

# Summary of service provider complaint report

## Austin Health

2020-21



# Introduction

## Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2020-21 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues are raised, and how the complaints are resolved.

## Interpreting the data

Caution should be used when drawing conclusions from relative numbers of complaints reported by services.

High numbers of complaints reported by services may represent effective complaints reporting processes, a positive complaints culture and/or demonstrate high numbers of issues experienced by people who use the service.

Conversely, low numbers of complaints may indicate issues with the recording of complaints or the service's approach to complaints, or a high level of satisfaction with the service.

Complaints represent people's experience, and a sign of a positive complaints culture would be higher numbers of complaints to services and lower number of complaints to the MHCC, reflecting that people feel confident to raise their concerns with the service.

# The role of the MHCC

The MHCC collates and analyses complaints data about public mental health services to:



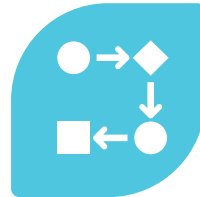
identify key themes and emerging issues across the sector



gain insights into the concerns/experiences of consumers, families and carers



increase awareness of systemic issues and improvement opportunities



understand the status of complaint processes and reporting across the sector



inform our projects and recommendations



Number of  
complaints and  
compliments

# How many complaints were made? 2020-21

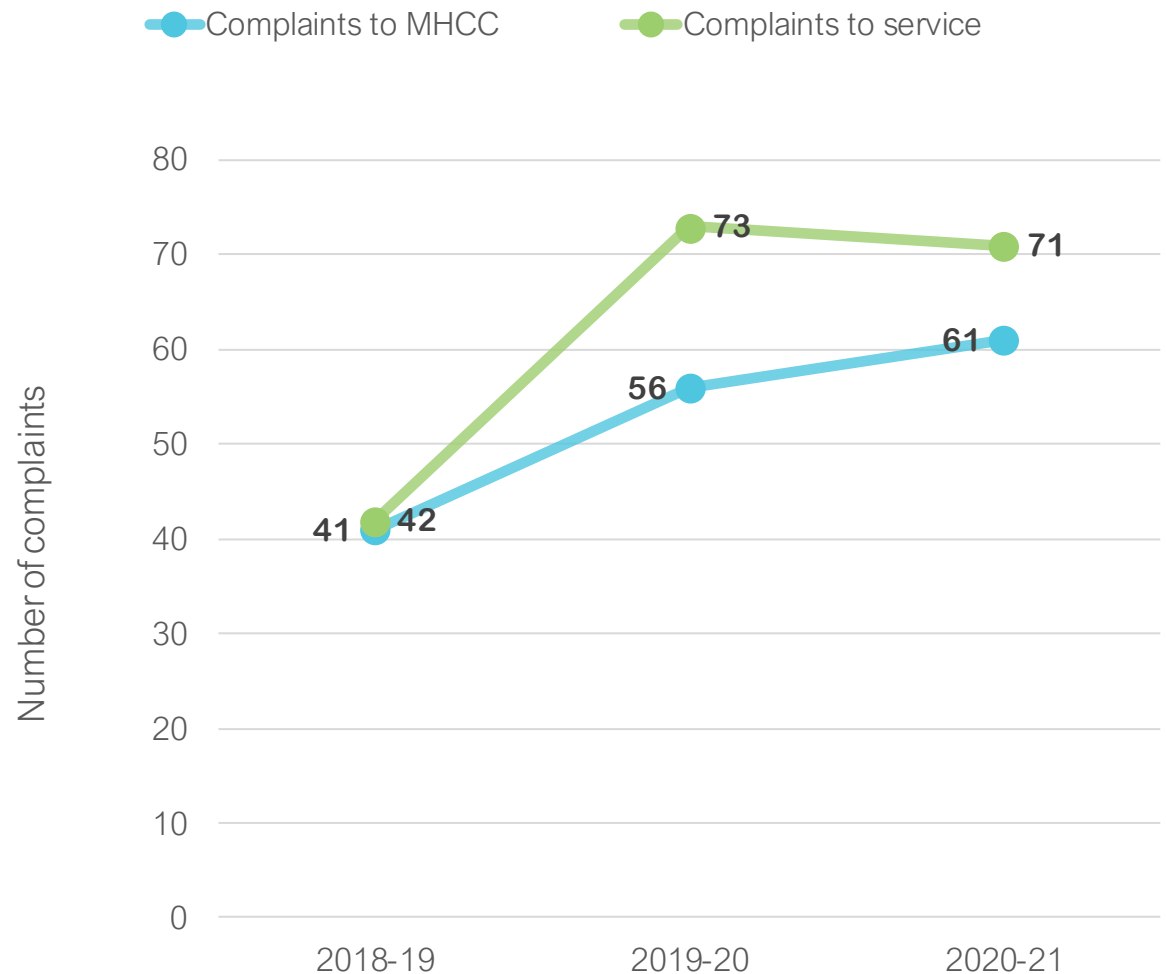
61

Complaints to MHCC  
about Austin Health

71

Complaints to Austin  
Health

- The number of complaints to the MHCC about Austin Health rose in 2020-21. Meanwhile, complaints made to Austin Health directly remained similar in the same timeframe.
- Overall, more complaints were made directly to Austin Health than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.
- The MHCC notes the increase in complaints made directly to Austin Health from 2018-19, suggesting that improvements have been made in this regard.



# Complaint and compliment rates 2020-21

- Sector medians instead of averages are shown, as the majority of services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaint and compliment rates below the sector median.
- Compared to the sector, a slightly higher rate of complaints was made to the MHCC about Austin Health and to Austin health directly. A higher rate of compliments were made to Austin Health compared to the sector.

## Complaints about Austin Health

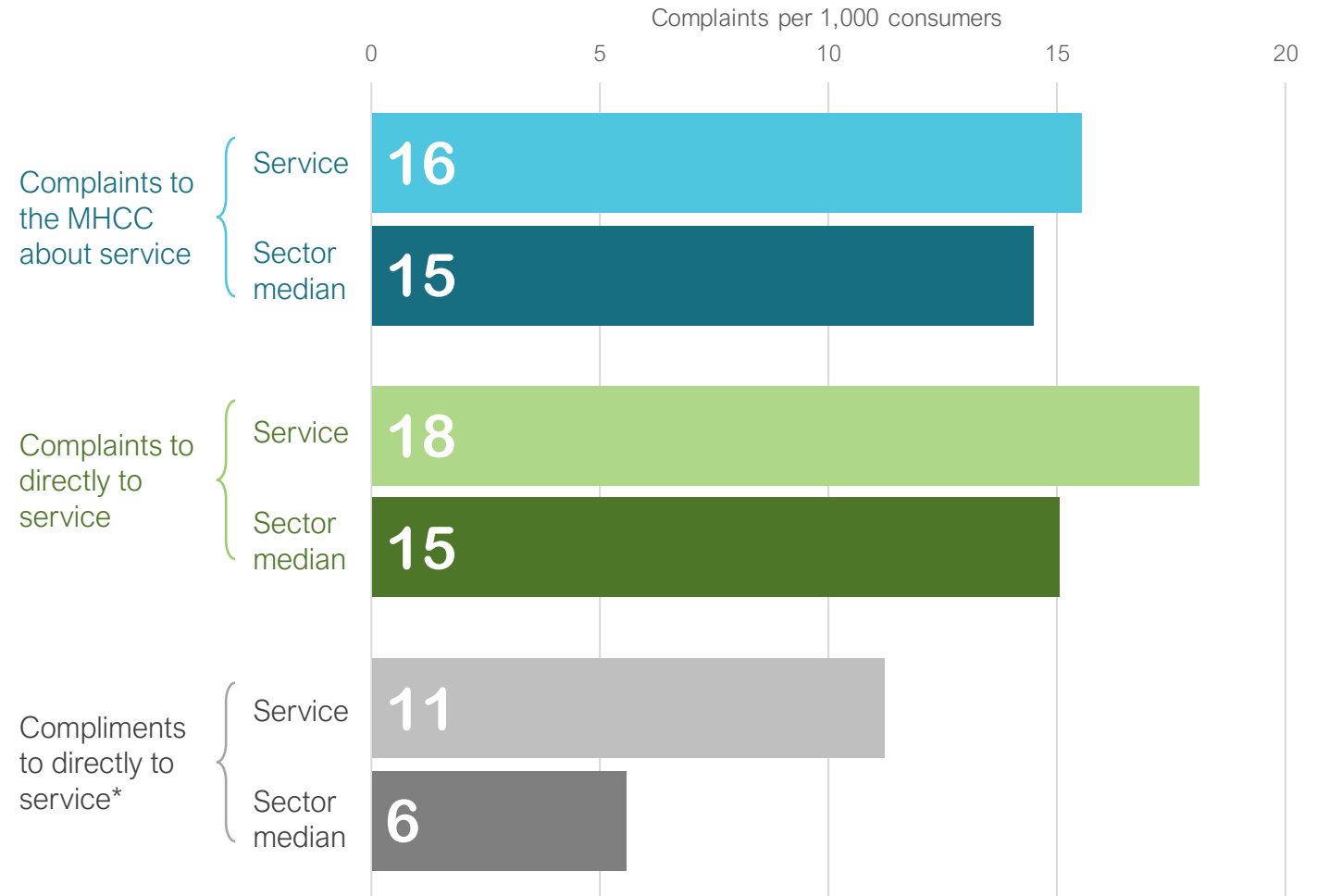
- to the MHCC (n=61)
- to the service (n=71)

● Compliments to Austin Health (n=44)

## Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

● Compliments to services sector-wide (n=1109)

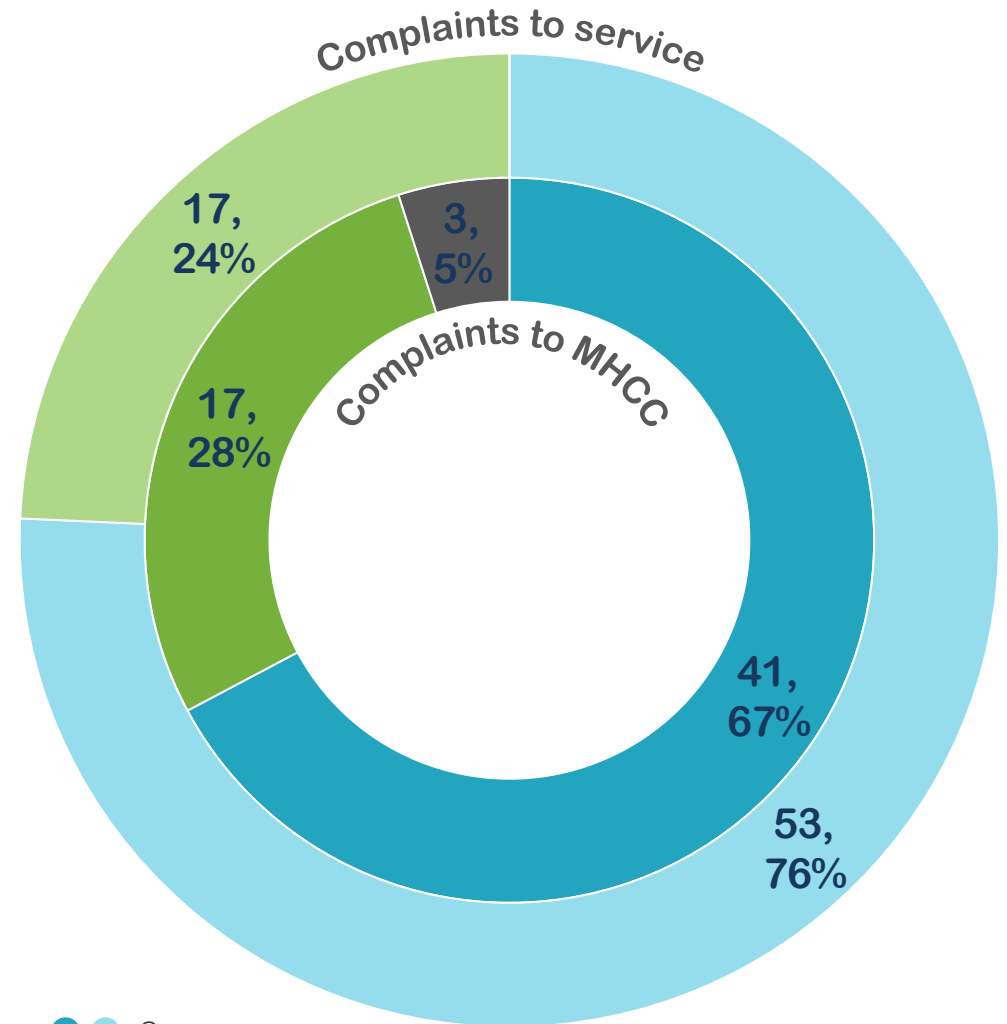


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Austin Health

- Consumers made the majority of complaints to the MHCC about Austin Health.
- Similarly, consumers made the majority of all complaints directly to Austin Health.
- Family members / carers made roughly a quarter of all complaints both to the MHCC about Austin Health and to Austin Health directly.



- Consumer
- Family member/carer
- Other

Note: this graphic does not include complaints where the complainant status was unknown.



# Issues raised in complaints and compliments

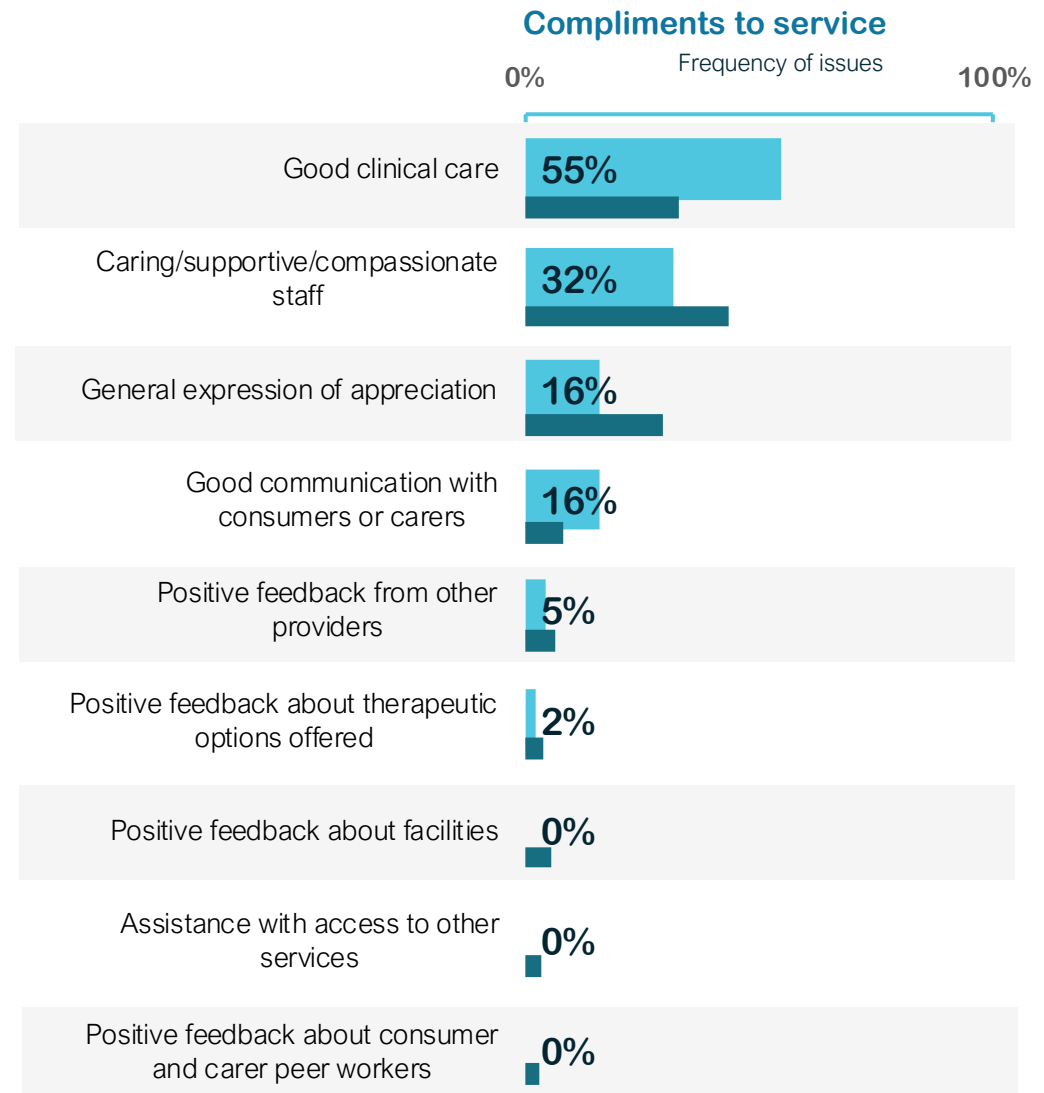


# What were compliments about? 2020-21

● Compliments to Austin Health (n=44)
 ● Compliments to services sector-wide (n=1109)

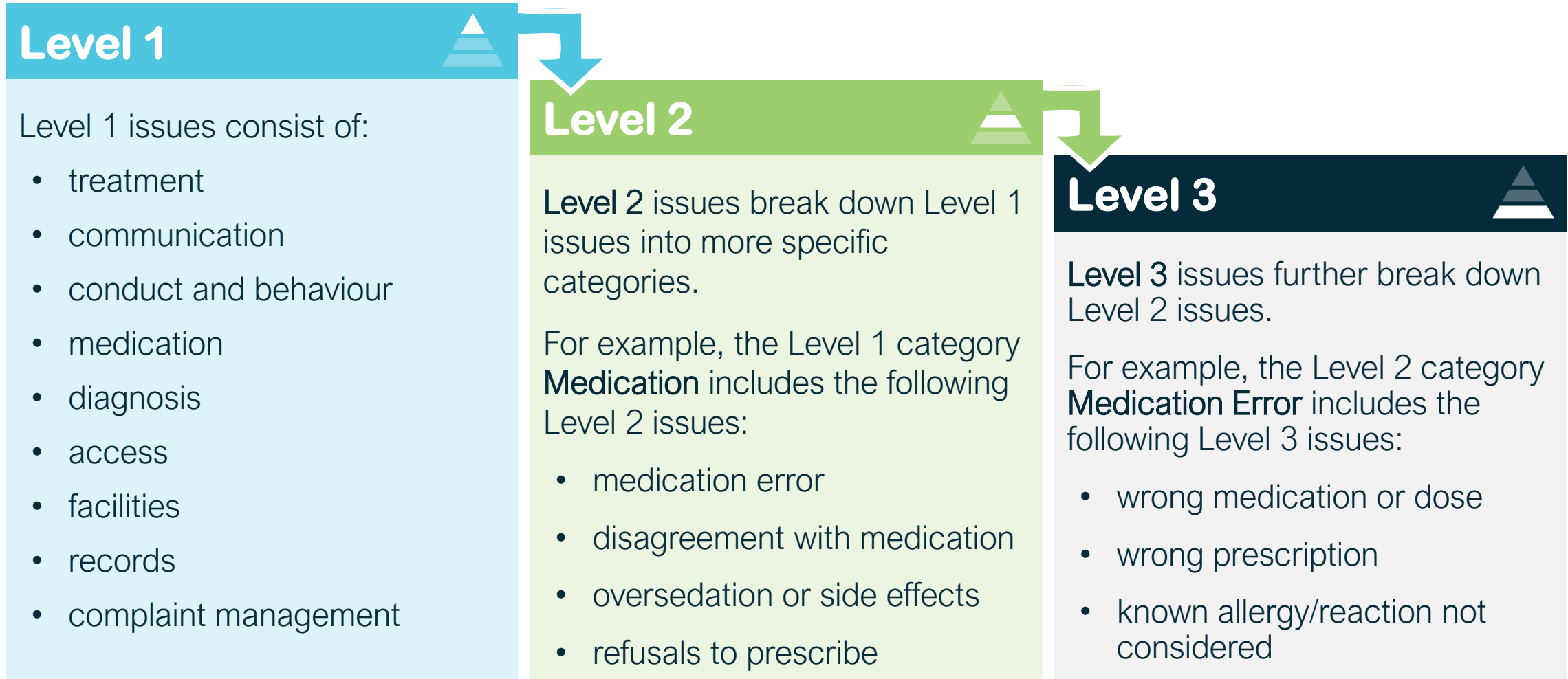
Themes raised in compliments about Austin Health

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Austin Health were most commonly about good clinical care and caring/supportive/compassionate staff, and greater percentages of compliments raised the issue of good clinical care compared to the sector as a whole.
- A lower percentage of compliments made to Austin Health were classified as general expression of appreciation compared to the sector as a whole. This is a positive thing and reflects the level of detail provided by Austin Health about their compliments data that enabled the MHCC to identify more specific themes.



# How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.



# What were complaints about? 2020-21

## Level 1 issues raised about Austin Health

- Issues raised in complaints to the MHCC about Austin Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Conduct and Behaviour Communication, and Medication being the most commonly raised issues.
- Issues raised in complaints made directly to Austin Health were broadly consistent with those raised in complaints to services across the sector, with complaints most often about Treatment, Conduct and Behaviour, Communication and Facilities.
- A lower rate of complaints about Medication and Diagnosis were made directly to Austin Health than those made to services across the sector.

Complaints about Austin Health

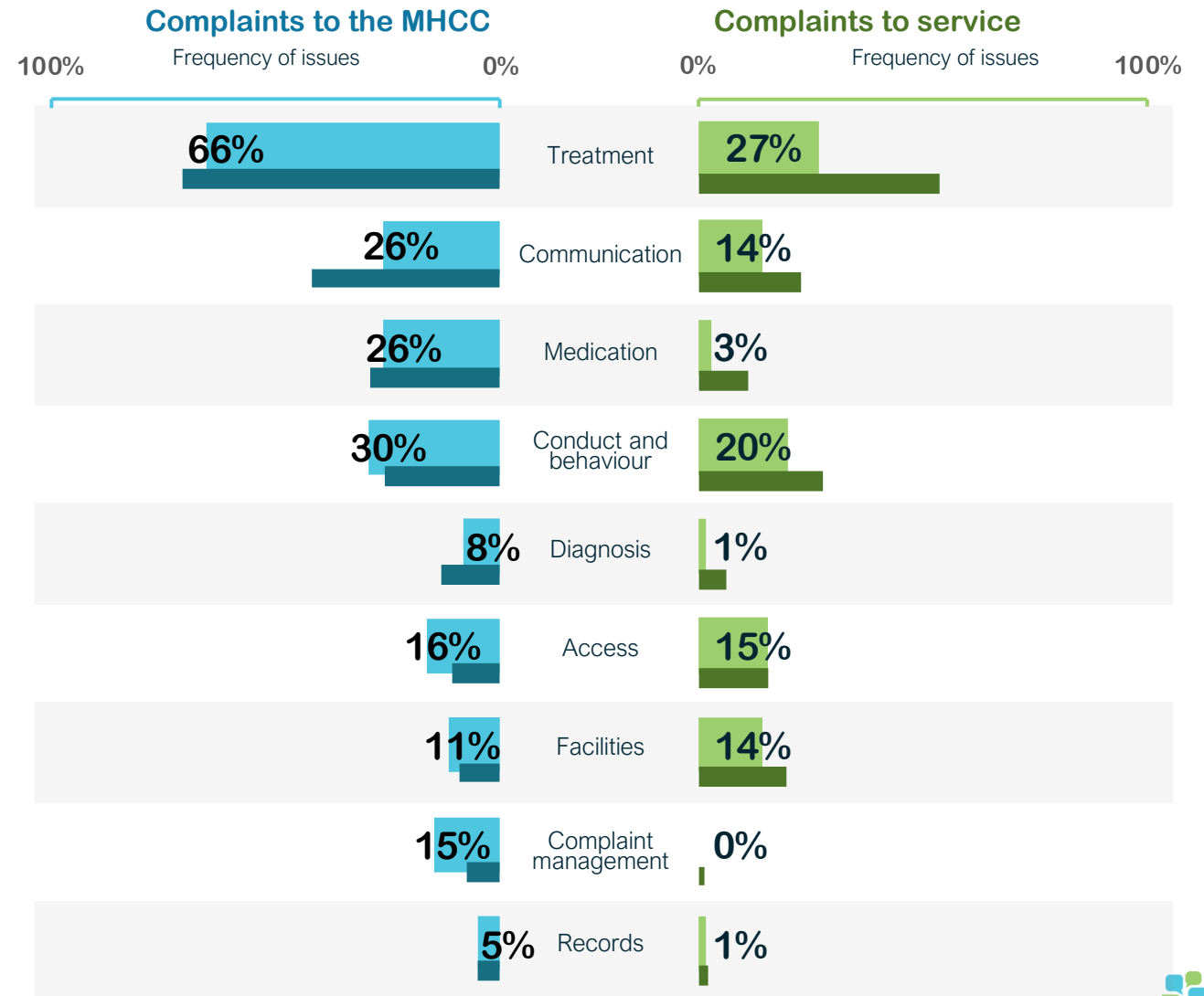
● to the MHCC (n=61)

● to the service (n=71)

Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)



# What were complaints about? 2020-21

Most frequent Level 3 issues raised about Austin Health

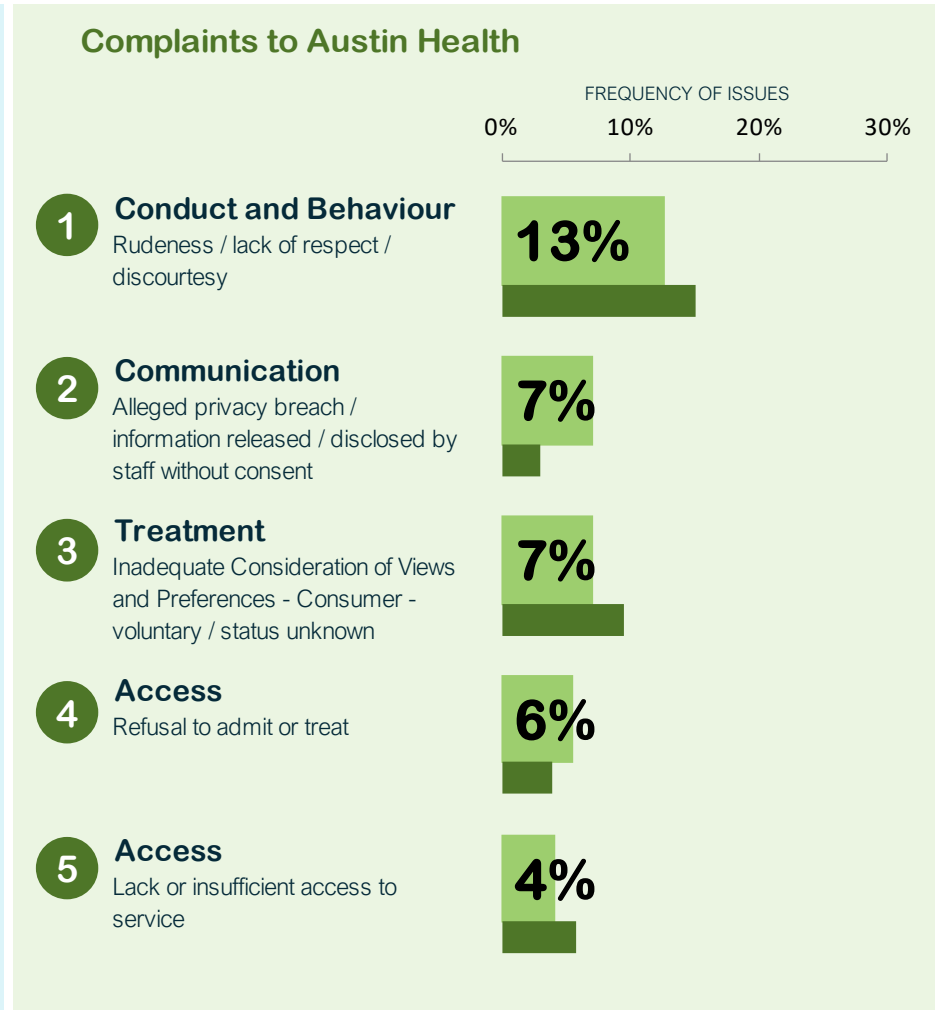
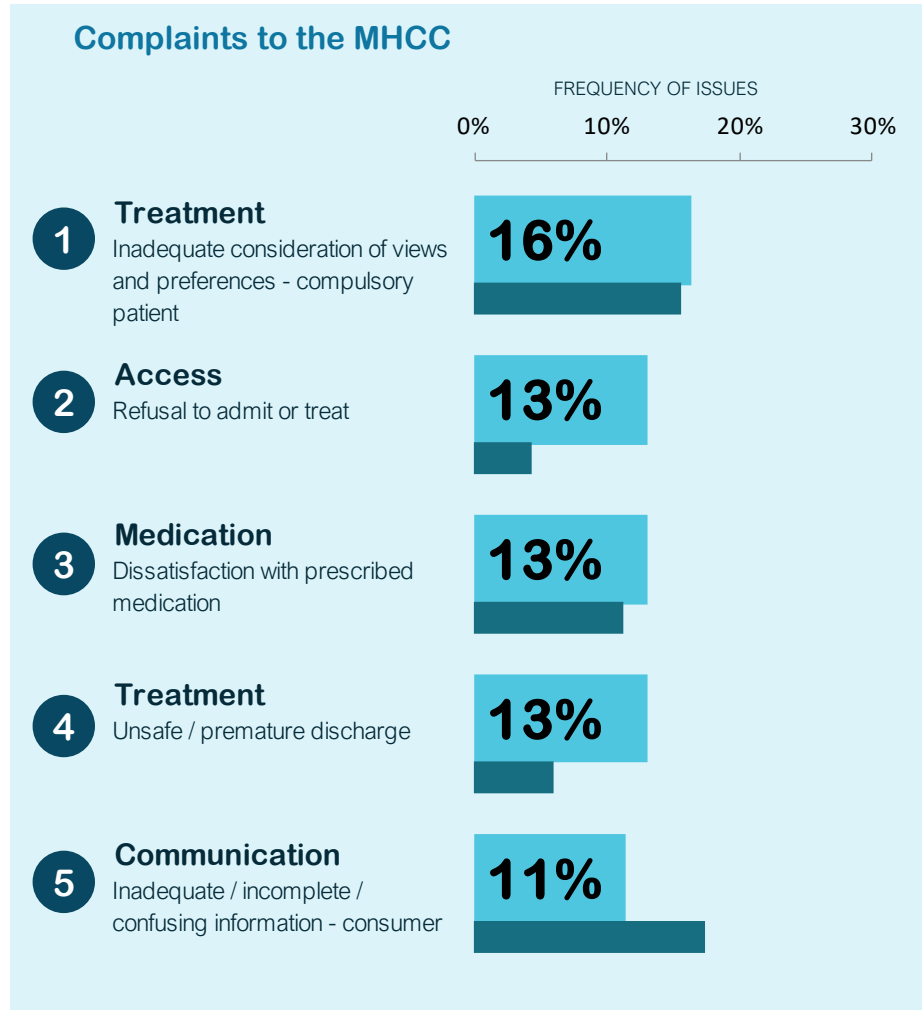
Complaints about Austin Health

- to the MHCC (n=61)
- to the service (n=71)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

- Inadequate consideration of the views and preferences of compulsory patients was the most frequently occurring issue in complaints to the MHCC about Austin Health, consistent with the sector.
- Compared with the sector, a greater percentage of complaints made to the MHCC about Austin Health were about the refusal to admit or treat.
- In complaints made directly to Austin Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Alleged privacy breach / information released / disclosed by staff without consent was also frequently raised, in a higher proportion of complaints than the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Austin Health

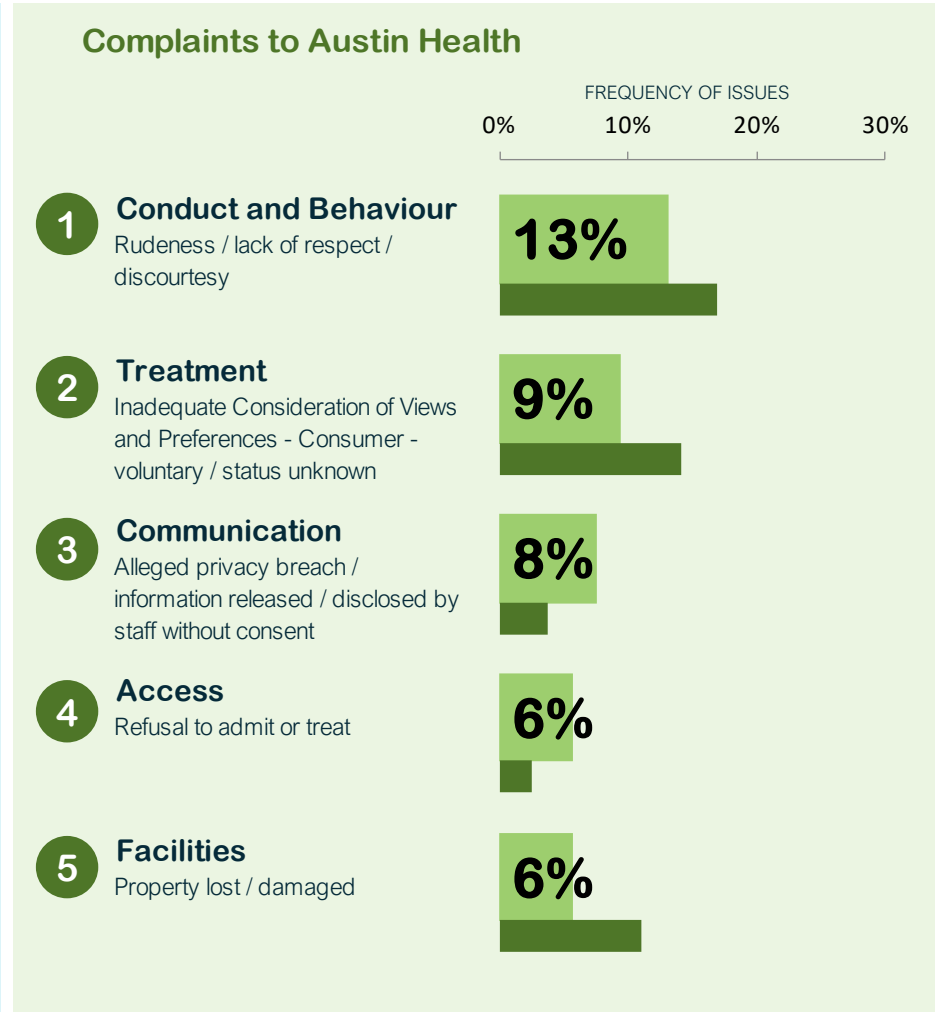
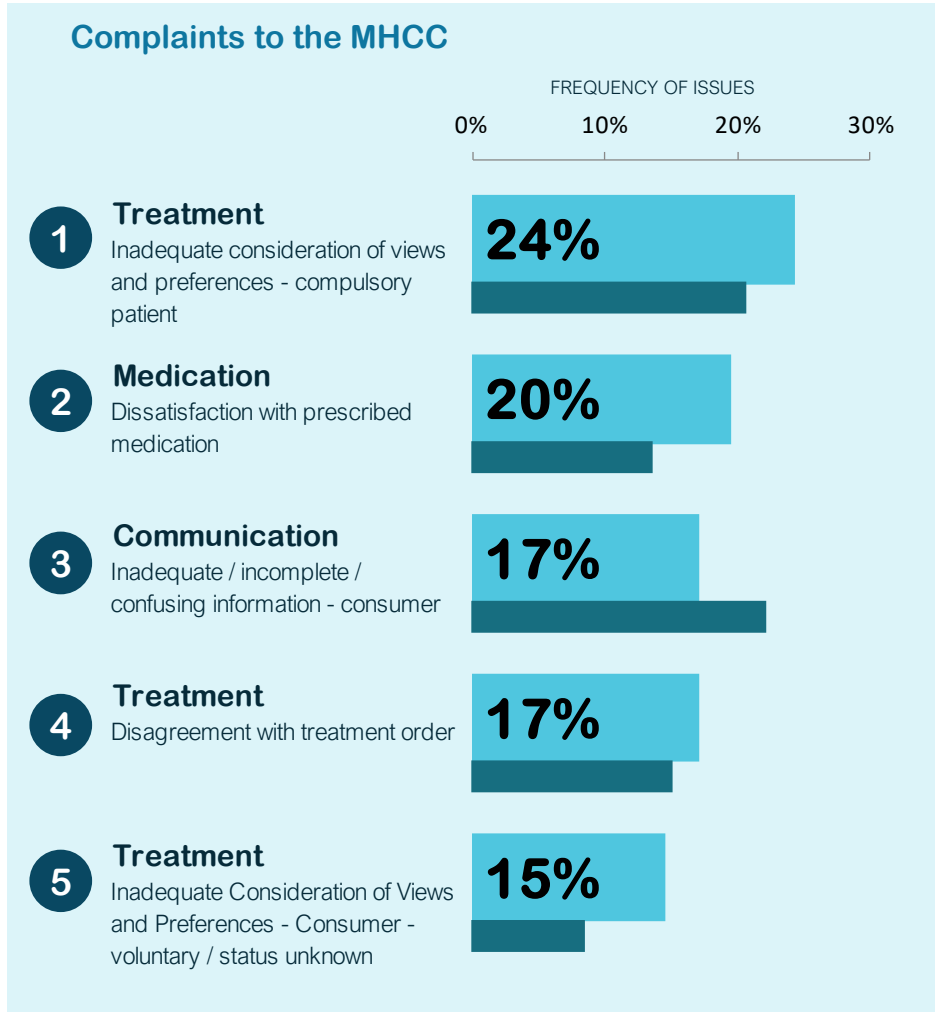
## Complaints about Austin Health

- to the MHCC (n=41)
- to the service (n=53)

## Sector-wide complaints

- to the MHCC (n=1149)
- to the service (n=1033)

- The top two issues raised by consumers in complaints to the MHCC about Austin Health were inadequate consideration of views and preferences of compulsory patients and dissatisfaction with prescribed medication.
- The most frequently raised issue by consumers in complaints directly to Austin Health was rudeness / lack of respect / discourtesy, largely consistent with the sector.
- A lower proportion of complaints by consumers were about inadequate consideration of views and preferences and property lost / damaged compared to the sector.
- A higher proportion of complaints by consumers were about refusal to admit or treat and alleged privacy breach / information released / disclosed by staff without consent compared to the sector.



# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Austin Health

Complaints about Austin Health

● to the MHCC (n=17)

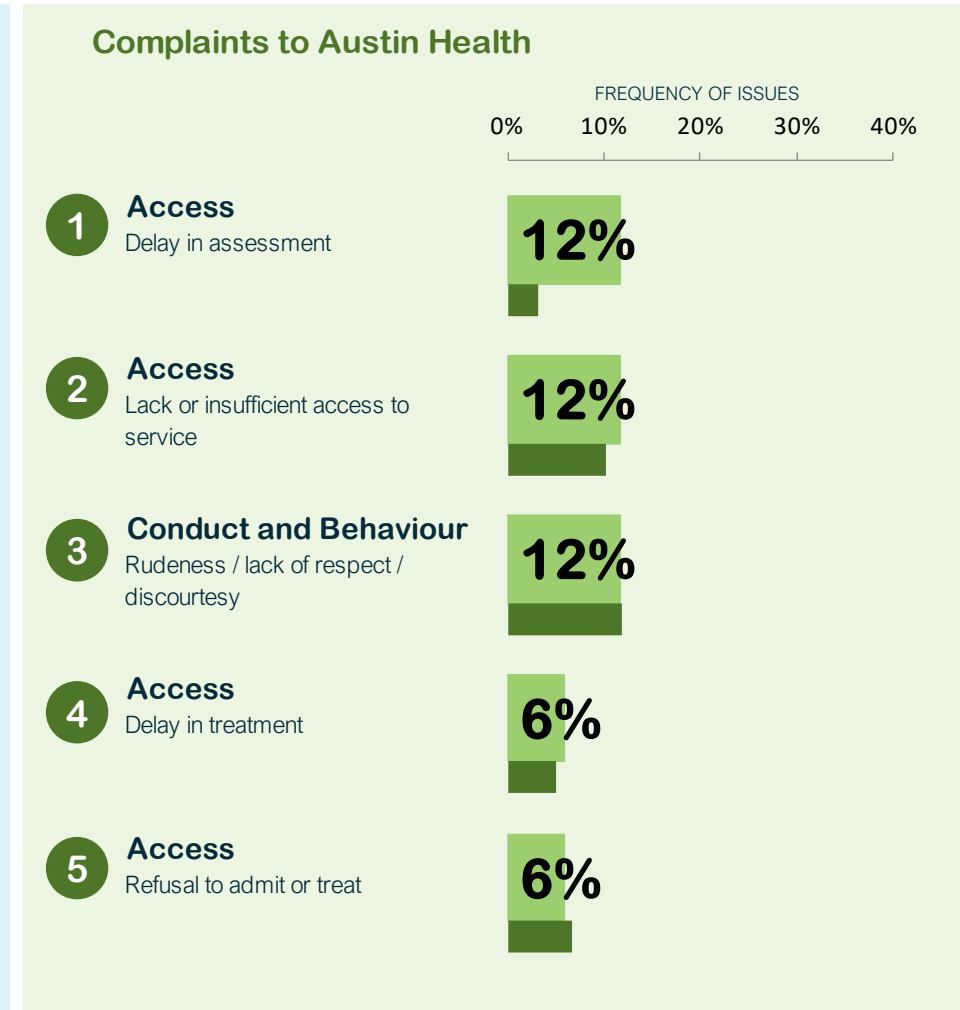
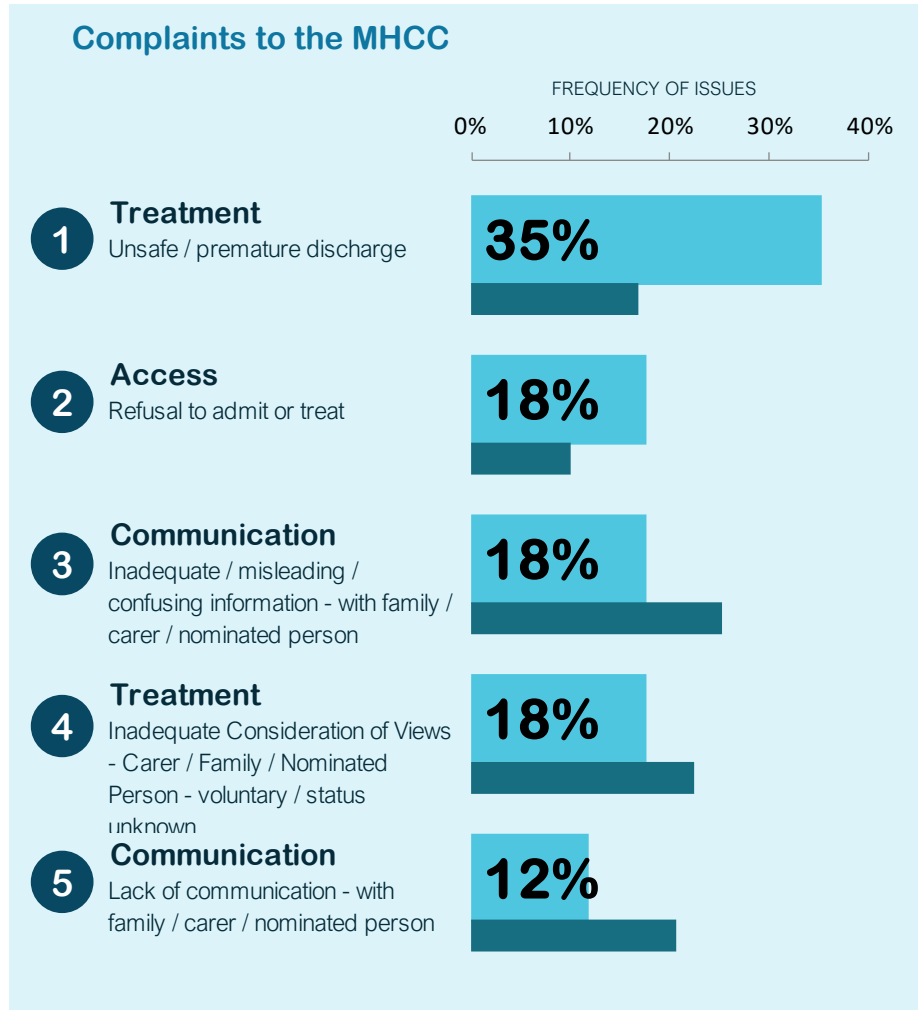
● to the service (n=17)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Unsafe /premature discharge were the most frequently raised by family members / carers in complaints to the MHCC about Austin Health, as well as refusal to admit or treat, inadequate communication and lack of communication with family members / carers and inadequate consideration of their views and preferences.
- The most frequent issues raised by family members / carers in complaints directly to Austin Health were delay in assessment, lack or insufficient access to service, as well as rudeness / lack of respect / discourtesy, with delay in assessment raised in a higher proportion of complaints compared to the sector.



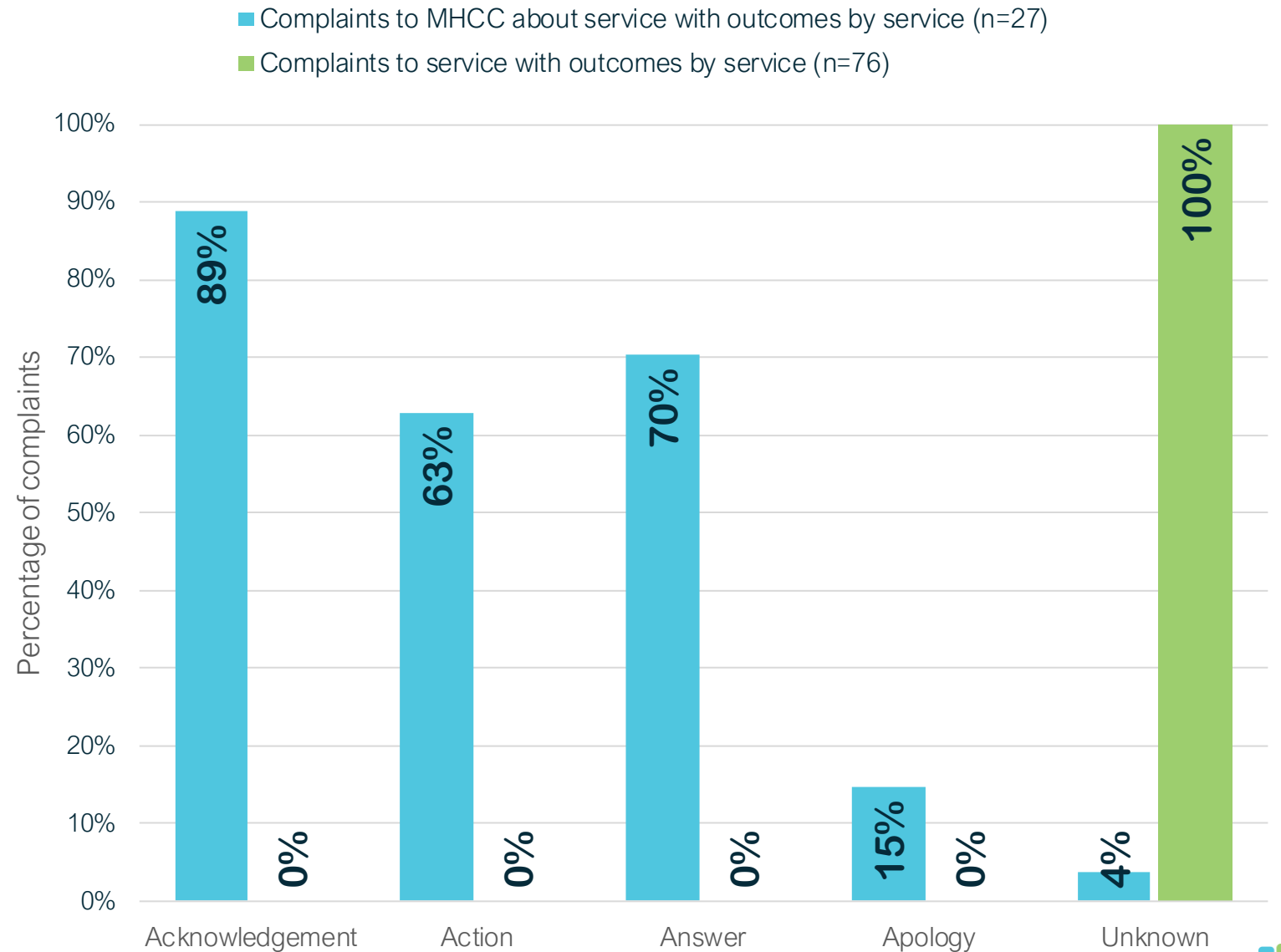


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

Closed complaints about Austin Health

- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Austin Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Austin Health of the issues raised by the complainant.
- Austin Health did not report outcomes of complaints made directly to their service for 2020-21 (56% 'unknown' reported in 2019-20).

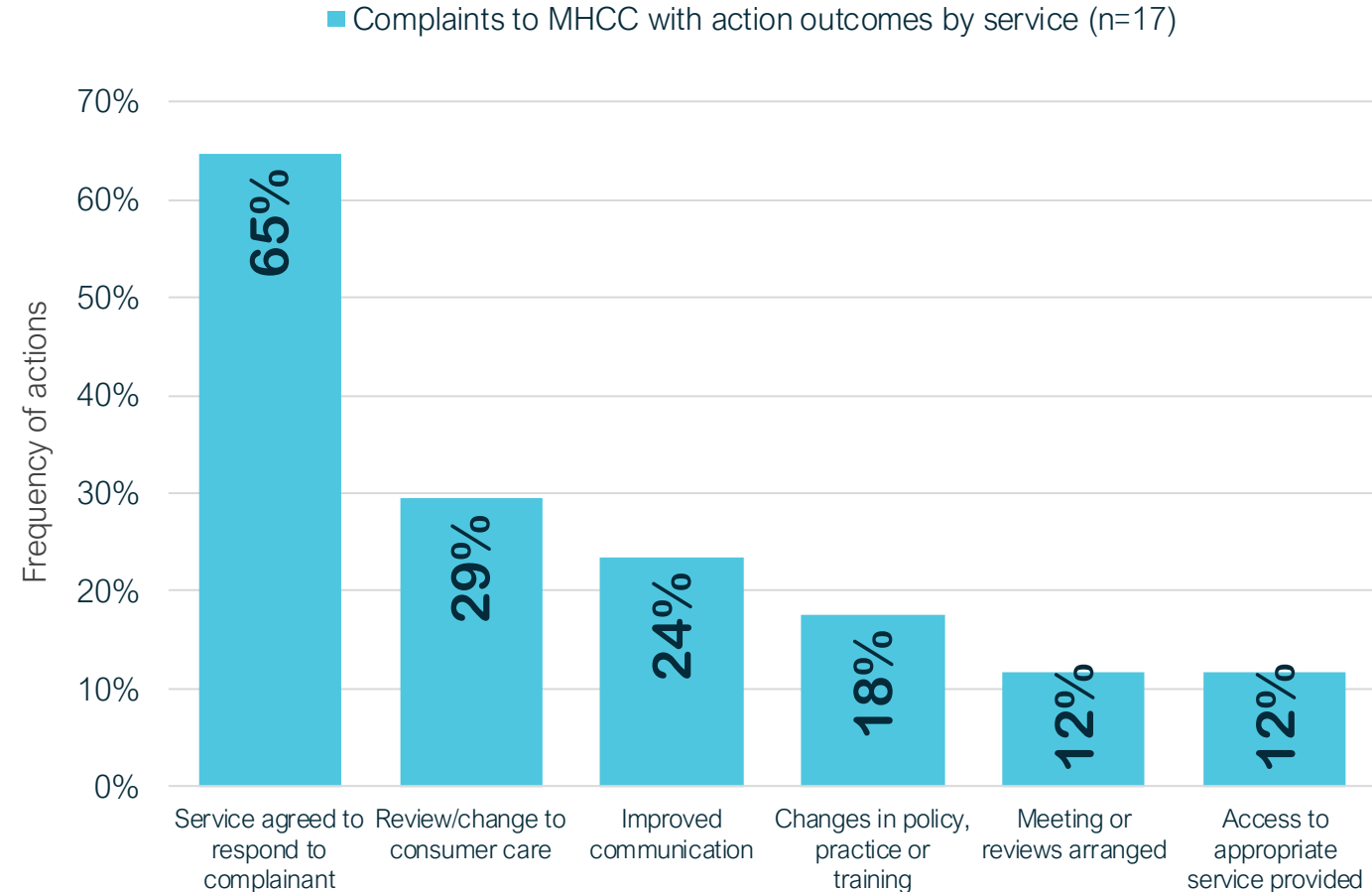




# What actions were taken by the service? 2020-21

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Austin Health in response to complaints to the MHCC included:
  - responding to the complainant or consumer directly
  - change/review of treatment/care for individual consumers
  - improved communication/resolution of misunderstandings



# Key points to consider



## Complaint numbers

- Overall, more complaints were made directly to Austin Health than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.
- The MHCC notes the increase in complaints made directly to Austin Health from 2018-19, suggesting that improvements have been made in this regard.



## Issues raised

- Inadequate consideration of the views and preferences of compulsory patients was the most frequently occurring issue in complaints to the MHCC about Austin Health, consistent with the sector.
- In complaints made directly to Austin Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector.



## Outcomes

- The most common outcome of complaints made to the MHCC about Austin Health was acknowledgement by Austin Health of the issues raised by the complainant.
- The most common action undertaken by Austin Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.
- The MHCC would like to see outcomes being reported regarding complaints made directly to Austin Health.