



Our Safety and Quality Performance

The *Metro North Safety and Quality Strategy 2015–2018* commits to deliver the highest quality healthcare experience in true partnership with our patients. Our performance is assessed against National Standards and benchmarked against nationally recognised safety and quality indicators.



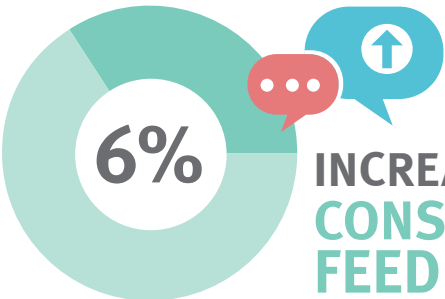
90%
OF ALL COMPLAINTS TO METRO
NORTH ARE RESOLVED WITHIN
35 DAYS



14%
INCREASE
IN COMPLIMENTS



7%
REDUCTION
IN COMPLAINTS

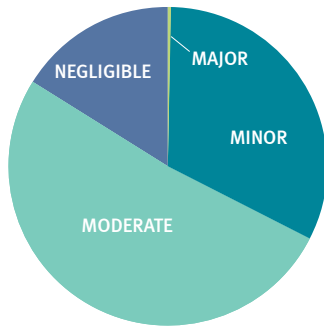


6%
**INCREASE IN
CONSUMER
FEEDBACK**

11,288
PEOPLE
TOLD US ABOUT THEIR CARE



COMPLAINTS BY SEVERITY



The Office of the Health Ombudsman (OHO) is Queensland’s health service complaints agency and is another avenue consumers have available to them should they wish to make a healthcare complaint.

The OHO is an independent statutory body and the place Queenslanders should go if they have a complaint about a health service provider or a health service provided to them, a family member or someone in their care that they are unable to resolve with the service provider directly. Complaints can be made to the OHO about both registered and unregistered health service providers or health service organisations.

The opposite diagram represents the 2016-17 total number of Metro North-related complaints received by the OHO.

Complaints received	
301	
Assessment	Take no further action
32	107
	Local resolution
	101
	Conciliation
	22
	Investigation
	4
	Referral to another organisation i.e. AHPRA
	35
	Referral to the Director of Proceedings or Conduct of an inquiry
	0

- 1. Take no further action:** Some complaints will not be taken further for a number of reasons.
- 2. Assessment:** The assessment process will gather all relevant information needed from the complainant, the health service provider and any relevant experts to enable the OHO to make the right decision on how best to manage the complaint.
- 3. Local resolution:** OHO works with the complainant and Metro North to facilitate meetings and other communication to resolve the complaint informally.
- 4. Conciliation:** When complaints are more complex, conciliation is an informal, confidential meeting process run by independent skilled conciliators.
- 5. Investigation:** Investigation involves a detailed examination of a complaint including gathering evidence and analysing the cause/s of an adverse health incident or healthcare issue.
- 6. Referral to another organisation:** A complaint can be referred to another organisation if the issue falls within another jurisdiction, better suited to managing the complaint.

45%
REDUCTION IN FALLS
RESULTING IN HARM

Metro North has continued to improve and exceed the Statewide result for the percentage of patients assessed for risk of falling on admission

