



Using research to prevent harm before it happens

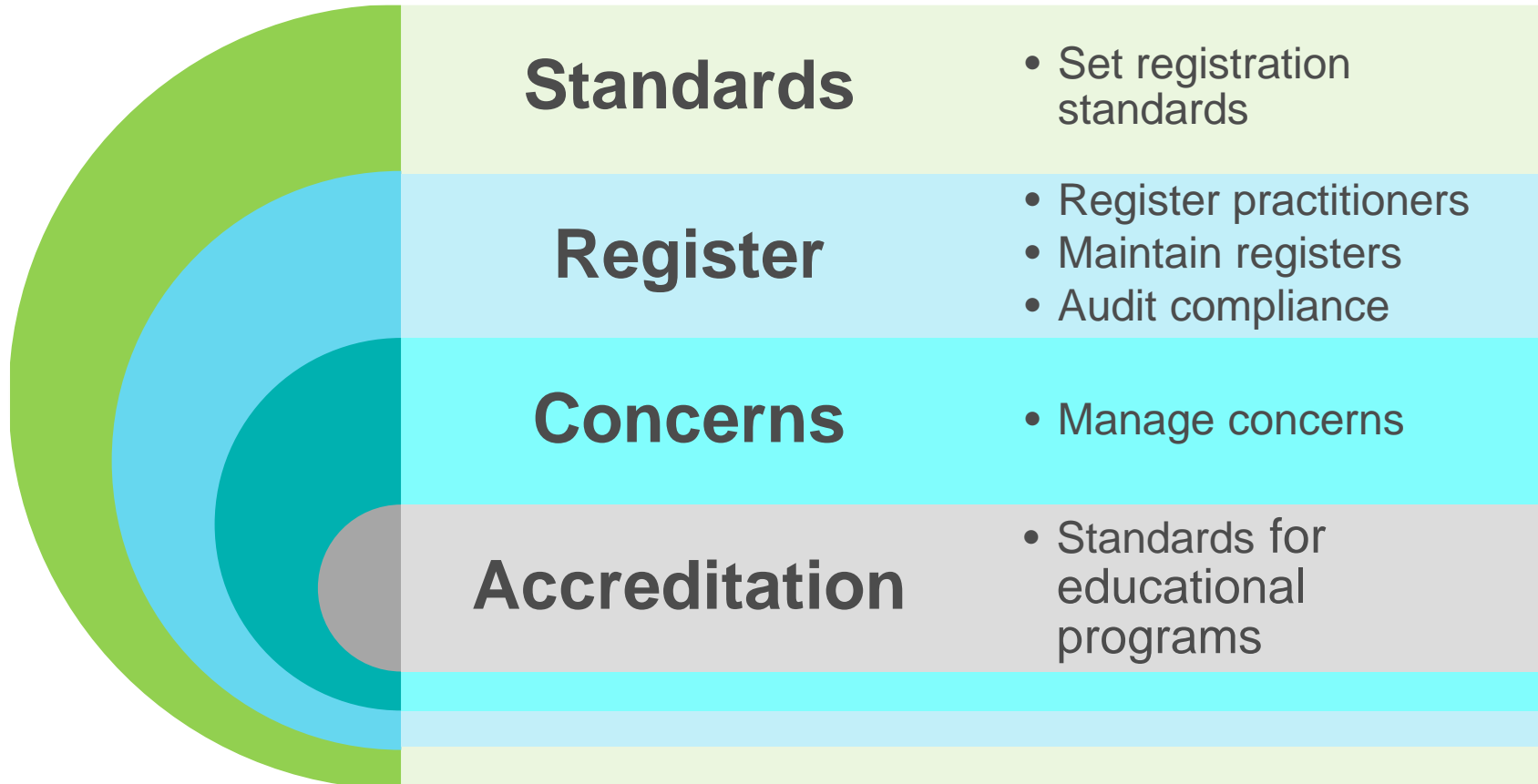
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Presentation summary

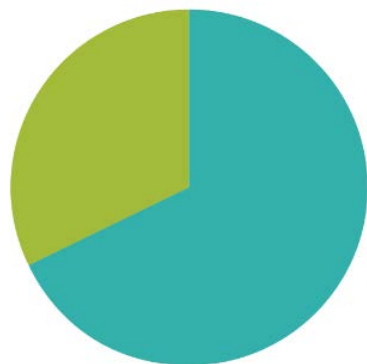
- Who we are and how we regulate 14 health professions in Australia
- Using data to help us regulate physiotherapists
- Review of early work the Physiotherapy Board of Australia has conducted so far
- How do we apply what we're learning in our regulatory responses?

What we do



Snapshot of the profession

657,621 health practitioners in 14 professions registered in Australia in 2015/16
28,855 registered physiotherapists
This is **4.4%** of the registrant base



68% women
32% men



Registration grew by **4.8%** from 2014/15



2,505 new applications for registration received

8,943 registered students; down **1.7%**



2,702 criminal history checks were carried out for physiotherapists resulting in:
94 disclosable court outcomes;
No regulatory action needed to be taken.

66 notifications (complaints or concerns) were lodged with AHPRA about physiotherapists



55 notifications were closed

66 complaints were made about possible statutory offences relating to physiotherapy services

40 statutory offence matters were closed



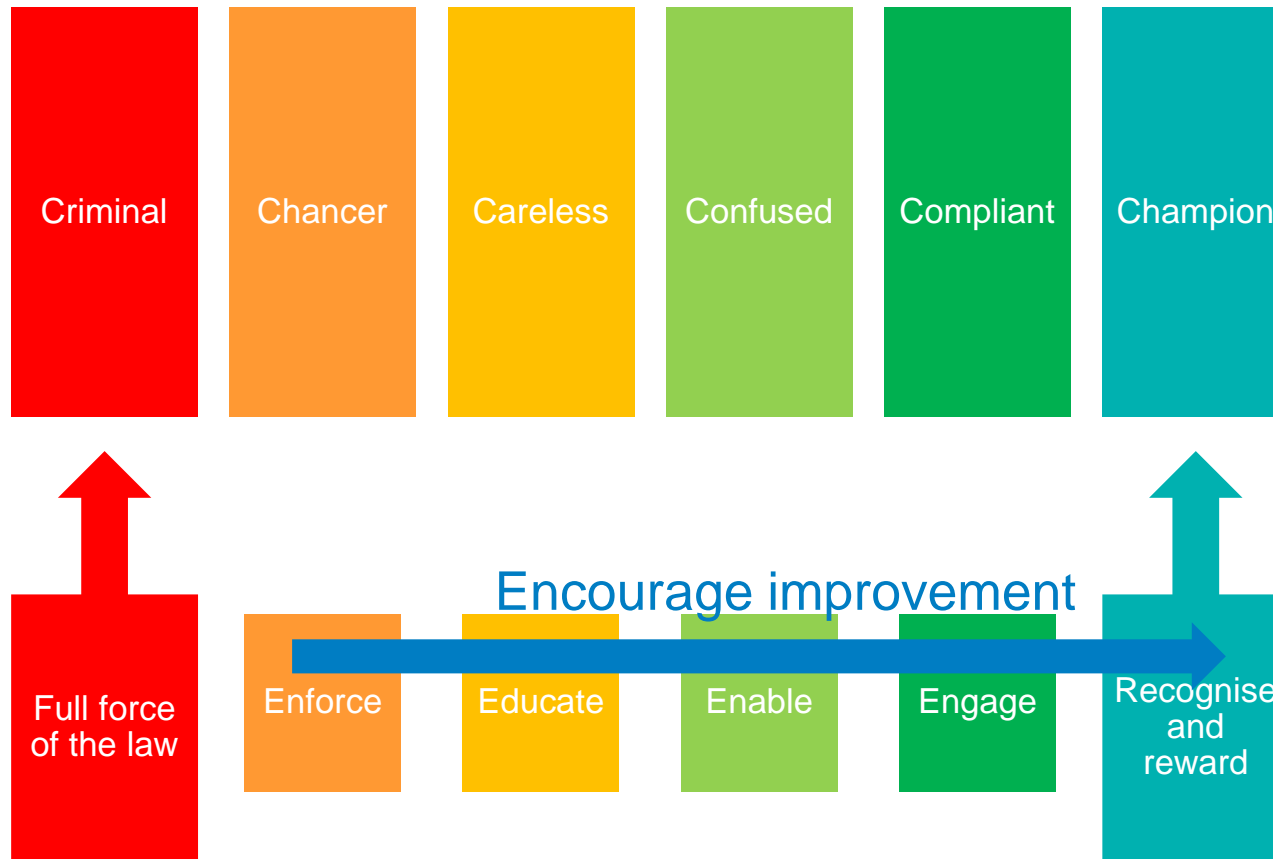
...evidence-based regulation

Most frequent issues for physiotherapy complaints

- In descending order:
 - Offences (advertising, using a protected title)
 - Clinical care
 - Health impairment
 - Professional conduct
 - Communication
 - Documentation (record keeping)
 - Boundary violation
 - Billing

What do we know so far?

- Unique dataset
- Across the professions we now know:
 - That male physios are much more likely to receive a complaint than their female counterparts
 - That the likelihood of receiving a complaint increases with age (45-54 age = most likely)
 - That complaints from patients or family members are less likely to result in action than concerns raised by other practitioners or employers.



The future

- Make data more useful over time
- Code and classify in a consistent way
- New mindset in collecting data
- Focus efforts and resources according to risk
- Use data to glean insights