

AHPRA and the National Boards – Q2

Performance Report: Complaints management quarterly performance data

Reporting period: 1 October 2016 to 31 December 2016



Australian Health Practitioner Regulation Agency

| | |
|--|----------------------|
| Aboriginal and Torres Strait Islander health practice | Occupational therapy |
| Chinese medicine | Optometry |
| Chiropractic | Osteopathy |
| Dental | Pharmacy |
| Medical | Physiotherapy |
| Medical radiation practice | Podiatry |
| Nursing and Midwifery | Psychology |

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Registration management

No data about AHPRA's management of registration matters has been provided in this report. AHPRA does not believe that the Health Ombudsman has jurisdiction in relation to AHPRA's performance in the management of the registration functions under the National Law.

AHPRA has published detailed information about registration management on its website and can be found at <http://www.ahpra.gov.au/About-AHPRA/What-We-Do/Statistics.aspx>.

Notifications management

Notifications overview

The tables below show the number of notifications received about registered health practitioners, the number of notifications completed and the number of notifications that remain open in the assessment, investigation, health assessment and performance assessment stage.

Table 4.1 Number of notifications received during the reporting period, by stream

| Stream | Total |
|--------------|------------|
| Health | 75 |
| Performance | 414 |
| Conduct | 141 |
| Total | 630 |

Table 4.2 Number of notifications closed during the reporting period, by stream

| Stream | Total |
|--------------------------|------------|
| Health | 72 |
| Performance | 262 |
| Conduct | 116 |
| Total¹ | 450 |

Table 4.3 Number of notifications open at the end of the reporting period, by stream

| Stream | December |
|--------------|--------------|
| Health | 169 |
| Performance | 978 |
| Conduct | 379 |
| Total | 1,526 |

Immediate actions overview

Under the National Law, a National Board may take immediate action in relation to a registered health practitioner registered by the Board if the National Board reasonably believes that because of the registered health practitioner's conduct, performance or health, the practitioner poses a serious risk to persons and it is necessary to take immediate action to protect public health or safety. The Board may also take immediate action if the registered health practitioner's registration was improperly obtained because the practitioner or someone else gave the National Board information or a document that was false or misleading in a material particular or if the registered health practitioner's registration has been cancelled or suspended under the law of a jurisdiction, whether in Australia or elsewhere, that is not a participating jurisdiction.

Under the National Law, a National Board may take immediate action in relation to a student registered by the Board if the National Board reasonably believes that the student poses a serious risk to persons because the student has been charged with an offence, or has been convicted or found guilty of an offence, that is punishable by 12 months imprisonment or more; or has, or may have, an impairment; or has, or may have, contravened a condition of the student's registration or an undertaking given by the student to a National Board; and it is necessary to take immediate action to protect public health or safety. The Board may also take immediate action if the student's registration has been cancelled or suspended under the law of a jurisdiction, whether in Australia or elsewhere, that is not a participating jurisdiction.

The tables below show the number of immediate actions commenced during the period, the number of immediate actions completed during the reporting period and the number of immediate actions open at the end of the reporting period.

Table 5.1 Number of immediate actions commenced

| | Total |
|-----------------------------|-------|
| Immediate actions commenced | 29 |

Table 5.2 Number of immediate actions completed

| | Total |
|-----------------------------|-------|
| Immediate actions completed | 24 |

Table 5.3 Number of immediate actions open at end

| | December |
|------------------------|----------|
| Immediate actions open | 12 |

Outcomes and timeliness of completed immediate actions

The tables below show the outcomes of immediate actions completed during the reporting period and timeliness of immediate actions completed during the reporting period. The tables below also show the timeliness of immediate actions open at the end of the reporting period.

Table 6.1 Number of immediate actions completed, by outcome

| Outcome | Total |
|---|-----------|
| Immediate action not proposed | |
| Immediate action not taken following show cause | 3 |
| Immediate action taken | 21 |
| Total | 24 |

Table 6.2 Number of immediate actions completed, by stream, by stage

| Stream | Assessment | Investigation | Health assessment | Performance assessment | Total |
|--------------|------------|---------------|-------------------|------------------------|-----------|
| Health | 9 | 1 | 1 | | 11 |
| Performance | 4 | 4 | | 2 | 10 |
| Conduct | 3 | | | | 3 |
| Total | 16 | 5 | 1 | 2 | 24 |

Table 6.3 Immediate actions completed where immediate action was taken, by outcome

| Outcome | Total |
|----------------------------------|-----------|
| Accept undertaking | |
| Impose conditions | 13 |
| Suspend registration | 8 |
| Accept surrender of registration | |
| Total | 21 |

Table 6.4 Number of immediate actions completed where immediate action was taken, by stream by stage

| Stream | Assessment | Investigation | Health assessment | Performance assessment | Total |
|--------------|------------|---------------|-------------------|------------------------|-----------|
| Health | 8 | | 1 | | 9 |
| Performance | 3 | 4 | | 2 | 9 |
| Conduct | 3 | | | | 3 |
| Total | 14 | 4 | 1 | 2 | 21 |

Table 6.5 Number of immediate actions completed where immediate action was taken, by time frame

| Time frame | Total |
|------------------------|-----------|
| Completed in ≤ 14 days | 15 |
| Completed in > 14 days | 6 |
| Total | 21 |

Table 6.6 Average number of days for immediate actions completed where immediate actions was taken, from receipt of notification until immediate action was taken

| Stream | Assessment | Investigation | Health assessment | Performance assessment | Average |
|------------------------------|------------|---------------|-------------------|------------------------|---------|
| Health | | | | | |
| From receipt of notification | 45 | | 150 | | 56 |
| Performance | | | | | |
| From receipt of notification | 85 | 341 | | 394 | 267 |
| Conduct | | | | | |
| From receipt of notification | 103 | | | | 103 |

Note: From receipt of Notification

The time is taken from the date the notification is received by AHPRA, excluding any time with which the OHO had carriage of the matter, until the decision to take immediate action under section 156 of the Nation Law.

It should be noted that AHPRA continually assesses the need to propose immediate action to the relevant Board as information is received during the management of a matter. The average number of days as detailed above do not reflect this ongoing activity.

Timeliness of open immediate actions

Table 7.1 Number of immediate actions open at the end of the reporting period, by time frame

| Time frame | December |
|-------------------------|-----------|
| Open for \leq 14 days | 1 |
| Open for $>$ 14 days | 11 |
| Total | 12 |

Section 150 preliminary assessment overview

Under s150 of the National Law, a National Board must, within 60 days after receipt of a matter, conduct a preliminary assessment of the notification and decide whether or not it relates to a person who is a health practitioner or a student registered by the Board, and whether or not it relates to a matter that is a ground for notification.

The tables below show the number of s150 preliminary assessments commenced and completed during the reporting period and the number of s150 preliminary assessments open at the end of the reporting period.

Table 8.1 Number of s150 preliminary assessments commenced

| | Total |
|--|-------|
| s150 preliminary assessments commenced | 569 |

Table 8.2 Number of s150 preliminary assessments completed

| | Total |
|--|-------|
| s150 preliminary assessments completed | 617 |

Table 8.3 Number of s150 preliminary assessments open at end

| | December |
|-----------------------------------|----------|
| s150 preliminary assessments open | 34 |

Outcomes of completed s150 preliminary assessments

The table below shows the outcome of each preliminary assessment conducted.

Table 9.1 Number of s150 preliminary assessments completed, by outcome

| Outcome | Total |
|---|------------|
| Outcome of decision to take the enquiry further | |
| Progressed to notification | 605 |
| Managed as offence | |
| Managed as complaint by co-regulator | |
| Outcome of decision to close the enquiry | |
| Insufficient particulars | 2 |
| HCE to retain | 1 |
| No further action | |
| General information enquiry | 7 |
| Refer all of the notification to another body | 2 |
| Other | |
| Total | 617 |

Table 9.2 Number of s150 preliminary assessments completed, by timeframe

| Time frame | Total |
|---|------------|
| Completed in \leq 30 days | 509 |
| Completed in $>$ 30 days but \leq 60 days | 72 |
| Completed in $>$ 60 days | 36 |
| Total | 617 |

Assessment overview

After completing a preliminary assessment of a matter, Boards have the power to take no further action, investigate the matter further, refer the matter for health assessment, refer the matter for performance assessment, refer the matter for hearing by a panel or the responsible tribunal, or to take a form of action under Division 10 of Part 8 of the National Law. If a Board proposes to take action under Division 10 of Part 8 of the National Law, it must undertake a show cause process. This applies when the Board proposes to restrict a practitioner's registration in some way as an interim step to keep the public safe. In these cases, the final assessment decision will not occur until the show cause process has concluded.

After a Board decision to take no further action after an assessment or to take action under Division 10 of Part 8, some matters may remain open to enable administrative processes to be completed.

The tables below show the number of assessments commenced and completed during the reporting period and the number of assessments open at the end of the reporting period.

Table 10.1 Number of assessments commenced

| | Total |
|-----------------------|-------|
| Assessments commenced | 622 |

Table 10.2 Number of assessments completed

| | Total |
|-----------------------|-------|
| Assessments completed | 444 |

Table 10.3 Number of assessments open at the end of the reporting period

| | December |
|------------------|----------|
| Assessments open | 631 |

Outcomes and timeliness of completed assessments

The tables below show the outcomes of the assessments completed during the reporting period. The tables below also show the timeliness of conducting the assessments during the reporting period, including any administrative or show cause steps required to complete the assessment.

Table 11.1 Number of assessments completed, by outcome

| Outcome | Total |
|--|------------|
| Outcome of decision to take the notification further | |
| Investigation | 128 |
| Health or performance assessment | 19 |
| Panel hearing | 5 |
| Tribunal hearing | |
| Other stage | |
| Outcome of decision to close the notification | |
| Accept undertaking | 9 |
| Caution | 54 |
| HCE to retain | |
| Impose conditions | 21 |
| No further action | 206 |
| Other | 2 |
| Total | 444 |

Table 11.2 Number of assessments completed, by time frame

| Time frame | Total |
|---|------------|
| Completed in \leq 60 days | 118 |
| Completed in $>$ 60 days but \leq 90 days | 149 |
| Completed in $>$ 90 days | 177 |
| Total | 444 |

Timeliness of open assessments

The tables below show the number of assessments that remain open at the end of the reporting period and the length of time that they have been in the assessment stage.

Table 12.1 Number of assessments open at the end of the reporting period, by time frame

| Time frame | December |
|---------------------------------------|------------|
| Open for \leq 60 days | 419 |
| Open for > 60 days but \leq 90 days | 103 |
| Open for > 90 days | 109 |
| Total | 631 |

Table 12.2 Number of assessments open at the end of the reporting period that have been open \leq 60 days, by stage

| Stage | December |
|--------------------------------|------------|
| Pending Board decision | 381 |
| Post Board decision | 38 |
| Subject to Division 10 process | |
| Total | 419 |

Table 12.3 Number of assessments open at the end of the reporting period that have been open > 60 days but \leq 90 days, by stage

| Stage | December |
|--------------------------------|------------|
| Pending Board decision | 61 |
| Post Board decision | 27 |
| Subject to Division 10 process | 15 |
| Total | 103 |

Table 12.4 Number of assessments open at the end of the reporting period that have been open > 90 days, by stage

| Stage | December |
|--------------------------------|------------|
| Pending Board decision | 40 |
| Post Board decision | 22 |
| Subject to Division 10 process | 47 |
| Total | 109 |

Investigations overview

The tables below show the number of investigations commenced and completed during the reporting period and the number of investigations that remain open at the end of the reporting period.

Table 13.1 Number of investigations commenced

| | Total |
|--------------------------|--------------|
| Investigations commenced | 132 |

Table 13.2 Number of investigations completed

| | Total |
|--------------------------|--------------|
| Investigations completed | 80 |

Table 13.3 Number of investigations open at the end of the reporting period

| | December |
|---------------------|-----------------|
| Investigations open | 730 |

Outcomes and timeliness of completed investigations

The tables below show the outcomes of investigations completed during the reporting period. The tables below also show the timeliness of these completed investigations.

Table 14.1 Number of investigations completed, by outcome

| Outcome | Total |
|--|-----------|
| Outcome of decision to take the notification further | |
| Health or performance assessment | 3 |
| Panel hearing | 3 |
| Tribunal hearing | 1 |
| Other stage | |
| Outcome of decision to close the notification | |
| Accept undertaking | 4 |
| Caution | 1 |
| Impose conditions | 9 |
| No further action | 54 |
| Refer all of the notification to another body | 5 |
| Total | 80 |

Table 14.2 Number of investigations completed, by time frame

| Time frame | Total |
|---|-----------|
| Completed in ≤ 6 months | 12 |
| Completed in > 6 months but ≤ 12 months | 31 |
| Completed in > 12 months but ≤ 18 months | 21 |
| Completed in > 18 months | 16 |
| Total | 80 |

Timeliness of open investigations

The table below shows the number of investigations that remain open at the end of the reporting period and the length of time that they have been in the investigation stage.

Table 15.1 Number of investigations open at the end of the reporting period, by time frame

| Time frame | December |
|---|------------|
| Open for \leq 6 months | 290 |
| Open for > 6 months but \leq 12 months | 288 |
| Open for > 12 months but \leq 18 months | 105 |
| Open for > 18 months | 47 |
| Total | 730 |

Health assessment overview

A health assessment is an assessment of a person to determine whether the person has an impairment and includes a medical, physical, psychiatric or psychological examination or test of the person.

The tables below show the number of health assessments commenced and completed during the reporting period and the number of health assessments open at the end of the reporting period.

Table 16.1 Number of health assessments commenced

| | Total |
|------------------------------|-------|
| Health assessments commenced | 20 |

Table 16.2 Number of health assessments completed

| | Total |
|------------------------------|-------|
| Health assessments completed | 55 |

Table 16.3 Number of health assessments open at the end of the reporting period

| | December |
|-------------------------|----------|
| Health assessments open | 64 |

Outcomes and timeliness of completed health assessments

The tables below show the outcomes of the health assessments completed during the reporting period and the timeliness of these health assessments.

The tables below also show the timeliness of open health assessments at the end of the reporting period.

Table 17.1 Number of health assessments completed, by outcome

| Outcome | Total |
|--|-----------|
| Outcome of decision to take the notification further | |
| Investigation | |
| Panel hearing | 1 |
| Tribunal hearing | |
| Other stage | |
| Outcome of decision to close the notification | |
| Accept undertaking | 9 |
| Caution | 1 |
| Impose conditions | 28 |
| No further action | 15 |
| Practitioner surrender | 1 |
| Other | |
| Total | 55 |

Table 17.2 Number of health assessments completed, by time frame

| Time frame | Total |
|------------------------------|-----------|
| Completed in \leq 6 months | 22 |
| Completed in $>$ 6 months | 33 |
| Total | 55 |

Timeliness of open health assessments

Table 18.1 Number of health assessments open at the end of the reporting period, by time frame

| Time frame | December |
|--------------------------|-----------|
| Open for \leq 6 months | 35 |
| Open for $>$ 6 months | 29 |
| Total | 64 |

Performance assessment overview

A performance assessment is an assessment of the knowledge, skill or judgement possessed, or care exercised by a registered health practitioner in the practice of the health profession in which the practitioner is registered.

The tables below show the number of performance assessments commenced and completed during the reporting period and the number of performance assessments open at the end of the reporting period.

Table 19.1 Number of performance assessments commenced

| | Total |
|-----------------------------------|-------|
| Performance assessments commenced | 2 |

Table 19.2 Number of performance assessments completed

| | Total |
|-----------------------------------|-------|
| Performance assessments completed | 1 |

Table 19.3 Number of performance assessments open at the end of the reporting period

| | December |
|------------------------------|----------|
| Performance assessments open | 13 |

Outcomes and timeliness of completed performance assessments

The tables below show the outcomes of the performance assessments completed during the reporting period and the timeliness of these performance assessments.

The tables below also show the timeliness of open performance assessments at the end of the reporting period.

Table 20.1 Number of performance assessments completed, by outcome

| Outcome | Total |
|--|----------|
| Outcome of decision to take the notification further | |
| Investigation | |
| Panel hearing | |
| Tribunal hearing | |
| Other stage | |
| Outcome of decision to close the notification | |
| Accept undertaking | |
| Caution | |
| Impose conditions | |
| No further action | 1 |
| Practitioner surrender | |
| Total | 1 |

Table 20.2 Number of performance assessments completed, by time frame

| Time frame | Total |
|------------------------------|----------|
| Completed in \leq 6 months | |
| Completed in $>$ 6 months | 1 |
| Total | 1 |

Timeliness of open performance assessments

Table 21.1 Number of performance assessments open at end, by time frame

| Time frame | December |
|--------------------------|-----------|
| Open for \leq 6 months | 7 |
| Open for $>$ 6 months | 6 |
| Total | 13 |

Legal services management

Panel hearing overview

A National Board may establish a performance and professional standards panel if the Board reasonably believes, because of a notification or for any other reason, that the way a registered health practitioner practises the health profession is, or may be, unsatisfactory or the registered health practitioner's professional conduct is, or may be, unsatisfactory and the Board decides it is necessary or appropriate for the matter to be referred to a panel.

A National Board may establish a health panel if the Board reasonably believes, because of a notification or for any other reason, that a registered health practitioner or student has or may have an impairment and the Board decides it is necessary or appropriate for the matter to be referred to a panel.

The Panel hearing overview encompasses data about both performance and professional standards panels and health panels.

The tables below show the number of panel hearings commenced and completed during the reporting period and the number of panel hearings that are open at the end of the reporting period.

Table 22.1 Number of panel hearings commenced, by type of panel hearing

| | Total |
|--|----------|
| Performance and Professional Standards Panel | 9 |
| Health Panel | |
| Total | 9 |

Table 22.2 Number of panel hearings completed, by type of panel hearing

| | Total |
|--|----------|
| Performance and Professional Standards Panel | 7 |
| Health Panel | |
| Total | 7 |

Table 22.3 Number of panel hearings open at the end of the reporting period, by type of panel hearing

| | December |
|--|-----------|
| Performance and Professional Standards Panel | 32 |
| Health Panel | |
| Total | 32 |

Outcomes and timeliness of completed panel hearings

The tables below show the outcomes of the panel hearings completed during the reporting period and the timeliness of these completed panel hearings.

Table 23.1 Number of panel hearings completed, by outcome, by type of panel hearing

| Outcome | PPSP | Health Panel | Total |
|--|----------|--------------|----------|
| Outcome of decision to take the notification further | | | |
| Investigation | | | 0 |
| Health or performance assessment | | | 0 |
| Tribunal hearing | | | 0 |
| Other stage | | | 0 |
| Outcome of decision to close the notification | | | |
| Accept undertaking | | | 0 |
| Caution | 3 | | 3 |
| Impose conditions | 4 | | 4 |
| No further action | | | 0 |
| Reprimand | | | 0 |
| Total | 7 | 0 | 7 |

Table 23.2 Number of panel hearings completed, by time frame, by type of panel hearing

| Time frame | PPSP | Health Panel | Total |
|------------------------------|----------|--------------|----------|
| Completed in \leq 6 months | 2 | | 2 |
| Completed in $>$ 6 months | 5 | | 5 |
| Total | 7 | 0 | 7 |

Timeliness of open panel hearings

The table below shows the timeliness of panel hearings that remain open at the end of the reporting period.

Table 24.1 Number of panel hearings open at end, by time frame, by type of panel hearing

| Time frame | PPSP | Health Panel | December |
|--------------------------|-----------|--------------|-----------|
| Open for \leq 6 months | 17 | | 17 |
| Open for $>$ 6 months | 15 | | 15 |
| Total | 32 | 0 | 32 |

Monitoring and compliance

Registrant monitoring overview

Health practitioners and students may have restrictions placed on their registration for a range of reasons including as a result of a notification, the assessment of an application for registration or a renewal of registration, or after a referral to the tribunal. These restrictions are actively monitored to ensure compliance.

The tables below show, by stream, the number of monitoring cases commenced and completed during the reporting period and the number of monitoring cases open at the end of the reporting period. A practitioner may have more than one monitoring case.

The tables below show the number of practitioners with conditions or undertakings on their registration.

Table 25.1 Number of monitoring cases commenced

| Stream | Total |
|-----------------------------------|------------|
| Conduct | 19 |
| Health | 53 |
| Performance | 35 |
| Prohibited Practitioner / Student | 19 |
| Total | 126 |

Table 25.2 Number of monitoring cases completed

| Stream | Total |
|-----------------------------------|------------|
| Conduct | 25 |
| Health | 64 |
| Performance | 42 |
| Prohibited Practitioner / Student | 10 |
| Total | 141 |

Table 25.3 Number of monitoring cases open at the end of the reporting period

| Stream | December |
|-----------------------------------|------------|
| Conduct | 121 |
| Health | 269 |
| Performance | 175 |
| Prohibited Practitioner / Student | 40 |
| Total | 605 |

Table 25.4 Number of practitioners with conditions or undertakings on their registration

| Profession | December |
|--------------------------------|-----------------|
| ATSIHP | 20 |
| Chinese Medicine Practitioner | 130 |
| Chiropractor | 9 |
| Dental Practitioner | 42 |
| Medical Practitioner | 316 |
| Medical Radiation Practitioner | 31 |
| Midwife | 14 |
| Nurse | 337 |
| Nurse and Midwife | 23 |
| Occupational Therapist | 8 |
| Optometrist | 3 |
| Osteopath | 1 |
| Pharmacist | 44 |
| Physiotherapist | 17 |
| Podiatrist | 3 |
| Psychologist | 33 |
| Total | 1,031 |

Table 25.5 Number of suspended practitioners at the end of the reporting period, by profession

| Profession | December |
|--------------------------------|-----------------|
| Chinese Medicine Practitioner | 2 |
| Chiropractor | 1 |
| Dental Practitioner | 1 |
| Medical Practitioner | 13 |
| Medical Radiation Practitioner | 1 |
| Midwife | 1 |
| Nurse | 33 |
| Nurse and Midwife | 1 |
| Optometrist | 1 |
| Psychologist | 1 |
| Total | 55 |

Outcomes and duration of completed monitoring cases

The tables below show the outcomes of monitoring cases that were completed during the reporting period.

The tables below show the duration of monitoring cases completed during the reporting period. It should be noted that some matters will require monitoring of compliance activity for significant periods, including some for the lifespan of a practitioner's registration. A National Board decides when to remove a requirement for monitoring a practitioner's compliance with conditions on their registration when it is assured conditions are no longer needed to keep the public safe. The length of time a practitioner is monitored is tailored to the risk posed by the individual practitioner.

Table 26.1 Number of monitoring cases completed, by outcome

| Outcome | Total |
|--|------------|
| Acquired non-practising registration | 7 |
| Acquired unrestricted registration | 1 |
| Change or remove conditions or undertaking –under s125 | 62 |
| Removal of condition or revocation of undertaking – under s127 | 35 |
| Completed board requirements | 1 |
| Elected not to renew | 26 |
| Panel order | 1 |
| Registration cancelled | 1 |
| Surrendered registration | 5 |
| Other | 2 |
| Total | 141 |

Table 26.2 Number of monitoring cases completed, by duration

| Duration | Total |
|---|------------|
| Completed in \leq 12 months | 74 |
| Completed in $>$ 12 months but \leq 24 months | 41 |
| Completed in $>$ 24 months | 26 |
| Total | 141 |

Duration and risk profile of open monitoring cases

Table 27.1 Number of monitoring cases open, by duration

| Duration | December |
|---|------------|
| Open for \leq 12 months | 326 |
| Open for $>$ 12 months but \leq 24 months | 146 |
| Open for $>$ 24 months | 133 |
| Total | 605 |

Status of open monitoring cases, by profession

The tables below show the number of open monitoring cases, risk profile and level of compliance. These tables report on the risk profile of the practitioner and the compliance status of a monitoring case. When AHPRA's monitoring reveals a practitioner's non-compliance, the matter is referred to a Board to consider further regulatory action. The time frame for this action depends on the level of risk posed to the public by the non-compliance.

The risk profile identifies those registrants that will cause the public, themselves or the reputation of the National Boards and AHPRA significant and immediate harm if the behaviour or conduct leading to the restrictions was to recur. A registrant is evaluated to have a normal risk profile if the recurrence of the behaviour or conduct will not cause the public, the registrant or the reputation of the National Boards and AHPRA significant and immediate harm. A registrant is evaluated to have a high risk profile if the recurrence of the behaviour will cause significant and immediate harm.

The risk posed by any breach of specific restrictions is different in each case and is managed individually. Not all breaches of restrictions require action to protect the public. For example, a practitioner who is two weeks late completing a required education program due to illness, has breached the condition on their registration, but the breach does not demonstrate increased risk to the public which needs to be managed.

The risk profile of each practitioner being monitored determines both how swiftly AHPRA responds and what action is taken.

Table 28.1 Number of monitoring cases where practitioner risk profile was normal, by profession

| Profession | Compliant | Suspected non-compliant | Non-compliant | Compliance status yet to be assigned ¹ |
|--------------------------------|------------|-------------------------|---------------|---|
| ATSIHP | 1 | | | |
| Chinese Medicine Practitioner | 1 | | | |
| Chiropractor | 6 | | | |
| Dental Practitioner | 16 | | 1 | |
| Medical Practitioner | 65 | | 1 | |
| Medical Radiation Practitioner | 1 | 2 | | |
| Midwife | | | | |
| Nurse | 110 | 8 | 9 | 1 |
| Occupational Therapist | 3 | | | 1 |
| Optometrist | 2 | | | |
| Osteopath | 1 | | | |
| Pharmacist | 20 | | | |
| Physiotherapist | 4 | | | 1 |
| Podiatrist | 1 | | | |
| Psychologist | 13 | 1 | 1 | |
| Total | 244 | 11 | 12 | 3 |

Table 28.2 Number of monitoring cases where practitioner risk profile was high, by profession

| Profession | Compliant | Suspected non-compliant | Non-compliant | Compliance status yet to be assigned ¹ |
|--------------------------------|------------|-------------------------|---------------|---|
| ATSIHP | | | | |
| Chinese Medicine Practitioner | 1 | | | |
| Chiropractor | 3 | | | |
| Dental Practitioner | 17 | 1 | 3 | |
| Medical Practitioner | 131 | 12 | 7 | |
| Medical Radiation Practitioner | 3 | | 1 | |
| Midwife | 2 | 1 | | |
| Nurse | 99 | 7 | 9 | |
| Occupational Therapist | | | 1 | |
| Optometrist | 1 | | | |
| Osteopath | | | | |
| Pharmacist | 10 | | 2 | |
| Physiotherapist | 4 | | 2 | |
| Podiatrist | 2 | | | |
| Psychologist | 15 | | | 1 |
| Total | 288 | 21 | 25 | 1 |

*1 – Where the compliance status is yet to be assigned, in Tables 0.0 and **Error! Reference source not found.**, it relates to a Health, Performance or Conduct case not yet due for a Compliance Status update.*

Table 28.3 Number of monitoring cases where practitioner risk profile was normal, by stream

| Stream | Compliant | Suspected non-compliant | Non-compliant | Compliance status yet to be assigned ¹ |
|-----------------------------------|------------|-------------------------|---------------|---|
| Health | 82 | 6 | 7 | 1 |
| Performance | 88 | 2 | 2 | 2 |
| Conduct | 52 | 3 | 2 | |
| Prohibited practitioner / student | 22 | | 1 | |
| Total | 244 | 11 | 12 | 3 |

Table 28.4 Number of monitoring cases where practitioner risk profile was high, by stream

| Profession | Compliant | Suspected non-compliant | Non-compliant | Compliance status yet to be assigned ¹ |
|-----------------------------------|------------|-------------------------|---------------|---|
| Health | 144 | 11 | 18 | |
| Performance | 71 | 5 | 5 | |
| Conduct | 57 | 5 | 2 | |
| Prohibited practitioner / student | 16 | | | 1 |
| Total | 288 | 21 | 25 | 1 |

1 – Where the compliance status is yet to be assigned, in Tables 0.0 and **Error! Reference source not found.**, it relates to a Health, Performance or Conduct case not yet due for a Compliance Status update.

Other requested tables under the heading “Status of open monitoring cases”

AHPRA does not currently have system capability to generate some of the data requested by the Health Ombudsman. Some of this data will be manually collected as part of the Health Ombudsman’s quality assurance activities.

Online National Register

Timeliness of changes to the online register

The tables below show the timeliness to update the online register of practitioners following a decision to alter the status of a practitioner's registration. The decision to alter a practitioner's registration status may arise as a result of a notification, monitoring a practitioner's compliance with already imposed restrictions, or as a requirement of a practitioner's type of registration. The below tables show the timeliness to update a practitioner's registration status following a notification or monitoring and compliance activity.

Table 29.1 shows the number of registrations that were suspended during the period. Suspensions do not result in a practitioner's name being removed from the register. A practitioner's name is removed from the register when registration is surrendered or cancelled. A practitioner may surrender their registration at any time. This may be during the management of a notification, while being monitored for compliance with restrictions on registration, at the renewal of registration or any other time.

Table 29.1 Of those practitioner registrations cancelled or suspended during the reporting period, number of practitioners whose name was removed from the Online National Register within 48 hours of their registration being cancelled or surrendered.

| Decision | Within 48 hours | More than 48 hours | Total |
|--|-----------------|--------------------|-----------|
| Registrations updated from notification decisions | | | |
| Suspend registration | 12 | 1 | 13 |
| Registrations updated from monitoring and compliance decisions | | | |
| Suspend registration | 2 | | 2 |
| Total | 14 | 1 | 15 |

Table 29.2 Of those practitioners with sanctions (i.e. suspension, reprimand, caution, conditions or undertakings) imposed, removed or altered during the reporting period, number of practitioners whose registration status was updated on the Online National Register within 48 hours of the sanction being imposed, removed or altered.

| Decision | Within 48 hours | More than 48 hours | Total |
|--|-----------------|--------------------|------------|
| Registrations updated from notification decisions | | | |
| Reprimand | 1 | | 1 |
| Impose conditions | 53 | 28 | 81 |
| Accept undertaking | 10 | 11 | 21 |
| Registrations updated from monitoring and compliance decisions | | | |
| Impose Conditions | 4 | 7 | 11 |
| Change conditions | 9 | 26 | 35 |
| Remove conditions | 55 | 70 | 125 |
| Revoke undertaking | 15 | 10 | 25 |
| Total | 147 | 152 | 299 |