

Office of the Health Services Commissioner Report



October - December 2006 Quarter

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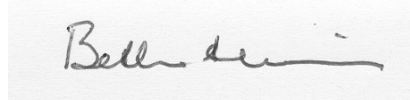
COMMISSIONER'S REPORT

This is the final report for the calendar year ending December 2006. Consistent with the yearly trend, complaint numbers for both Health Services (Conciliation and Review) Act 1987 and Health Records Act 2001 have reduced. The reasons for this are not known. The year was nonetheless a busy one in terms of public relations and policy work. The Commissioner and staff continue to provide training and support for stakeholders. Orientation training has been provided for new complaints handling officers in the hospitals and other health services. The orientations are usually conducted in small groups at the offices of the Health Services Commissioner and complaints handlers are introduced to members of staff and given tips on good complaints handling. This building of a relationship early in the training of the complaints officer assists with cooperative work between HSC and the health services in the public interest.

Policy involvement this year included provision of advice on the proposed access card, written submissions to the Australian Law Reform Commission Review of the Federal Privacy Act, provision of advice to emergency services, Victorian Newborn Screening Review Committee and many more.

The end of the calendar year is an appropriate time to acknowledge the hard working staff of the HSC whose dedication to their work and their cooperative approach to team work is very much appreciated. Similarly the Commissioner receives advice and expertise from the members of the Health Services Review Council, which again is very valued and appreciated. The Commissioner continues to devote a considerable amount of time raising public awareness about the existence of, and the work undertaken by, the Commission. This includes addresses to Probus, Lions and Rotary Clubs, doctors and allied health professionals, other health consumers, governments and many more. Promotion of the Office is an important part of ensuring that we meet our statutory duty to be accessible.

In November 2006, the Commission, in conjunction with the Health Services Liaison Officers Association, hosted a very successful conference called "Great Expectations". The Conference was well attended and the content received a high rate of approval in delegates' evaluation forms. Some highlights included an opening keynote address by Dr Diana Horvath AO on further directions for the Australian Commission on Safety and Quality in Health Care and a paper by Dr William Silvester on respecting patient choices at the Austin Hospital. On a lighter note, Justin Brady (Things of Stone and Wood), entertained the audience with original music and directed the spontaneous orchestra. The orchestra was made up of Commissioners and their staff and delegates and what we lacked in good timing, was made up for with enthusiasm. Papers from the conference are available on the Commission's website at www.health.vic.gov.au/hsc.



Beth Wilson
Health Services Commissioner

ANALYSIS OF COMPLAINTS TRENDS

While the proportion of original Act to Health Records Act new complaints lodged remains fairly constant there is a decrease in total numbers from last quarter to the current quarter (down 10%) and from the same quarter last year to the current quarter (down 6%). There were only 120 new complaints lodged in December 2006 and this is in line with previous patterns for December.

Complaints Lodged this Quarter

Table 1: New Complaints lodged with OHSC
(Complaints received complaint forms sent out)

	Current Quarter					Previous Quarter		Previous Year	
	Oct 2006	Nov 2006	Dec 2006			July - Sep 2006		Oct - Dec 2005	
HSC&R	167	178	110	455	90%	504	90%	481	90%
HRA	21	17	10	48	10%	54	10%	56	10%
Total	188	195	120	503		558		537	

Single Contact Complaints this Quarter

Table 2: Single Contact complaints
(Complaints closed because no complaint form returned)

	Current Quarter					Previous Quarter		Previous Year	
	Oct 2006	Nov 2006	Dec 2006			July - Sep 2006		Oct - Dec 2005	
HSC&R	86	81	83	245	93%	220	91%	236	90%
HRA	5	4	5	17	7%	22	9%	30	10%
Total	91	85	88	266		242		266	

As in previous reports, approximately half of all complaints are not confirmed by the return of a completed complaint form and authority.

Accepted Cases this Quarter

Table 3 Accepted cases
(Complaint Forms received and approved for assessment)

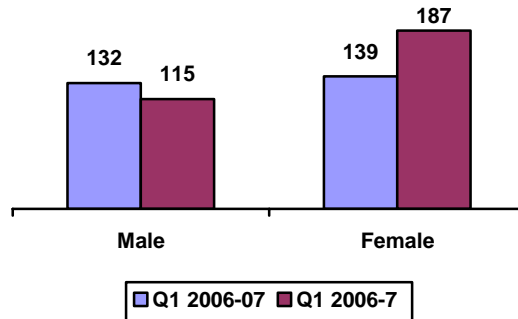
	Current Quarter					Previous Quarter		Previous Year	
	Oct 2006	Nov 2006	Dec 2006			July - Sep 2006		Oct - Dec 2005	
HSC&R	98	103	51	252	92%	289	93%	242	88%
HRA	6	8	5	19	8%	24	7%	33	12%
Total	104	111	56	271		313		275	

The number of accepted cases for this quarter is similar to the number for the same period in 2005, however there were considerably (42%) fewer complaints made under the Health Records Act for this quarter. This is in line with the trend noted in the last report.

Table 4 - Consumer Profile of accepted

Age Range	Female	Male	Total	%
0 To 01	2	0	2	1%
01 to 04	1	3	4	2%
05 to 14	3	3	6	2%
15 to 24	10	3	13	5%
25 to 34	13	11	24	9%
35 to 44	19	12	31	12%
45 to 54	12	13	25	9%
55 to 64	10	15	25	9%
65 to 74	12	5	17	6%
75 +	14	9	23	9%
Unknown	42	58	94	36%
Total	139	132	264	100%

Figure 1 Consumer Gender



There were equal numbers of male and female service users reported for this quarter, which is a change from past reports.

Primary Issues in Accepted Complaints

Figure 2: HSC Accepted Complaint Issues (n=252)

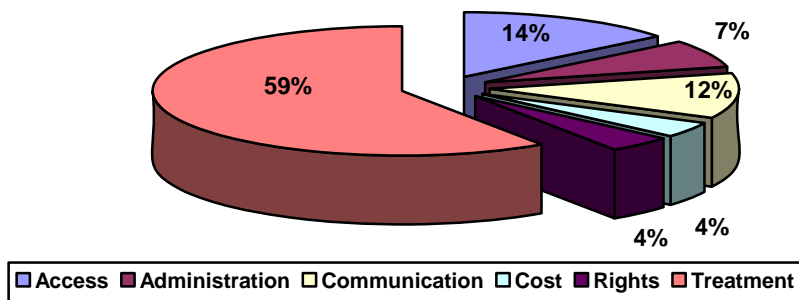


Table 5: HSC Issues

	2nd Qtr 2006/7	1st Qtr 2006/7		2nd Qtr 2006/7	1st Qtr 2006/7
Access			Cost		
Communication breakdown	2	0	Amount charged	4	8
Delay in admission	0	0	Billing practices	2	6
Delay in treatment	9	5	Information on costs	3	4
Discharge arrangements	1	1	Fraud	0	0
Discharge/Transfer	0	0	Over servicing	0	1
Transfer unsuitable	0	0	Over servicing - treatment	0	0

No/inadequate service	21	15	Public/Private election	0	0
Non attendance	0	0	Private health insurance	0	0
Non attendance - service busy	0	0	Public health insurance	0	0
Refused to refer	0	0	Unnecessary treatment	0	0
Other	1	1	Other	1	1
Refused admission	2	3			
Transport	0	1			
Waiting list	0	2			
	36	28		10	20
Administration			Rights		
Management practices	0	0	Access to records	0	0
Administration	4	5	Accuracy of records	0	0
Advertising	0	0	Assault	0	2
Failure to provide certificate	5	1	Discrimination	1	2
Hygiene	0	1	No/insufficient consent	4	3
No/inadequate response	7	3	Other	1	1
Other	1	2	Privacy/confidentiality	0	1
Policy	0	0	Refusal to treat	1	2
Quackery/legality	0	0	Unprofessional conduct	3	5
Retaliation	0	0			
	17	12		10	16
Communication			Treatment		
Absence of caring	3	3	Inadequate diagnosis	24	21
Failure to consult	2	8	Inadequate treatment	60	69
Inconsiderate/undignified service	4	8	Medication	8	11
Other	1	3	Negligent treatment	33	45
Poor attitude/discourtesy	10	4	Other	4	3
Wrong/misleading Information	9	8	Rough treatment	5	4
			Unskilful/incompetent treatment	7	11
			Wrong diagnosis	7	5
			Wrong treatment	2	0
	29	34		150	169
			Not Specified	1	1
			Grand Total	252	280

This table reflects the issues raised by complainants rather than those identified in the assessment of the complaint. There are only minimal changes from one quarter to the next with treatment issues highest at 58%

Figure 3: HRA Accepted Complaint Issues (n=19)

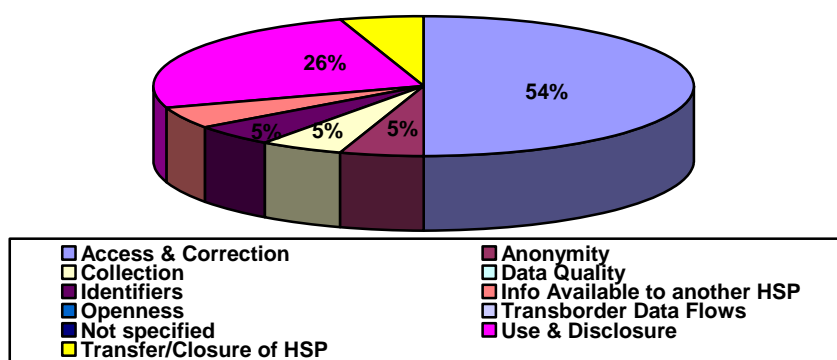


Table 6: HRA Issues

	2 nd Qtr 2006/7	1 st Qtr 2005/6		2 nd Qtr 2006/7	1 st Qtr 2005/6
Access & Correction			Info available to another HSP		
Access refused	6	5	Information refused	1	1
Amended statement not appended	0	0	Unreasonable time in delivery	0	0
Correction refused	0	1	Excessive fee	0	0
Inaccurate information not concealed	2	0		1	1
No amendment advise	0	0	Identifiers		
No written reason for refusal	2	3	Misuse	1	1
	10	9	Openness		
Anonymity			Policies unavailable, unclear or inadequate	0	0
Refusal of anonymity	1	0	Insufficient details given	0	0
Collection				0	0
Breach of in-confidence details	0	0	Transborder data flows		
Unlawful/Intrusive collection	1	0	Unauthorised Transborder transfer	0	0
Third party collection	0	0	Transborder dataflow unreasonable	0	0
Third party collection - Notification	0	0		0	0
Inadequate collection statement	0	0	Transfer/Closure of HSP		
Unnecessary collection	0	1	Inadequate notification	0	0
	1	1	Unsafe storage of records	1	0
Data Quality				1	0
Data inaccurate, incomplete or out of date	0	1	Use & Disclosure		
Deleted without notation	0	0	Disclosure – Inadequate consent	4	9
Destruction of information of non HSP	0	0	Disclosure - Inadequate disclosure	1	0
Transferred without notation	0	0	Use - Insufficient information	0	2
Unlawful deletion	0	0		5	9
Unsatisfactory protection	0	0	Not specified	0	0
	0	1	Total	19	22

Just over half of the HRA cases received involved issues of access and correction. There were five (56%) fewer complaints about disclosure of health information compared to the previous quarter

Respondent Analysis by Primary Issue

Table 7 – Respondent Type by Issue Category

	2nd Qtr 2006-7						1st Qtr 2006-7							
	Dentists in Private Practice	Hospitals	Medical Practitioners	Remaining Providers	Not specified		Dentists in Private Practice	Hospitals	Medical Practitioners	Remaining Providers	Not specified			
HSC														
Access	0	13	2	20	1	36	14%	0	12	3	11	2	28	9%
Administration	0	3	6	5	3	17	6%	0	5	2	4	1	12	4%
Communication	0	10	11	5	3	29	11%	0	13	12	8	1	34	11%
Cost	2	1	4	2	1	10	4%	1	4	6	8	1	20	7%
Rights	1	2	5	2	0	10	4%	2	9	3	1	1	16	5%
Treatment	7	58	55	23	7	15	54%	19	64	49	30	7	169	57%
Not Specified	0	0	0	0	0	0		0	0	0	0	1	1	0%
	10	87	83	57	15	252	93%	22	107	75	62	4	280	93%
HRA														
Access & Correction	0	1	5	4	0	10	5%	2	1	3	2	1	9	3%
Anonymity	0	0	0	0	1	1	0%	0	0	0	0	0	0	0%
Collection	0	0	0	0	1	1	0%	1	0	0	0	0	1	1%
Data Quality	0	0	0	0	0	0	0%	0	1	0	0	0	1	1%
Identifiers Available to another HSP	0	0	0	0	0	0	0%	0	0	0	1	0	1	0%
Openness Transborder data flows	0	0	0	0	0	0	0%	0	0	0	0	0	0	0%
Transfer/Closure of HSP	0	0	0	0	0	0	0%	0	0	0	0	0	0	0%
Use & Disclosure	0	0	2	3	0	5	2%	0	3	3	2	1	9	3%
Not specified	0	0	0	0	0	0	0%	0	0	0	0	0	0	0%
	1	1	8	7	2	19	7%	3	5	7	5	2	22	7%
Grand Total	11	88	91	64	17	271	100 %	25	112	82	67	1	302	100 %
	4 %	30 %	24 %	26 %	6 %	100 %		8 %	37 %	28 %	23 %	4 %	100 %	

In the context of a 13% overall decrease in complaints from the previous quarter, complaints against dentists decreased by 50%, complaints against hospitals decreased by 25% and complaints against medical practitioners rose by 10%.

HOW COMPLAINTS ARE MANAGED

Table 8: Comparison by Stage of Closure

Stage of Complaint Process	2nd Qtr 2006-7				1st Qtr 2006-7			
	HRA	HSC	Total	%	HRA	HSC	Total	%
Closed in Assessment	20	224	244	78%	17	190	207	81%
Closed in Conciliation	4	70	74	22%	7	42	49	19%
Closed in Investigation	0	0	0	0%	0	0	0	0%
Complaints closed	24	294	318	100%	24	232	256	100%

Most complaints closed this quarter were closed at the assessment stage (78%), with the remaining 22% closed in conciliation.

Primary Issue In Complaint By Seriousness Rating At Closure

Table 9: Issue by Seriousness

	2nd Qtr 2006-7				1st Qtr 2006-7					
	High	Medium	Low	Total	High	Medium	Low	Total		
HSC										
Access	1	6	32	39	12%	1	6	21	28	11%
Administration	0	6	16	22	7%	1	5	6	12	5%
Communication	0	15	23	38	12%	1	13	14	28	11%
Cost	1	2	10	13	4%	0	5	17	22	9%
Rights	2	2	14	18	6%	3	4	10	17	7%
Treatment	20	84	57	161	49%	15	72	37	124	48%
Not specified	0	1	3	3	0%	0	0	1	1	0%
	24	116	154	294	90%	21	105	106	232	91%
	8%	38%	44%	90%		8%	41%	41%		
HRA										
Access & Correction	0	4	6	10	4%	0	4	4	8	3%
Anonymity	0	0	1	1	1%	0	0	0	0	0%
Collection	0	3	0	3	1%	0	2	1	3	1%
Data Quality	0	0	1	1	0%	0	0	0	0	0%
Identifiers	0	0	1	1	0%	0	1	0	1	0%
Info Available to another HSP	0	0	1	1	1%	0	1	0	1	0%
Openness	0	0	0	0	0%	0	0	0	0	0%
Trans border data flow	0	0	0	0	0%	0	0	0	0	0%
Transfer/Closure of HSP	0	0	0	0	0%	0	0	0	0	0%
Use & Disclosure	0	3	3	6	3%	2	6	3	11	5%
Not specified	0	0	1	1	0%	0	0	0	0	0%
	0	10	14	24	10%	2	14	8	24	9%
	0%	5%	5%			1%	5%	3%		
Total Complaints Closed	24	126	168	318	100%	23	119	114	256	100%
	8%	43%	49%			9%	46%	45%		

There was no significant variation in the proportion of cases reported as serious.

Assessment & Investigation

Under the relevant legislation the Commissioner has the power to decline a complaint if certain criteria apply. An example of this is where the issues outlined in the complaint have been determined elsewhere. When this is not apparent until the complaint form and other documents have been received, a proportion of accepted complaints will subsequently be declined in assessment.

Table 10 - Resolution in assessment

Outcomes for confirmed complaints closed 01/10/2006 to 31/12/2006

Outcome	Health Services (Conciliation & Review) Act 1987 Closed in Assessment
Apology	7
Refund/ Reduced fee	3
Explanation	78
Other objective	47
Declined	62
Referred elsewhere	4
Referred to Board	11
Not resolved	12
	224 (65%)
Outcome	Health Records Act Closed in Assessment
Apology	0
Access Records	0
Amend Records	0
Explanation	5
Other objective	4
Declined	11
	20 (9%)
All cases	244 (74%)

Conciliation

Of the 378 complaints closed this quarter 74 (18%) were in conciliation. The number of closures was similar to the previous quarter.

There were 65 meetings with the individual parties or their representatives, including 2 in regional Victoria, along with 10 conciliation meetings between the parties, with 1 in regional Victoria. The conciliators gave 8 lectures or talks, 2 of which were in regional Victoria and it was a big quarter for conference or seminar attendance, with 35 attended.

Table 11 - Resolution in Conciliation

Outcome	Health Services (Conciliation & Review) Act 1987 Closed in Assessment
Apology	2
Change in procedure/policy	0
Compensation	6
Explanation	15
Objective or Service obtained	24
Total resolved 47	(15%)
Referred to Board or VCAT	1
Non – Conciliable	22
23	(7%)
Outcome	Health Records Act Closed in Assessment
Apology	0
Change in procedure/policy	0
Compensation	0
Explanation	0
Objective or Service obtained	2
Total resolved 2	(0%)
Referred to Board or VCAT	2
Non – Conciliable	0
2	(0%)
All cases	(26%)

Registrar

In comparison with the last quarter, 35 fewer complaints were exchanged during this period between the Registration Boards and HSC with the total number being 245. There was a decrease in the number of HSC complaints forwarded to the Boards for comment, a decrease of 58 in comparison with the last quarter. The Boards' total of 151 saw an increase of 23 complaints in comparison with the previous quarter. Of the 245 complaints on which information was exchanged 162 were about medical practitioners, ten less than the previous quarter; dental complaints were 31, a decrease of 14 from the last quarter and 18 complaints were about pharmacists, a decrease of 2 when compared with the previous quarter. Complaints about nurses saw a slight increase with 15 matters being discussed in comparison with 13 during the previous period. There were no complaints recorded for two of the Boards whilst the remaining 19 complaints covered six Boards. The formal referrals to Boards by the HSC was 13 complaints which is 13 less than during the last quarter, however there was an increase in the Boards' formal referrals to HSC with the total being 6 which was 5 more than in the previous quarter. One Freedom of Information request was processed.

Table 12 Registration Board Contacts

Registration Boards	Board Complaints discussed With HSC	HSC Complaints discussed with Boards	HSC Complaints formally referred to Boards	Board Complaints formally referred to HSC
Chinese Medicine Registration Board	3	0	0	0
Chiropractors Registration Board of Victoria	1	0	0	0
Dental Practice Board of Victoria	23	8	1	1
Medical Practitioners Board of Victoria	88	74	9	4
Medical Radiation Technologists Board of Victoria	0	0	0	0
Nurses Board of Victoria	11	4	0	0
Optometrists Registration Board of Victoria	0	2	0	0
Osteopaths Registration Board of Victoria	0	4	0	0
Pharmacy Board of Victoria	17	1	1	1
Physiotherapists Registration Board of Victoria	4	0	1	0
Podiatrists Registration Board of Victoria	0	0	0	0
Psychologists Registration Board of Victoria	4	1	1	0
	151	94	13	6

Prisoner Complaints

Table 13 – breakdown of prisoner complaints

	Oct-06	Nov-06	Dec-06	Total	
Access	8	6	9	23	50%
Administration	0	0	0	0	0%
Communication	1	0	1	2	4%
Cost	0	0	0	0	0%
Rights	0	0	0	0	0%
Treatment	5	4	10	19	42%
Access & Corrections	0	1	1	2	4%
Total	14	11	21	46	100%
	30%	24%	46%	100%	

The number of prisoner complaints increased in the last month. Treatment (42%) and access to treatment (50%) were the most frequent issues.

Psychiatric Services

Table 14: Psychiatric Services

	Oct-06	Nov-06	Dec-06	Total	
Hospitals	3	3	4	10	36%
Medical Practitioner	5	4	1	10	36%
Psychiatric Health Service	2	1	1	4	14%
Total	10	8	6	24	100%
	36%	28%	36%	100%	

Figure 4: Types of Service

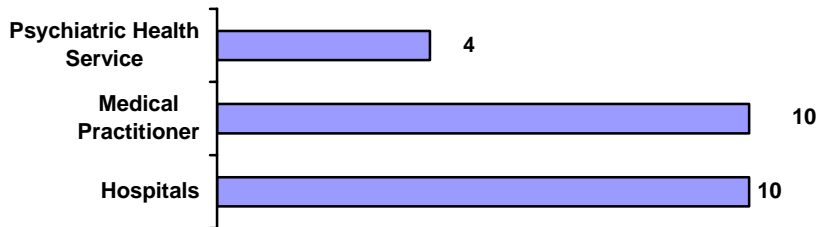
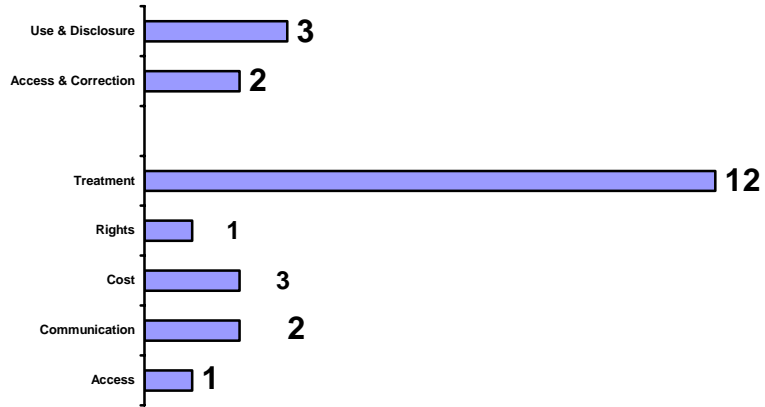


Figure 5: Issues in Psychiatric Complaints



There were 24 complaints about psychiatric services this quarter and they were mostly against hospitals and medical practitioners (71%)

Aboriginal Outreach Program

Outreach

During this quarter the Aboriginal Liaison Officer (ALO) continued to create valuable partnerships and networks with a large number of Aboriginal and non - Aboriginal service providers. Detailed below is a list of organisations she met with/made presentations to during this quarter:

Aboriginal Affairs Victoria

Department of Human Services
Dispute Settlement Centre of Victoria
Energy and Water Ombudsman Victoria
Equal Opportunity Commission
Essential Services Commission
ICAP Metro Forum
Office of the Public Advocate
Ombudsman Victoria
Privacy Victoria
Sheriff's Office
VAHS Family Counseling Service
Victims Support Agency
Victorian Aboriginal Legal Service

Victorian Community Together Partnership

Of particular note, in December the ALO attended the Aboriginal Elders Luncheon at the Aborigines Advancement League. With a number of other organisations, as part of the Victorian Community Together partnership, the ALO met with and provided information to what was estimated to be over 400 Aboriginal people about health care issues. This was a very successful event and there are a number of similar events planned in both regional and metropolitan Victoria in the coming year.

Participation Advisory Committee

The ALO was involved in organising a session focusing on Aboriginal consumers' experiences with health care providers for the 'Participate in Health Conference' to be held in February 2007.

Complaints

The ALO continued to take enquiries and complaints from Aboriginal consumers about their health care issues as they arose. Statistics are detailed in the following tables.

Advice & Referral

ATSI Reports/Brochures	102
Request for Speaking Engagement	9
Food or Environmental Health	0
Health Insurance	2
Referral to Legal Service	0
Referral to other dispute settlement service	0
Refer elsewhere	12
Ref Abor Legal Serv	5
Other	19
TOTAL	150

Provision of information (ATSI)

Table 16 Complaints (ATSI)

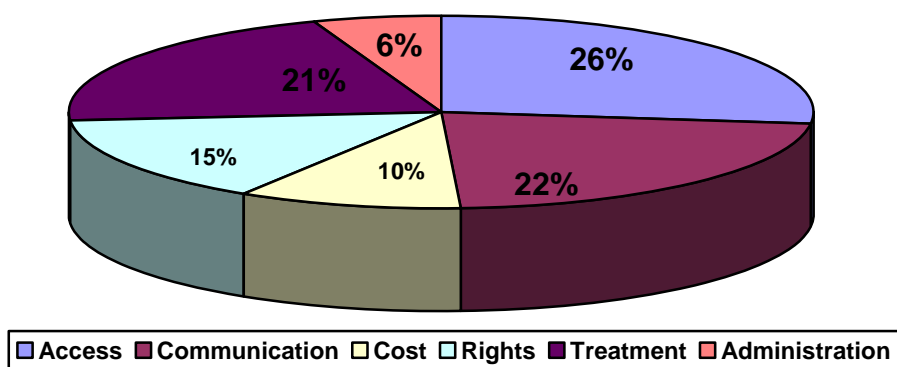
HSC Complaints		HRA Complaints	
Access	1	Access & Correction	0
Administration	1	Anonymity	0
Communication	0	Collection	0
Cost	0	Data Quality	0
Rights	0	Identifiers	0
Treatment	1	Info Available to another HSP	0
None	0	Openness	0
		Transborder data flows	0
		Transfer/Closure of HSP	0
		Use & Disclosure	2
	3		2

HOSPITAL HEALTH COMPLAINTS DATA

During this quarter 21 hospitals/community centers provided complaints data, which showed they received 776 complaints. The major area of concern to people was access making up 29% (234), treatment 26%(209) and communication 27% (199).

Issues in Complaints

Figure 6: Issues in HCIP Complaints (n=776)



Primary Issue in Complaint by Seriousness Rating

Table 17: Issue by Seriousness

	Access	Admin	Communication	Cost	Rights	Treatment	Total	
Trivial	0	0	0	0	0	0	0	0%
Minor	170	27	155	17	53	119	541	70%
Routine	54	7	42	10	15	76	204	26%
Substantial	7	2	2	1	2	13	27	1%
Serious	3	0	0	0	0	1	4	3%
Total	234	36	199	28	70	209	776	100%
	30%	5%	25%	10%	9%	27%	100%	

Most complaints (82%) were of a minor nature or considered routine.

Table 18: Site by Issue

	Access	Admin	Communication	Cost	Rights	Treatment	Total	
Admissions	43	2	3	0	1	0	49	6%
Aged Care	1	0	4	0	6	9	20	3%
Day Procedure Unit	3	0	3	0	0	0	6	1%
Emergency department	37	5	46	4	14	68	174	22%
Hospital grounds	2	4	2	3	2	2	15	2%
Intensive care unit	1	0	7	0	0	0	8	1%
Operating theatre	1	1	1	0	0	7	10	1%
Other	76	13	50	14	20	42	215	28%
Outpatient clinic	29	6	25	0	1	11	72	9%
Ward	41	5	58	7	26	70	207	27%
Total	234	36	199	28	70	209	776	100%
	30%	5%	25%	4%	9%	27%	100%	

Nearly 1/2 of all complaint happens in the wards or in other (not specified) location. Emergency department and the outpatient clinic accounted for another 1/3rd of all complaints.

Table 19: Outcome by Issue

	Access	Admin	Communication	Cost	Rights	Treatment	Total	
CHANGE IN POLICY	10	2	3	4	1	4	24	2%
LAPSED	38	6	32	2	19	30	127	13%
NOT UPHELD	16	4	7	4	9	5	45	4%
REFERRED	15	1	5	2	6	5	24	2%
REMEDIAL	12	1	21	1	5	21	61	6%
RESOLVED	229	36	208	20	37	197	727	73%
Total	310	50	276	33	77	262	1008	100%
	31%	5%	27%	3%	8%	28%	100%	

EXECUTIVE SERVICES

The Executive Services Unit comprises two staffing streams and provides corporate support services for the office including Finance, Human Resources, Information Technology, Purchasing, Vehicle Management, Building Services and Reception Services. It is also responsible for the operation of the *Health Records Act 2001*(Vic) (HRA) and the provision of legal advice to the Commissioner and staff.

Health Records Act 2001

The office continues to offer training, education and support to holders of health information and consumers on their respective responsibilities and rights under the legislation. These organisations include health services providers, government departments and agencies, local government, employers and many other holders of health information. Education was provided by holding joint training sessions with Privacy Victoria and also a 'train the trainer' session held at the OHSC office. Eight presentations were provided in the October - December quarter.

Table 20: HRA Requests

Requests	
Published articles	0
Consultation in office	1
Presentation to a group	8
Response to question	4
Telephone inquiries	68
Written inquiries	17
Review policy documents	2

Table21: HRA Contacts

HRA Team Contacts	
HRA brochures sent out	643
HSC brochures sent out	1600
Access to records brochures sent out	135
No of posters sent	15
Amount of people attending presentations	249

Website

The office website (www.health.vic.gov.au/hsc) is featured prominently in all of the office promotional material. It is a source of information for the community on the role of the OHSC and includes publications produced by the office, appropriate links and the latest information.

The following table is for the period 1 October to 31 December 2006.

Table 22: Website Statistics

Month	Pages		
	Viewed	Sessions	Visitors
July	7,279	2,007	1,744
Aug	5,808	1,656	1,379
Sep	3,881	1,117	972
Average	5623	1593	1365
Totals	16868	4780	4095

Staff Training and Development

The majority of OHSC staff had the opportunity of attending the 2006 Australasian Health Complaints Conference where they were able to network with their peers from Interstate and overseas.

Also during the quarter various staff attended the Palliative Care and Cultural Diversity Workshop, the Medicine and Surgery for Lawyers Seminar and all of the Conciliators and Legal Officer attended the Medicine and Law Conference run by the Law Institute of Victoria.

Conferences

The culmination of a lot of planning came to fruition this quarter with the OHSC in conjunction with the Health Services Liaison Association hosting the 2006 Australasian Health Complaints Conference "Great Expectations". It was held on 16 & 17 November at the Eden on the Park. Over 150 delegates attended from every State and Territory and also from New Zealand and Hong Kong. The Conference was preceded with a half-day workshop on assessing complex complaints held on the afternoon prior to the conference. The workshop was limited to 90 participants and was oversubscribed.

Feedback provided by the delegates was very positive with 96% of them being satisfied or very satisfied with the conference. All who responded thought the idea of a combined conference between the Australasian Health Services Commissioners and the Complaints Liaison Officers was a good idea.

APPENDICES

APPENDIX 1 - Providers by Type and Specialities

Grouping	Type of organisation	Speciality	Sub speciality			
Dentists in Private Practice	11	Dental Surgery	1			
		Dentist	10			
Hospitals	88	Hospitals	88			
			<i>Dental</i>	3		
			<i>Private</i>	2		
			<i>Public</i>	70		
			<i>Not specified</i>	8		
			<i>Psychiatric</i>	3		
			<i>Specialist</i>	4		
		<i>Womens</i>	1			
Medical Practitioners	91	Medical Clinic	14			
			<i>24 Hour Clinic</i>	0		
			<i>Group Practice</i>	4		
			<i>Laser Eye Clinic</i>	1		
			<i>Mens Health</i>	4		
			<i>Not specified</i>	5		
			Medical Practitioner	77	<i>Anaesthetist</i>	0
					<i>Cardiologist</i>	0
					<i>Dermatologist</i>	1
					<i>Ear, Nose and Throat</i>	2
					<i>Gastroenterologist</i>	5
					<i>General Practitioner</i>	19
					<i>Locum</i>	1
					<i>Medico-legal Examiner</i>	0
	<i>Neurologist</i>	1				
	<i>Not specified</i>	24				
	<i>Obstetrician/Gynaecologist</i>	2				
	<i>Oncologist</i>	0				
	<i>Ophthalmologist</i>	1				
	<i>Paediatrician</i>	0				
	<i>Psychiatrist</i>	2				
	<i>Radiologist</i>	1				
	<i>Rehabilitation medicine</i>	0				
	<i>Respiratory Medicine</i>	0				
	<i>Rheumatologist</i>	0				
	<i>Urologist</i>	2				
			<i>Surgeon</i>	12		
			General	3		
			Neurological	0		
			Not specified	5		
			Orthopaedic	4		
			Plastic	0		
		Vascular	0			
Not specified	17					

Remaining Providers	64		
Age Care	0		
Alcohol & Drug Service	0		
Allied Health	0		
Alternative therapist	1	Acupuncture	0
		Masseur	0
		Naturopath	0
		Other	1
Alternative Therapist Clinic	0		
Ambulance Service	1		
Audiologist	0		
Beauty Therapy Clinic	0		
Chiropractic Service	0		
Community Health Centre	3		
Complementary Health	0		
Corrections Health	46	Not specified	36
		Private	6
		Public	4
Counsellor	0		
Dental Prosthetist	1		
Diagnostic Service	4	Diagnostic Imaging	2
		Not specified	0
		Pathology	2
Education	0		
Infant Welfare Centre	0		
Law Firms	0		
Locum Service	0	Emergency medicine	
Mental Health	0		
Not a health service provider (individual)	0		
Not a health service provider (organisation)	0	Educational institution	0
		Employer	0
		Govt Dept/Agency	0
		Not specified	0
		Other	0
Nurse	0		
Nursing Home	2	Not specified	2
		Private	0
Nursing service	0		
Occupational therapist	0		
Optical dispenser	1		
Optometrist	0		
Osteopath	1		
Pharmaceutical supplier	0		
Pharmacist	0		
Podiatrist	1		
Podiatry Service	0		
Police	0		
Psychiatric Health Service	2		
Psychologist	1		
Radiographer	0		
Rehabilitation Service	0		
Statutory Authority	0		
Grand Total	271		

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