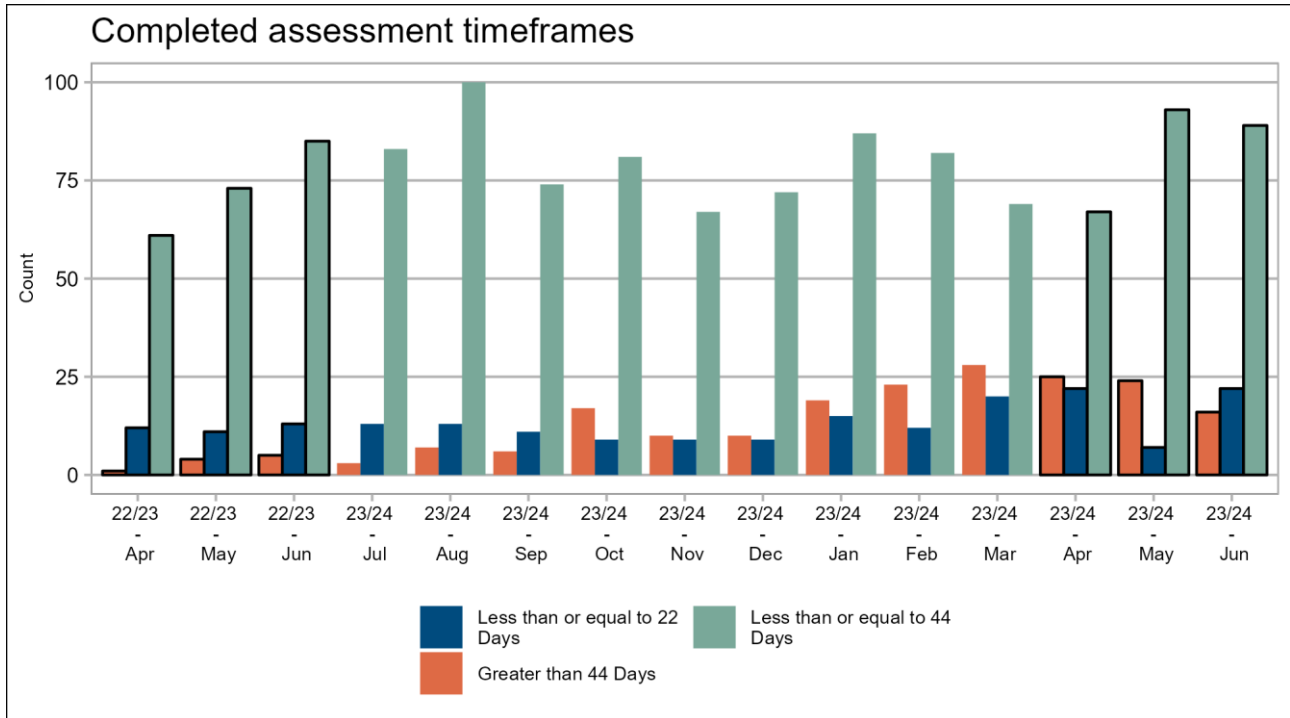
Assessment Started by Prioritisation



Assessment timeframes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Priority Assessment*	53	45.3	78	59.54	62	48.06	193	51.19
Non-Priority Assessment	64	54.7	53	40.46	67	51.94	184	48.81
Total	117	100	131	100	129	100	377	100

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

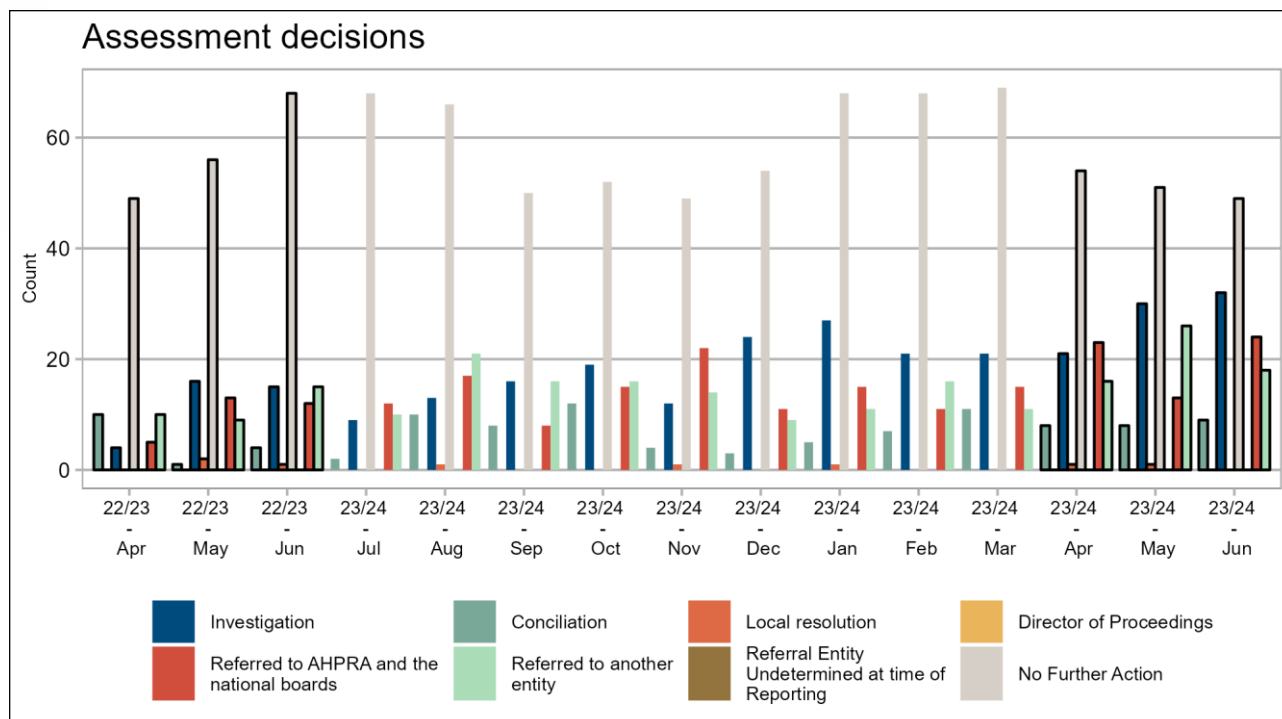
Completed assessment timeframes



Assessment timeframes*	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	22	19.3	7	5.65	22	17.32	51	13.97
Less than or equal to 44 Days	67	58.77	93	75	89	70.08	249	68.22
Greater than 44 Days	25	21.93	24	19.35	16	12.6	65	17.81
Total	114	100	124	100	127	100	365	100

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

Assessment decisions



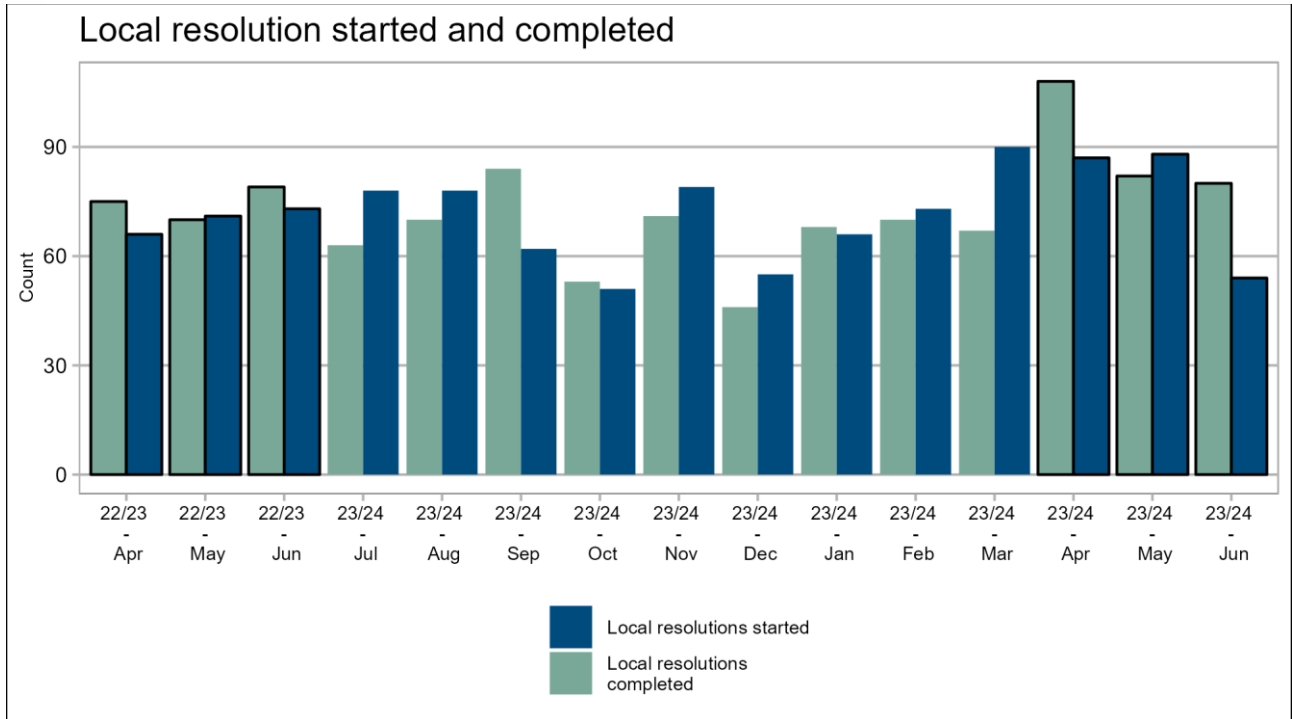
Type of relevant action*	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Investigation	21	17.07	30	23.26	32	24.24	83	21.61
Conciliation	8	6.5	8	6.2	9	6.82	25	6.51
Local resolution	1	0.81	1	0.78	0	0	2	0.52
Director of Proceedings	0	0	0	0	0	0	0	0
Referred to AHPRA and the national boards	23	18.7	13	10.08	24	18.18	60	15.62
Referred to another entity	16	13.01	26	20.16	18	13.64	60	15.62
Referral Entity Undetermined at time of Reporting**	0	0	0	0	0	0	0	0
No Further Action	54	43.9	51	39.53	49	37.12	154	40.1
Total	123	100	129	100	132	100	384	100

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

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

Local resolution

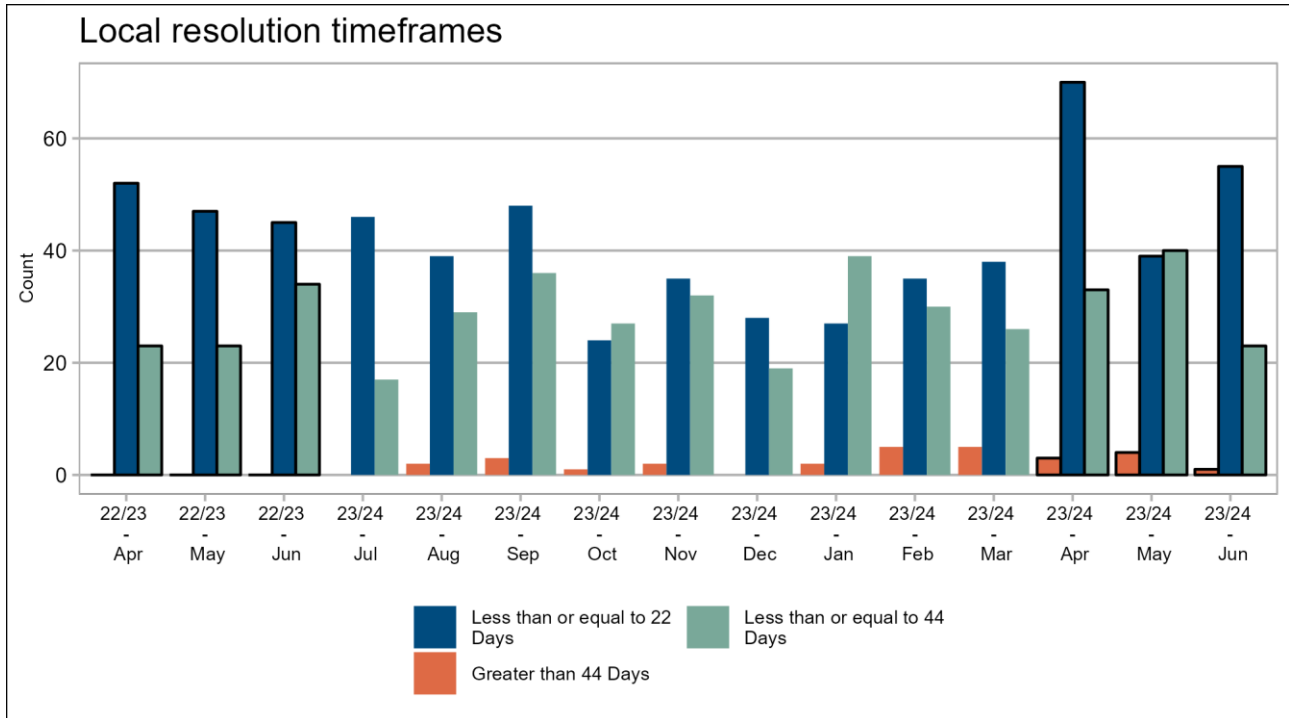
Local resolutions started and completed



Local resolutions this quarter*	April	May	June	Q4 total
Local resolutions started	87	88	54	229
Local resolutions completed	108	82	80	270

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

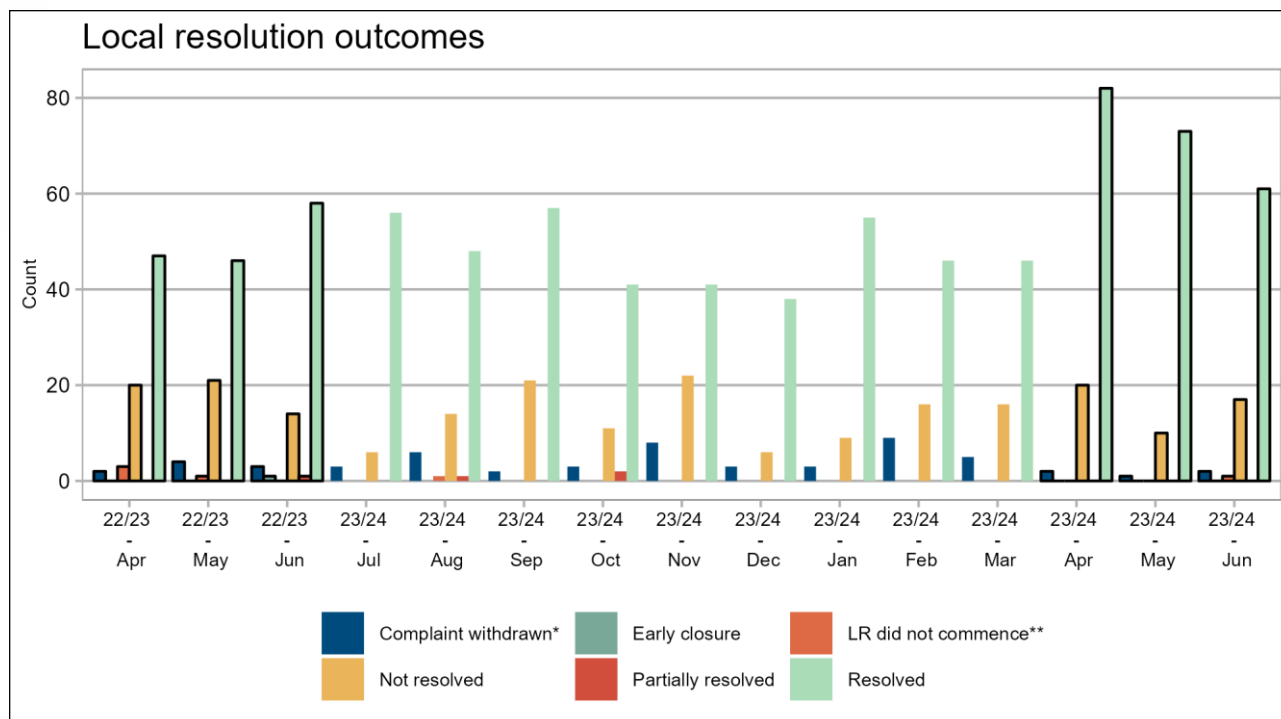
Completed local resolutions Time Frames



Local resolution timeframe	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	70	66.04	39	46.99	55	69.62	164	61.19
Less than or equal to 44 Days	33	31.13	40	48.19	23	29.11	96	35.82
Greater than 44 Days	3	2.83	4	4.82	1	1.27	8	2.99
Total	106	100	83	100	79	100	268	100

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

Local Resolution Outcomes



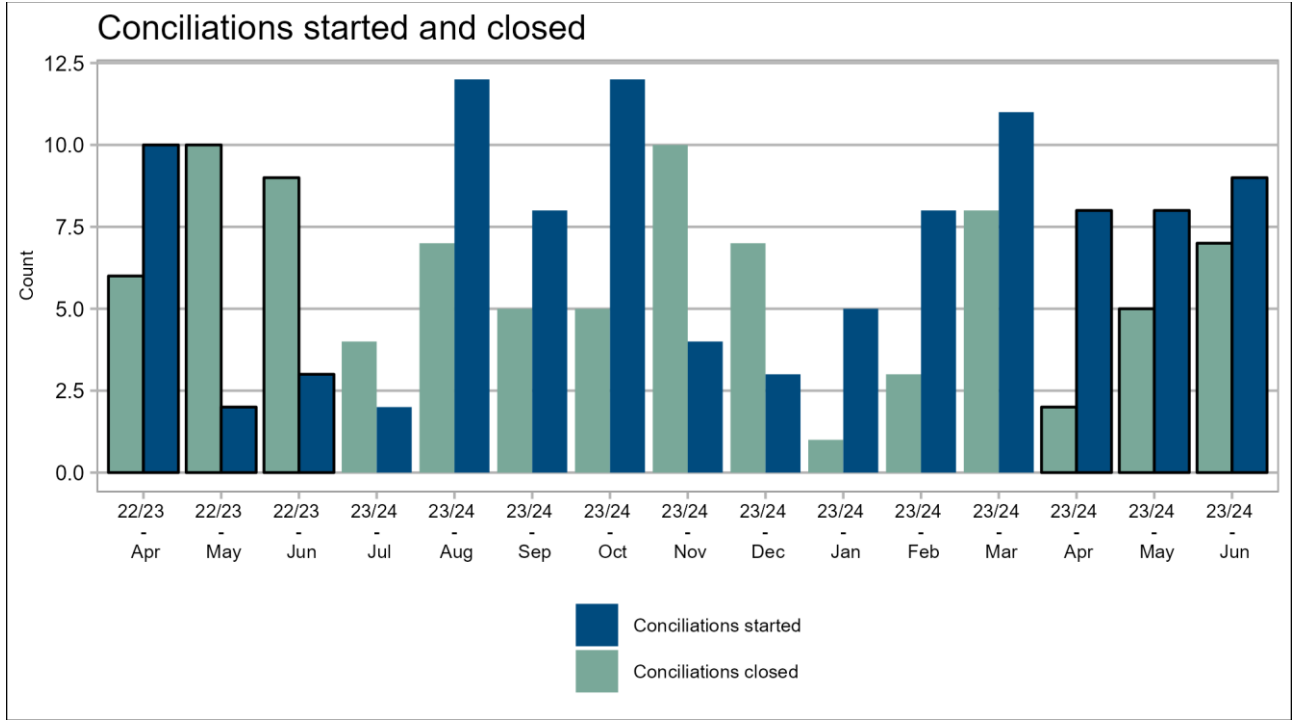
Local resolution outcomes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Complaint withdrawn*	2	1.92	1	1.19	2	2.47	5	1.86
Early closure	0	0	0	0	0	0	0	0
Local Resolution did not commence**	0	0	0	0	1	1.23	1	0.37
Not Resolved	20	19.23	10	11.9	17	20.99	47	17.47
Partially Resolved	0	0	0	0	0	0	0	0
Resolved	82	78.85	73	86.9	61	75.31	216	80.3
Total	104	100	84	100	81	100	269	100

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

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

Conciliation

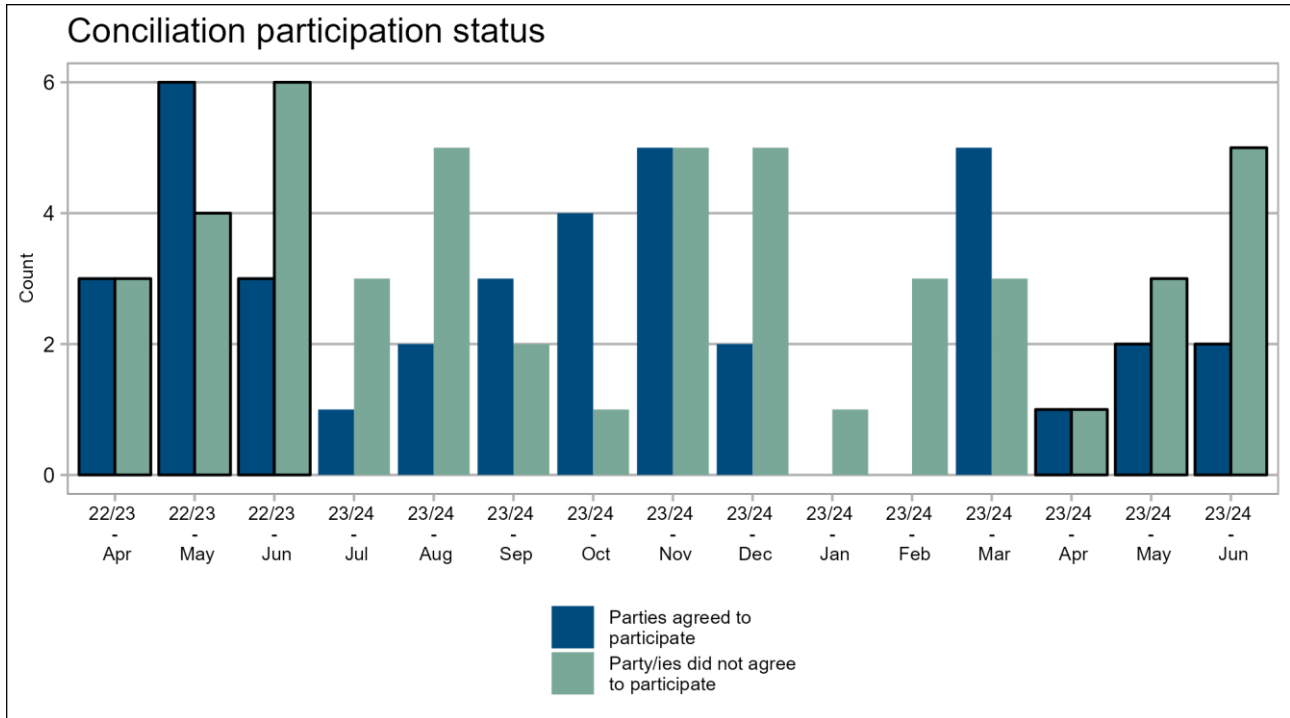
Conciliations started and closed



Conciliations this quarter	April	May	June	Q4 total
Conciliations started*	8	8	9	25
Conciliations closed	2	5	7	14

* '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

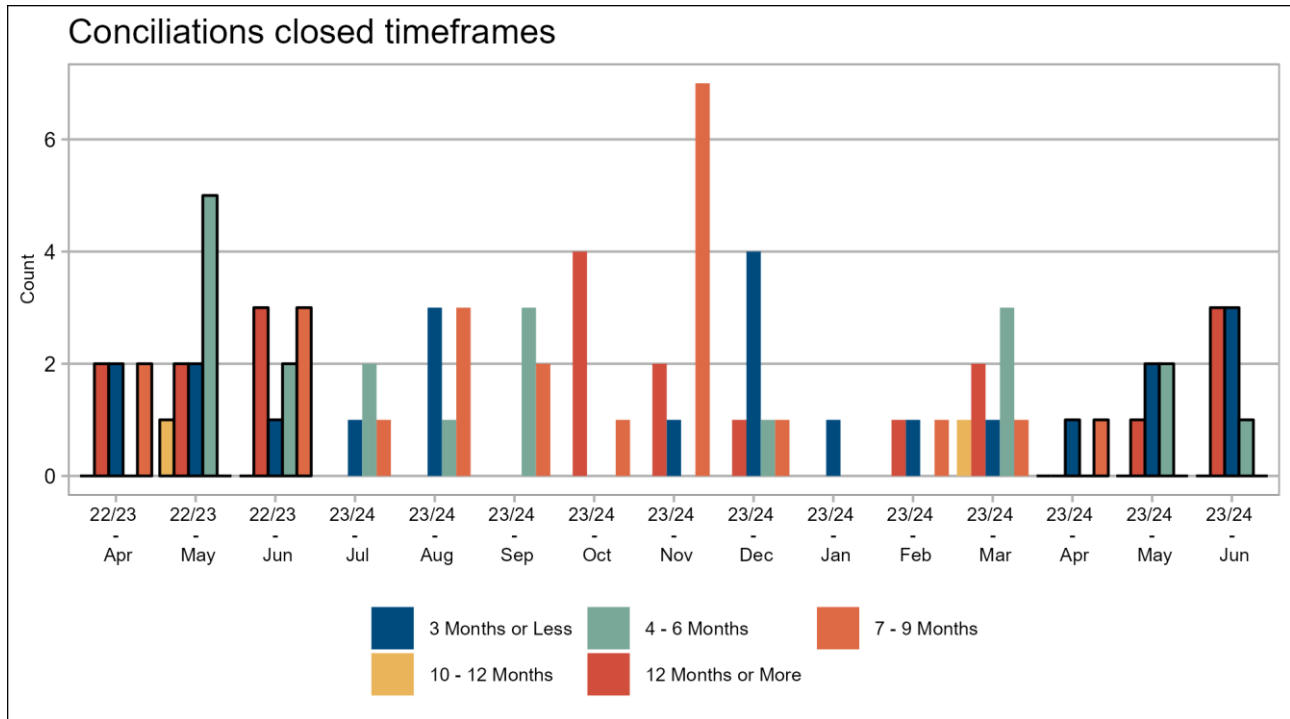


Agreement to participate*	April	May	June	Q4 total
Parties agreed to participate	1	2	2	5
Party/ies did not agree to participate	1	3	5	9

* 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.

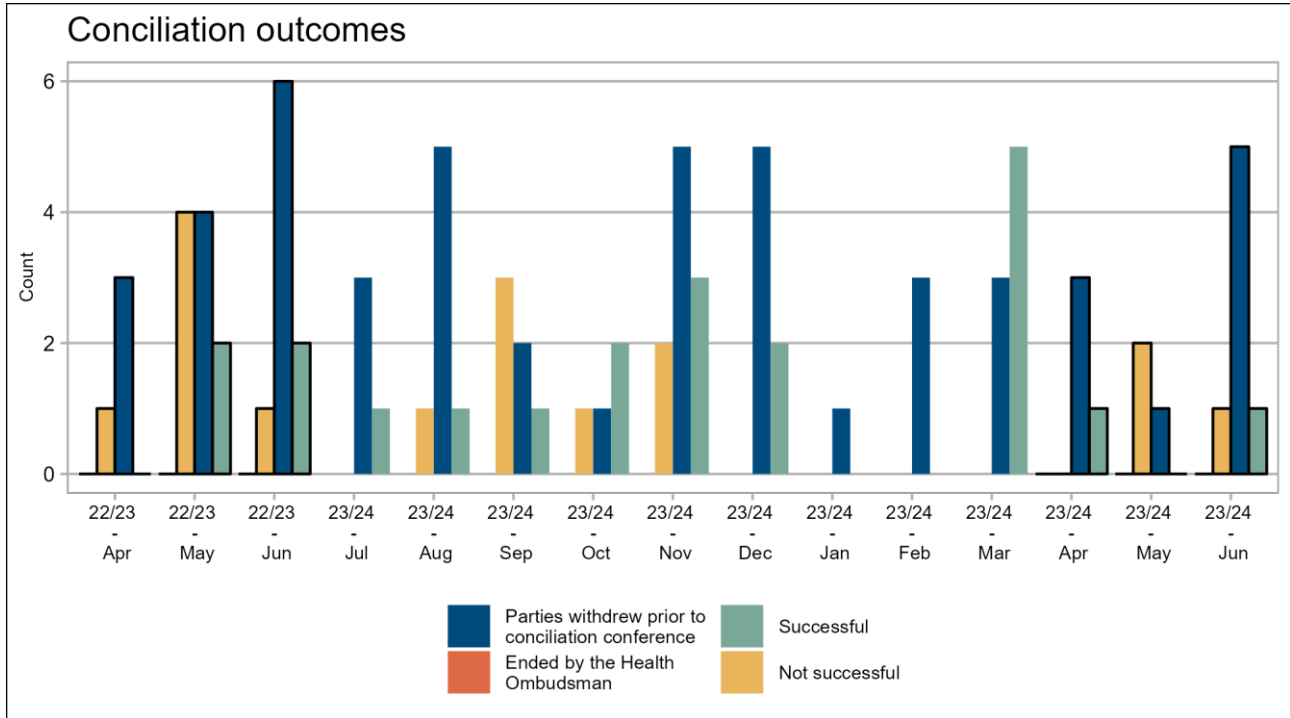
Completed conciliations

Timeframes



Conciliations Closed	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	1	50	2	40	3	42.86	6	42.86
4 - 6 Months	0	0	2	40	1	14.29	3	21.43
7 - 9 Months	1	50	0	0	0	0	1	7.14
10 - 12 Months	0	0	0	0	0	0	0	0
12 Months or More	0	0	1	20	3	42.86	4	28.57
Total	2	100	5	100	7	100	14	100

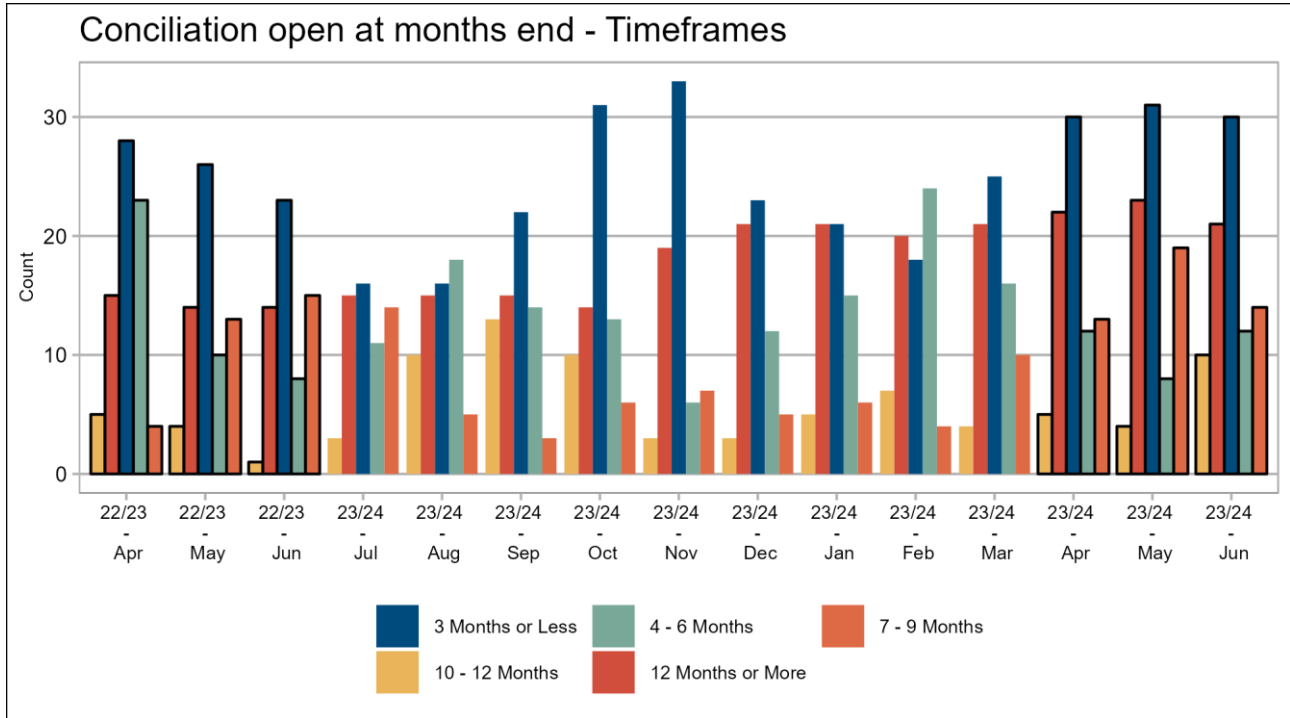
Outcomes



Conciliation outcomes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Parties withdrew prior to conciliation conference	3	75	1	33.33	5	71.43	9	64.29
Successful	1	25	0	0	1	14.29	2	14.29
Ended by the Health Ombudsman	0	0	0	0	0	0	0	0
Not successful	0	0	2	66.67	1	14.29	3	21.43
Total	4	100	3	100	7	100	14	100

The data above relates to matters where parties initially agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being successful or not successful—or in some instances, the Health Ombudsman may end a conciliation or parties involved may withdraw from the process prior to conciliation occurring. ‘Completed conciliations’ differ from ‘closed conciliations’—in the table on page 24—in that they only relate to matters where parties agreed to participate in conciliation.

Open conciliation timeframes



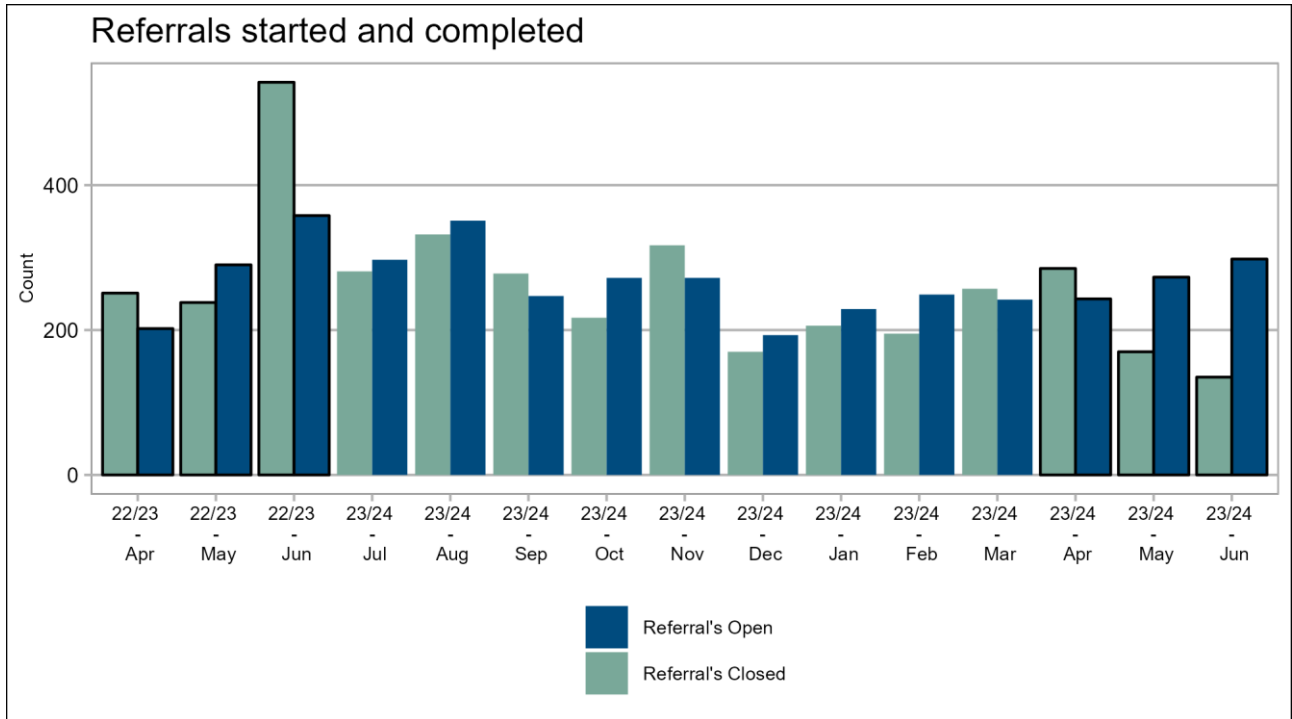
Open at Months End Timeframes	April		May		June	
	Number	%	Number	%	Number	%
3 Months or Less	30	36.59	31	36.47	30	34.48
4 - 6 Months	12	14.63	8	9.41	12	13.79
7 - 9 Months	13	15.85	19	22.35	14	16.09
10 - 12 Months	5	6.1	4	4.71	10	11.49
12 Months or More	22	26.83	23	27.06	21	24.14
Total	82	100	85	100	87	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)

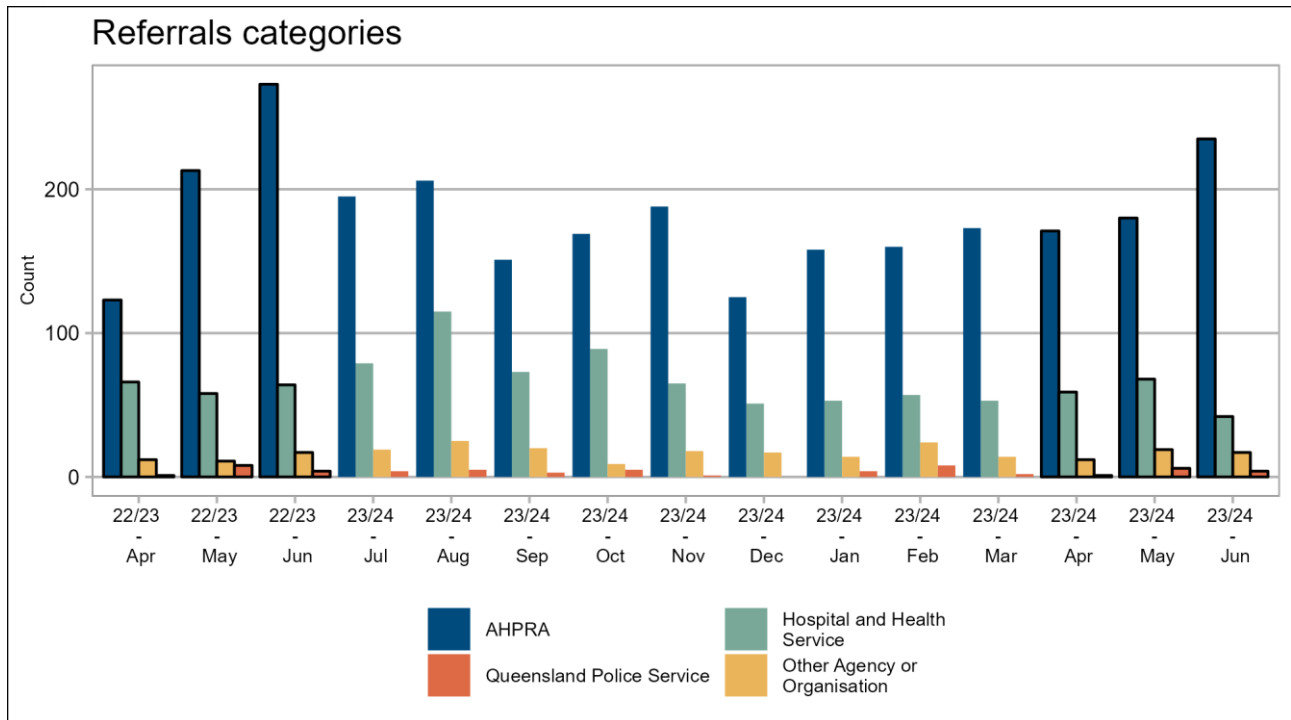
As OHO is the single point of entry for health service complaints in Queensland effective referral coordination and monitoring is critical. Under the Act, referrals to Ahpra are conducted under s91 either following joint consideration or at other points throughout the regulatory / complaints process.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



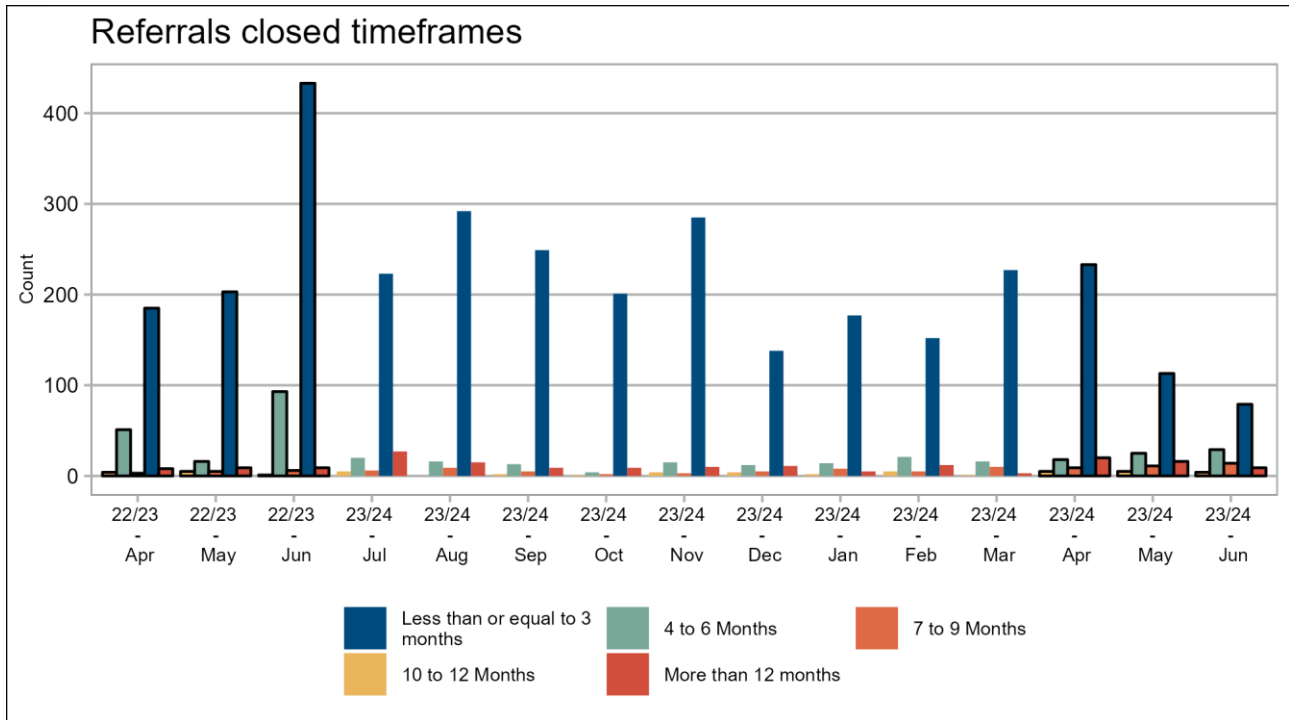
Referrals	April	May	June	Q4 total
Referrals Open	243	273	298	814
Referrals Closed	285	170	135	590

Referrals Categories



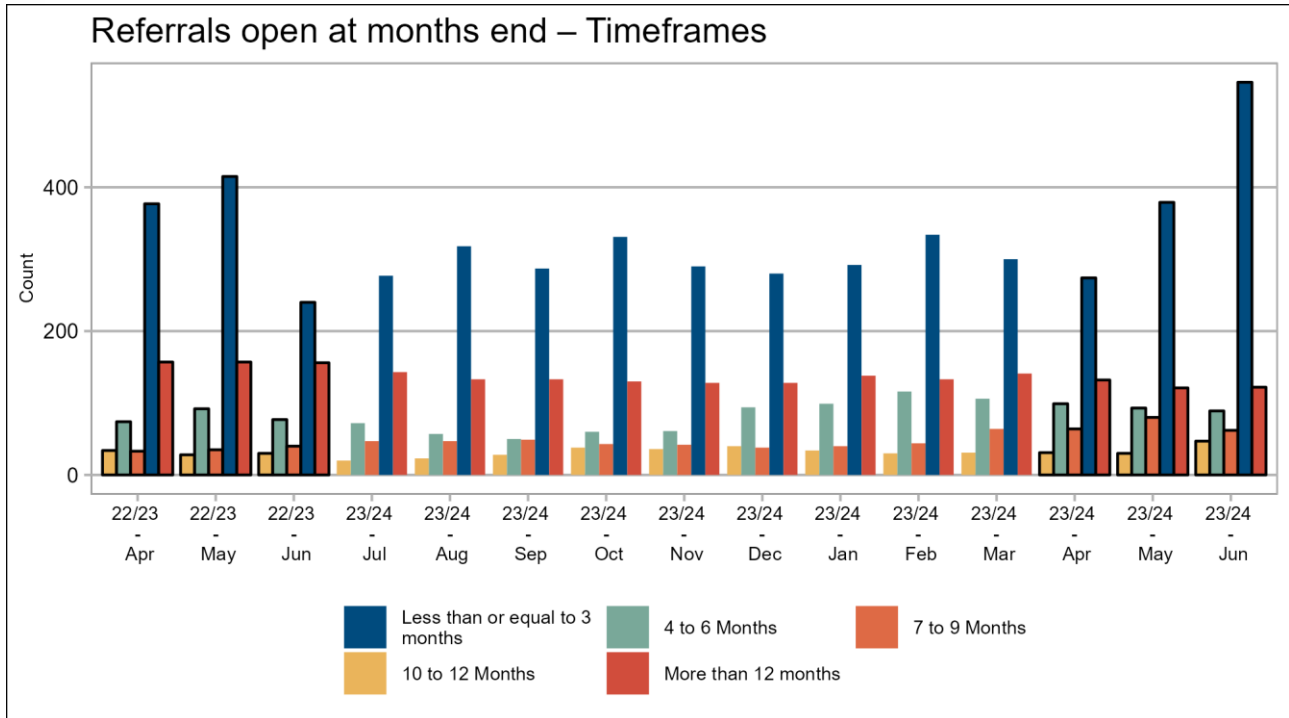
Referrals Categories	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
AHPRA	171	70.37	180	65.93	235	78.86	586	71.99
Hospital and Health Service	59	24.28	68	24.91	42	14.09	169	20.76
Queensland Police Service	1	0.41	6	2.2	4	1.34	11	1.35
Other Agency or Organisation	12	4.94	19	6.96	17	5.7	48	5.9
Total	243	100	273	100	298	100	814	100

Referrals Closed Timeframes



	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	233	81.75	113	66.47	79	58.52	425	72.03
4 to 6 Months	18	6.32	25	14.71	29	21.48	72	12.2
7 to 9 Months	9	3.16	11	6.47	14	10.37	34	5.76
10 to 12 Months	5	1.75	5	2.94	4	2.96	14	2.37
More than 12 Months	20	7.02	16	9.41	9	6.67	45	7.63
Total	285	100	170	100	135	100	590	100

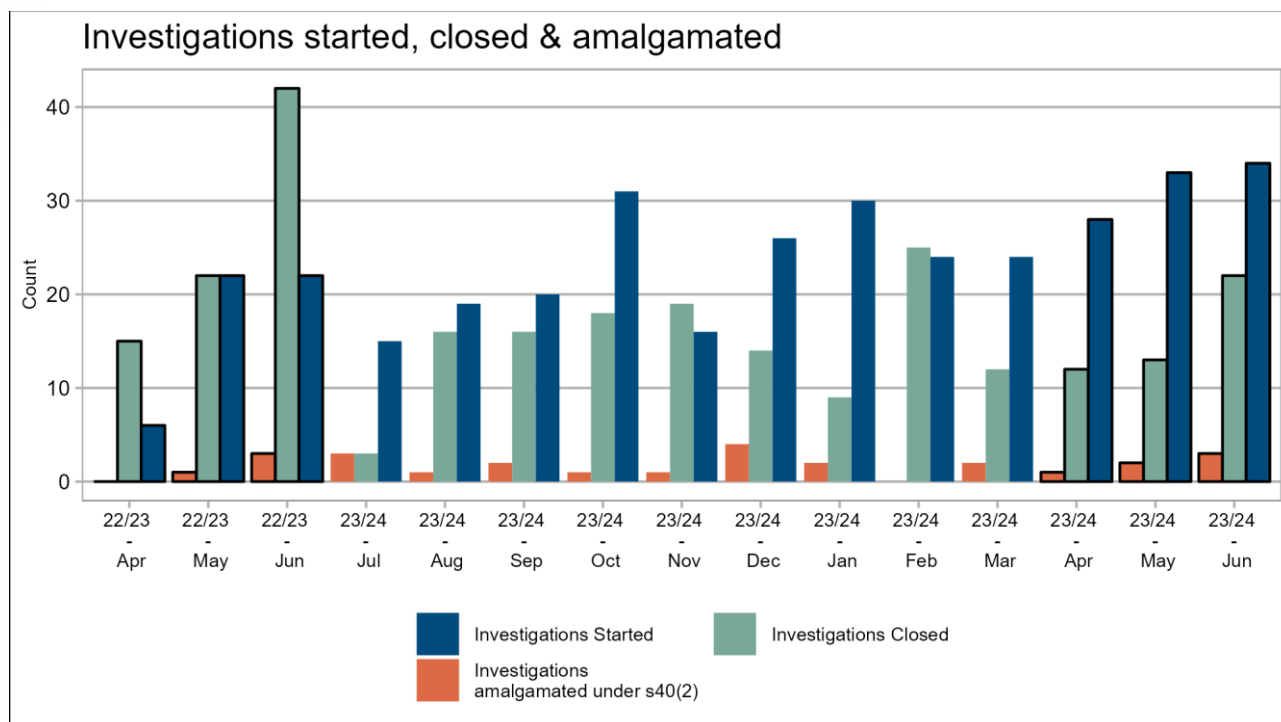
Referrals Open Timeframes



Open at Months End Timeframes	April		May		June	
	Number	%	Number	%	Number	%
3 Months or Less	274	45.67	379	53.91	546	63.05
4 to 6 Months	99	16.5	93	13.23	89	10.28
7 to 9 Months	64	10.67	80	11.38	62	7.16
10 to 12 Months	31	5.17	30	4.27	47	5.43
More than 12 Months	132	22	121	17.21	122	14.09
Total	600	100	703	100	866	100

Investigation

Investigations started and closed

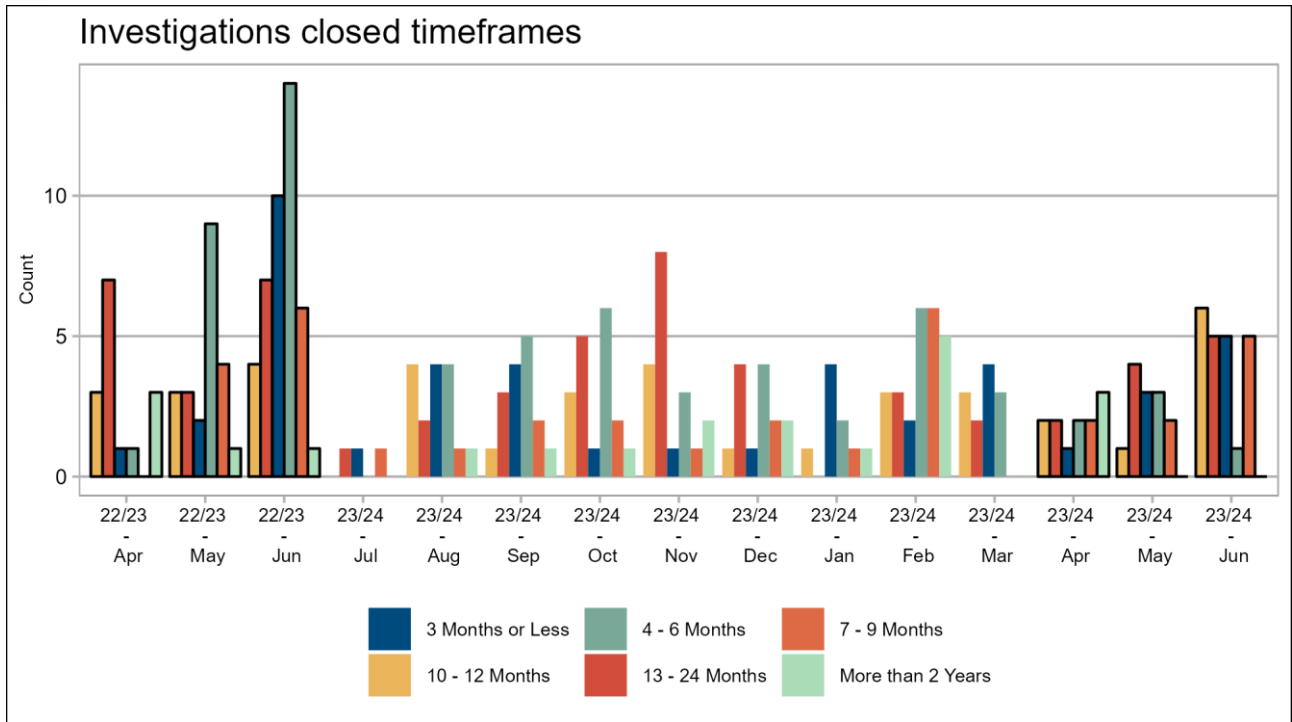


Investigations this quarter	April	May	June	Q4 total
Investigations started*	28	33	34	95
Investigations closed	12	13	22	47
Investigations amalgamated under s40(2)	1	2	3	6

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

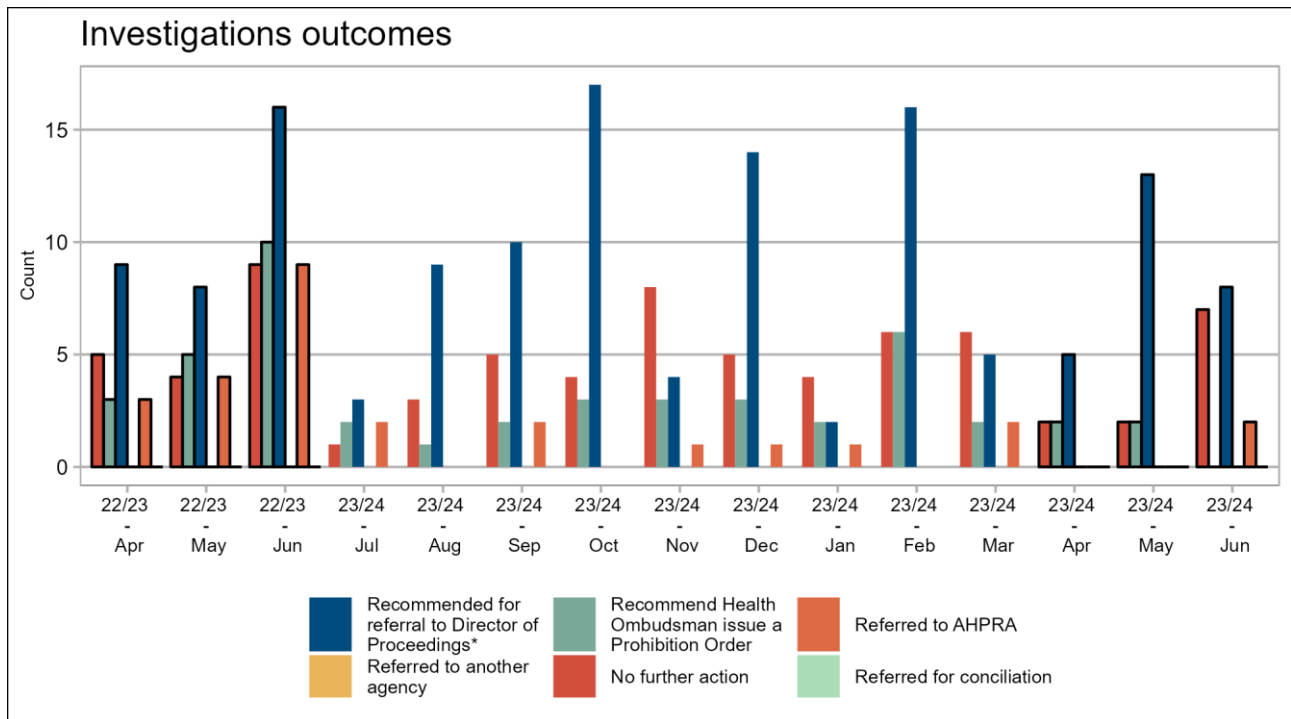
Closed investigations

Timeframes



Closed investigation timeframes	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	1	8.33	3	23.08	5	22.73	9	19.15
4 - 6 Months	2	16.67	3	23.08	1	4.55	6	12.77
7 - 9 Months	2	16.67	2	15.38	5	22.73	9	19.15
10 - 12 Months	2	16.67	1	7.69	6	27.27	9	19.15
13 - 24 Months	2	16.67	4	30.77	5	22.73	11	23.4
More than 2 Years	3	25	0	0	0	0	3	6.38
Total	12	100	13	100	22	100	47	100

Outcomes



Investigation outcomes*	April		May		June		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	5	55.56	13	76.47	8	47.06	26	60.47
Recommend Health Ombudsman issue a Prohibition Order	2	22.22	2	11.76	0	0	4	9.3
Referred to AHPRA	0	0	0	0	2	11.76	2	4.65
Referred to another agency	0	0	0	0	0	0	0	0
No further action	2	22.22	2	11.76	7	41.18	11	25.58
Referred for conciliation	0	0	0	0	0	0	0	0
Total	9	100	17	100	17	100	43	100

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

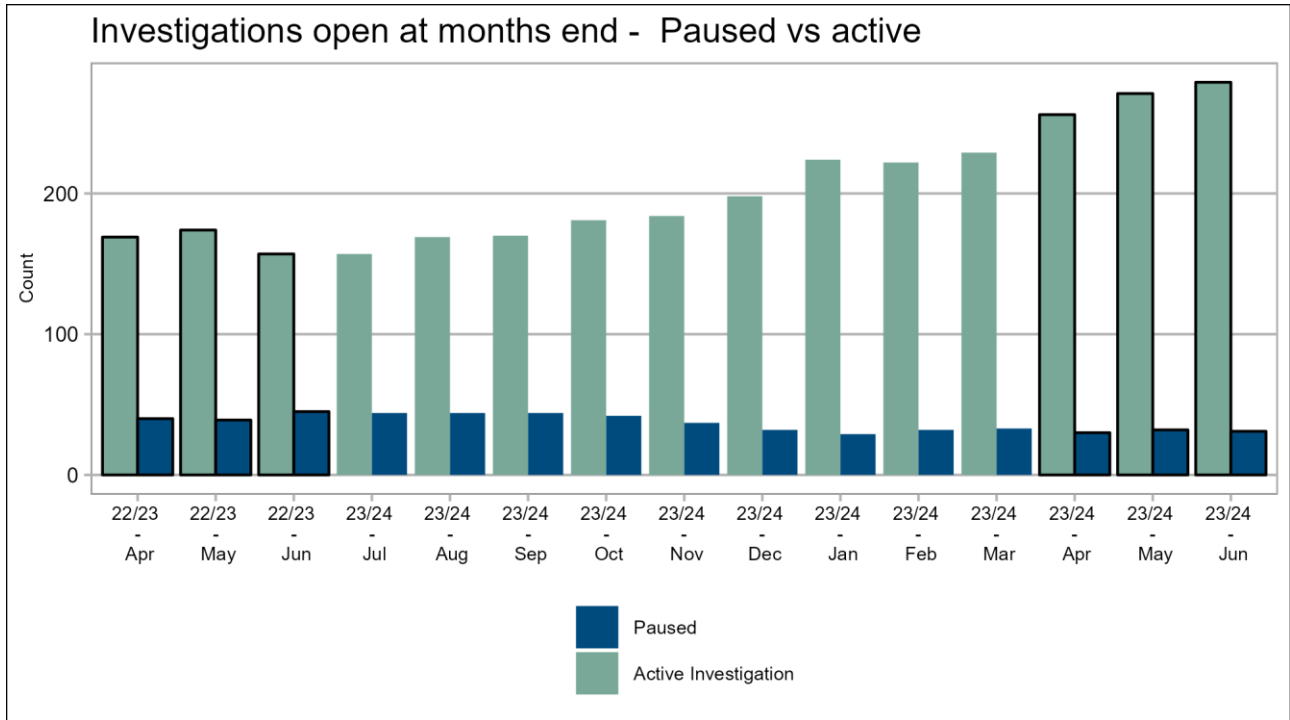
** Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

Open investigations

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

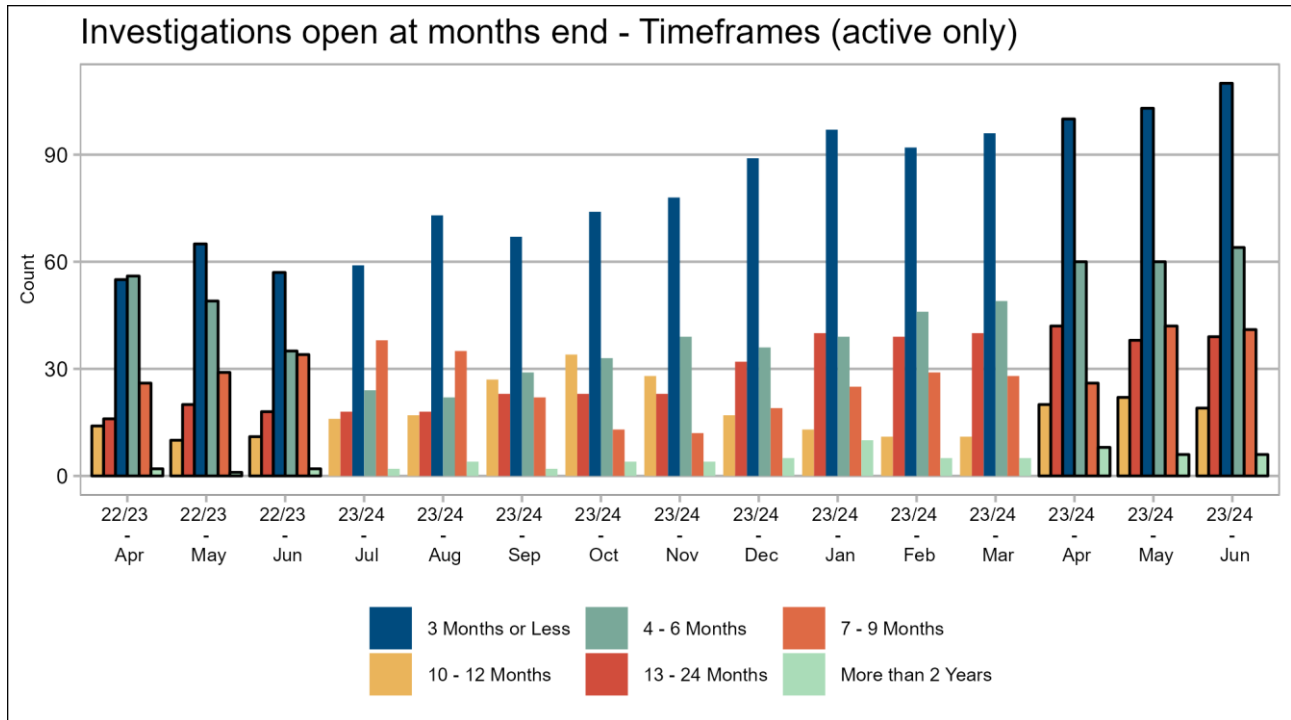
Active investigations are being currently investigated, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner’s Court of Queensland—concludes their own processes. Despite being unable to progress paused investigations,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

Active & Paused Investigations



	April		May		June	
	Number	%	Number	%	Number	%
Paused	30	10.49	32	10.56	31	10
Active Investigation	256	89.51	271	89.44	279	90
Total	286	100	303	100	310	100

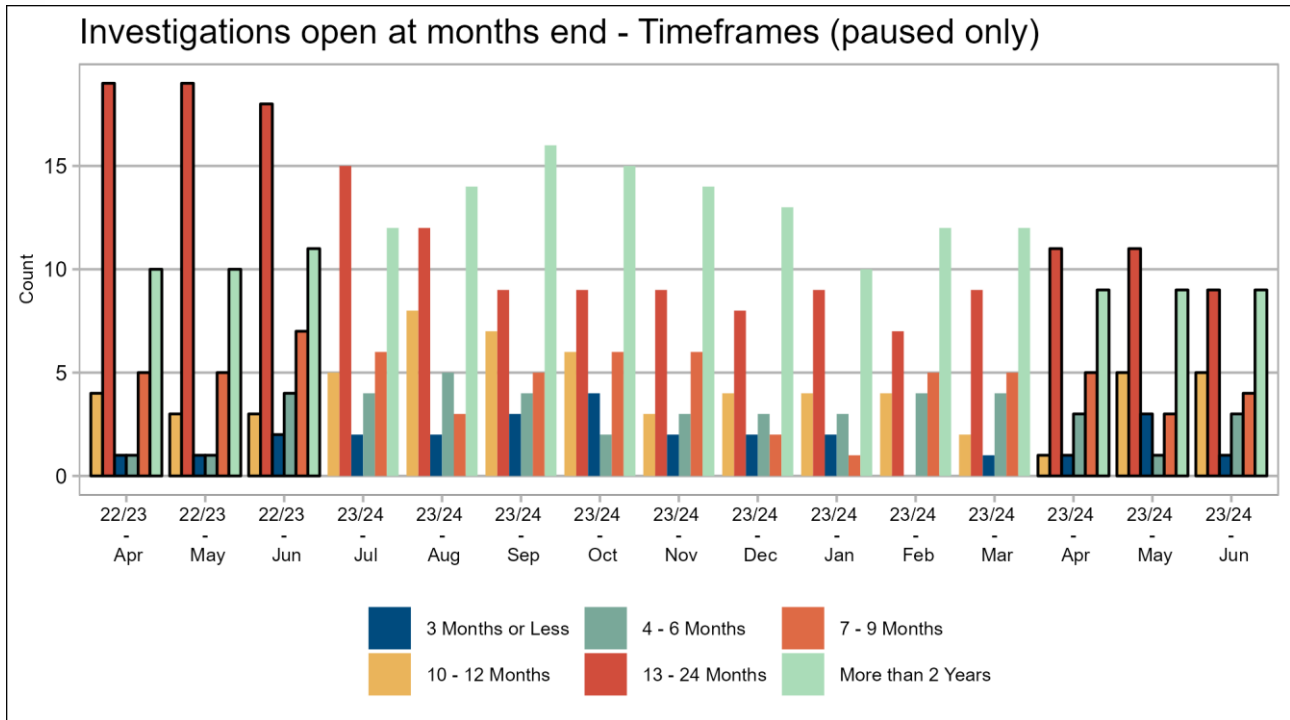
Active investigation timeframes



	April		May		June	
	Number	%	Number	%	Number	%
3 Months or Less	100	39.06	103	38.01	110	39.43
4 - 6 Months	60	23.44	60	22.14	64	22.94
7 - 9 Months	26	10.16	42	15.5	41	14.7
10 - 12 Months	20	7.81	22	8.12	19	6.81
13 - 24 Months	42	16.41	38	14.02	39	13.98
More than 2 Years	8	3.12	6	2.21	6	2.15
Total	256	100	271	100	279	100

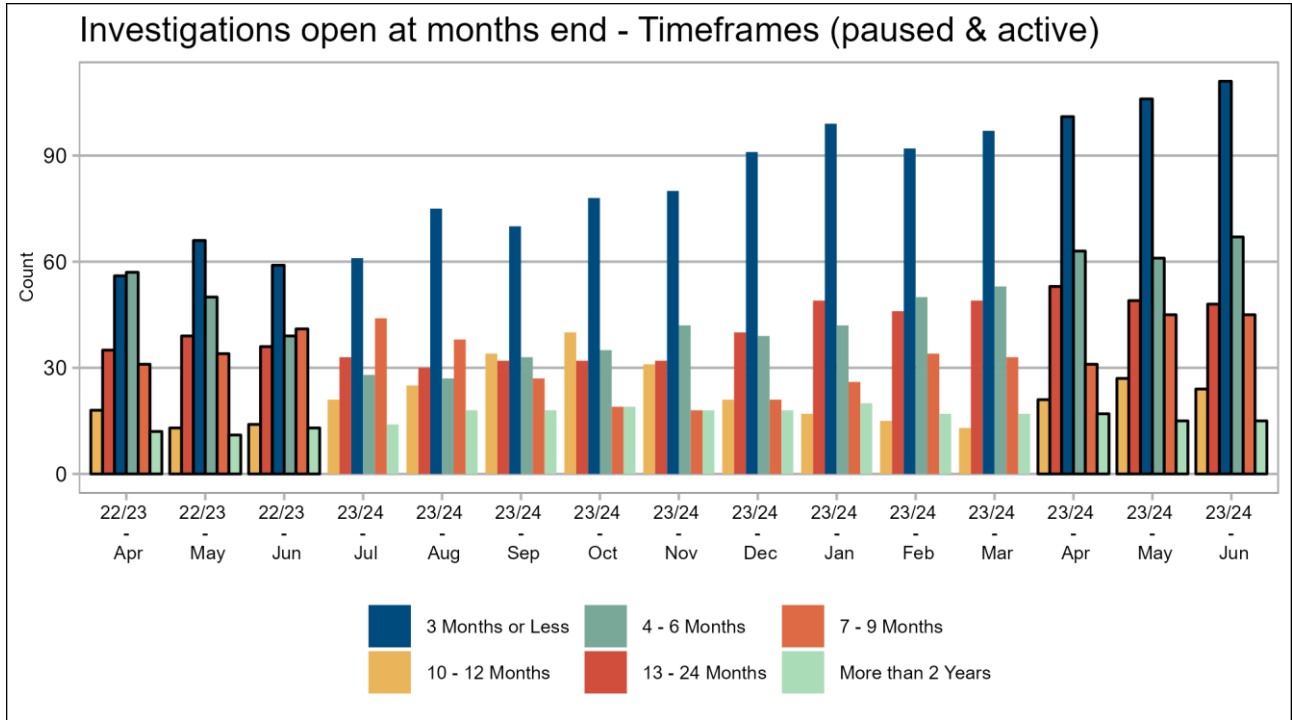
All investigations that have been open for 12 Months or More are published on our investigations register, available on our website (www.oho.qld.gov.au).

Paused investigation timeframes



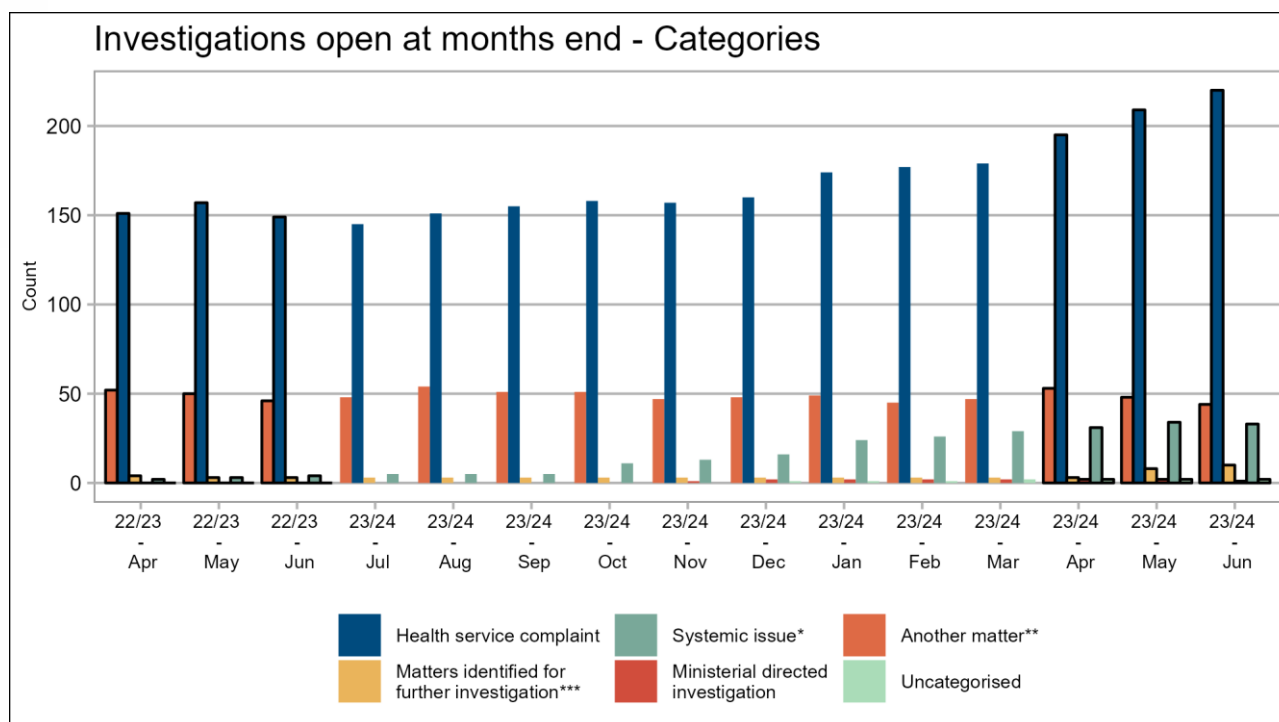
	April		May		June	
	Number	%	Number	%	Number	%
3 Months or Less	1	3.33	3	9.38	1	3.23
4 - 6 Months	3	10	1	3.12	3	9.68
7 - 9 Months	5	16.67	3	9.38	4	12.9
10 - 12 Months	1	3.33	5	15.62	5	16.13
13 - 24 Months	11	36.67	11	34.38	9	29.03
More than 2 Years	9	30	9	28.12	9	29.03
Total	30	100	32	100	31	100

Active & Paused (All) Investigation Timeframes



	April		May		June	
	Number	%	Number	%	Number	%
3 Months or Less	101	35.31	106	34.98	111	35.81
4 - 6 Months	63	22.03	61	20.13	67	21.61
7 - 9 Months	31	10.84	45	14.85	45	14.52
10 - 12 Months	21	7.34	27	8.91	24	7.74
13 - 24 Months	53	18.53	49	16.17	48	15.48
More than 2 Years	17	5.94	15	4.95	15	4.84
Total	286	100	303	100	310	100

Open investigation categories



	April		May		June	
	Number	%	Number	%	Number	%
Health service complaint	195	68.18	209	68.98	220	70.97
Systemic issue*	31	10.84	34	11.22	33	10.65
Another matter**	53	18.53	48	15.84	44	14.19
Matters identified for further investigation***	3	1.05	8	2.64	10	3.23
Ministerial directed investigation	2	0.7	2	0.66	1	0.32
Uncategorised	2	0.7	2	0.66	2	0.65
Total	286	100	303	100	310	100

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

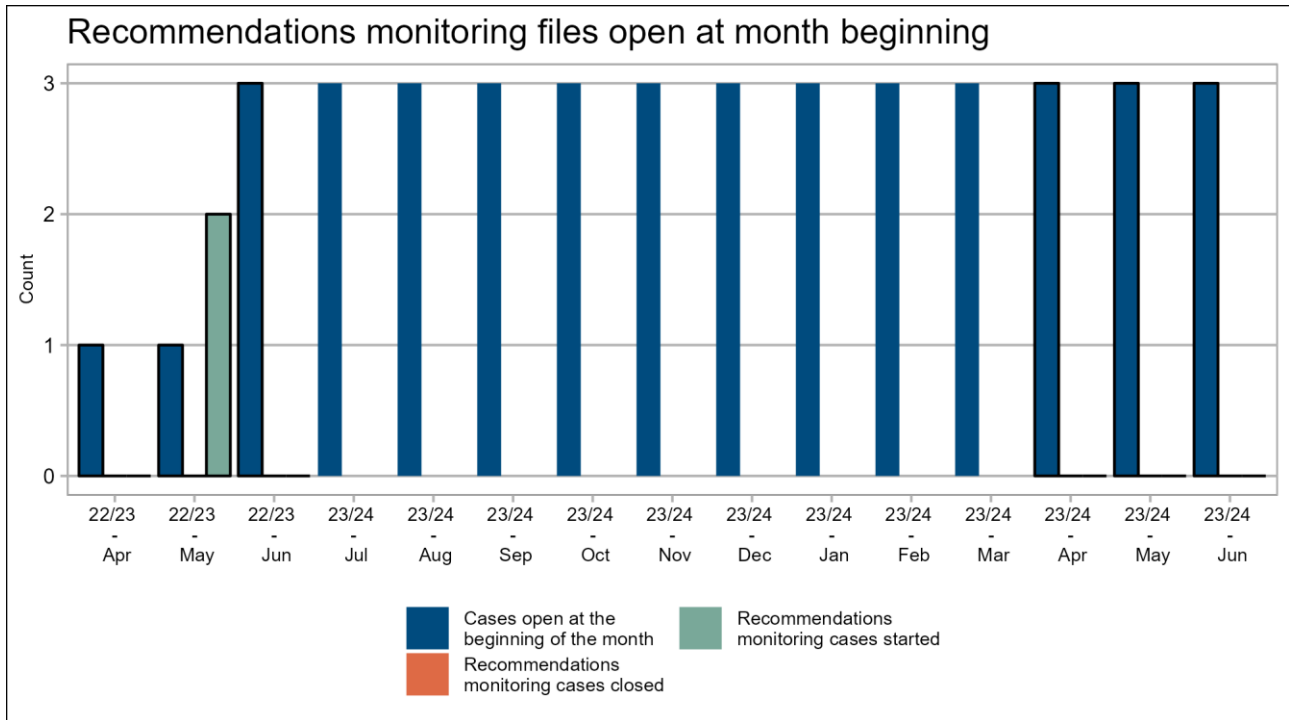
** Matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification which warrant investigation. These are commonly referred to internally as 'own motion' investigations.

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

Monitoring investigation recommendations

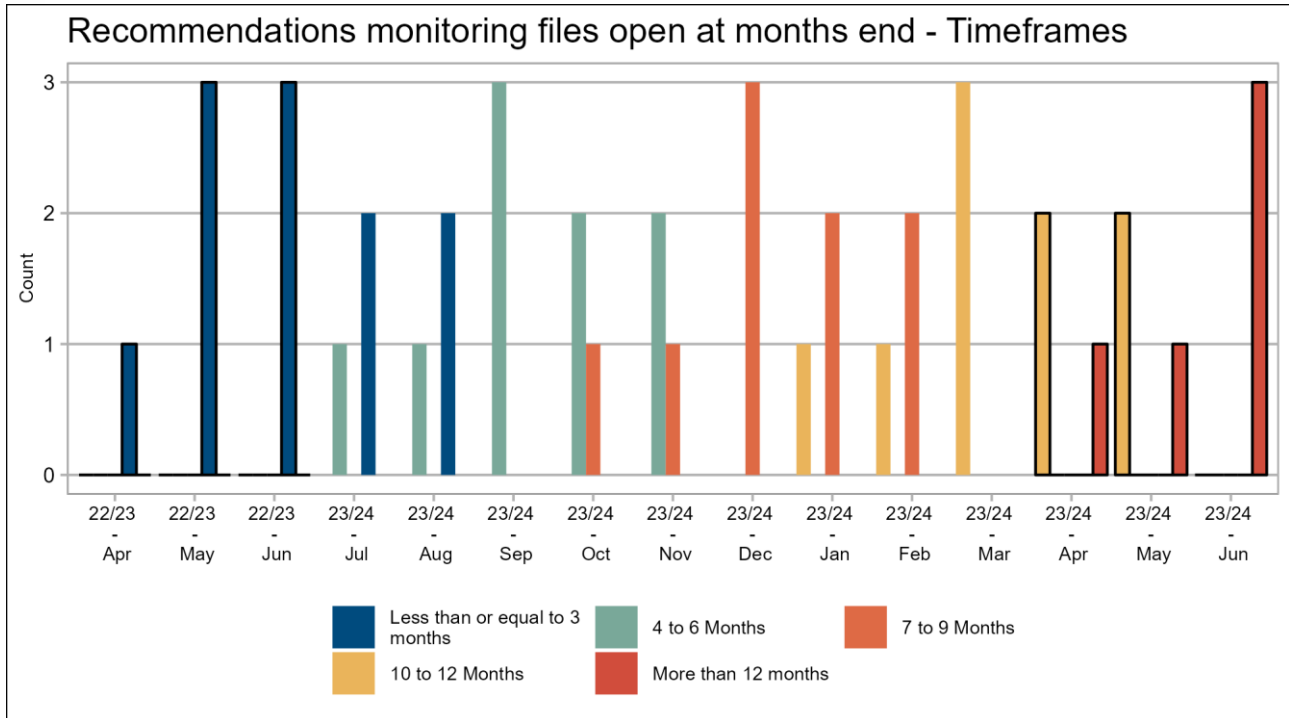
At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program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

OHO recommendations monitoring



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

Open recommendations monitoring case timeframes



Monitoring case timeframes	April		May		June	
	Number	%	Number	%	Number	%
3 Months or Less	0	0	0	0	0	0
4 to 6 Months	0	0	0	0	0	0
7 to 9 Months	0	0	0	0	0	0
10 to 12 Months	2	66.67	2	66.67	0	0
12 Months or More	1	33.33	1	33.33	3	100
Total	3	100	3	100	3	100

Director of Proceedings

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

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

Matters referred to the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Chinese Medicine Practitioner	2	5.6%
Gastroenterologist	1	2.8%
Medical Practitioner	12	33.4%
Obstetrician & Gynaecologist	1	2.8%
Occupational Therapist	1	2.8%
Osteopath	3	8.4%
Paramedic	2	5.6%
Pharmacist	1	2.8%
Physiotherapist	1	2.8%
Psychologist	4	11.2%
Registered Nurse	8	22.3%
Total	36	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	2	3.6%
Gastroenterologist	1	1.8%
Medical Practitioner	17	30.4%
Occupational Therapist	1	1.8%
Paramedic	1	1.8%
Pharmacist	10	17.9%
Physiotherapist	2	3.6%

Practitioner type	Number	Percentage
Psychologist	5	8.9%
Registered Nurse	17	30.4%
Total	56	100%

Outcomes of matters reviewed by the Director of Proceedings

Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Chinese Medicine Practitioner	1*	5.6%
Medical Practitioner	2**	11.2%
Obstetrician & Gynaecologist	1	5.6%
Osteopath	1***	5.6%
Pharmacist	1	5.6%
Physiotherapist	1	5.6%
Psychologist	3****	16.7%
Registered Nurse	8	44.5%
Total Registered	18	100%

* 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 four matters regarding the same practitioner to QCAT and filed all four matters as one referral.

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

**** 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
Medical Practitioner	10*	45.5%
Obstetrician & Gynaecologist	1	4.6%
Osteopath	3	13.7%
Paramedic	1	4.6%
Pharmacist	2	9.1%
Psychologist	1	4.6%
Registered Nurse	4	18.2%
Total	22	100%

* Two of these matters relate to 1 Practitioner and were an April 2024 decision to refer to the Health Ombudsman. It was also identified that these 2 matters were incorrectly recorded as child cases when referred to DoP in April 2022 therefore were not included in DoP stats as open matters from then until now.

Queensland Civil and Administrative Tribunal disciplinary matters

Matters Open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Chinese Medicine Practitioner	2	2.9%
Chiropractor	2	2.9%
Medical Radiation Practitioner	2	2.9%
Medical Practitioner	23	32.9%
Midwife	2	2.9%
Obstetrician & Gynaecologist	1	1.4%
Osteopath	2	2.9%
Paediatrician	1	1.4%
Pharmacist	8	11.4%
Physiotherapist	1	1.5%
Psychologist	9	12.9%
Registered Nurse	16	22.9%
Total Registered	69	98.6%
Massage Therapist	1	1.4%
Total Unregistered	1	1.4%
Total	70	100%

Outcomes of Queensland Civil and Administrative disciplinary matters

Queensland Civil and Administrative Decisions

Practitioner type	Number
Medical Practitioner	2
Osteopath	1 ¹
Registered Nurse	2
Total QCAT Decisions	5

Matters withdrawn

Practitioner type	Number
Total matters withdrawn	0

¹ Due to administrative oversight, this decision was received back in October 2023 however was not recorded as received at that time.

Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been five (5) decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT Decision
8 April 2024	Kumar – conduct	1. Professional Misconduct
22 May 2024	Kumar – sanction	1. Registration cancelled 2. Disqualified indefinitely 3. Costs of \$60,000 to be paid to the HO
28 May 2024	Fickling	1. Professional Misconduct 2. Reprimand 3. Conditions (as per order) 4. Conditions imposed subject to review period of 12 months 5. IRA imposed by the HO set aside 6. No order as to costs
4 June 2024	Park	1. Professional Misconduct 2. Reprimand 3. Registration suspended until 11 September 2025 4. IRA imposed by the HO set aside
17 June 2024	Araghi	1. Professional Misconduct 2. Reprimand 3. Registration suspended for 10 months commencing 17 July 2024 4. IRA imposed by the HO set aside

In addition to the above decisions, an additional decision that was received back in October 2023, however, was not recorded as received at that time, has been document below.

Date of Decision	Matter	Details of QCAT Decision
11 October 2023	OCR118-20	1. Professional Misconduct 2. Reprimand 3. Registration suspended for 3 months 4. No order as to costs

Decisions on immediate action reviews

No decisions on immediate action reviews were made in Q4 2023-24.

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 April, May and June 2024, **24 (twenty four)** show cause notices were issued:

- Fourteen (14) to nurses relating to professional conduct
- Three (3) to Medical Practitioners relating to professional conduct
- One (1) to a Paramedic relating to professional conduct
- Six (6) to unregistered practitioners relating to professional conduct

Immediate registration actions

Immediate registration actions - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical Practitioner	1	April	Conditions	✓	
Registered Nurse	1	April	Conditions		✓
Enrolled Nurse	1	May	Conditions		✓
Registered Nurse	1	May	Conditions		✓
Registered Nurse	1	May	Conditions	✓	
General Practitioner	1	May	Conditions	✓	✓
Medical Practitioner	1	May	Conditions		✓
Registered Nurse	1	May	Conditions		✓
Enrolled Nurse	1	June	Suspension	✓	✓
Midwife	1	June	Suspension	✓	
Registered Nurse	1	June	Suspension	✓	
Enrolled Nurse	1	June	Conditions	✓	✓
Registered Nurse	1	June	Conditions	✓	✓
Medical Practitioner	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	May	Conditions	✓	✓

Immediate registration actions - Revocation

Practitioner type	Number	Month	Action that was taken	Reason/s for taking action	
				Public Interest	Serious Risk
Registered Nurse	1	April	Conditions		✓
General Practitioner	1	May	Suspension	✓	✓
Enrolled Nurse	1	June	Conditions		✓
Psychologist	1	June	Conditions		✓
Physiotherapist	1	June	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
Assistant in Nursing	1	April	Prohibition	✓	✓
Alternative health provider	2	April	Prohibition with Restriction		✓
Non-clinical support worker	1	May	Prohibition with Restriction		✓
Mental health worker	1	May	Prohibition	✓	✓
Alternative health provider	1	May	Prohibition with Restriction		✓
Disability support worker	1	June	Prohibition with Restriction		✓
Alternative health provider	1	June	Prohibition		✓
Assistant in Nursing	1	June	Prohibition	✓	✓
Non-clinical support worker	1	June	Prohibition with Restriction		✓
Enrolled Nurse	1	June	Prohibition with Restriction	✓	✓

Interim Prohibition Order – Variation

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

There were no variations to Interim Prohibition Orders in Q4 2023-24.

Interim Prohibition Order – Revocation

There were no revocations to Interim Prohibition Orders in Q4 2023-24.

Prohibition orders

Prohibition Order - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Health support worker	1	June	Prohibition		✓
Registered Nurse	1	June	Prohibition		✓

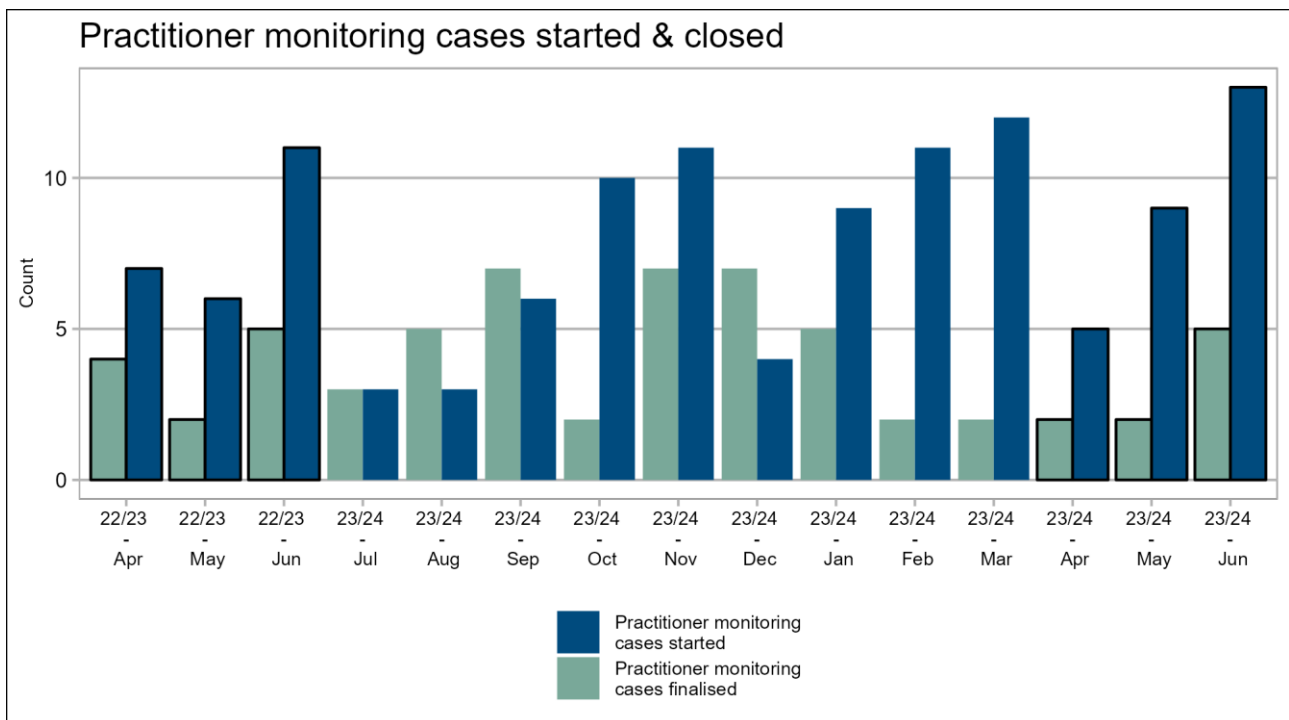
Monitoring practitioner compliance

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

For interim prohibition orders, this means monitoring compliance with either a full prohibition, or restrictions imposed, on a practitioner's provision of health services. For immediate registration actions, this means monitoring compliance with condition(s) on or suspension of a practitioner's registration.

The Health Ombudsman may take immediate action against a single practitioner with both immediate registration action and an interim prohibition order. This can occur, for example, in instances where there is a risk that a registered practitioner may also practise in an unregistered capacity.

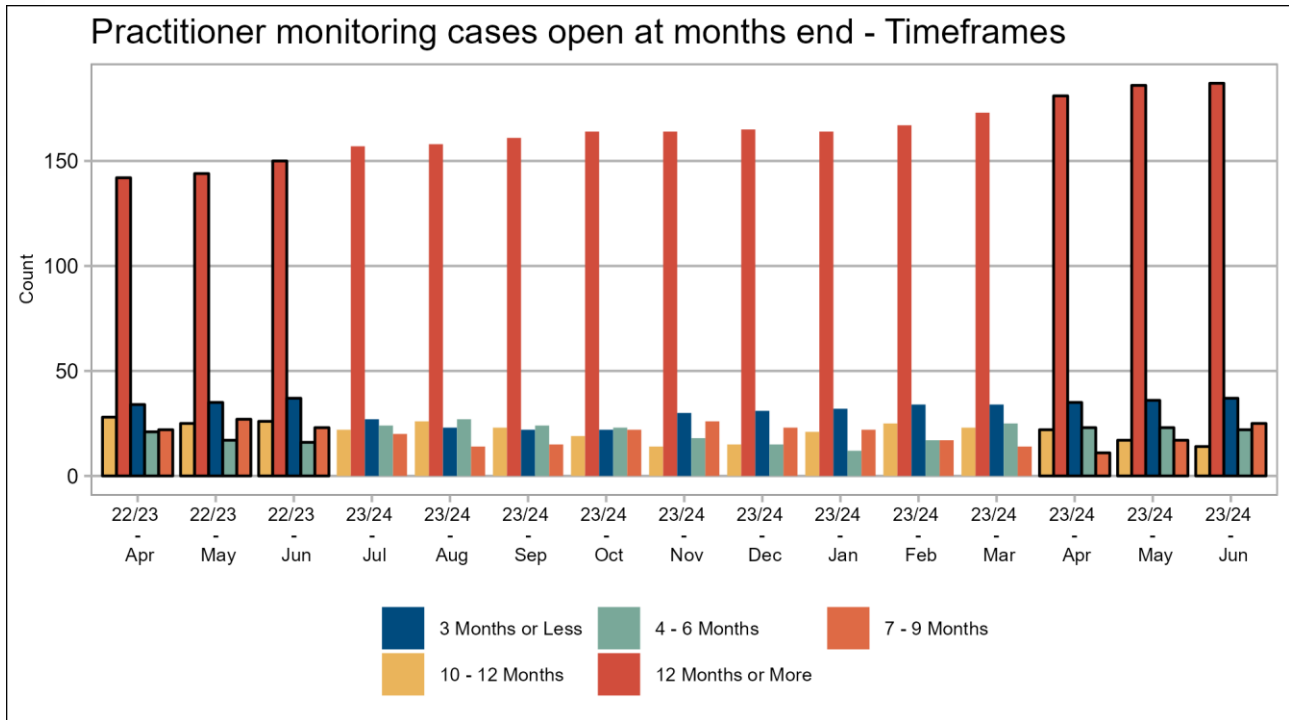
Practitioner monitoring cases



Cases this month	April	May	June
Practitioner monitoring cases started	5	9	13
Practitioner monitoring cases finalised	2	2	5

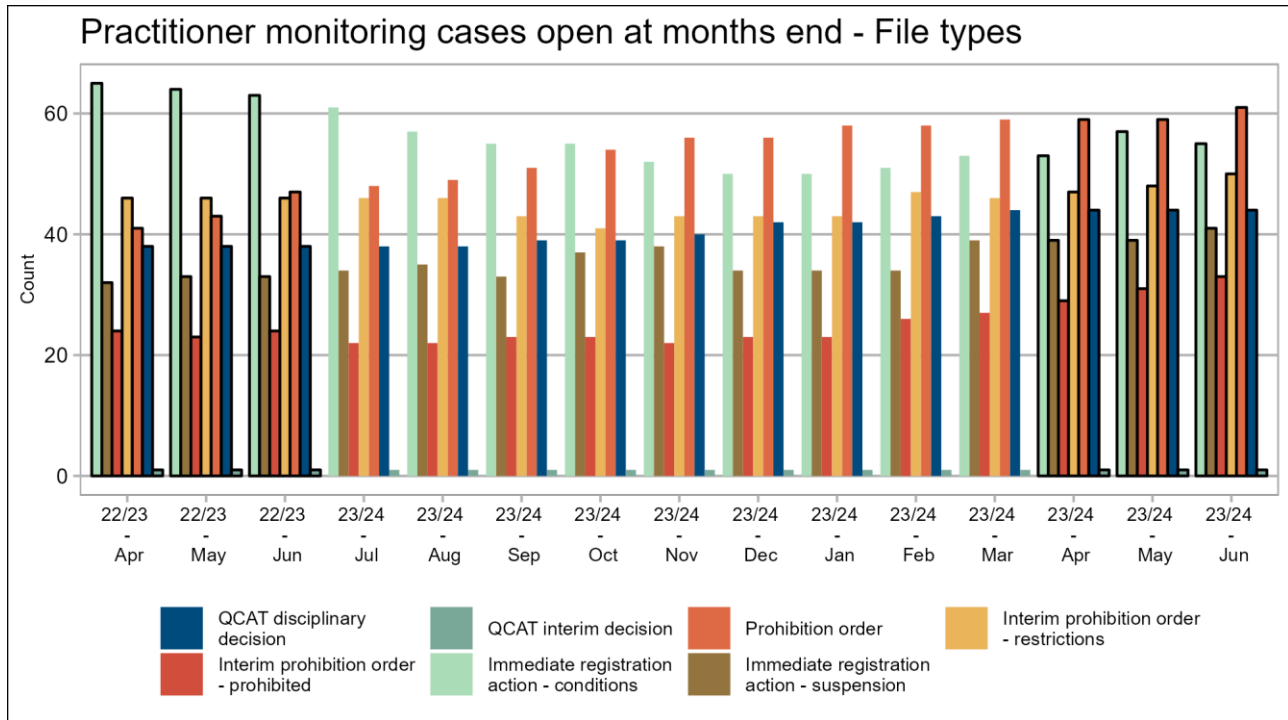
Open monitoring cases

Timeframes



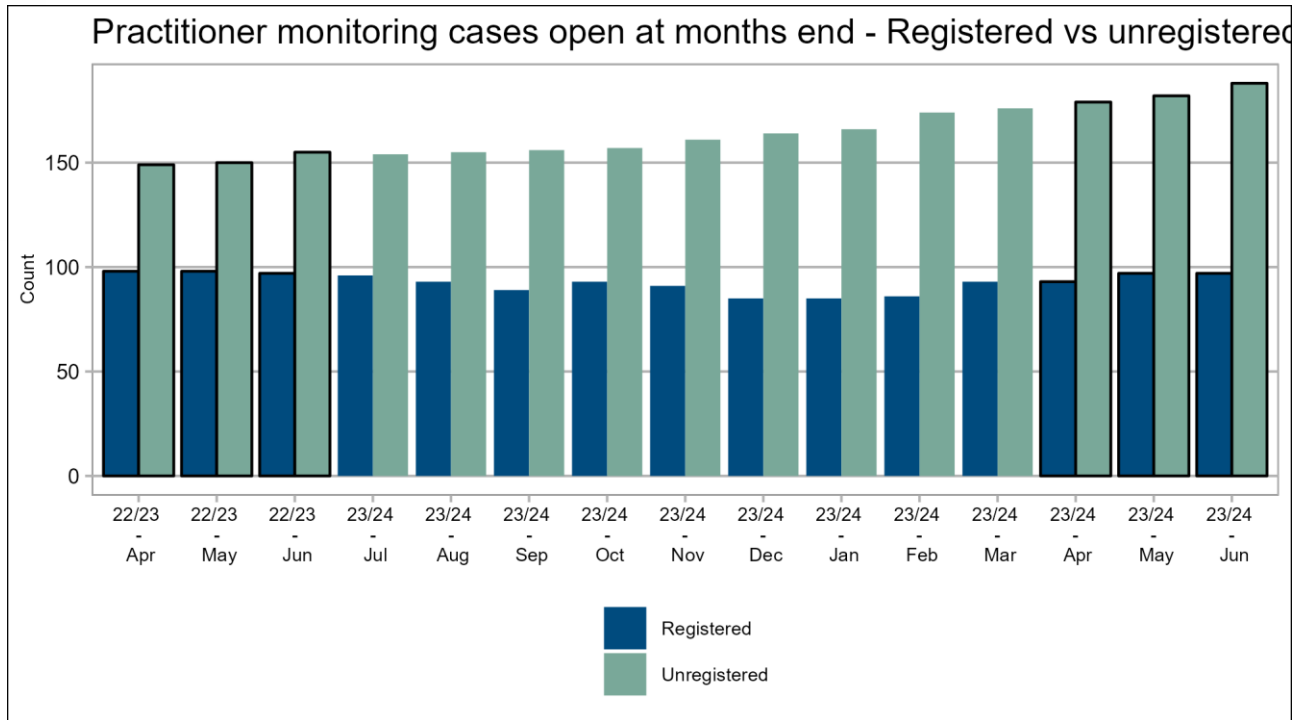
	April		May		June	
	Number	%	Number	%	Number	%
3 Months or Less	35	12.87	36	12.9	37	12.98
4 - 6 Months	23	8.46	23	8.24	22	7.72
7 - 9 Months	11	4.04	17	6.09	25	8.77
10 to 12 Months	22	8.09	17	6.09	14	4.91
12 Months or More	181	66.54	186	66.67	187	65.61
Total	272	100	279	100	285	100

Immediate action types



	April		May		June	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	44	16.18	44	15.77	44	15.44
QCAT interim decision	1	0.37	1	0.36	1	0.35
Permanent prohibition order	59	21.69	59	21.15	61	21.4
Interim prohibition order - restrictions	47	17.28	48	17.2	50	17.54
Interim prohibition order - prohibited	29	10.66	31	11.11	33	11.58
Immediate registration action - conditions	53	19.49	57	20.43	55	19.3
Immediate registration action - suspension	39	14.34	39	13.98	41	14.39
Total	272	100	279	100	285	100

Registered Vs Unregistered practitioners under monitoring



	April		May		June	
	Number	%	Number	%	Number	%
Registered	93	34.19	97	34.77	97	34.04
Unregistered	179	65.81	182	65.23	188	65.96
Total	272	100	279	100	285	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	April	325	365	379
	May	347	370	385
	June	348	372	382
	Total	1020	1107	1146
Matters Finalised	April	336	349	370
	May	336	387	403
	June	373	399	409
	Total	1045	1135	1182

* 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	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Chiropractor	-	-	1	-	-	-	-	-	-	-	-	-	5	-	3	-	-	9
Dental practitioner	1	-	10	5	-	-	5	3	-	-	4	1	12	3	83	1	-	128
Medical Practitioner	22	-	119	20	3	2	25	10	-	-	29	77	130	13	367	42	-	859
Medical Radiation Practitioner	-	-	2	-	-	-	-	-	-	-	-	-	3	2	5	-	-	12
Midwife	-	-	2	1	-	-	-	-	-	-	-	2	5	3	11	-	-	24
Nurse	1	-	14	2	1	-	1	-	-	-	28	43	115	18	75	-	-	298
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	2	-	8
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	4	-	1	-	-	5
Paramedic	-	-	-	-	-	-	-	-	-	-	-	1	10	3	-	-	-	14
Pharmacist	-	-	3	-	-	-	-	-	-	-	1	18	10	1	-	-	-	33
Physiotherapist	-	-	-	2	-	-	1	-	-	-	-	-	8	-	6	-	-	17
Podiatrist / Chiropodist	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-	3
Psychologist	-	-	14	1	-	-	6	2	-	-	7	2	26	1	25	7	-	91
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	24	1	166	31	4	2	39	15	-	-	69	144	333	44	581	52	-	1505

Outcomes by Practitioner Type

Issue	HCE to retain*		Refer to National Agency		No further action		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	1	0.21	-	-	1	0.08
Chinese Medicine Practitioner	-	-	1	0.21	-	-	1	0.08
Chiropractor	2	0.86	3	0.62	3	0.65	8	0.68
Dental practitioner	23	9.91	35	7.22	36	7.74	94	7.95
Medical Practitioner	110	47.41	267	55.05	321	69.03	698	59.05
Medical Radiation Practitioner	6	2.59	3	0.62	-	-	9	0.76
Midwife	9	3.88	5	1.03	5	1.08	19	1.61
Nurse	60	25.86	104	21.44	46	9.89	210	17.77
Occupational Therapist	1	0.43	2	0.41	5	1.08	8	0.68
Optometrist	-	-	-	-	1	0.22	1	0.08
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	2	0.41	1	0.22	3	0.25
Paramedic	2	0.86	9	1.86	-	-	11	0.93
Pharmacist	7	3.02	15	3.09	9	1.94	31	2.62
Physiotherapist	2	0.86	10	2.06	4	0.86	16	1.35
Podiatrist / Chiropodist	-	-	1	0.21	2	0.43	3	0.25
Psychologist	10	4.31	27	5.57	31	6.67	68	5.75
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	1	0.22	1	0.08
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	232	100	485	100	465	100	1182	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	April	24	23	24
	May	14	14	14
	June	20	20	20
	Total	58	57	58
Matters Finalised	April	25	24	25
	May	11	11	11
	June	15	15	15
	Total	51	50	51

* 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dental practitioner	-	-	1	-	-	-	-	-	-	-	-	-	-	-	9	-	-	10
Medical Practitioner	-	-	7	3	1	-	1	-	-	-	3	5	15	1	26	1	-	63
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nurse	-	-	-	-	-	-	-	-	-	-	-	-	3	-	1	-	-	4
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	-	-	-	1	-	-	-	4	5	2	-	-	-	12
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	8	3	1	-	1	1	-	-	3	9	25	3	36	1	-	91

Outcomes by Practitioner Type

Issue	HCE to retain*		Refer to National Agency		No further action		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-
Dental practitioner	-	-	-	-	7	14.00	7	13.73
Medical Practitioner	-	-	1	100.00	35	70.00	36	70.59
Medical Radiation Practitioner	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	-	-	-	-
Nurse	-	-	-	-	2	4.00	2	3.92
Occupational Therapist	-	-	-	-	2	4.00	2	3.92
Optometrist	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	1	2.00	1	1.96
Pharmacist	-	-	-	-	3	6.00	3	5.88
Physiotherapist	-	-	-	-	-	-	-	-
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	-	-	-	-
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	-	-	1	100	50	100	51	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

	April		May		June	
	Number	%	Number	%	Number	%
Female	454	51.59	480	53.51	483	54.21
Male	375	42.61	371	41.36	368	41.3
Non-binary sex	12	1.36	11	1.23	8	0.9
Unknown	39	4.43	35	3.9	32	3.59
Total	880	100	897	100	891	100

Complainant Age

	April		May		June	
	Number	%	Number	%	Number	%
Less than 18 years	1	0.11	1	0.11	2	0.22
18-24 years	27	3.07	33	3.68	30	3.37
25-34 years	136	15.45	153	17.06	126	14.14
35-44 years	192	21.82	172	19.18	194	21.77
45-54 years	163	18.52	135	15.05	168	18.86
55-64 years	108	12.27	138	15.38	108	12.12
65-74 years	66	7.5	67	7.47	61	6.85
More than 75 years	44	5	25	2.79	36	4.04
Unknown*	143	16.25	173	19.29	166	18.63
Total	880	100	897	100	891	100

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

Complainant Location

	April		May		June	
	Number	%	Number	%	Number	%
Brisbane	344	45.99	357	47.22	306	43.22
Central West	1	0.13	1	0.13	1	0.14
Darling Downs	18	2.41	21	2.78	21	2.97
Far North	32	4.28	30	3.97	34	4.8
Fitzroy	36	4.81	23	3.04	31	4.38
Gold Coast	70	9.36	75	9.92	70	9.89
Mackay	15	2.01	13	1.72	20	2.82
North West	0	0	1	0.13	5	0.71
Northern	28	3.74	32	4.23	25	3.53
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	2	0.27	1	0.13	3	0.42
Sunshine Coast	34	4.55	42	5.56	40	5.65
West Moreton	18	2.41	25	3.31	16	2.26
Wide Bay-Burnett	57	7.62	45	5.95	37	5.23
Unknown	93	12.43	90	11.9	99	13.98
Total	748	100	756	100	708	100

Healthcare Consumers

Consumer Gender

	April		May		June	
	Number	%	Number	%	Number	%
Female	404	49.15	396	50.77	356	46.23
Male	408	49.64	375	48.08	403	52.34
Non-binary sex	8	0.97	8	1.03	6	0.78
Unknown	2	0.24	1	0.13	5	0.65
Total	822	100	780	100	770	100

Consumer Age

	April		May		June	
	Number	%	Number	%	Number	%
Less than 18 years	35	4.26	48	6.15	34	4.42
18-24 years	40	4.87	39	5	36	4.68
25-34 years	130	15.82	128	16.41	101	13.12
35-44 years	168	20.44	146	18.72	146	18.96
45-54 years	116	14.11	90	11.54	116	15.06
55-64 years	92	11.19	103	13.21	90	11.69
65-74 years	63	7.66	66	8.46	62	8.05
More than 75 years	70	8.52	59	7.56	57	7.4
Unknown*	108	13.14	101	12.95	128	16.62
Total	822	100	780	100	770	100

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

Consumer Location

	April		May		June	
	Number	%	Number	%	Number	%
Brisbane	281	40.26	293	42.9	226	37.92
Central West	1	0.14	1	0.15	0	0
Darling Downs	11	1.58	17	2.49	11	1.85
Far North	22	3.15	24	3.51	25	4.19
Fitzroy	25	3.58	20	2.93	24	4.03
Gold Coast	53	7.59	46	6.73	47	7.89
Mackay	12	1.72	11	1.61	12	2.01
North West	1	0.14	1	0.15	2	0.34
Northern	26	3.72	22	3.22	20	3.36
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	2	0.29	1	0.15	2	0.34
Sunshine Coast	27	3.87	29	4.25	29	4.87
West Moreton	16	2.29	22	3.22	17	2.85
Wide Bay-Burnett	44	6.3	40	5.86	26	4.36
Unknown	177	25.36	156	22.84	155	26.01
Total	698	100	683	100	596	100

Health service providers

Location of Providers

	April		May		June	
	Number	%	Number	%	Number	%
Brisbane	302	47.41	257	40.54	231	40.24
Central West	1	0.16	3	0.47	3	0.52
Darling Downs	19	2.98	24	3.79	29	5.05
Far North	28	4.4	29	4.57	29	5.05
Fitzroy	34	5.34	22	3.47	19	3.31
Gold Coast	86	13.5	90	14.2	83	14.46
Mackay	15	2.35	17	2.68	15	2.61
North West	0	0	4	0.63	6	1.05
Northern	20	3.14	31	4.89	26	4.53
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	3	0.47	2	0.32	3	0.52
Sunshine Coast	31	4.87	37	5.84	43	7.49
West Moreton	5	0.78	8	1.26	8	1.39
Wide Bay-Burnett	43	6.75	47	7.41	23	4.01
Unknown	50	7.85	63	9.94	56	9.76
Total	637	100	634	100	574	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.