

Summary of service provider complaint report

Eastern 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:



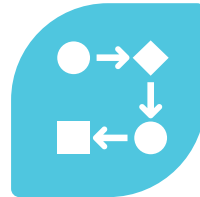
identify key themes and emerging issues across the sector



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

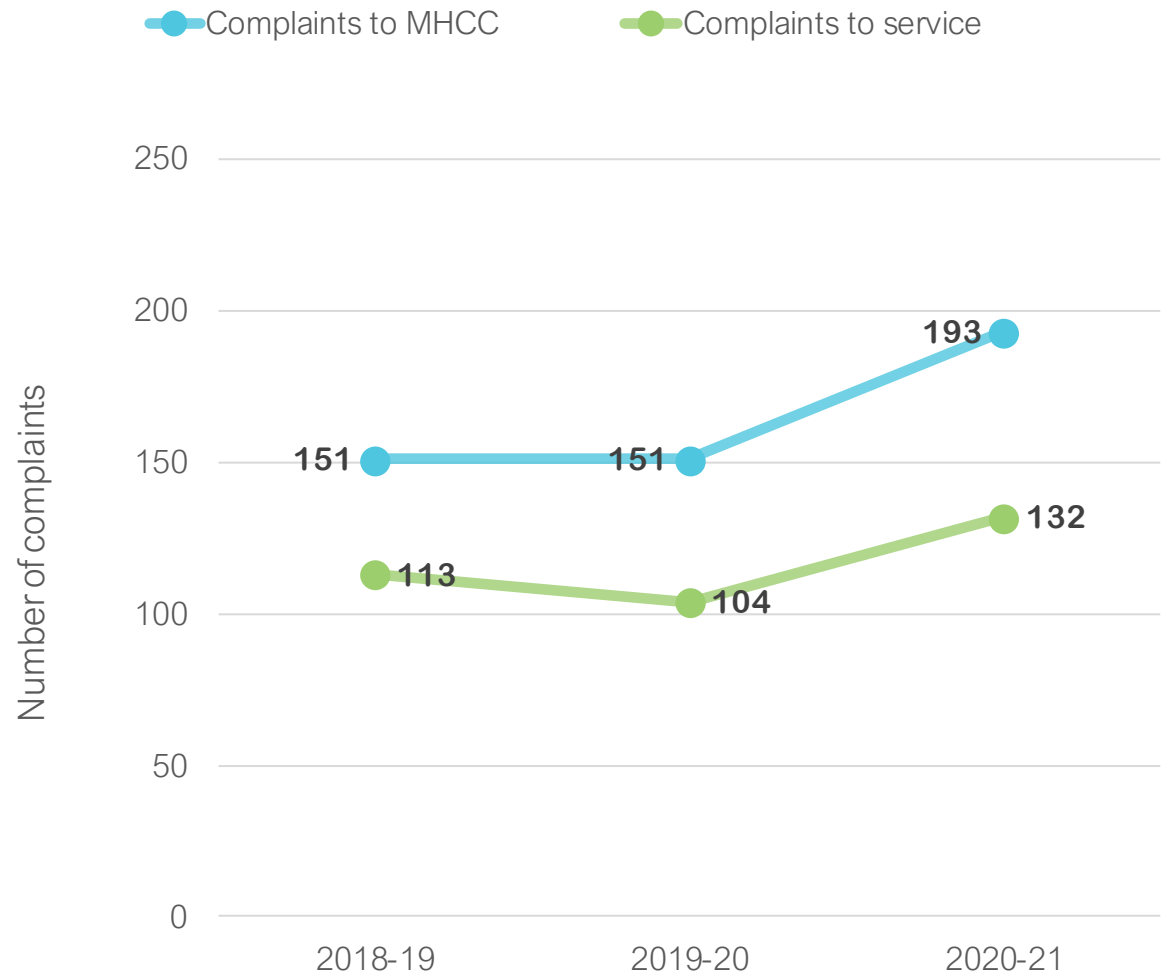
193

Complaints to MHCC
about Eastern Health

132

Complaints to
Eastern Health

- The number of complaints to both the MHCC about Eastern Health and to Eastern Health directly rose in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Eastern Health. The MHCC would like 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.
- However, the MHCC notes the increase in complaints made directly to Eastern Health, 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 Eastern Health, and a slightly lower rate of complaints was made directly to the service.
- A similar rate of compliments was made to Eastern Health compared to the sector.

Complaints about Eastern Health

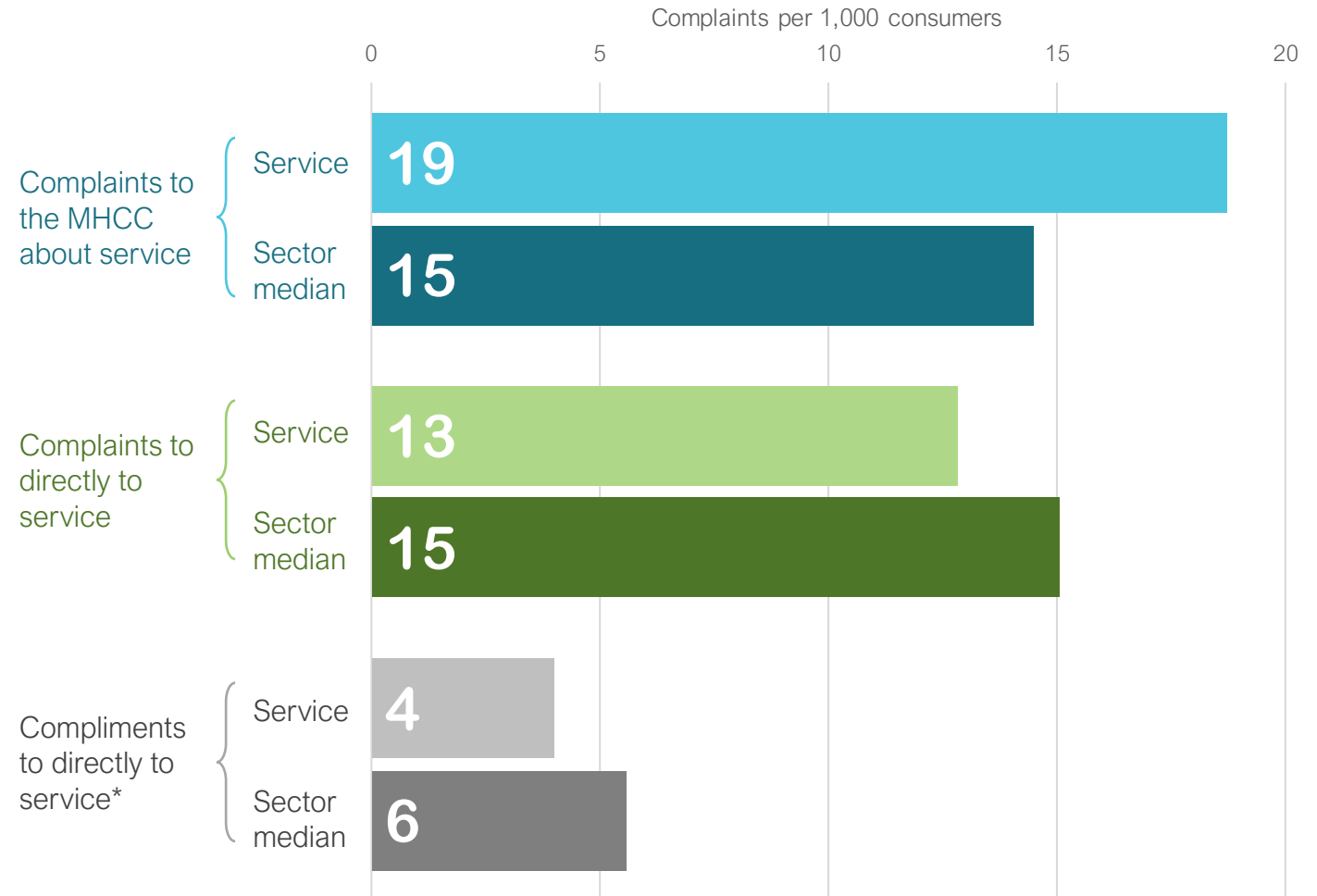
- to the MHCC (n=193)
- to the service (n=132)

● Compliments to Eastern Health (n=41)

Sector-wide complaints

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

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

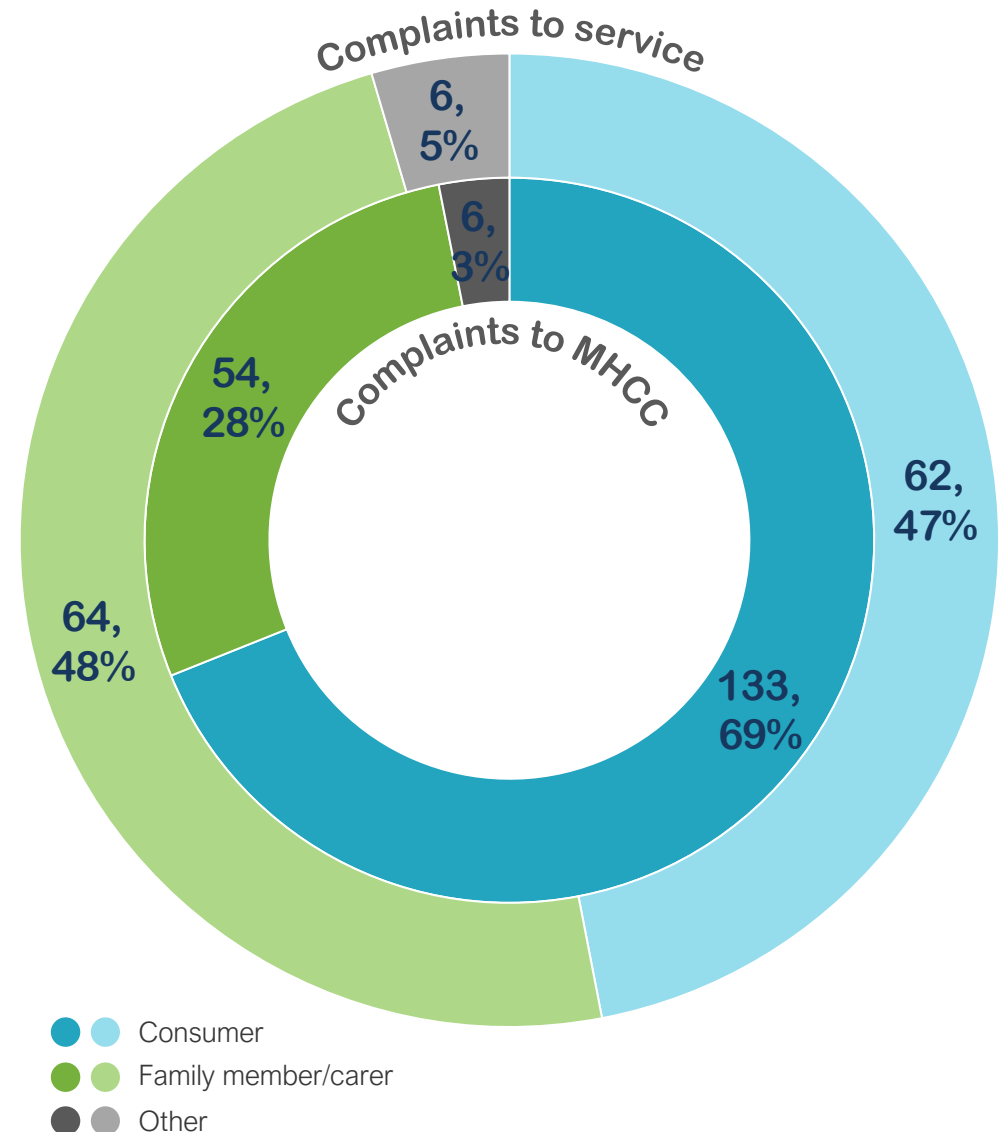


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Eastern Health

- The proportions of complaints made by different groups to the MHCC about Eastern Health were broadly consistent with the sector, with consumers making most complaints.
- For complaints made directly to Eastern Health, a greater proportion of complaints was made by family members/carers compared to the sector as a whole.



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



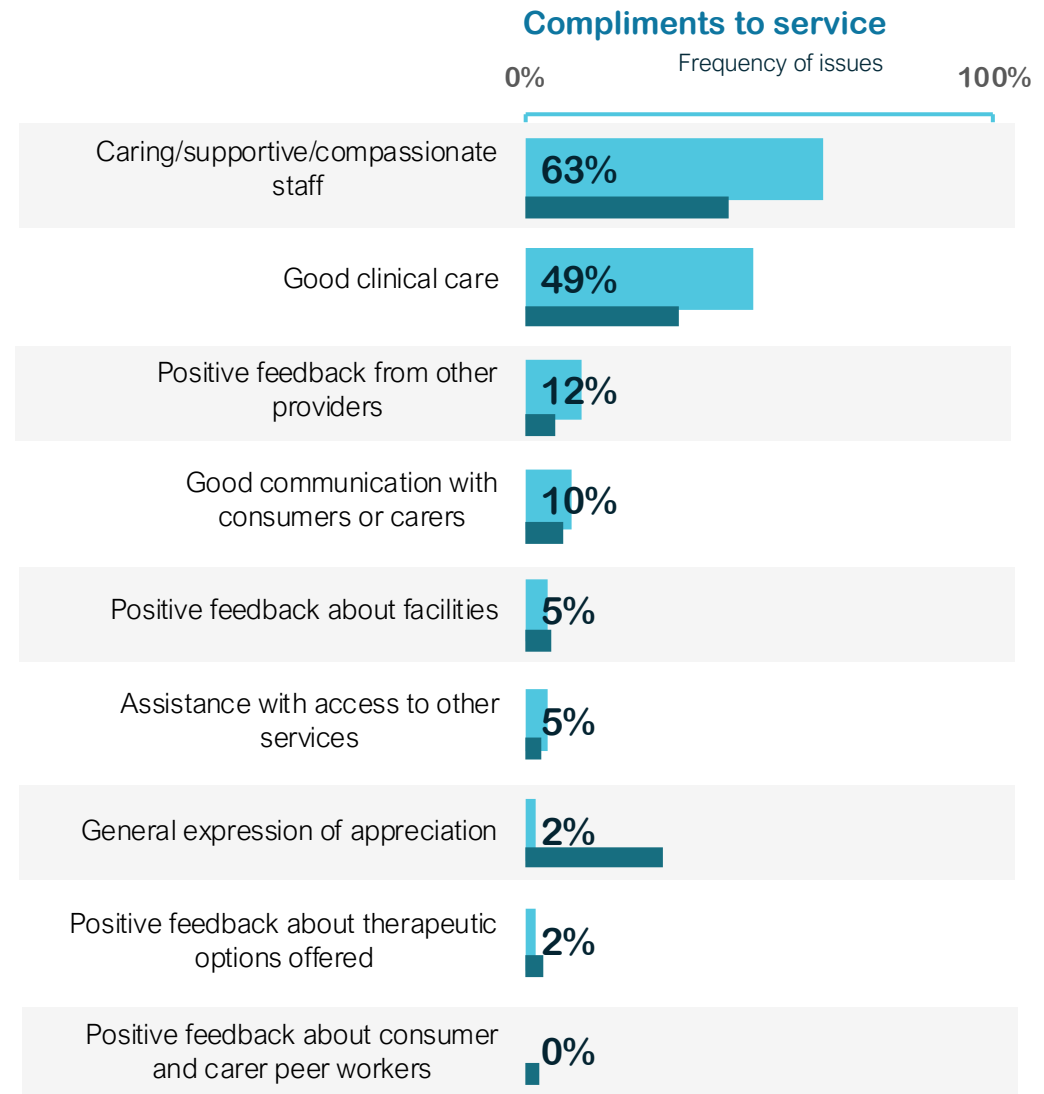
Issues raised in complaints and compliments

What were compliments about? 2020-21

Themes raised in compliments about Eastern Health

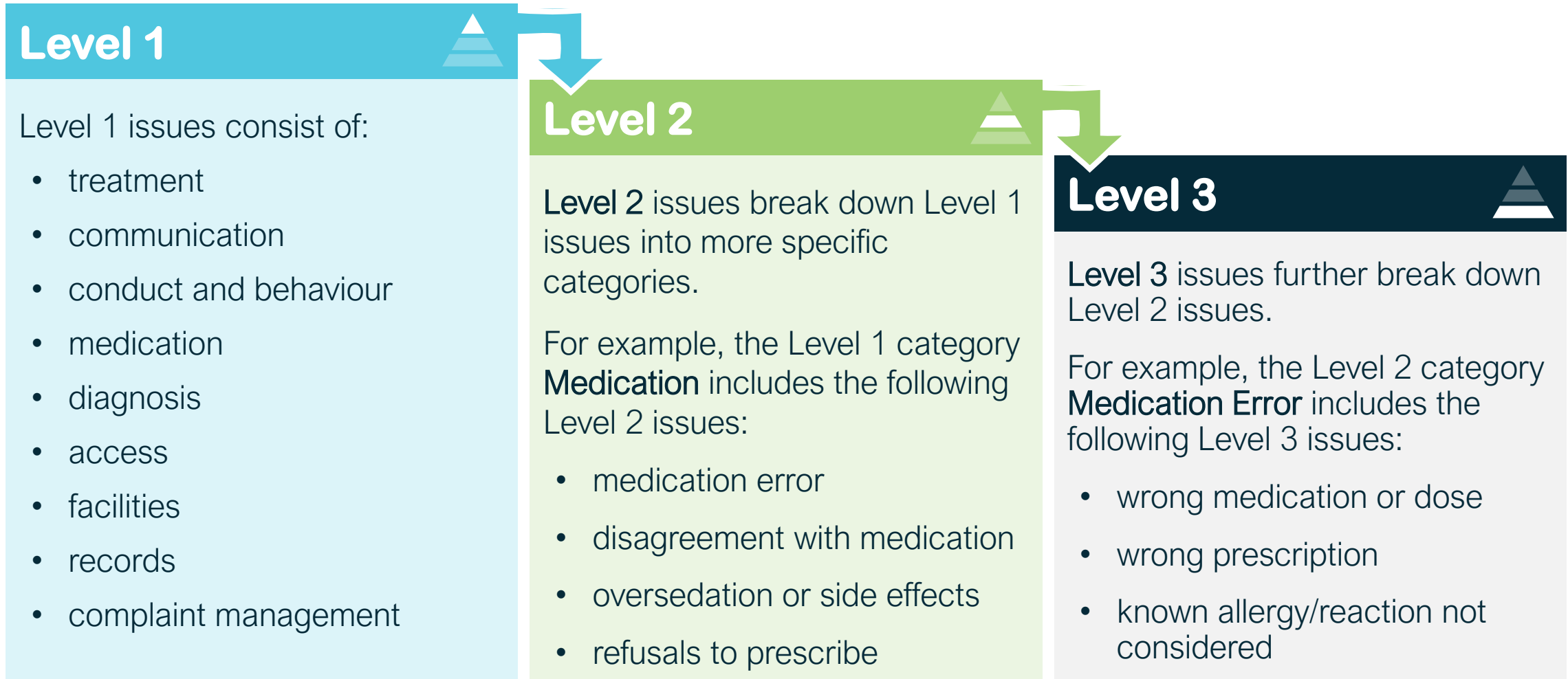
● Compliments to Eastern Health (n=41)
 ● Compliments to services sector-wide (n=1109)

- 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 Eastern Health were most commonly about caring/supportive/compassionate staff and good clinical care, and greater percentages of compliments raised those themes compared to the sector as a whole.
- A lower percentage of compliments made to Eastern Health were classified as general expression of appreciation compared to the sector as a whole. This can be viewed as positive and reflects the level of detail provided by Eastern 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 Eastern Health

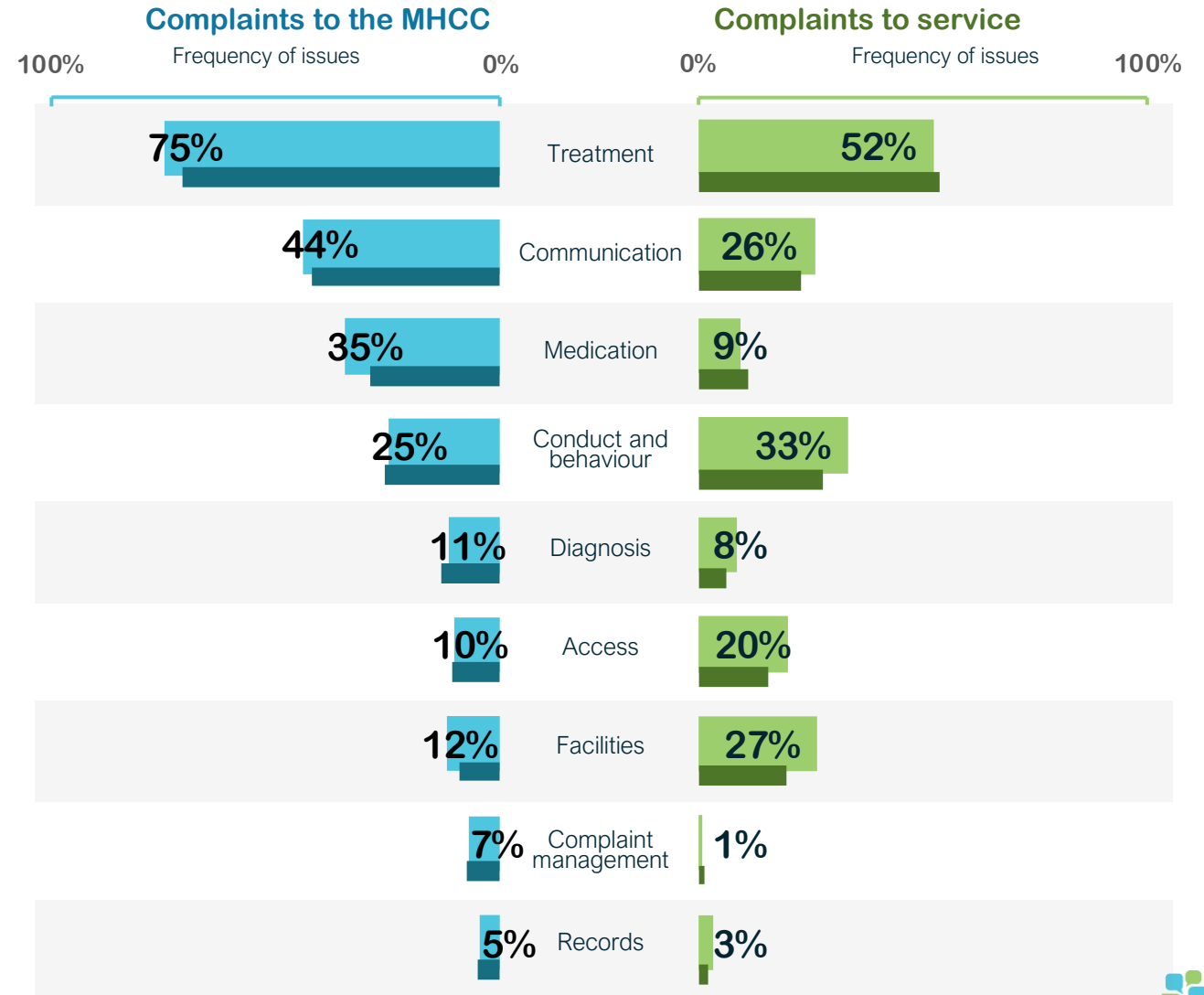
- Issues raised in complaints to the MHCC about Eastern Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Eastern Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, Facilities and Communication being the most commonly raised issues.

Complaints about Eastern Health

- to the MHCC (n=193)
- to the service (n=132)

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 Eastern Health

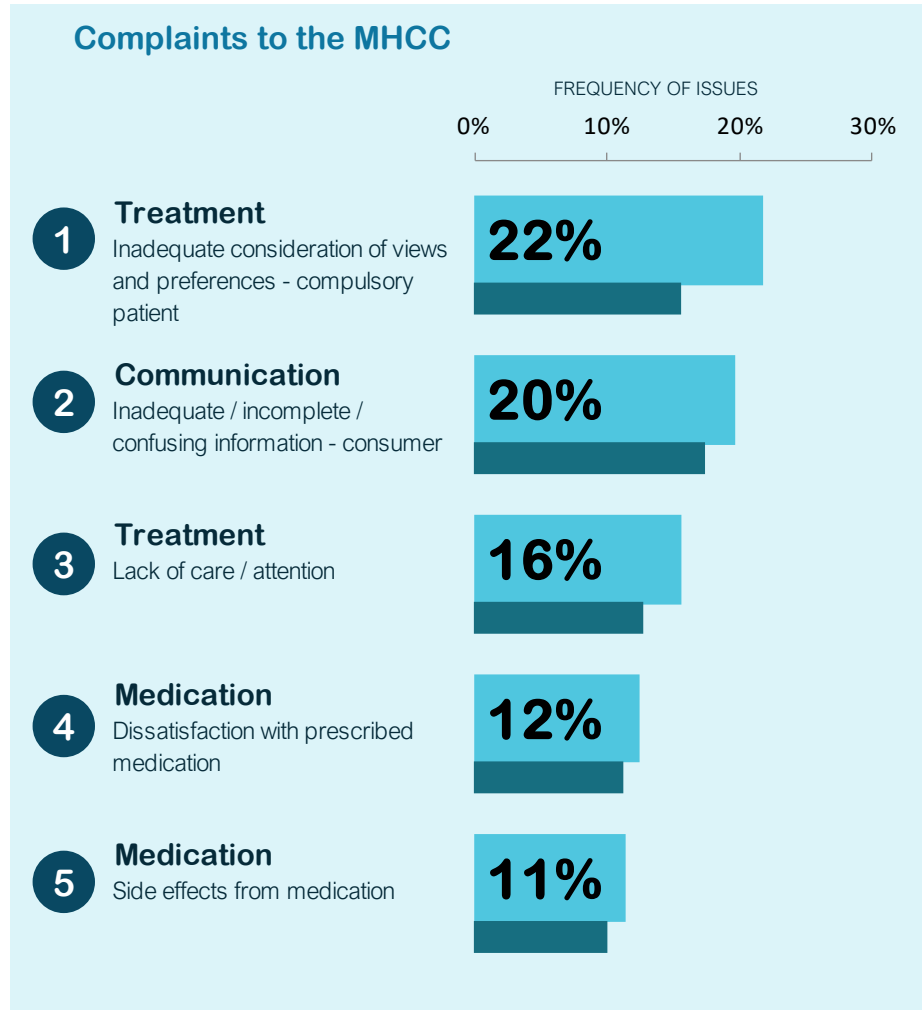
Complaints about Eastern Health

- to the MHCC (n=193)
- to the service (n=132)

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 Eastern Health, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Eastern Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Unsafe / premature discharge 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 Eastern Health

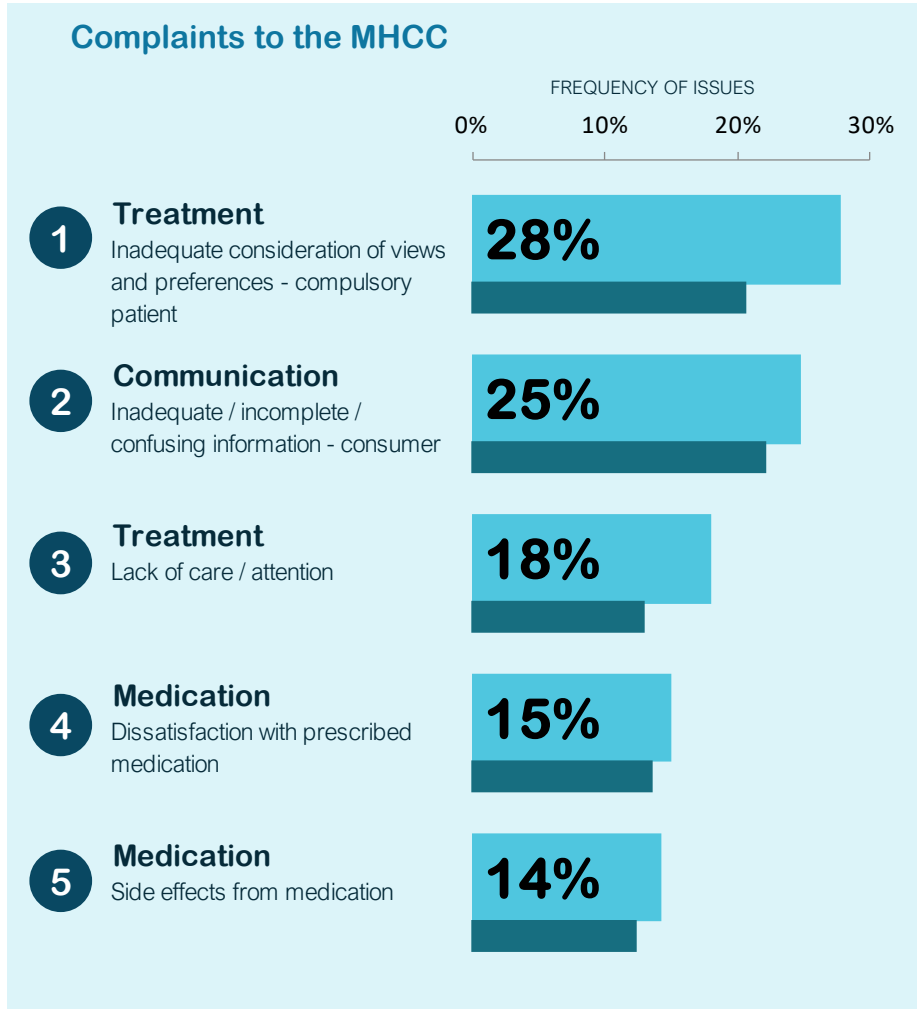
Complaints about Eastern Health

- to the MHCC (n=133)
- to the service (n=62)

Sector-wide complaints

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

- The top five issues raised by consumers in complaints to the MHCC about Eastern Health were consistent with the top issues raised in complaints to the MHCC about services across the sector.
- The most frequently raised issue by consumers in complaints directly to Eastern Health was rudeness / lack of respect / discourtesy, consistent with the sector. A higher proportion of complaints by consumers were about lack of care / attention, when compared to the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Eastern Health

Complaints about Eastern Health

● to the MHCC (n=54)

● to the service (n=64)

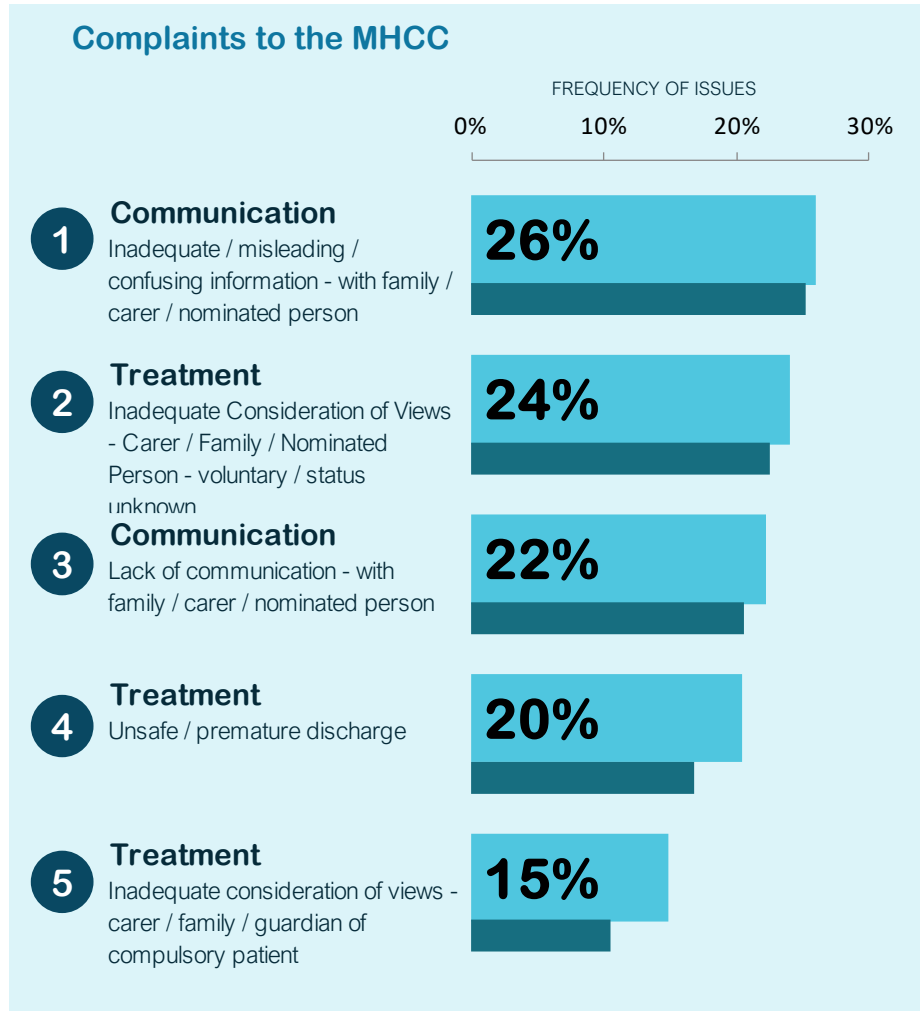
Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Treatment and communication issues relating to inadequate information and lack of communication with family members / carers and inadequate consideration of their views and preferences were the most frequently raised issues by family members / carers in complaints to the MHCC about Eastern Health, as well as unsafe / premature discharge.

- Similar issues were also raised by family members / carers in complaints directly to Eastern Health, as well as rudeness / lack of respect / discourtesy, which was raised in a higher proportion of complaints compared to the sector.



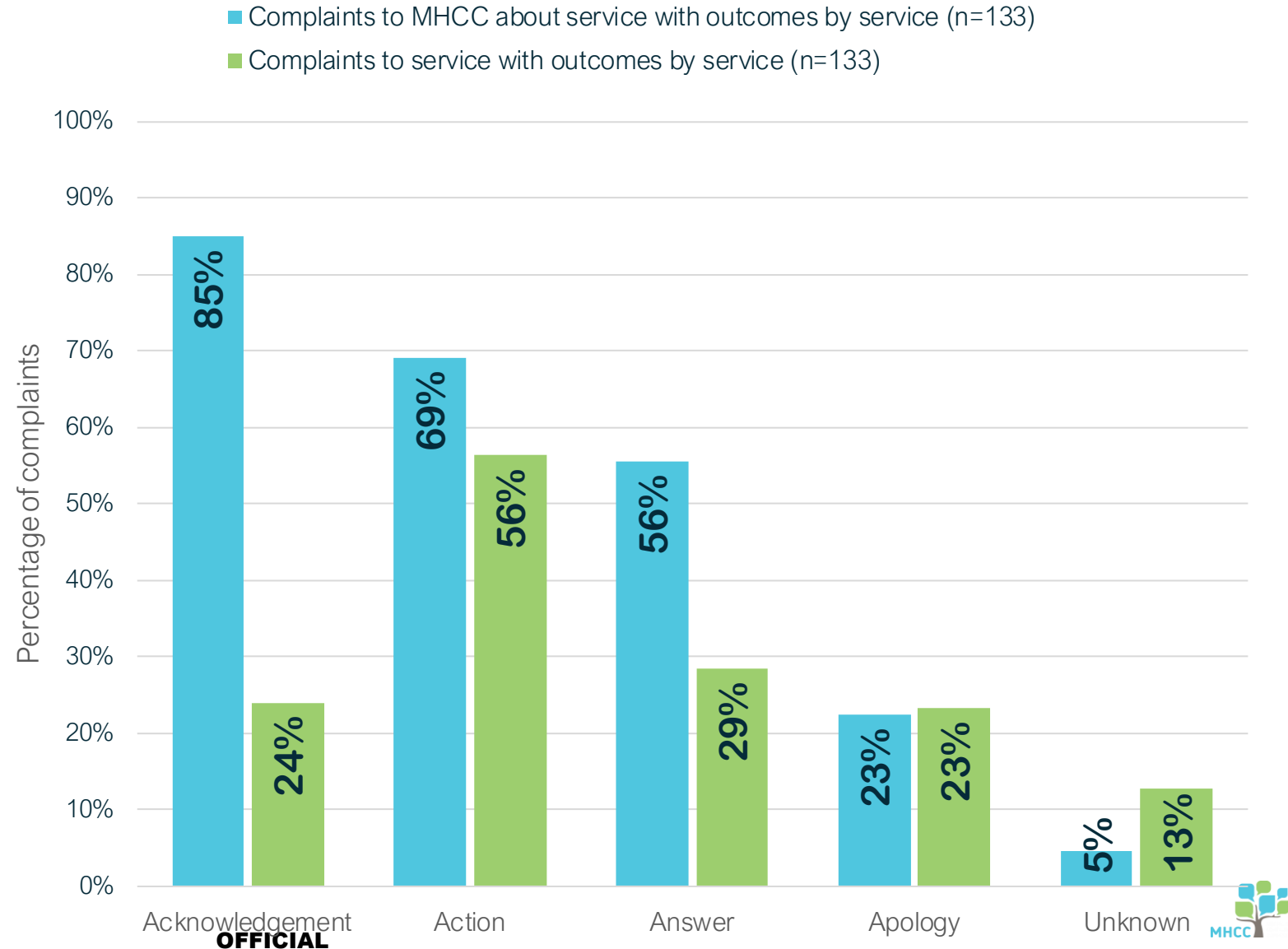


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Eastern Health

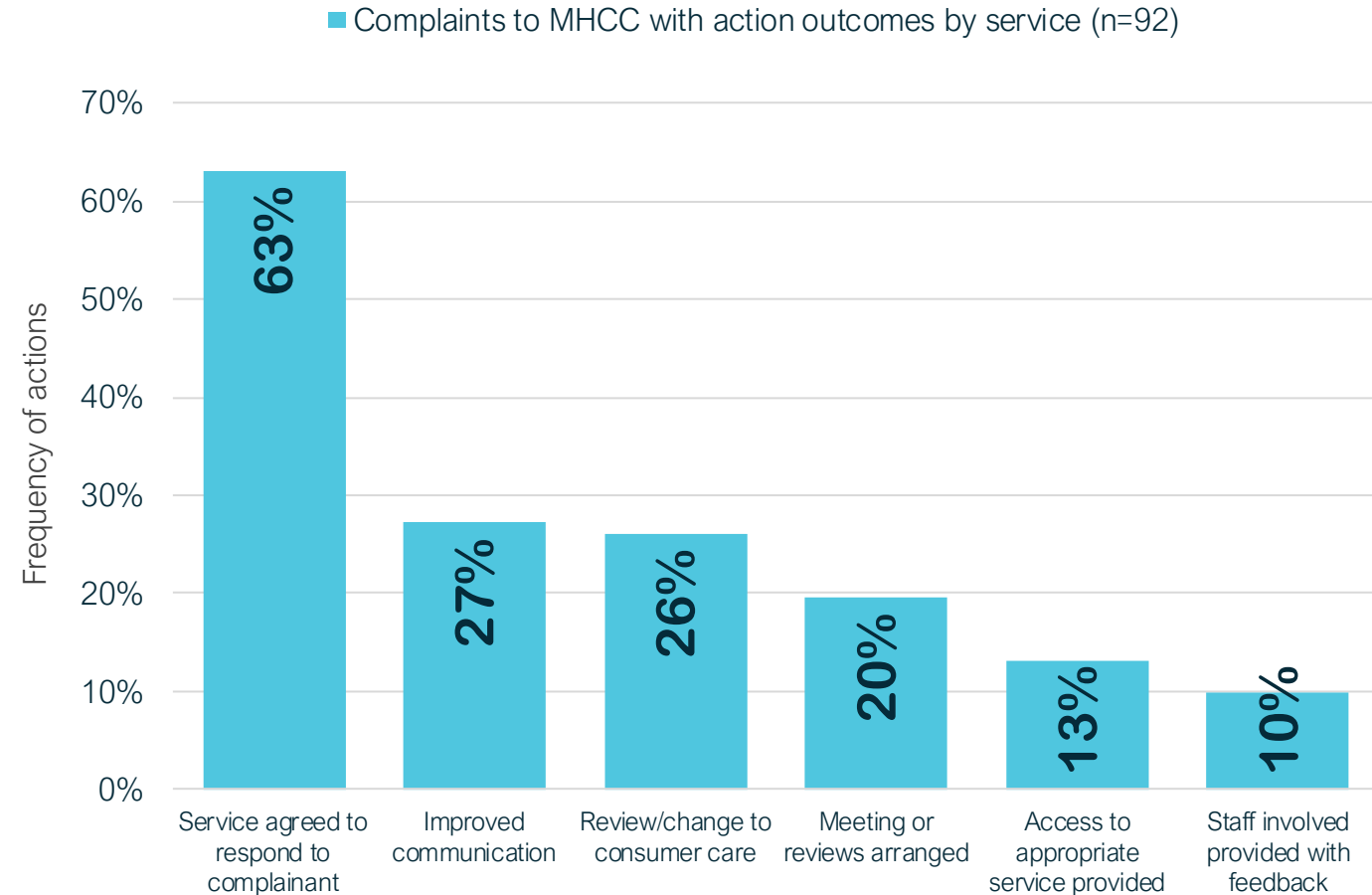
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Eastern Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Eastern Health of the issues raised by the complainant.
- The most common outcome of complaints made directly to Eastern Health was action taken in response to those complaints.



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



Key points to consider



Complaint numbers

- Overall, more complaints were made to the MHCC than directly to Eastern Health. The MHCC would like 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.
- However, the MHCC notes the increase in complaints made directly to Eastern Health, 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 Eastern Health, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Eastern Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector.



Outcomes

- The most common outcome of complaints made directly to Eastern Health was action taken in response to those complaints.
- The action most frequently undertaken by Eastern Health in response to complaints to the MHCC was responding to the complainant or consumer directly.