

17 Appendices

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Appendix A - Complaint statistics

Table 17.1 - Complaints received by issue category 2009-12 to 2013-14

Issue category	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Treatment	2,504	42.9%	4,048	48.8%	3,350	46.2%	3,340	40.0%	3,241	40.2%
Communication/information	897	15.4%	1,048	12.6%	1,096	15.1%	1,731	20.7%	1,328	16.5%
Professional conduct	687	11.8%	928	11.2%	795	11.0%	1,000	12.0%	1,150	14.3%
Medication	368	6.3%	389	4.7%	482	6.6%	647	7.8%	520	6.5%
Environment/management of facilities	246	4.2%	327	3.9%	304	4.2%	250	3.0%	374	4.6%
Access	202	3.5%	332	4.0%	194	2.7%	269	3.2%	317	3.9%
Fees/costs	255	4.4%	318	3.8%	300	4.1%	301	3.6%	282	3.5%
Reports/certificates	144	2.5%	139	1.7%	132	1.8%	207	2.5%	203	2.5%
Grievance processes	92	1.6%	351	4.2%	221	3.0%	121	1.4%	202	2.5%
Medical records	143	2.4%	139	1.7%	130	1.8%	178	2.1%	163	2.0%
Discharge/transfer arrangements	127	2.2%	146	1.8%	116	1.6%	120	1.4%	147	1.8%
Consent	176	3.0%	123	1.5%	133	1.8%	181	2.2%	134	1.7%
Total	5,841	100.0%	8,288	100.0%	7,253	100.0%	8,345	100.0%	8,061	100.0%

Counted by issues raised in complaint

Table 17.2 - Breakdown of complaints received 2013-14

Issue category	Issue name	No.	%
Treatment	Inadequate treatment	1,210	15.0%
	Diagnosis	385	4.8%
	Delay in treatment	334	4.1%
	Unexpected treatment outcome/complications	290	3.6%
	Wrong/inappropriate treatment	218	2.7%
	Inadequate care	191	2.4%
	Inadequate/inappropriate consultation	155	1.9%
	Rough and painful treatment	150	1.9%
	Coordination of treatment/results follow-up	73	0.9%
	Inadequate prosthetic equipment	54	0.7%
	Excessive treatment	47	0.6%
	Withdrawal of treatment	45	0.6%
	No/inappropriate referral	45	0.6%
	Infection control	33	0.4%
	Attendance	5	0.1%
	Public/private election	4	0.0%
Experimental treatment	2	0.0%	
Treatment total		3,241	40.2%
Communication/information	Attitude/manner	835	10.4%
	Inadequate information provided	255	3.2%
	Incorrect/misleading information provided	215	2.7%
	Special needs not accommodated	23	0.3%
Communication/information total		1,328	16.5%
Professional conduct	Illegal practice	248	3.1%
	Impairment	218	2.7%
	Competence	127	1.6%
	Breach of guideline/law	105	1.3%
	Inappropriate disclosure of information	102	1.3%
	Sexual misconduct	101	1.3%
	Boundary violation	68	0.8%
	Assault	56	0.7%
	Misrepresentation of qualifications	48	0.6%
	Breach of condition	37	0.5%
	Financial fraud	17	0.2%
	Discriminatory conduct	14	0.2%
	Annual declaration not lodged/incomplete/wrong or misleading	6	0.1%
	Emergency treatment not provided	3	0.0%
Professional conduct total		1,150	14.3%

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Table 17.2 - Breakdown of complaints received 2013-14 (continued)

Issue category	Issue name	No.	%
Medication	Prescribing medication	281	3.5%
	Dispensing medication	120	1.5%
	Administering medication	107	1.3%
	Supply/security/storage of medication	12	0.1%
Medication total		520	6.5%
Environment/management of facilities	Administrative processes	252	3.1%
	Cleanliness/hygiene of facility	52	0.6%
	Physical environment of facility	51	0.6%
	Staffing and rostering	17	0.2%
	Statutory obligations/accreditation standards not met	2	0.0%
Environment/management of facilities total		374	4.6%
Access	Refusal to admit or treat	248	3.1%
	Waiting lists	38	0.5%
	Service availability	25	0.3%
	Access to facility	5	0.1%
	Access to subsidies	1	0.0%
Access total		317	3.9%
Fees/costs	Billing practices	233	2.9%
	Financial consent	26	0.3%
	Cost of treatment	23	0.3%
Fees/costs total		282	3.5%
Reports/certificates	Accuracy of report/certificate	167	2.1%
	Refusal to provide report/certificate	24	0.3%
	Timeliness of report/certificate	7	0.1%
	Report written with inadequate or no consultation	3	0.0%
	Cost of report/certificate	2	0.0%
Reports/certificates total		203	2.5%
Grievance processes	Inadequate/no response to complaint	194	2.4%
	Reprisal/retaliation as result of complaint lodged	7	0.1%
	Information about complaints procedures not provided	1	0.0%
Grievance processes total		202	2.5%
Medical records	Access to/transfer of records	82	1.0%
	Record keeping	79	1.0%
	Records management	2	0.0%
Medical records total		163	2.0%
Discharge/transfer arrangements	Inadequate discharge	133	1.6%
	Delay	8	0.1%
	Mode of transport	3	0.0%
	Patient not reviewed	3	0.0%
Discharge/transfer arrangements total		147	1.8%
Consent	Involuntary admission or treatment	63	0.8%
	Consent not obtained or inadequate	61	0.8%
	Uninformed consent	10	0.1%
Consent total		134	1.7%
Grand total		8,061	100.0%

Counted by issues raised in complaint

Table 17.3 - Complaints received about health care practitioners 2009-10 to 2013-14

		2009-10		2010-11		2011-12		2012-13		2013-14	
Health practitioner		No.	%	No.	%	No.	%	No.	%	No.	%
Registered health practitioner	Medical practitioner	1,263	56.2%	1,337	52.0%	1,488	57.0%	1,614	54.8%	1,664	53.8%
	Nurse/midwife	221	9.8%	227	8.8%	226	8.7%	374	12.7%	476	15.4%
	Dental practitioner	443	19.7%	590	23.0%	482	18.5%	432	14.7%	361	11.6%
	Pharmacist	22	1.0%	100	3.9%	103	3.9%	145	4.9%	167	5.4%
	Psychologist	132	5.9%	113	4.4%	97	3.7%	134	4.5%	148	4.8%
	Chiropractor	24	1.1%	26	1.0%	27	1.0%	20	0.7%	26	0.8%
	Physiotherapist	23	1.0%	20	0.8%	19	0.7%	22	0.7%	26	0.8%
	Optometrist	15	0.7%	21	0.8%	27	1.0%	12	0.4%	24	0.8%
	Medical radiation practitioner**	2	0.1%	2	0.1%	2	0.1%	4	0.1%	14	0.5%
	Podiatrist	14	0.6%	10	0.4%	16	0.6%	12	0.4%	12	0.4%
	Occupational therapist*	3	0.1%	3	0.1%	4	0.2%	7	0.2%	10	0.3%
	Chinese medicine practitioner***	4	0.2%	-	0.0%	6	0.2%	15	0.5%	5	0.2%
Osteopath	3	0.1%	5	0.2%	8	0.3%	6	0.2%	4	0.1%	
Total registered health practitioners		2,169	96.4%	2,454	95.5%	2,505	96.0%	2,797	94.9%	2,937	94.9%
Previously registered health practitioner	Medical practitioner	2	0.1%	6	0.2%	8	0.3%	8	0.3%	9	0.3%
	Nurse/midwife	-	0.0%	-	0.0%	-	0.0%	3	0.1%	4	0.1%
	Dental practitioner	1	0.0%	-	0.0%	-	0.0%	3	0.1%	2	0.1%
	Psychologist	-	0.0%	-	0.0%	-	0.0%	3	0.1%	1	0.0%
	Pharmacist	-	0.0%	-	0.0%	-	0.0%	3	0.1%	-	0.0%
	Podiatrist	-	0.0%	1	0.0%	-	0.0%	-	0.0%	-	0.0%
Total previously registered health practitioners		3	0.1%	7	0.3%	8	0.3%	20	0.7%	16	0.5%
Unregistered health practitioner	Assistant in nursing	2	0.1%	14	0.5%	9	0.3%	21	0.7%	23	0.7%
	Student practitioners	-	0.0%	-	0.0%	3	0.1%	4	0.1%	18	0.6%
	Counsellor/therapist	6	0.3%	8	0.3%	10	0.4%	9	0.3%	14	0.5%
	Alternative health provider	6	0.3%	19	0.7%	12	0.5%	19	0.6%	11	0.4%
	Social worker	8	0.4%	12	0.5%	11	0.4%	9	0.3%	11	0.4%
	Administration/clerical staff	16	0.7%	13	0.5%	12	0.5%	24	0.8%	10	0.3%
	Massage therapist	8	0.4%	6	0.2%	3	0.1%	6	0.2%	10	0.3%
	Cosmetic therapist	-	0.0%	1	0.0%	4	0.2%	3	0.1%	4	0.1%
	Dental technician	10	0.4%	8	0.3%	1	0.0%	4	0.1%	4	0.1%
	Naturopath	3	0.1%	1	0.0%	1	0.0%	6	0.2%	4	0.1%
	Dietitian/nutritionist	2	0.1%	-	0.0%	1	0.0%	1	0.0%	3	0.1%
	Psychotherapist	2	0.1%	4	0.2%	2	0.1%	3	0.1%	3	0.1%
	Kinesiologist	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	0.1%

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Table 17.3 - Complaints received about health care practitioners 2009-10 to 2013-14 (continued)

Health practitioner	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Residential care worker	1	0.0%	5	0.2%	6	0.2%	2	0.1%	2	0.1%
Speech therapist	-	0.0%	-	0.0%	2	0.1%	2	0.1%	2	0.1%
Ambulance personnel	-	0.0%	1	0.0%	-	0.0%	1	0.0%	1	0.0%
Doula	-	0.0%	-	0.0%	1	0.0%	-	0.0%	1	0.0%
Audiologist	-	0.0%	1	0.0%	1	0.0%	-	0.0%	-	0.0%
Herbalist	-	0.0%	2	0.1%	-	0.0%	-	0.0%	-	0.0%
Homeopath	1	0.0%	-	0.0%	-	0.0%	1	0.0%	-	0.0%
Hypnotherapist	1	0.0%	3	0.1%	-	0.0%	2	0.1%	-	0.0%
Optical dispenser	3	0.1%	-	0.0%	-	0.0%	1	0.0%	-	0.0%
Reflexologist	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total unregistered health practitioners	71	3.2%	99	3.9%	79	3.0%	118	4.0%	125	4.0%
Unknown health practitioner	6	0.3%	10	0.4%	17	0.7%	12	0.4%	18	0.6%
Grand total	2,249	100.0%	2,570	100.0%	2,609	100.0%	2,947	100.0%	3,096	100.0%

Counted by provider identified in complaint

* Occupational therapist registered from 1 July 2012

** Medical radiation practitioner registered from 1 July 2012

*** Chinese medical practitioner registered from 1 July 2012

Table 17.4 - Complaints received about medical practitioners by service area 2009-10 to 2013-14

Service Area	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
General medicine	559	44.3%	662	49.5%	622	41.8%	706	43.7%	621	37.3%
Surgery	153	12.1%	163	12.2%	217	14.6%	213	13.2%	192	11.5%
Psychiatry	46	3.6%	57	4.3%	85	5.7%	65	4.0%	104	6.3%
Other service area	52	4.1%	50	3.7%	43	2.9%	57	3.5%	83	5.0%
Emergency medicine	72	5.7%	51	3.8%	56	3.8%	38	2.4%	71	4.3%
Medico-legal	58	4.6%	59	4.4%	74	5.0%	81	5.0%	71	4.3%
Mental health	49	3.9%	18	1.3%	42	2.8%	73	4.5%	67	4.0%
Non-health related/administration	27	2.1%	5	0.4%	12	0.8%	22	1.4%	44	2.6%
Dermatology	25	2.0%	20	1.5%	28	1.9%	23	1.4%	41	2.5%
Paediatric medicine	16	1.3%	25	1.9%	22	1.5%	33	2.0%	36	2.2%
Obstetrics	47	3.7%	27	2.0%	36	2.4%	35	2.2%	33	2.0%
Ophthalmology	9	0.7%	24	1.8%	28	1.9%	26	1.6%	32	1.9%
Anaesthesia	15	1.2%	20	1.5%	23	1.5%	32	2.0%	30	1.8%
Gynaecology	22	1.7%	28	2.1%	29	1.9%	35	2.2%	28	1.7%
Cardiology	17	1.3%	12	0.9%	18	1.2%	18	1.1%	27	1.6%
Neurology	10	0.8%	9	0.7%	17	1.1%	18	1.1%	27	1.6%
Radiology	14	1.1%	16	1.2%	15	1.0%	11	0.7%	23	1.4%
Cosmetic services	18	1.4%	17	1.3%	43	2.9%	19	1.2%	22	1.3%
Gastroenterology	10	0.8%	21	1.6%	25	1.7%	22	1.4%	21	1.3%
Drug and alcohol	13	1.0%	7	0.5%	8	0.5%	21	1.3%	19	1.1%
Oncology	5	0.4%	5	0.4%	12	0.8%	22	1.4%	19	1.1%
Aged care	17	1.3%	17	1.3%	14	0.9%	29	1.8%	18	1.1%
Geriatrics/gerontology	5	0.4%	15	1.1%	7	0.5%	4	0.2%	15	0.9%
Immunology	-	0.0%	1	0.1%	6	0.4%	7	0.4%	10	0.6%
Respiratory/thoracic medicine	4	0.3%	8	0.6%	6	0.4%	4	0.2%	10	0.6%
Total	1,263	100%	1,337	100%	1,488	100%	1,614	100%	1,664	100%

Counted by provider identified in complaint

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Table 17.5 - Complaints received about registered and previously registered health practitioners by issue category 2013-14

Issue category	Registered health practitioner														Total	
	Medical practitioner	Nurse or midwife	Dental practitioner	Pharmacist	Psychologist	Physiotherapist	Chiropractor	Optometrist	Podiatrist	Medical radiation practitioner	Occupational therapist	Osteopath	Chinese medicine practitioner	Aboriginal/Torres Strait Islander health practitioner	No.	%
Treatment	1,299	159	353	2	41	21	15	17	6	7	1	-	-	-	1,918	38.8%
Professional conduct	342	333	46	60	80	12	18	1	6	9	10	5	4	-	926	18.7%
Communication/information	549	103	64	28	37	2	4	4	3	1	1	2	1	-	799	16.1%
Medication	193	57	2	105	1	-	-	-	-	-	-	-	-	-	358	7.2%
Fees/costs	106	-	64	9	6	4	4	7	2	-	-	-	1	-	203	4.1%
Reports/certificates	136	7	3	-	28	2	1	1	-	-	-	-	-	-	178	3.6%
Access	104	5	8	8	5	-	-	-	-	-	-	-	-	-	130	2.6%
Environment/management of facilities	52	30	17	10	12	2	2	1	2	-	-	-	-	-	128	2.6%
Medical records	74	22	18	2	4	5	1	-	-	-	-	-	-	-	126	2.5%
Consent	44	2	13	-	2	1	2	2	1	-	-	-	-	-	67	1.4%
Grievance processes	36	8	17	-	2	-	1	-	1	-	1	-	-	-	66	1.3%
Discharge/transfer arrangements	23	5	-	-	1	-	-	-	-	-	-	-	-	-	29	0.6%
Total	2,958	731	605	224	219	49	48	33	21	17	13	7	6	-	4,931	99.6%
	Previously registered health practitioners															
Professional conduct	6	4	1	-	2	-	-	-	-	-	-	-	-	-	13	0.3%
Treatment	3	1	-	-	-	-	-	-	-	-	-	-	-	-	4	0.1%
Reports/certificates	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Medication	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Medical records	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Total	11	5	2	-	2	-	-	-	-	-	-	-	-	-	20	0.4%
Grand total	2,969	736	607	224	221	49	48	33	21	17	13	7	6	-	4,951	100.0%
No. of practitioners with NSW as principal place of practice as at 30.6.2014*	31,269	100,440	6,361	8,769	10,575	7,578	1,619	1,632	1,076	4,812	4,592	529	1,737	36	181,025	

Counted by issues raised in complaint

*Data provided by Australian Health Practitioner Registration Agency

Table 17.6 - Complaints received about unregistered and unknown health practitioners by issue category 2013-14

Unregistered and unknown health practitioner																					
Issue category	Assistant in nursing	Student practitioner	Counsellor/therapist Other/unknown practitioner	Alternative health provider	Social worker	Massage therapist Administration/ clerical staff	Cosmetic therapist	Dietitian/nutritionist	Naturopath	Residential care worker	Dental technician	Psychotherapist	Speech pathologist	Doula	Natural therapist	Kinesiologist Ambulance personnel	No.	%			
Professional conduct	17	20	8	10	10	6	9	2	4	1	3	3	2	-	-	1	-	2	-	98	52.1%
Communication/information	4	-	5	3	1	3	-	7	1	2	1	2	-	3	1	-	-	-	-	33	17.6%
Treatment	9	1	3	3	4	1	3	-	-	2	-	-	2	1	-	2	2	-	-	33	17.6%
Environment/management of facilities	-	-	1	1	2	2	-	1	-	-	1	-	-	-	-	1	-	1	-	10	5.3%
Reports/certificates	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-	-	-	-	3	1.6%
Access	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2	1.1%
Consent	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	2	1.1%
Fees/costs	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1.1%
Grievance processes	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	2	1.1%
Medical records	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	2	1.1%
Medication	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	0.5%
Total	30	21	19	19	17	14	13	12	6	6	5	5	4	4	4	3	3	2	1	188	100.0%

Counted by issues raised in complaint

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Table 17.7 - Complaints received about health organisations 2009-10 to 2013-14

Health organisation	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Public hospital	614	48.5%	763	49.7%	698	45.9%	763	47.5%	761	45.6%
Correction and detention facility	127	10.0%	136	8.9%	171	11.2%	187	11.6%	249	14.9%
Medical centre	69	5.5%	69	4.5%	97	6.4%	99	6.2%	96	5.7%
Private hospital	81	6.4%	71	4.6%	82	5.4%	81	5.0%	82	4.9%
Aged care facility	39	3.1%	38	2.5%	49	3.2%	47	2.9%	70	4.2%
Dental facility	32	2.5%	55	3.6%	51	3.4%	62	3.9%	61	3.7%
Community health service	33	2.6%	47	3.1%	60	3.9%	53	3.3%	54	3.2%
Medical practice	22	1.7%	29	1.9%	31	2.0%	53	3.3%	49	2.9%
Psychiatric hospital/unit	8	0.6%	17	1.1%	32	2.1%	32	2.0%	31	1.9%
Radiology facility	27	2.1%	21	1.4%	28	1.8%	37	2.3%	31	1.9%
Pharmacy	53	4.2%	62	4.0%	60	3.9%	61	3.8%	28	1.7%
Ambulance service	30	2.4%	36	2.3%	21	1.4%	28	1.7%	27	1.6%
Alternative health service	12	0.9%	22	1.4%	9	0.6%	15	0.9%	26	1.6%
Local Health District/Speciality Network	37	2.9%	30	2.0%	23	1.5%	18	1.1%	20	1.2%
Pathology centre/lab	16	1.3%	22	1.4%	17	1.1%	20	1.2%	18	1.1%
Day procedure centre	7	0.6%	9	0.6%	6	0.4%	8	0.5%	15	0.9%
Drug and alcohol service	6	0.5%	10	0.7%	5	0.3%	6	0.4%	6	0.4%
Physiotherapy facility	4	0.3%	5	0.3%	1	0.1%	1	0.1%	6	0.4%
Psychology facility	-	0.0%	2	0.1%	2	0.1%	1	0.1%	6	0.4%
Supported accommodation services	4	0.3%	7	0.5%	3	0.2%	2	0.1%	6	0.4%
Government department	5	0.4%	23	1.5%	23	1.5%	5	0.3%	5	0.3%
Other/unknown health organisation	14	1.1%	26	1.7%	21	1.4%	9	0.6%	5	0.3%
Multi-purpose service	3	0.2%	1	0.1%	1	0.1%	4	0.2%	4	0.2%
Optometrist facility	4	0.3%	6	0.4%	5	0.3%	-	0.0%	4	0.2%
Osteopathy facility	-	0.0%	-	0.0%	-	0.0%	-	0.0%	3	0.2%
Podiatry practice	-	0.0%	-	0.0%	3	0.2%	1	0.1%	2	0.1%
Rehabilitation facility	5	0.4%	2	0.1%	2	0.1%	2	0.1%	2	0.1%
Aboriginal health centre	4	0.3%	2	0.1%	9	0.6%	7	0.4%	1	0.1%
Chiropractic facility	1	0.1%	7	0.5%	-	0.0%	2	0.1%	1	0.1%
Sexual assault service	-	0.0%	-	0.0%	-	0.0%	1	0.1%	1	0.1%
Blood bank	1	0.1%	2	0.1%	1	0.1%	1	0.1%	-	0.0%
Boarding house	-	0.0%	-	0.0%	-	0.0%	1	0.1%	-	0.0%
Health fund	7	0.6%	14	0.9%	8	0.5%	-	0.0%	-	0.0%
Nursing agency	1	0.1%	-	0.0%	2	0.1%	-	0.0%	-	0.0%
Total	1,266	100.0%	1,534	100.0%	1,521	100.0%	1,607	100.0%	1,670	100.0%

Counted by provider identified in complaint

Table 17.8 - Complaints received about public hospitals by service area 2009-10 to 2013-14

Service area	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Emergency medicine	192	31.3%	206	27.0%	174	24.9%	207	27.1%	200	26.3%
Surgery	102	16.6%	92	12.1%	134	19.2%	122	16.0%	92	12.1%
Mental health	90	14.7%	84	11.0%	66	9.5%	111	14.5%	77	10.1%
General medicine	32	5.2%	87	11.4%	57	8.2%	49	6.4%	71	9.3%
Obstetrics	53	8.6%	64	8.4%	33	4.7%	52	6.8%	52	6.8%
Geriatrics/gerontology	6	1.0%	16	2.1%	9	1.3%	4	0.5%	31	4.1%
Psychiatry	2	0.3%	9	1.2%	5	0.7%	4	0.5%	29	3.8%
Non-health related/administration	16	2.6%	20	2.6%	28	4.0%	21	2.7%	27	3.5%
Paediatric medicine/early childhood	9	1.5%	32	4.2%	15	2.1%	15	2.0%	25	3.3%
Cardiology	9	1.5%	17	2.2%	17	2.4%	13	1.7%	18	2.4%
Palliative care	9	1.5%	14	1.8%	20	2.9%	9	1.2%	16	2.1%
Oncology	3	0.5%	14	1.8%	11	1.6%	19	2.5%	14	1.8%
Midwifery	4	0.7%	7	0.9%	14	2.0%	10	1.3%	13	1.7%
Gastroenterology	1	0.2%	11	1.4%	12	1.7%	10	1.3%	10	1.3%
Neurology	10	1.6%	8	1.0%	9	1.3%	14	1.8%	10	1.3%
Gynaecology	2	0.3%	9	1.2%	13	1.9%	15	2.0%	8	1.1%
Rehabilitation medicine	7	1.1%	13	1.7%	6	0.9%	4	0.5%	8	1.1%
Renal medicine	4	0.7%	4	0.5%	6	0.9%	4	0.5%	8	1.1%
Other service area	63	10.3%	56	7.3%	69	9.9%	80	10.5%	54	7.1%
Total	614	100%	763	100%	698	100%	763	100%	761	100%

Counted by provider identified in complaint

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Table 17.9 - Complaints received about public hospitals by Local Health District in 2011-12 to 2013-14

Local Health District	2011-12		2012-13		2013-14		2013-14		
	No.	%	No.	%	No.	%	Number of emergency department attendances	Number of discharges from hospital	Number of outpatient services
Central Coast	33	4.7%	41	5.4%	49	6.4%	116,812	80,549	932,704
Hunter New England	107	15.3%	110	14.4%	105	13.8%	392,738	217,890	2,734,934
Western Sydney	58	8.3%	77	10.1%	85	11.2%	165,762	174,573	1,810,994
South Western Sydney	83	11.9%	84	11.0%	76	10.0%	249,770	213,450	2,063,779
Northern Sydney	57	8.2%	55	7.2%	63	8.3%	192,564	136,796	1,472,258
Sydney	43	6.2%	48	6.3%	58	7.6%	159,880	154,490	1,984,861
South Eastern Sydney	61	8.7%	64	8.4%	57	7.5%	209,044	170,385	3,055,583
Illawarra Shoalhaven	31	4.4%	41	5.4%	51	6.7%	144,687	92,803	1,164,251
Nepean Blue Mountains	44	6.3%	38	5.0%	37	4.9%	114,670	83,813	746,685
Northern NSW	35	5.0%	36	4.7%	34	4.5%	185,944	104,330	741,406
Western NSW	41	5.9%	38	5.0%	33	4.3%	215,313	79,550	1,198,376
Murrumbidgee	31	4.4%	27	3.5%	29	3.8%	134,504	70,946	870,635
St Vincent's Health Network	11	1.6%	19	2.5%	23	3.0%	46,436	43,432	520,629
Mid North Coast	22	3.2%	34	4.5%	18	2.4%	106,976	70,394	455,290
Southern NSW	17	2.4%	34	4.5%	18	2.4%	101,548	50,989	582,639
Sydney Children's Hospital Network	12	1.7%	11	1.4%	14	1.8%	92,431	50,704	826,514
Far West	6	0.9%	3	0.4%	6	0.8%	27,223	7,927	124,424
Unknown public hospital	1	0.1%	-	0.0%	5	0.7%	n/a	n/a	n/a
Outside of NSW	5	0.7%	3	0.4%	-	0.0%	n/a	n/a	n/a
Total	698	100.0%	763	100.0%	761	100.0%	2,656,302	1,803,021	21,285,962

Counted by provider identified in complaint
Excludes psychiatric hospitals/units

Table 17.10 - Issues raised in all complaints received about health organisations by organisation type 2013-14

Health organisation type	Issue category													Total		
	Treatment	Communication/information	Environment/management of facilities	Access	Medication	Grievance processes	Discharge/transfer arrangements	Professional conduct	Fees/costs	Consent	Medical records	Reports/certificates	No.	%		
Public																
Hospital	777	283	93	50	41	77	105	20	14	38	10	8	1,516	51.9%		
Correction and detention facility	182	20	8	60	62	2	-	-	-	6	2	3	345	11.8%		
Community health service	26	20	7	9	5	3	3	5	-	6	1	2	87	3.0%		
Psychiatric hospital/unit	16	9	2	4	6	-	-	1	-	6	1	1	46	1.6%		
Dental facility	19	10	3	6	1	1	-	-	1	-	-	-	41	1.4%		
Ambulance service	11	11	3	5	-	1	2	3	1	-	-	-	37	1.3%		
Local Health District	5	3	6	4	1	1	1	3	1	2	-	-	27	0.9%		
Aged care facility	2	3	2	1	-	-	-	2	-	-	-	-	10	0.3%		
Drug and alcohol service	1	3	-	4	1	-	-	-	-	-	-	-	9	0.3%		
Multi purpose service	6	1	-	-	-	1	-	-	-	-	-	-	8	0.3%		
Supported accommodation services	2	2	1	-	-	-	2	-	-	-	-	-	7	0.2%		
Government department	1	1	3	1	-	-	-	-	-	-	-	-	6	0.2%		
Medical centre	-	2	-	1	-	-	-	-	-	-	-	-	3	0.1%		
Rehabilitation facility	-	1	1	-	-	-	-	1	-	-	-	-	3	0.1%		
Medical practice	-	-	-	-	-	-	-	-	1	-	-	-	1	0.0%		
Psychology facility	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%		
Radiology facility	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%		
Sexual assault service	-	-	-	1	-	-	-	-	-	-	-	-	1	0.0%		
Public health organisation total	1,048	371	129	146	117	86	113	35	18	58	14	14	2,149	73.5%		
Private																
Hospital	68	29	19	3	6	16	3	-	11	1	-	1	157	5.4%		
Medical centre	22	19	30	15	5	8	-	13	9	-	12	1	134	4.6%		
Aged care facility	55	16	13	1	16	2	1	3	-	1	1	-	109	3.7%		
Medical practice	22	12	9	6	2	2	-	17	6	1	3	-	80	2.7%		
Dental facility	11	4	7	2	-	3	-	8	8	2	2	-	47	1.6%		
Radiology facility	9	10	5	3	-	6	-	3	4	1	-	5	46	1.6%		
Alternative health service	7	18	4	-	1	-	-	8	1	1	1	-	41	1.4%		
Pharmacy	1	7	4	3	9	1	-	5	6	-	-	-	36	1.2%		
Pathology centres/labs	8	3	7	-	-	3	-	-	7	-	-	-	28	1.0%		
Day procedure centre	10	2	-	-	-	1	-	7	-	-	-	-	20	0.7%		
Correction and detention facility	9	2	-	4	2	-	-	-	-	-	-	-	17	0.6%		
Psychology facility	3	1	3	-	-	1	-	1	-	-	-	-	9	0.3%		
Physiotherapy facility	1	-	1	-	-	1	-	2	2	-	1	-	8	0.3%		
Osteopathy facility	2	-	1	-	-	2	-	2	-	-	-	-	7	0.2%		
Psychiatric hospital/unit	1	1	1	1	-	-	1	1	1	-	-	-	7	0.2%		
Optometrist facility	-	-	1	-	-	-	-	1	4	-	-	-	6	0.2%		
Supported accommodation services	2	-	-	1	1	-	-	2	-	-	-	-	6	0.2%		
Other/unknown health organisation	2	1	2	-	-	-	-	-	-	-	-	-	5	0.2%		
Drug and alcohol service	1	-	-	-	1	-	-	1	-	-	-	-	3	0.1%		
Community health service	-	-	-	-	-	1	-	1	-	-	-	-	2	0.1%		
Podiatry practice	-	-	-	-	-	-	-	2	-	-	-	-	2	0.1%		
Aboriginal health centre	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%		
Chiropractic facility	-	-	-	-	-	-	-	1	-	-	-	-	1	0.0%		
Rehabilitation facility	-	-	-	-	-	1	-	-	-	-	-	-	1	0.0%		
Private health organisation total	235	125	107	39	43	48	5	78	59	7	20	7	773	26.5%		
Grand total	1,283	496	236	185	160	134	118	113	77	65	34	21	2,922	100.0%		

Counted by issues raised in complaint

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Table 17.11 - Issues raised in all complaints received by service area 2013-14

Service area	Issue category												Total	
	Treatment	Communication/ information	Professional conduct	Medication	Environment/management of facilities	Access	Fees/costs	Reports/certificates	Grievance processes	Medical records	Discharge/transfer arrangements	Consent	No.	%
General medicine	682	273	244	155	69	92	35	46	26	50	13	8	1,693	21.0%
Dentistry	390	79	54	3	26	19	71	3	21	20	-	15	701	8.7%
Surgery	357	114	27	16	15	15	35	3	23	10	18	14	647	8.0%
Emergency medicine	365	99	24	13	17	22	2	1	11	10	37	3	604	7.5%
Mental health	144	110	90	46	17	35	1	15	15	10	21	30	534	6.6%
Aged care	109	42	57	44	24	3	-	5	3	4	4	2	297	3.7%
Psychiatry	99	47	21	35	9	12	2	21	2	7	6	33	294	3.6%
Pharmacy/pharmacology	3	36	65	115	16	11	15	-	2	2	-	-	265	3.3%
Administration/non-health related	5	33	99	-	79	10	8	2	11	9	1	-	257	3.2%
Obstetrics	108	57	14	5	4	4	1	-	10	1	4	1	209	2.6%
Psychology	38	35	73	1	12	6	6	24	3	4	-	2	205	2.5%
Cosmetic services	32	10	90	9	1	2	4	-	3	3	-	2	156	1.9%
Paediatric medicine/early childhood	71	25	13	7	5	6	3	1	1	4	6	2	144	1.8%
Drug and alcohol	26	9	35	24	3	23	1	2	-	-	2	-	125	1.6%
Medico-legal	33	37	7	-	2	1	3	38	-	3	-	1	125	1.6%
Cardiology	78	18	5	2	2	2	3	3	6	1	2	2	124	1.5%
Radiology	31	18	11	-	5	4	7	9	6	2	-	1	94	1.2%
Dermatology	58	17	4	-	-	3	6	1	3	1	-	-	93	1.2%
Oncology	38	18	8	5	3	5	4	-	8	1	1	2	93	1.2%
Geriatrics/gerontology	42	18	3	2	3	-	1	5	9	1	3	2	89	1.1%
Neurology	41	17	5	4	1	2	5	1	3	1	6	3	89	1.1%
Ophthalmology	49	14	2	-	3	2	6	2	3	2	1	-	84	1.0%
Gynaecology	43	15	11	-	1	2	4	-	-	1	2	3	82	1.0%
Gastroenterology	38	14	4	4	3	4	4	1	3	1	3	-	79	1.0%
Midwifery	35	15	14	-	3	-	-	-	-	1	-	-	68	0.8%
Physiotherapy	23	4	17	-	4	1	6	2	1	6	-	1	65	0.8%
Palliative care	27	14	1	5	1	2	-	1	3	1	3	-	58	0.7%
Rehabilitation medicine	20	11	8	2	6	-	1	1	3	-	3	1	56	0.7%
Anaesthesia	27	3	10	3	-	2	8	-	1	-	-	1	55	0.7%
Pain management	26	8	2	7	-	7	-	-	1	-	-	-	51	0.6%
Chiropractice	13	4	17	-	1	-	4	1	1	1	-	2	44	0.5%
Pathology	15	6	-	-	9	-	6	2	4	-	1	-	43	0.5%
Optometry	20	4	3	-	2	1	10	1	-	-	-	1	42	0.5%
Alternative health	9	7	19	-	4	-	1	1	-	-	-	-	41	0.5%
Respiratory/thoracic medicine	14	10	2	5	1	-	1	3	1	-	3	-	40	0.5%
Counselling	7	13	12	-	1	-	1	-	-	-	-	-	34	0.4%
Immunology	11	4	4	3	1	1	4	1	-	1	1	-	31	0.4%

Table continued on next page

Table 17.11 - Issues raised in all complaints received by service area 2013-14 (continued)

Service area	Issue category												Total	
	Treatment	Communication/ information	Professional conduct	Medication	Environment/ management of facilities	Access	Fees/costs	Reports/certificates	Grievance processes	Medical records	Discharge/transfer arrangements	Consent	No.	%
Ambulance Service	7	10	4	-	-	5	1	-	1	-	2	-	30	0.4%
Reproductive medicine	5	9	3	1	3	1	4	-	1	1	-	-	28	0.3%
Podiatry	7	3	8	-	2	1	2	-	1	-	-	1	25	0.3%
Renal medicine	11	4	-	1	-	1	-	-	3	-	2	-	22	0.3%
Endocrinology	11	4	3	-	1	-	-	-	2	-	-	-	21	0.3%
Haematology	14	4	-	1	-	2	-	-	-	-	-	-	21	0.3%
Other service area	4	1	9	-	3	-	1	-	-	1	1	-	20	0.2%
Intensive care	8	6	1	1	2	-	-	-	1	-	-	-	19	0.2%
Massage therapy	5	-	8	-	2	-	1	-	-	1	-	-	17	0.2%
Osteopathy	4	2	9	-	1	-	-	-	1	-	-	-	17	0.2%
Radiography	5	2	3	-	-	1	1	2	1	-	-	-	15	0.2%
Nutrition and dietetics	2	4	4	-	1	-	-	-	2	-	-	-	13	0.2%
Rheumatology	5	4	1	-	1	-	-	2	-	-	-	-	13	0.2%
Infectious diseases	6	3	-	-	-	-	1	1	-	-	1	-	12	0.1%
Occupational therapy	2	1	6	-	-	-	-	-	1	-	-	-	10	0.1%
Developmental disability	4	-	3	-	-	-	1	-	-	-	-	-	8	0.1%
Acupuncture	1	2	1	-	-	2	1	-	-	-	-	-	7	0.1%
Occupational health	2	2	3	-	-	-	-	-	-	-	-	-	7	0.1%
Personal care	1	1	-	-	4	1	-	-	-	-	-	-	7	0.1%
Health education/information	-	3	3	-	-	-	-	-	-	-	-	-	6	0.1%
Nephrology	2	1	2	-	-	-	-	-	-	-	-	-	5	0.1%
Sexual assault service	2	-	-	-	-	2	-	-	1	-	-	-	5	0.1%
Sleep medicine	2	1	-	-	-	1	-	-	-	1	-	-	5	0.1%
Psychotherapy	1	1	2	-	-	-	-	-	-	-	-	-	4	0.0%
Speech therapy	-	1	-	-	-	-	-	2	-	-	-	1	4	0.0%
Psychogeriatrics	1	1	-	1	-	-	-	-	-	-	-	-	3	0.0%
Autopsy	1	-	-	-	-	-	-	-	-	1	-	-	2	0.0%
Family planning	-	-	-	-	-	1	-	-	-	-	-	-	1	0.0%
Forensic pathology	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Hypnotherapy	-	-	-	-	1	-	-	-	-	-	-	-	1	0.0%
Prosthetics and orthotics	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Sport medicine	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Total	3,241	1,328	1,150	520	374	317	282	203	202	163	147	134	8,061	100.0%

Counted by issues raised in complaint

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Table 17.12 - Source of complaints 2009-10 to 2013-14

Source	2009-10		2010-11		2011-12		2012-13 *		2013-14*	
	No.	%	No.	%	No.	%	No.	%	No.	%
Consumer	1,479	48.8%	1,863	52.7%	1,999	56.2%	2,403	67.6%	2,289	57.1%
Family or friend	560	18.5%	722	20.4%	737	20.7%	800	22.5%	969	24.2%
Health care provider	35	1.2%	74	2.1%	55	1.5%	194	5.5%	301	7.5%
Unknown/other source (including members of the public)	5	0.2%	21	0.6%	14	0.4%	22	0.6%	143	3.6%
Professional council	841	27.7%	711	20.1%	646	18.2%	112	3.2%	127	3.2%
Government department	30	1.0%	43	1.2%	23	0.6%	49	1.4%	66	1.6%
Department of Health (State and Commonwealth)	25	0.8%	25	0.7%	20	0.6%	135	3.8%	56	1.4%
Consumer organisation/advocate/carers	-	0.0%	8	0.2%	21	0.6%	18	0.5%	32	0.8%
College	-	0.0%	10	0.3%	2	0.1%	4	0.1%	9	0.2%
Legal representative	20	0.7%	30	0.8%	16	0.5%	27	0.8%	8	0.2%
Court	3	0.1%	5	0.1%	8	0.2%	12	0.3%	6	0.1%
Member of Parliament/Minister	33	1.1%	19	0.5%	14	0.4%	6	0.2%	2	0.0%
Professional association	-	0.0%	4	0.1%	-	0.0%	6	0.2%	-	0.0%
Total	2,752	100.0%	3,031	100.0%	3,535	100.0%	3,555	100.0%	4,008	100.0%

Counted by complainant

* The Commission reviewed its categorisation of case sources in 2012-13 which resulted in data from 2012-13 onwards not being directly comparable with prior years

Table 17.13 - Outcome of assessment of complaints 2009-10 to 2013-14

Assessment decision	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Discontinued	1,447	41.2%	1,978	48.6%	2,017	49.2%	2,148	47.3%	2,483	52.4%
Referred to professional council	806	22.9%	790	19.4%	753	18.4%	887	19.5%	842	17.8%
Referred to the Commission's Resolution Service*	735	20.9%	686	16.8%	615	15.0%	714	15.7%	442	9.3%
Referred for local resolution	41	1.2%	206	5.1%	239	5.8%	252	5.5%	384	8.1%
Resolved during assessment	206	5.9%	166	4.1%	180	4.4%	240	5.3%	260	5.5%
Investigation by Commission	223	6.3%	184	4.5%	194	4.7%	209	4.6%	206	4.3%
Referred to another body or person	54	1.5%	63	1.5%	105	2.6%	94	2.1%	125	2.6%
Total	3,512	100.0%	4,073	100.0%	4,103	100.0%	4,544	100.0%	4,742	100.0%

Counted by provider identified in complaint

* Prior to July 2010, the two resolution options of assisted resolution and conciliation were reported separately. Due to the restructure of the Resolution Section, complaints are now referred to the Resolution Service and a decision is made as part of the resolution process whether assisted resolution or conciliation is the more appropriate form of trying to resolve the complaint.

Table 17.14 - Outcome of assessment of complaints by issues identified in complaint 2013-14

Issue category	Issue name	Outcome								Total	
		Discontinued	Referred to professional council	Referred to the Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body/person	No.	%	
Treatment	Inadequate treatment	621	186	255	82	56	52	20	1,272	15.9%	
	Diagnosis	202	54	65	13	18	6	-	358	4.5%	
	Delay in treatment	124	12	55	108	25	-	1	325	4.1%	
	Unexpected treatment outcome/complications	168	49	62	7	9	17	-	312	3.9%	
	Wrong/inappropriate treatment	122	34	28	7	6	3	4	204	2.5%	
	Inadequate care	52	17	56	29	9	6	11	180	2.2%	
	Inadequate/inappropriate consultation	121	19	5	1	8	3	-	157	2.0%	
	Rough and painful treatment	87	19	14	6	6	2	1	135	1.7%	
	Coordination of treatment/results follow-up	31	9	17	10	4	-	-	71	0.9%	
	Inadequate prosthetic equipment	34	11	-	3	6	-	-	54	0.7%	
	Excessive treatment	34	9	3	1	-	-	2	49	0.6%	
	No/inappropriate referral	32	4	-	-	1	2	-	39	0.5%	
	Infection control	22	6	3	1	-	1	-	33	0.4%	
	Withdrawal of treatment	16	4	3	6	2	-	-	31	0.4%	
	Public/private election	5	-	-	-	1	-	-	6	0.1%	
Attendance	2	1	-	2	-	-	-	5	0.1%		
Treatment total		1,673	434	566	276	151	92	39	3,231	40.4%	
Communication/information	Attitude/manner	513	102	84	58	53	8	5	823	10.3%	
	Inadequate information provided	119	14	67	27	9	1	3	240	3.0%	
	Incorrect/misleading information provided	132	27	41	9	14	2	6	231	2.9%	
	Special needs not accommodated	6	2	7	6	-	-	-	21	0.3%	
Communication/information total		770	145	199	100	76	11	14	1,315	16.4%	
Professional conduct	Illegal practice	111	56	-	-	3	32	28	230	2.9%	
	Impairment	27	148	-	1	1	29	6	212	2.6%	
	Competence	30	77	3	-	1	25	5	141	1.8%	
	Breach of guideline/law	51	34	-	-	4	14	11	114	1.4%	
	Sexual misconduct	42	23	-	-	-	40	1	106	1.3%	
	Inappropriate disclosure of information	67	25	2	5	5	-	-	104	1.3%	
	Boundary violation	24	19	-	-	1	17	1	62	0.8%	
	Assault	33	13	2	1	2	5	-	56	0.7%	
	Misrepresentation of qualifications	25	7	-	-	-	1	16	49	0.6%	
	Breach of condition	11	13	-	-	-	12	1	37	0.5%	
	Financial fraud	10	6	-	-	-	2	1	19	0.2%	
	Discriminatory conduct	10	3	1	-	1	-	-	15	0.2%	
	Annual declaration not lodged/incomplete/wrong or misleading	2	2	-	-	-	1	1	6	0.1%	
	Emergency treatment not provided	-	2	-	-	-	-	-	2	0.0%	
	Scientific fraud	-	1	-	-	-	-	-	1	0.0%	
Professional conduct total		443	429	8	7	18	178	71	1,154	14.4%	

Table continued on next page

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Table 17.14 - Outcome of assessment of complaints by issues identified in complaint 2013-14 (continued)

Issue category	Issue name	Outcome							Total	
		Discontinued	Referred to professional council	Referred to the Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body/person	No.	%
Medication	Prescribing medication	148	36	25	31	5	28	4	277	3.5%
	Dispensing medication	23	74	3	6	1	9	3	119	1.5%
	Administering medication	38	27	13	8	5	3	5	99	1.2%
	Supply/security/storage of medication	2	7	-	-	-	5	-	14	0.2%
Medication total		211	144	41	45	11	45	12	509	6.4%
Environment/ management of facilities	Administrative processes	154	20	7	30	16	2	8	237	3.0%
	Cleanliness/hygiene of facility	31	4	6	8	2	-	3	54	0.7%
	Physical environment of facility	18	-	5	12	4	-	5	44	0.5%
	Staffing and rostering	12	-	3	-	-	1	2	18	0.2%
	Statutory obligations/accreditation standards not met	1	1	-	-	-	-	-	2	0.0%
Environment/management of facilities total		216	25	21	50	22	3	18	355	4.4%
Access	Refusal to admit or treat	165	11	10	43	19	-	-	248	3.1%
	Waiting lists	12	-	5	15	9	-	-	41	0.5%
	Service availability	8	-	5	10	3	-	-	26	0.3%
	Access to facility	3	-	-	3	-	-	-	6	0.1%
	Access to subsidies	1	-	-	-	-	-	-	1	0.0%
Access total		189	11	20	71	31	-	-	322	4.0%
Fees/costs	Billing practices	171	25	6	5	25	7	8	247	3.1%
	Financial consent	15	2	1	-	6	-	-	24	0.3%
	Cost of treatment	15	1	-	1	5	-	-	22	0.3%
Fees/costs total		201	28	7	6	36	7	8	293	3.7%
Reports/certificates	Accuracy of report/certificate	137	18	4	1	5	-	-	165	2.1%
	Refusal to provide report/certificate	18	2	-	1	5	-	-	26	0.3%
	Timeliness of report/certificate	3	1	-	-	2	-	-	6	0.1%
	Report written with inadequate or no consultation	5	-	-	-	-	-	-	5	0.1%
	Cost of report/certificate	2	-	-	-	-	-	-	2	0.0%
Reports/certificates total		165	21	4	2	12	-	-	204	2.5%

Table continued on next page

Table 17.14 - Outcome of assessment of complaints by issues identified in complaint 2013-14 (continued)

Issue category	Issue name	Outcome							Total	
		Discontinued	Referred to professional council	Referred to the Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body/person	No.	%
Grievance processes	Inadequate/no response to complaint	93	12	42	19	17	3	1	187	2.3%
	Reprisal/retaliation as result of complaint lodged	7	-	1	-	-	-	-	8	0.1%
	Information about complaints procedures not provided	-	-	-	1	2	-	-	3	0.0%
Grievance processes total		100	12	43	20	19	3	1	198	2.5%
Medical records	Access to/transfer of records	49	4	5	3	17	1	-	79	1.0%
	Record keeping	32	17	3	2	1	18	3	76	0.9%
	Records management	2	-	-	-	1	-	-	3	0.0%
Medical records total		83	21	8	5	19	19	3	158	2.0%
Consent	Consent not obtained or inadequate	47	10	7	-	3	1	1	69	0.9%
	Involuntary admission or treatment	38	-	5	12	-	-	-	55	0.7%
	Uninformed consent	8	1	4	-	-	-	-	13	0.2%
Consent total		93	11	16	12	3	1	1	137	1.7%
Discharge/transfer arrangements	Inadequate discharge	38	4	47	19	9	-	-	117	1.5%
	Delay	2	-	4	-	1	-	-	7	0.1%
	Mode of transport	-	-	3	-	1	-	-	4	0.0%
	Patient not reviewed	1	-	-	1	1	-	-	3	0.0%
Discharge/transfer arrangements total		41	4	54	20	12	-	-	131	1.6%
Grand total		4,185	1,285	987	614	410	359	167	8,007	100.0%

Counted by issues raised in complaint

Appendices

Table 17.15 - Outcome of assessment of complaints by service area 2013-14

Service area	Outcome							Total	
	Discontinued	Referred to professional council	Referred to Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body	No.	%
General medicine	580	175	43	91	54	55	14	1,012	21.3%
Dentistry	267	102	12	15	37	9	9	451	9.5%
Surgery	190	36	66	30	26	13	5	366	7.7%
Emergency medicine	118	35	74	52	28	8	1	316	6.7%
Mental health	146	52	24	38	17	10	2	289	6.1%
Pharmacy/pharmacology	49	135	1	-	4	13	4	206	4.3%
Administration/non-health related	109	29	2	20	8	12	9	189	4.0%
Aged care	98	35	5	3	-	8	36	185	3.9%
Psychiatry	114	11	13	14	2	7	-	161	3.4%
Psychology	60	56	-	1	2	7	2	128	2.7%
Obstetrics	38	6	45	9	8	3	1	110	2.3%
Cosmetic services	66	6	-	1	2	12	4	91	1.9%
Medico-legal	67	20	-	1	2	-	-	90	1.9%
Drug and alcohol	31	18	1	29	1	4	4	88	1.9%
Paediatric medicine/early childhood	35	12	17	6	4	6	-	80	1.7%
Radiology	46	6	2	1	7	-	1	63	1.3%
Cardiology	24	8	16	2	2	5	-	57	1.2%
Dermatology	33	10	5	2	-	-	-	50	1.1%
Ophthalmology	27	4	7	1	4	-	2	45	0.9%
Gynaecology	23	5	8	2	3	2	-	43	0.9%
Geriatrics/gerontology	20	1	14	2	3	1	1	42	0.9%
Anaesthesia	17	8	6	-	1	6	1	39	0.8%
Neurology	23	2	8	1	4	-	-	38	0.8%
Physiotherapy	19	9	-	-	2	3	5	38	0.8%
Midwifery	11	10	5	4	1	6	-	37	0.8%
Pain management	15	-	1	18	-	-	-	34	0.7%
Oncology	18	1	8	4	-	2	-	33	0.7%
Gastroenterology	14	3	10	4	1	-	-	32	0.7%
Alternative health	21	4	-	-	1	2	2	30	0.6%
Optometry	16	4	2	3	4	-	1	30	0.6%
Rehabilitation medicine	19	3	4	1	1	-	1	29	0.6%
Chiropractice	10	8	1	-	1	2	4	26	0.5%
Counselling	16	4	1	1	2	1	1	26	0.5%
Pathology	18	1	1	2	3	-	-	25	0.5%
Palliative care	4	2	15	3	-	-	-	24	0.5%
Ambulance Service	9	-	1	6	5	1	-	22	0.5%

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Table 17.15 - Outcome of assessment of complaints by service area 2013-14 (continued)

Service area	Outcome							Total	
	Discontinued	Referred to professional council	Referred to Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body	No.	%
Immunology	11	-	2	1	4	1	-	19	0.4%
Podiatry	7	3	1	1	2	-	2	16	0.3%
Reproductive medicine	9	-	1	1	1	-	4	16	0.3%
Respiratory/thoracic medicine	6	-	4	2	4	-	-	16	0.3%
Massage therapy	9	-	-	-	-	3	2	14	0.3%
Endocrinology	3	3	2	1	1	-	-	10	0.2%
Radiography	5	1	2	-	2	-	-	10	0.2%
Renal medicine	2	-	3	4	1	-	-	10	0.2%
Haematology	5	-	4	-	-	-	-	9	0.2%
Intensive care	1	2	3	1	1	1	-	9	0.2%
Occupational therapy	5	4	-	-	-	-	-	9	0.2%
Infectious diseases	2	2	1	-	2	-	1	8	0.2%
Nutrition and dietetics	5	1	-	1	-	-	-	7	0.1%
Osteopathy	3	1	-	-	-	2	1	7	0.1%
Acupuncture	2	1	-	1	1	-	1	6	0.1%
Rheumatology	5	-	-	1	-	-	-	6	0.1%
Sleep medicine	3	-	-	1	1	-	-	5	0.1%
Developmental disability	3	-	-	-	-	-	1	4	0.1%
Health education/information	3	-	-	-	-	-	1	4	0.1%
Nephrology	3	1	-	-	-	-	-	4	0.1%
Occupational health	3	1	-	-	-	-	-	4	0.1%
Psychotherapy	3	1	-	-	-	-	-	4	0.1%
Personal care	1	-	1	-	-	-	1	3	0.1%
Family planning	2	-	-	-	-	-	-	2	0.0%
Other service area	2	-	-	-	-	-	-	2	0.0%
Prosthetics and orthotics	1	-	-	1	-	-	-	2	0.0%
Sexual assault service	1	-	-	1	-	-	-	2	0.0%
Speech therapy	2	-	-	-	-	-	-	2	0.0%
Autopsy	1	-	-	-	-	-	-	1	0.0%
Forensic pathology	1	-	-	-	-	-	-	1	0.0%
Hypnotherapy	1	-	-	-	-	-	-	1	0.0%
Natural therapy	1	-	-	-	-	-	-	1	0.0%
Psychogeriatrics	1	-	-	-	-	-	-	1	0.0%
Sport medicine	-	-	-	-	-	-	1	1	0.0%
Traditional Chinese medicine	-	-	-	-	-	1	-	1	0.0%
Total	2,483	842	442	384	260	206	125	4,742	100.0%

Counted by provider identified in complaint

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Table 17.16 - Outcome of assessment of complaints by type of health service provider 2013-14

Health service provider type	Outcome							Total	
	Discontinued	Referred to council	Referred to Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body	No.	%
Public hospital	249	-	262	188	66	4	-	769	16.2%
Correction and detention facility	84	-	4	147	4	-	1	240	5.1%
Medical centre	79	-	2	1	14	-	2	98	2.1%
Private hospital	45	-	26	-	4	-	1	76	1.6%
Aged care facility	29	-	2	2	-	1	37	71	1.5%
Dental facility	33	2	2	11	9	-	5	62	1.3%
Community health service	22	-	7	16	7	-	1	53	1.1%
Medical practice	38	-	1	-	5	-	2	46	1.0%
Psychiatric hospital/unit	25	-	4	4	2	-	-	35	0.7%
Pharmacy	18	11	-	-	1	-	1	31	0.7%
Radiology facility	22	-	-	-	8	-	1	31	0.7%
Ambulance service	11	-	3	6	5	-	-	25	0.5%
Alternative health practice	19	-	-	-	-	-	3	22	0.5%
Local Health District/ Speciality Network	8	-	4	7	-	-	1	20	0.4%
Pathology centres/labs	13	-	1	1	3	-	-	18	0.4%
Day procedure centre	12	-	-	-	2	-	1	15	0.3%
Drug and alcohol service	4	-	-	1	1	-	-	6	0.1%
Other/unknown health organisation	5	-	1	-	-	-	-	6	0.1%
Physiotherapy facility	3	-	-	-	-	-	3	6	0.1%
Supported accommodation services	4	-	2	-	-	-	-	6	0.1%
Government department	2	-	1	-	-	-	2	5	0.1%
Psychology facility	5	-	-	-	-	-	-	5	0.1%
Multi purpose service	2	-	1	-	-	1	-	4	0.1%
Optometrist facility	2	-	-	-	1	-	-	3	0.1%
Osteopathy facility	2	-	-	-	-	-	1	3	0.1%
Chiropractic facility	-	-	-	-	-	-	2	2	0.0%
Podiatry practice	-	-	-	-	-	-	2	2	0.0%
Rehabilitation facility	2	-	-	-	-	-	-	2	0.0%
Sexual assault service	1	-	-	-	-	-	-	1	0.0%
Health organisation total	739	13	323	384	132	6	66	1,663	35.1%

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Table 17.16 - Outcome of assessment of complaints by type of health service provider 2013-14
(continued)

Health service provider type	Outcome							Total	
	Discontinued	Referred to council	Referred to Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body	No.	%
Medical practitioner	1,099	268	100	-	80	93	27	1,667	35.2%
Nurse or midwife	165	221	6	-	2	54	3	451	9.5%
Dental practitioner	226	99	9	-	28	11	5	378	8.0%
Pharmacist	26	123	-	-	3	13	3	168	3.5%
Psychologist	69	64	1	-	2	8	2	146	3.1%
Chiropractor	11	9	1	-	2	3	2	28	0.6%
Physiotherapist	14	8	-	-	2	2	1	27	0.6%
Assistant in nursing	21	-	-	-	1	4	-	26	0.5%
Optometrist	14	4	2	-	3	-	-	23	0.5%
Other/unknown health practitioner	13	-	-	-	-	2	2	17	0.4%
Student practitioner	1	14	-	-	-	-	-	15	0.3%
Counsellor/therapist	9	-	-	-	1	1	2	13	0.3%
Alternative health provider	11	-	-	-	-	1	-	12	0.3%
Medical radiation practitioner	7	5	-	-	-	-	-	12	0.3%
Podiatrist	7	3	-	-	2	-	-	12	0.3%
Administration/clerical staff	7	-	-	-	1	-	2	10	0.2%
Massage therapist	3	-	-	-	-	4	3	10	0.2%
Occupational therapist	6	4	-	-	-	-	-	10	0.2%
Chinese medicine practitioner	1	5	-	-	1	1	1	9	0.2%
Social worker	7	-	-	-	-	1	1	9	0.2%
Osteopath	2	2	-	-	-	1	1	6	0.1%
Naturopath	4	-	-	-	-	1	-	5	0.1%
Cosmetic therapist	2	-	-	-	-	-	2	4	0.1%
Dental technician	4	-	-	-	-	-	-	4	0.1%
Psychotherapist	4	-	-	-	-	-	-	4	0.1%
Dietitian/nutritionist	3	-	-	-	-	-	-	3	0.1%
Residential care worker	3	-	-	-	-	-	-	3	0.1%
Kinesiologist	-	-	-	-	-	-	2	2	0.0%
Speech pathologist	2	-	-	-	-	-	-	2	0.0%
Ambulance personnel	1	-	-	-	-	-	-	1	0.0%
Doula	1	-	-	-	-	-	-	1	0.0%
Natural therapist	1	-	-	-	-	-	-	1	0.0%
Health practitioner total	1,744	829	119	-	128	200	59	3,079	64.9%
Grand total	2,483	842	442	384	260	206	125	4,742	100.0%

Counted by provider identified in complaint

Health practitioner

Appendices

Table 17.17 - Time taken to assess complaints 2009-10 to 2013-14

	2009-10	2010-11	2011-12	2012-13	2013-14
Percentage of complaints assessed within 60 days	82.3%	84.6%	88.1%	94.5%	94.2%
Average days to assess complaints	46	43	43	40	38

Counted by provider identified in complaint

Table 17.18 - Requests for review of assessment decision 2009-10 to 2013-14

	2009-10	2010-11	2011-12	2012-13	2013-14
	No.	No.	No.	No.	No.
Requests for review of assessment decision	278	305	292	389	320
Percentage of all assessments finalised	7.9%	7.5%	7.1%	8.6%	6.7%

Counted by provider identified in complaint

Table 17.19 - Outcome of reviews of assessment decision 2009-10 to 2013-14

	2009-10		2010-11		2011-12		2012-13		2013-14	
Review result	No.	%	No.	%	No.	%	No.	%	No.	%
Original assessment decision confirmed	252	94.4%	281	93.7%	267	88.7%	344	93.2%	279	91.5%
Assessment decision varied	15	5.6%	19	6.3%	34	11.3%	25	6.8%	26	8.5%
Total	267	100.0%	300	100.0%	301	100.0%	369	100.0%	305	100.0%

Counted by provider identified in complaint

Table 17.20 - Outcome of assisted resolutions 2009-10 to 2013-14

			2009-10		2010-11		2011-12		2012-13		2013-14	
Outcome			No.	%	No.	%	No.	%	No.	%	No.	%
Resolution did proceed	Resolved	Resolved	216	39.1%	262	40.4%	239	36.6%	283	44.5%	223	36.7%
		Partially resolved	119	21.5%	143	22.0%	152	23.3%	123	19.3%	127	20.9%
	Not resolved	Not resolved	99	17.9%	88	13.6%	54	8.3%	59	9.3%	94	15.5%
Resolution did proceed total			434	78.5%	493	76.0%	445	68.1%	465	73.1%	444	73.0%
Resolution did not proceed total			119	21.5%	156	24.0%	208	31.9%	171	26.9%	164	27.0%
Grand total			553	100.0%	649	100.0%	653	100.0%	636	100.0%	608	100.0%

Counted by provider identified in complaint

Table 17.21 - Outcome of conciliations 2009-10 to 2013-14

Outcome	Reason	2009-10		2010-11		2011-12		2012-13		2013-14	
		No.	%	No.	%	No.	%	No.	%	No.	%
Conciliation process did proceed	Resolved										
	Agreement reached	26	18.2%	21	47.7%	18	81.8%	14	77.8%	7	63.6%
	Complaint resolved with the assistance of the Registry	6	4.2%	1	2.3%	-	0.0%	-	0.0%	-	0.0%
	Not resolved										
	Consent withdrawn	20	14.0%	4	9.1%	2	9.1%	4	22.2%	-	0.0%
	The conciliation was helpful in clarifying concerns	8	5.6%	10	22.7%	-	0.0%	-	0.0%	1	9.1%
	No agreement reached	6	4.2%	-	0.0%	2	9.1%	-	0.0%	2	18.2%
Conciliation process did proceed total		66	46.2%	36	81.8%	22	100.0%	18	100.0%	10	90.9%
Conciliation process did not proceed total		77	53.8%	8	18.2%	-	0.0%	-	0.0%	1	9.1%
Grand total		143	100.0%	44	100.0%	22	100.0%	18	100.0%	11	100.0%

Counted by provider identified in complaint

Table 17.22 - Time taken to complete resolution processes 2009-10 to 2013-14

Time taken to complete	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
0-1 month	145	20.8%	143	20.6%	143	21.2%	116	17.7%	83	13.4%
1-2 months	168	24.1%	149	21.5%	123	18.2%	133	20.3%	87	14.1%
2-3 months	118	17.0%	103	14.9%	122	18.1%	96	14.7%	74	12.0%
3-4 months	85	12.2%	66	9.5%	83	12.3%	77	11.8%	78	12.6%
4-5 months	48	6.9%	59	8.5%	52	7.7%	62	9.5%	45	7.3%
5-6 months	45	6.5%	41	5.9%	50	7.4%	48	7.3%	52	8.4%
6-7 months	32	4.6%	32	4.6%	28	4.1%	34	5.2%	41	6.6%
7-8 months	14	2.0%	36	5.2%	21	3.1%	25	3.8%	34	5.5%
8-9 months	9	1.3%	19	2.7%	21	3.1%	18	2.8%	31	5.0%
9-10 months	13	1.9%	9	1.3%	7	1.0%	12	1.8%	27	4.4%
10-11 months	3	0.4%	6	0.9%	11	1.6%	10	1.5%	21	3.4%
11-12 months	3	0.4%	7	1.0%	4	0.6%	6	0.9%	18	2.9%
>12 months	12	1.7%	23	3.3%	10	1.5%	17	2.6%	28	4.5%
Total	695	100.0%	693	100.0%	675	100.0%	654	100.0%	619	100.0%

Counted by provider identified in complaint

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Table 17.23 - Outcome of investigations 2009-10 to 2013-14

Investigation outcome	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Registered health practitioner										
Referred to Director of Proceedings	138	61.6%	106	67.1%	131	66.8%	85	51.2%	109	57.7%
Referred to council	45	20.1%	36	22.8%	36	18.4%	45	27.1%	32	16.9%
No further action	29	12.9%	13	8.2%	24	12.2%	22	13.3%	27	14.3%
Referred to council under s20A	-	0.0%	-	0.0%	5	2.6%	13	7.8%	20	10.6%
Make comments to the practitioner	12	5.4%	3	1.9%	-	0.0%	1	0.6%	1	0.5%
Registered health practitioner total	224	100.0%	158	100.0%	196	100.0%	166	100.0%	189	100.0%
Previously registered health practitioner										
Public statement / prohibition order	-	0.0%	-	0.0%	-	0.0%	-	0.0%	3	50.0%
No further action	2	33.3%	4	50.0%	1	100.0%	-	0.0%	1	16.7%
Referred to council	2	33.3%	4	50.0%	1	100.0%	-	0.0%	1	16.7%
Referred to Director of Proceedings	4	66.7%	3	37.5%	-	0.0%	-	0.0%	1	16.7%
Referred to council under s20A	-	0.0%	-	0.0%	-	0.0%	1	100.0%	-	0.0%
Previously registered health practitioner total	6	100.0%	8	100.0%	1	100.0%	1	100.0%	6	100.0%
Unregistered health practitioner										
Public statement / prohibition order	4	57.1%	6	46.2%	7	50.0%	8	53.3%	7	41.2%
Comments to the practitioner	2	28.6%	3	23.1%	2	14.3%	2	13.3%	6	35.3%
No further action	1	14.3%	4	30.8%	5	35.7%	5	33.3%	3	17.6%
Breach of prohibition order, referred to Commissioner	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	5.9%
Unregistered health practitioner total	7	100.0%	13	100.0%	14	100.0%	15	100.0%	17	100.0%
Health organisation										
Comments or recommendations	33	94.3%	22	91.7%	9	81.8%	16	84.2%	14	100.0%
No further action	2	5.7%	2	8.3%	2	18.2%	3	15.8%	-	0.0%
Health organisation total	35	100.0%	24	100.0%	11	100.0%	19	100.0%	14	100.0%
Grand total	272	100.0%	203	100.0%	222	100.0%	201	100.0%	226	100.0%

Counted by provider identified in complaint

* In nine of these cases the Commissioner also issued a public warning about unsafe health services.

Table 17.24 - Investigations into health organisations and health practitioners finalised 2009-10 to 2013-14

		2009-10		2010-11		2011-12		2012-13		2013-14	
Health service provider		No.	%	No.	%	No.	%	No.	%	No.	%
Registered health practitioner	Medical practitioner	144	60.8%	93	52.0%	123	58.3%	91	50.0%	112	52.8%
	Nurse/midwife	53	22.4%	37	20.7%	47	22.3%	30	16.5%	50	23.6%
	Dental practitioner	3	1.3%	4	2.2%	6	2.8%	21	11.5%	8	3.8%
	Psychologist	3	1.3%	7	3.9%	5	2.4%	3	1.6%	6	2.8%
	Osteopath	-	0.0%	-	0.0%	1	0.5%	7	3.8%	5	2.4%
	Chiropractor	6	2.5%	7	3.9%	3	1.4%	2	1.1%	3	1.4%
	Pharmacist	11	4.6%	5	2.8%	9	4.3%	8	4.4%	3	1.4%
	Chinese medicine practitioner	1	0.4%	1	0.6%	1	0.5%	1	0.5%	1	0.5%
	Physiotherapist	3	1.3%	3	1.7%	-	0.0%	-	0.0%	1	0.5%
	Podiatrist	-	0.0%	2	1.1%	1	0.5%	3	1.6%	-	0.0%
Registered health practitioner total		224	94.5%	159	88.8%	196	92.9%	166	91.2%	189	89.2%
Previously registered health practitioner	Nurse/midwife	-	0.0%	-	0.0%	-	0.0%	1	0.5%	5	2.4%
	Pharmacist	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
	Medical practitioner	6	2.5%	7	3.9%	1	0.5%	-	0.0%	-	0.0%
	Optometrist	-	0.0%	1	0.6%	-	0.0%	-	0.0%	-	0.0%
Previously registered health practitioner total		6	2.5%	8	4.5%	1	0.5%	1	0.5%	6	2.8%
Unregistered health practitioner	Assistant in nursing	-	0.0%	2	1.1%	3	1.4%	6	3.3%	6	2.8%
	Massage therapist	1	0.4%	2	1.1%	1	0.5%	4	2.2%	5	2.4%
	Naturopath	-	0.0%	1	0.6%	2	0.9%	-	0.0%	2	0.9%
	Other/unknown health practitioner	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	0.9%
	Psychotherapist	1	0.4%	1	0.6%	-	0.0%	-	0.0%	2	0.9%
	Administration/clerical staff	1	0.4%	2	1.1%	3	1.4%	-	0.0%	-	0.0%
	Alternative health provider	1	0.4%	2	1.1%	2	0.9%	2	1.1%	-	0.0%
	Dental technician	2	0.8%	1	0.6%	1	0.5%	1	0.5%	-	0.0%
	Hypnotherapist	-	0.0%	-	0.0%	1	0.5%	-	0.0%	-	0.0%
	Natural therapist	1	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
	Residential care worker	-	0.0%	1	0.6%	1	0.5%	2	1.1%	-	0.0%
Unregistered health practitioner total		7	3.0%	12	6.7%	14	6.6%	15	8.2%	17	8.0%
Health practitioner total		237	100.0%	179	100.0%	211	100.0%	182	100.0%	212	100.0%

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Table 17.24 - Investigations into health organisations and health practitioners finalised 2009-10 to 2013-14 (continued)

	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Health organisation										
Health service provider										
Aged care facility	1	2.9%	-	0.0%	-	0.0%	-	0.0%	6	42.9%
Public hospital	30	85.7%	20	83.3%	8	72.7%	11	57.9%	4	28.6%
Alternative health centre	-	0.0%	-	0.0%	-	0.0%	-	0.0%	3	21.4%
Other health organisation	-	0.0%	-	0.0%	2	18.2%	-	0.0%	1	7.1%
Dental facility	-	0.0%	-	0.0%	-	0.0%	4	21.1%	-	0.0%
Drug and alcohol service	-	0.0%	1	4.2%	-	0.0%	2	10.5%	-	0.0%
Private hospital	2	5.7%	-	0.0%	1	9.1%	2	10.5%	-	0.0%
Local Health District	2	5.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
College/association	-	0.0%	2	8.3%	-	0.0%	-	0.0%	-	0.0%
Medical practice	-	0.0%	1	4.2%	-	0.0%	-	0.0%	-	0.0%
Health organisation total	35	100.0%	24	100.0%	11	100.0%	19	100.0%	14	100.0%
Grand total	272	100.0%	203	100.0%	222	100.0%	201	100.0%	226	100.0%

Counted by provider identified in complaint

Table 17.25 - Investigations finalised by issue category 2009-10 to 2013-14

	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Professional conduct	163	33.1%	159	43.4%	208	56.8%	138	39.3%	193	50.1%
Treatment	196	39.8%	131	35.8%	106	29.0%	136	38.7%	91	23.6%
Medication	53	10.8%	32	8.7%	26	7.1%	24	6.8%	50	13.0%
Communication/information	39	7.9%	15	4.1%	7	1.9%	13	3.7%	22	5.7%
Medical records	13	2.6%	10	2.7%	5	1.4%	10	2.8%	15	3.9%
Consent	7	1.4%	3	0.8%	1	0.3%	19	5.4%	8	2.1%
Environment/management of facilities	5	1.0%	5	1.4%	3	0.8%	5	1.4%	3	0.8%
Discharge/transfer arrangements	11	2.2%	4	1.1%	4	1.1%	2	0.6%	1	0.3%
Fees/costs	2	0.4%	4	1.1%	4	1.1%	1	0.3%	1	0.3%
Grievance processes	3	0.6%	-	0.0%	-	0.0%	2	0.6%	1	0.3%
Access	-	0.0%	-	0.0%	1	0.3%	1	0.3%	-	0.0%
Reports/certificates	1	0.2%	3	0.8%	1	0.3%	-	0.0%	-	0.0%
Total	493	100.0%	366	100.0%	366	100.0%	351	100.0%	385	100.0%

Counted by issues raised in complaint

Table 17.26 - Outcome of investigations finalised by profession and organisation type 2013-14

Outcome	Registered health practitioner									Total		
	Medical practitioner	Nurse/midwife	Dental practitioner	Psychologist	Osteopath	Chiropractor	Pharmacist	Chinese medicine practitioner	Physiotherapist	No.	%	
Referred to Director of Proceedings	66	26	4	5	5	1	2	-	-	109	57.7%	
Referred to council	19	7	3	1	-	1	-	1	-	32	16.9%	
No further action	17	7	1	-	-	1	1	-	-	27	14.3%	
Referred to council under s20A	9	10	-	-	-	-	-	-	1	20	10.6%	
Make comments to the practitioner	1	-	-	-	-	-	-	-	-	1	0.5%	
Total registered health practitioner	112	50	8	6	5	3	3	1	1	189	100.0%	
Outcome	Previously registered health practitioner											
	Nurse/midwife	Pharmacist	No.	%								
Public statement / prohibition order	3	-	3	50.0%								
No further action	1	-	1	16.7%								
Referred to Director of Proceedings	-	1	1	16.7%								
Referred to council	1	-	1	16.7%								
Total previously registered health practitioner	5	1	6	100.0%								
Outcome	Unregistered health practitioner											
	Assistant in nursing	Massage therapist	Other health practitioner	Psychotherapist	Naturopath	No.	%					
Public statement / prohibition order	2	1	2	2	-	7	41.2%					
Make comments to the practitioner	1	4	-	-	1	6	35.3%					
No further action	3	-	-	-	-	3	17.6%					
Breach of prohibition order, referred to Commissioner	-	-	-	-	1	1	5.9%					
Total unregistered health practitioner	6	5	2	2	2	17	100.0%					
Outcome	Health organisation											
	Aged care facility	Public hospital	Other health organisation	Men's health clinic	No.	%						
Recommendations	-	3	3	1	7	50.0%						
Comments	6	1	-	-	7	50.0%						
Total health organisation	6	4	3	1	14	100.0%						

Counted by provider identified in complaint

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Table 17.27 - Request for review of investigation decision 2009-10 to 2013-14

	2009-10	2010-11	2011-12	2012-13	2013-14
Request for review of investigation decision	2	3	4	5	5
Percentage of all investigations finalised	0.7%	1.5%	1.8%	2.5%	2.2%

Counted by provider identified in complaint

Table 17.28 - Outcome of reviews of investigation decision 2009-10 to 2013-14

Outcome	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original investigation decision confirmed	2	100.0%	3	75.0%	2	66.7%	6	100.0%	5	100.0%
Re-opened for investigation	-	0.0%	1	25.0%	1	33.3%	-	0.0%	-	0.0%
Total	2	100.0%	4	100.0%	3	100.0%	6	100.0%	5	100.0%

Counted by provider identified in complaint

Table 17.29 - Time taken to complete investigations* 2009-10 to 2013-14

Time taken	2009-10		2010-11		2011-12		2012-13		2013-14	
	No.	%	No.	%	No.	%	No.	%	No.	%
0-1 months	1	0.4%	-	0.0%	2	0.9%	2	1.0%	6	2.7%
1-2 months	1	0.4%	3	1.5%	6	2.7%	11	5.5%	5	2.2%
2-3 months	4	1.5%	7	3.4%	20	9.0%	8	4.0%	16	7.1%
3-4 months	18	6.6%	6	3.0%	22	9.9%	10	5.0%	27	11.9%
4-5 months	26	9.6%	6	3.0%	17	7.7%	19	9.5%	22	9.7%
5-6 months	20	7.4%	23	11.3%	23	10.4%	13	6.5%	26	11.5%
6-7 months	30	11.0%	24	11.8%	19	8.6%	16	8.0%	18	8.0%
7-8 months	28	10.3%	24	11.8%	32	14.4%	24	11.9%	22	9.7%
8-9 months	27	9.9%	20	9.9%	22	9.9%	21	10.4%	24	10.6%
9-10 months	34	12.5%	30	14.8%	11	5.0%	22	10.9%	14	6.2%
10-11 months	19	7.0%	19	9.4%	12	5.4%	19	9.5%	17	7.5%
11-12 months	23	8.5%	21	10.3%	16	7.2%	15	7.5%	18	8.0%
12-18 months	36	13.2%	16	7.9%	19	8.6%	14	7.0%	10	4.4%
18-24 months	4	1.5%	4	2.0%	1	0.5%	7	3.5%	1	0.4%
24-30 months	1	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total	272	100.0%	203	100.0%	222	100.0%	201	100.0%	226	100.0%
Average days	263		260		222		244		209	

Counted by provider identified in complaint

* Excludes time when investigation was paused

Table 17.30 - Legal matters finalised 2009-10 to 2013-14

		2009-10		2010-11		2011-12		2012-13		2013-14	
		No.	%	No.	%	No.	%	No.	%	No.	%
Tribunal	Proved	46	47.4%	50	46.7%	39	41.5%	53	60.2%	34	47.9%
	Withdrawn	-	0.0%	-	0.0%	4	4.3%	2	2.3%	4	5.6%
	Not proved	7	7.2%	7	6.5%	1	1.1%	-	0.0%	1	1.4%
	Total	53	54.6%	57	53.3%	44	46.8%	55	62.5%	39	54.9%
Professional Standards Committee	Proved	21	21.6%	21	19.6%	25	26.6%	13	14.8%	16	22.5%
	Not proved	9	9.3%	6	5.6%	3	3.2%	3	3.4%	2	2.8%
	Withdrawn	-	0.0%	-	0.0%	-	0.0%	2	2.3%	-	0.0%
	Terminated and referred to Tribunal	-	0.0%	-	0.0%	2	2.1%	-	0.0%	-	0.0%
Total	30	30.9%	27	25.2%	30	31.9%	18	20.5%	18	25.4%	
Appeal/application	10	10.3%	14	13.1%	13	13.8%	10	11.4%	10	14.1%	
Re-registration	4	4.1%	9	8.4%	7	7.4%	5	5.7%	4	5.6%	
Total	97	100.0%	107	100.0%	94	100.0%	88	100.0%	71	100.0%	

Counted by matter

Table 17.31 - Open complaints as at 30 June

		2009-10		2010-11		2011-12		2012-13		2013-14	
		No.	%	No.	%	No.	%	No.	%	No.	%
Open process											
Assessment		566	46.3%	611	48.5%	609	49.5%	667	51.4%	685	58.7%
Legal processes		233	19.1%	227	18.0%	257	20.9%	160	12.3%	169	14.5%
Investigation		184	15.0%	170	13.5%	148	12.0%	161	12.4%	149	12.8%
Resolution process		169	13.8%	202	16.0%	172	14.0%	250	19.3%	96	8.2%
Review of assessment		35	2.9%	36	2.9%	25	2.0%	37	2.9%	50	4.3%
Brief preparation		5	0.4%	11	0.9%	14	1.1%	17	1.3%	13	1.1%
Conciliation		30	2.5%	4	0.3%	4	0.3%	5	0.4%	5	0.4%
Review of investigation		1	0.1%	-	0.0%	1	0.1%	-	0.0%	-	0.0%
Total		1,223	100.0%	1,261	100.0%	1,230	100.0%	1,297	100.0%	1,167	100.0%

Counted by provider identified in complaint

Appendices

APPENDIX B

Summary of results in relation to key performance indicators

Number	Description	Target	Result 2013-14	Status
GOAL 1. COMPREHENSIVE AND RESPONSIVE COMPLAINT HANDLING				
1.1.1.1	Percentage of complaints assessed within 60 days (using HCCC Assessment Date)	100	94.2	NOT-MET
1.1.1.2	Percentage of complaints not assessed within 60 days where an extension approved	100	98.6	MET
1.1.1.3	Request for reviews of assessment decision as a percentage of assessments finalised	<= 10	6.7	MET
1.1.1.4	Percentage of reviews completed within six weeks	>= 90	71.8	NOT-MET
1.1.1.5	Percentage of 'Reason for Decision Letters' completed within 14 days.	100	99.0	NOT-MET
1.1.2.1	Percentage of 7 day file audits rated satisfactory	>= 90	91.7	NOT-MET
1.1.2.2	Percentage of 21 day audits completed on-time	>= 90	98.6	MET
1.1.2.3	Percentage of 21 day file audits rated satisfactory	>= 90	96.7	MET
1.1.3.1	Percentage of resolution processes where the Resolution Officer has contacted the parties within 14 days of the complaint being referred to the Resolution Service	>= 90	87.1	NOT-MET
1.1.3.2	Percentage of resolutions/conciliations completed within four months	>= 70	52.0	NOT-MET
1.1.3.3	Percentage of complaints that proceeded to resolution/conciliation that were resolved or partially resolved	>= 80	78.6	NOT-MET
1.1.3.4	Percentage of complaint resolution/conciliation clients satisfied with service	>= 80	85.9	MET
GOAL 2. INVESTIGATE SERIOUS COMPLAINTS				
2.1.1.1	Percentage of investigations finalised within twelve months	>= 90	95.1	MET
2.1.1.2	Percentage of investigations with investigation plans in place within 14 days (using plan due in period)	100	99.1	NOT-MET
2.1.2.1	Percentage of file reviews completed on time	>= 90	92.7	MET
2.1.2.2	Percentage of satisfactory reviews during the investigations process	>=90	99.0	MET
2.1.2.3	Percentage of investigations with a request for review	<= 5	2.2	MET
2.1.3.1	Percentage of investigations referred to the Director of Proceedings that were not referred back for further information	>= 90	92.7	MET
2.1.3.2	Percentage of investigations referred to Director of Proceedings that had the accompanying brief of evidence prepared within 28 days	>= 80	81.4	MET
2.2.1.1	Percentage of recommendations made during the previous reporting year that are implemented	>= 90	93.8	MET
GOAL 3. PROSECUTE SERIOUS COMPLAINTS				
3.1.1.1	Percentage of complaints considered by Director of Proceedings within three months of referral	>= 80	85.8	MET
3.1.1.2	Percentage of matters referred for prosecution within 30 days of consultation with professional council	>= 80	80.4	MET
3.2.1.1	Success rate of disciplinary matters heard and finalised before Tribunal and Professional Standards Committees	>= 90	94.3	MET
3.2.2.2	Percentage of compliance with timeframes imposed by Professional Standards Committees, Tribunals and Courts	>= 80	94.3	MET
3.2.3.1	Percentage of bill of costs prepared or sent to cost consultants for assessment within 120 days	>= 75	70.4	NOT-MET
3.2.3.2	Quarterly Reporting on recovery of legal costs to Executive	100	100.0	MET

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APPENDIX B

Summary of results in relation to key performance indicators (continued)

Number	Description	Target	Result 2013-14	Status
GOAL 4. ACCOUNTABILITY				
4.1.1.1	Reports provided to the Minister and JPC on a quarterly basis	100	100.0	MET
4.1.2.1	Responses to Ministerials submitted within 14 days	>= 90	97.0	MET
4.1.2.2	Responses and submissions to JPC within requested timeframes	100	100.0	MET
4.2.1.1	Annual Report prepared and provided to Minister and Treasurer by required due date	100	100.0	MET
4.2.1.2	Clean audit certificate for prior annual financial statements achieved for annual financial statements	100	100.0	MET
4.2.1.3	Percentage of compliance with Treasury Annual Report checklist	100	100.0	MET
4.3.1.1	Number of publications distributed	20,000	6966	NOT-MET
4.3.1.2	Number of website visitors	>= 150,000	319,006	MET
4.3.1.3	Number of website hits	>= 6,000,000	6,852,491	MET
4.3.1.4.	Number of presentations	>= 60	97	MET
4.3.1.5	Publicly reported decisions compliant with obligations under legislation	100	100	MET
GOAL 5. OUR ORGANISATION				
5.1.1.1	Average number of external training/ staff development days per FTE	>=2	2	MET
5.1.2.1	Development and reporting of WHS, EEO, Multicultural Plan, and Disability Action Plans comply with relevant agency timeframes	100	100.0	MET
5.1.3.1	Monthly general staff briefings on events, outcomes, activities, changes, significant organisational changes etc.	100	91.7	NOT-MET
5.1.3.2	Percentage of key corporate documents distributed to all staff and/or included on the intranet	100	100.0	MET
5.2.1.1	Regular meetings held to monitor performance	100	100.0	MET
5.2.2.1	Compliance with information security standard ISO 27001 – 2005	100	100.0	MET
5.2.3.1	Complete planning processes for corporate and divisional levels according to the Commission's Corporate Governance Framework Document	100	100.0	MET
5.2.4.1	Monthly financial management and staffing reports showing performance against budget.	100	100.0	MET
5.2.4.2	Quarterly reports to Executive on complaint handling performance against KPIs	100	100.0	MET
5.2.5.1	Percentage of performance agreements developed and reviewed for staff	100	100.0	MET
5.2.5.2	Percentage of staff rated competent or better at performance review	95	98.7	MET

Appendices

APPENDIX C

List of expert advisors

The Commission would like to thank its expert advisers listed below who assist the Commission in its investigation of serious complaints about health service providers. The Commission would also like to thank those experts who provided telephone advice throughout the year that helped clarifying clinical issues during the assessment of the complaint.

Mr Warren Shaw	Dr Edward Ian Korbel	Prof Geoffrey Cleghorn
Dr Suresh Amratlal Khatri	Dr Ralph Allan Paul Higgins	Mr Albert Coleiro
Dr Andrew James Brooks	Dr Andrew Graham Child	Ms Allison Cummins
Dr Graydon Smith	Dr Kenneth Wayne Mackey	Dr Robert John Day
Dr Beth Louise Kotze	Dr John Henry Curotta	Prof Hugh Grant Dickson
Dr Carole Hungerford	Dr Iain Stirling Dunlop	Prof John Perry Fletcher
Dr Diana Bronwen Semmonds	Dr Cholmondeley Walter Williams	Ms Julianne Irene Friendship
Prof David John Barnes	Dr Michael Ambrose Rushmere Baldwin	Prof Gordian Ward Oskar Fulde
Dr Craig Thomas Hore	Dr Andrew Roderic MacQueen	Dr Jonathan Gillis
Prof Bruce James Brew	Dr Peter Robert Bland	Prof James Lawrence Merewyn Greenwood
Dr Jonathan Stephen Gani	Dr David Hugh Brazier	Mrs Sue Margaret Greig
Dr Martyn Andrew Patfield	Dr David Robert Eisinger	Dr Keith George Hartman
Dr Dennis Robert Isaac Raymond	Dr Norman Walsh	Ms Andrea Jordan
Dr David Michael Bowers	Dr Raymond James Mullins	Dr Timothy Keogh
Dr Adrian Joannes van der Rijt	Dr Richard John Abbott	Mr Raymond Khoury
Dr Andrew Donald William Patterson	Dr Martin Gerard McGee-Collett	Mr David John Kitching
Dr Michael Gabriel Suranyi	Dr Michael David Steiner	Dr Peter Alexander Klug
Dr Michael Harvey James Golding	Dr Oscar Thomas Stanley	Dr Vinoo Lele
Dr Michael Roger Delaney	Ms Amanda Gordon	Mr Bernard McNair
A/Prof Peter Neil Gonski	Dr Michael Eric Giblin	Dr Edward Loughman
Dr Paul Nicholas Hendel	Dr David Maxwell Townend	Dr Peter Kean Mun Lye
Dr Hein Carel Vandenbergh	Prof Paul Allan Gatenby	Dr Colin MacLeod
Dr Tuly Rosenfeld	Dr Andrew James Byrne	Dr Linda Mann
Dr John Robert Archie Sippe	Dr Joanna Rae Sutherland	Ms Elizabeth Ann Marsh
Dr Gregory Leighton Falk	Dr Jitendra Natverlal Parikh	Prof William Henry McCarthy
Mr Ashton Lucas	Dr Emery John Kertesz	Ms Rebekkah Middleton
Prof Carolyn Quadrio	Dr Geoffrey Sinclair Brodie	Dr Muniswami Yuganathan Mudaliar
Dr Antony Mark Milch	Dr Richard Max Gallagher	Dr Gregory Ian Clarke Nelson
Dr Glenys Marie Dore	Dr Bernard Raymond Kelly, AM	Prof Lynne Douglas Oliver
Dr Wendy Anne Roberts	Dr Paul Lyttleton Gaudry	Dr Julian Parmegiani
Prof Paul Bernard Colditz	Dr Daniel Eugene Challis	Dr George Andrew Skowronski
Dr Warwick John Benson	Dr John Anthony Crozier	Ms Tracey Powell
Dr James Leonard Walter	Dr Robert Martyn Ford	Prof Joseph Proietto
Dr Anthony Philip Freeman	Dr Mark Arnold	Dr Jennifer Lorraine Prowse
Dr Michael Leonard Talbot	Mr Mark Dalton	Ms Jenifer Richardson
Dr Michael John McGlynn	Dr Pauline Langeluddecke	Dr Adam Rish
Ms Donna Muscardin	Dr Anthony Hobart Samuels	Ms Janette Robinson
Dr Kenneth William Tiver	Prof David John Davies	Dr Gabriel John Shannon
Dr Alan Paul Meagher	Dr Stephen Jurd	Ms Rosalee Shaw
Dr John Dacre Fountayne England	Mr Lawrence John Whitman	Dr John Slaughter
Dr Andrew Robert Korda	Dr Geraldine Frances Duncan	Dr Christopher Russell Vickers
Dr John Pearman	Dr Paul Wyn Curtis	Dr Alexander David Wodak
Dr Stephen Hember Allnutt	Mrs Alison Goodfellow	Prof Richard Barry Chard
Dr Adrian Karl Keller	Dr Louis Edgar Christie	Mrs Susan Banks
Dr Michael Wayne Douglas Levitt	Mrs Jeanne Barr	Dr Geoffrey Anthony Ramin
Dr David Thomas Church	Dr Elie Leslie Bokey	Dr Tom Nathaniel Tseng
Dr Shane Waddell	Mr Sam Borenstein	Prof Leon Paul Kleinman
Dr John Philip Percy	Mrs Janice Caldwell	Dr Diana Farlow
Dr Ion Steffn Alexander	Dr Harold Champion	Ms Blanche Kairies

List of expert advisors (continued)

Mr Christopher Derkenne
Dr Peter J Morse
Ms Elvina Weissel
Mr John Graham Baker
Ms Kerri Masters
Dr Patricia Robertson
Dr John Murray Wright
Mr Peter Andrew Macleod Cleasby
Dr Gordon Livingstone Patrick
Dr Sara Lucas
Dr Mary Elise Langcake
Dr Richard John Burns
Dr Raymond Hayek
Dr Matthew William O'Meara
Dr Jeffrey Gordon Keir
Ms Maureen Edgton-Winn
Dr Roger Maxwell Allan
Mr Antony Paul Michael Heath
Ms Toni McCallum Pardey
Dr John Latham Harkness
Dr Sallyann Margaret McCarthy
Mr Athol Webb
Prof Ian Wilcox
Dr Janelle Faye Miller
Dr Janine Louise Stevenson
Mr Andrew Van Essen
Prof Richard Ruffin
Ms Patricia Reynolds
Miss Kate Chellew
Mr Stephen Seymour
Ms Helen Stevens
Mrs Julie Scott
Ms Sally Sutherland-Fraser
Ms Robin Norton
Ms Helen Miller
Mrs Marianne Gaul
Mrs Rachel Weeks
Dr Herbert Khee Leong Hooi
Ms Nerralie Shaw
Dr Geoffrey John Mifsud
Ms Robyn Rudner
Ms Jasmin Douglas
Mr Adam Whitby
Dr Deborah Helwen Yates
Dr Deniz Server Tek
Ms Deborah Armitage
Dr Jeffrey John Post
Mr Steven Harris
Ms Nadime Roumieh
Ms Lee-Ann Jackson
Ms Michelle Parker
Dr Hani Bittar
Dr David Charles Farlow
Mr John Ferguson
Ms Janine Learmont
Ms Christine Muller
Dr Martine Walker
Mr Michael Williamson
Dr John Michael Quinn
Dr Simon John Whitfield Young
Dr Harry Michael Nespolon
Ms Kathrine Maree Grover
Ms Diana Knagge
Ms Carol Martin
Mr Eric Norman Daniels
Ms Bethne Hart
Prof Glen Betts Farrow
Dr Hugh Martin
Mrs Sarah Jane Hunstead
Dr Vincent Varjavandi
Dr Rasiah Yuvarajan
Mr Brendan O'Loughlin
Ms Sonya Otte
Ms Vanessa Clements
Prof Dianna Kenny
Mr Francis William Payne
Ms Maxine Goodman
Mr Michael Gerard O'Donnell
Dr Jeannie Terese Ellis
Mr Shijing Zhang
Mr Allan Hudson
Prof Guy Maddern
Mr John David McGuire
Prof John Saunders
Prof Chris Zaslowski
Dr Michael Rowland
Prof Jennifer Helen Fenwick
Dr Dan Kennedy
Dr Grahame Henry Smith
Mr Paul Steven D'Urso
Dr Gary Frederick Deed
Ms Rachel Harris
Mr Vaneshkumar Nayak
Ms Nerida Croker
Dr Lian Pfitzner
Dr Peter Yiwen Liu
Dr George Hopkins
Dr Patrick Dalton
Dr Danform Ce Lim
Dr Peter Edward Coles
Dr Robert Brodie Spark
Dr Ahman Moubayed
Prof Lyn Gilbert
Mrs Jennifer Shaw
Dr Illana Hepner
Mr Edward Clark
Mr Stiofan Mac Suibhne
Dr Simon William Banting
Ms Lisa Spencer
Ms Caroline Stone
Ms Marion Solomon
Dr Graham Gumley
Dr Dean Fisher
Dr Derrick Tin
Ms Maree Vukovic
Dr Eric Frances Carter
Dr Nadine Sharples
Dr Peter Frost
Prof Bruce Waxman
Prof John Carter
Dr Christopher Pearson
Mr Trevor Jack Tillotson
Prof Peter Choong
Dr Philip Gerard Kelly
Dr Neil John Peppitt
Mr Mark Apolinario
Dr Andrew Walker
Dr Bruce Albert Allen
Dr Peter Raymond Johnson
A/Prof Ruth Alison Stewart
Dr Geraldine Lake
Ms Dana Louise Scott
Dr Neil Eastwood Street
Dr Gary Hoffman
Prof Peter Charles McMinn
Mrs Christine Helen Coombs
Ms Jennifer Paull
Mrs Tracey Marie Jubb
Dr Vicki Kotsirilos
Dr Kinga Price
Ms Marianne Keita McGhee
Dr Abra Tholsi Fransch
Dr Mina Moheb Dawoud Gurgius
Dr Seyed Ardavan Hamidi
Mrs Jacqueline Jane Kelly
Mr David Peter Stelfox
Dr Melanie Woollam
Mrs Kim Irene Rosevear
Dr Stephen Creswell Howle
Mr Scott Anthony Read
Dr Gregory Brian Crosland
A/Prof Francis Michael Digby Hoyal
Mr Michael Leonard Blair
Dr Jannifer Dale Orman
Dr Andrew William Paul
Prof Jonathan Robert Carter
Prof James Leonard Wilkinson

Appendices

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Exemptions	The Commission reports on a triannual basis about Workforce Diversity, Work Health and Safety, Multicultural Policies and Services Program, and Disability Plans, with detailed reports included in this annual report covering the period 2011-12 to 2013-14.
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HEALTH CARE
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COMMISSION

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