

An Investigation into the Impact of Health Ombudsman Schemes on the Delivery of Healthcare – an International Comparison

Researcher name and institution:	Gavin McBurnie Queen Margaret University	
Funding mode/funder:	Fee waiver/self funded	
Start and End date:	Sept 2014 - Sept 2020	
1. Brief summary of what the research is about.	While there is increasing academic interest in ombudsmanry, there is little empirical research on how health ombudsmen attempt to deliver their statutory obligations or strategic aims to improve services. This research aims to examine the means by which health ombudsmen attempt to achieve their objectives and how these means are received by health bodies.	
2. What are the research questions?	1. What model of administrative justice is utilised by health ombudsmen; does it vary if they have different roles; and are they shared with bodies in jurisdiction? 2. What methods do health ombudsmen use in their attempt to effect change in the healthcare system in fulfilment of their statutory obligations or strategic aims; are these activities undertaken reactively or proactively? and 3. How are these approaches received by those within the acute healthcare system?	
3. What, if any, outputs so far?	None	

4. What outputs are planned?	To be determined
5. What is the anticipated impact?	New data on ombudsman schemes; development of a new understanding on the means they utilize to achieve their strategic goals – are they undertaken proactively, how are they prioritised; and potentially advance conceptual models of ombudsmanry.
6. Comments / additional information / requests for data or input from the broader administrative justice community	