

Summary of service provider complaint report

Latrobe Regional Hospital

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:



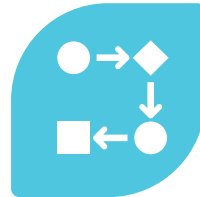
identify key themes and emerging issues across the sector



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

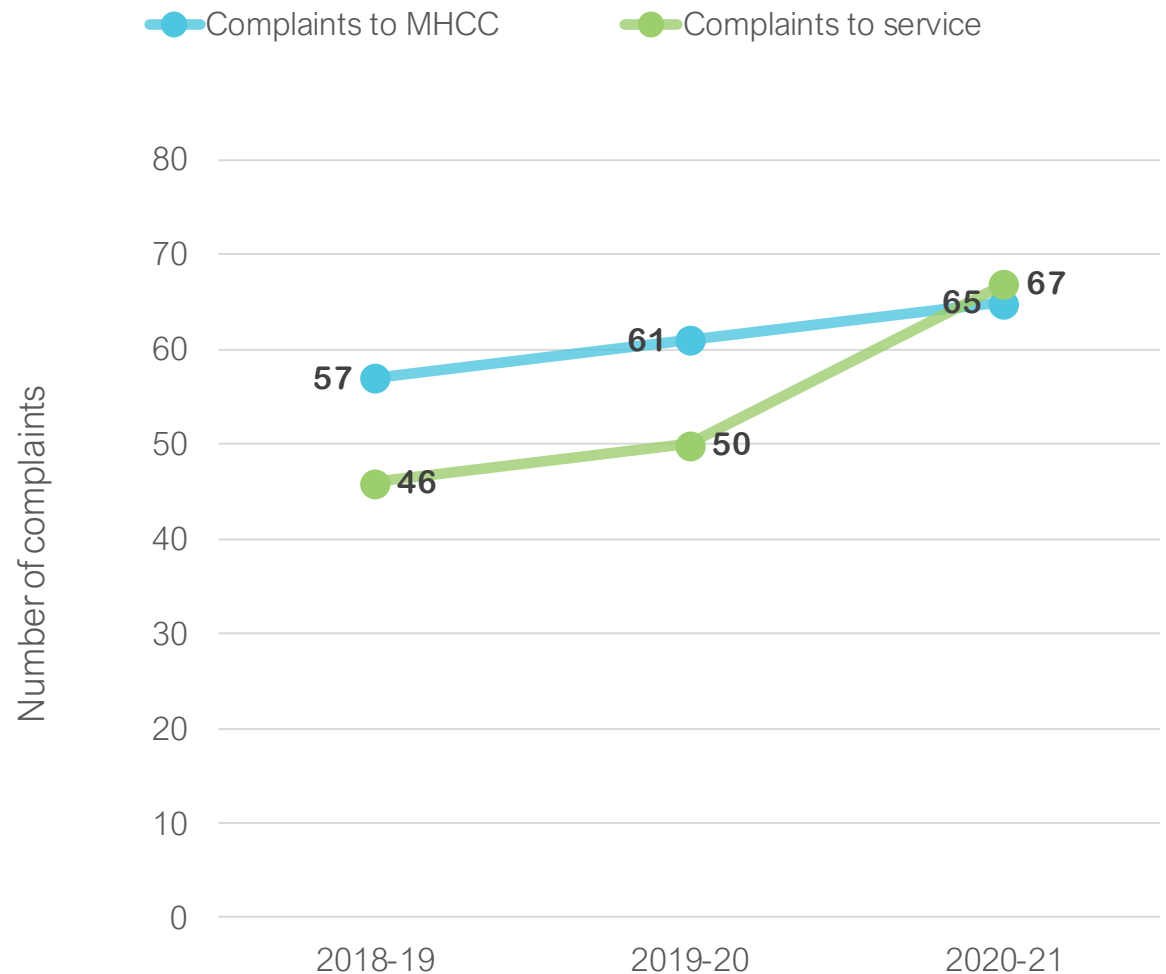
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Complaints to MHCC
about Latrobe Regional
Hospital

67

Complaints to
Latrobe Regional
Hospital

- The number of complaints to both the MHCC about Latrobe Regional Hospital and to Latrobe Regional Hospital directly rose in 2020-21.
- Overall, more complaints were made to Latrobe Regional Hospital directly 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 Latrobe Regional Hospital, 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 lower rate of complaints was made to the MHCC about Latrobe Regional Hospital, and to the service directly. A lower rate of compliments were made to Latrobe Regional Hospital compared to the sector.

Complaints about Latrobe Regional Hospital

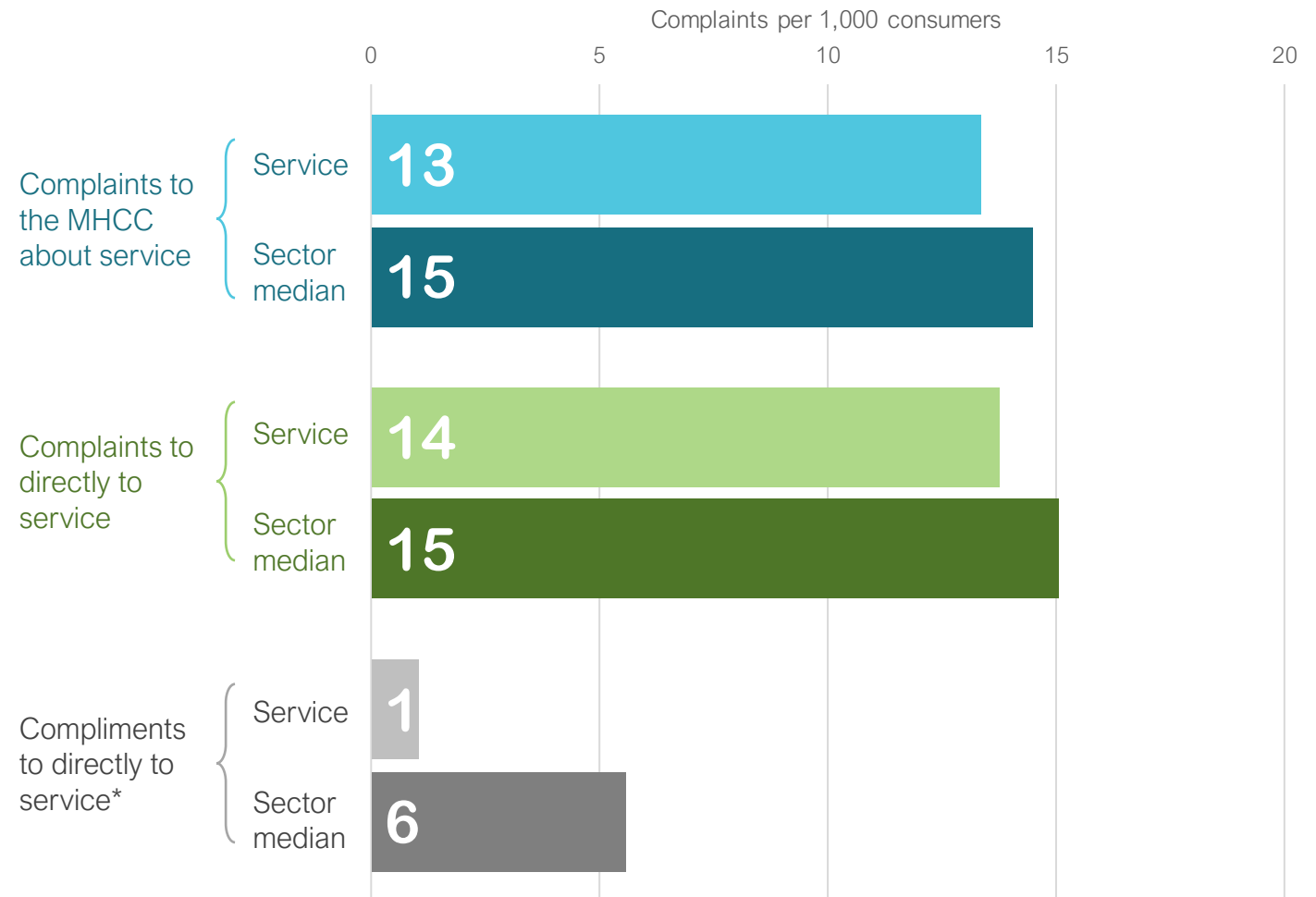
- to the MHCC (n=65)
- to the service (n=67)

● Compliments to Latrobe Regional Hospital (n=5)

Sector-wide complaints

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

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

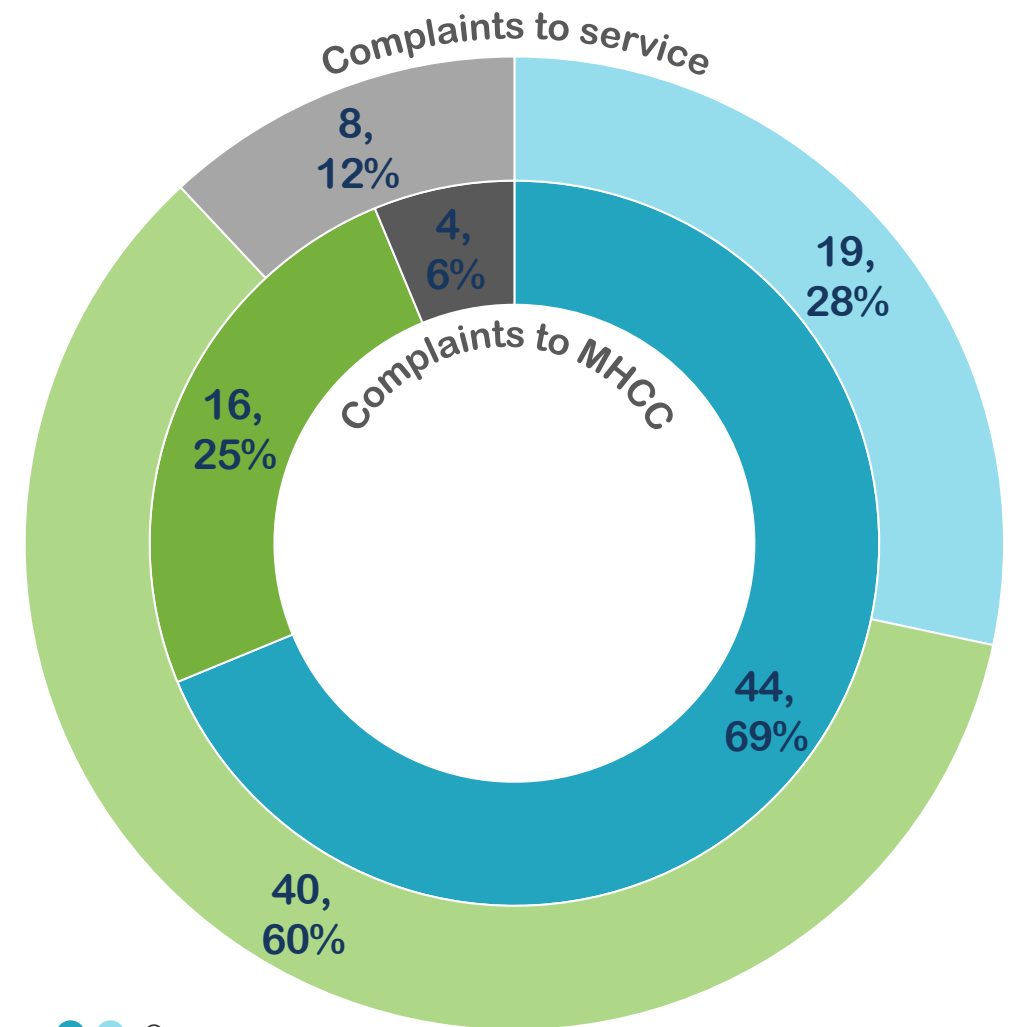


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Latrobe Regional Hospital

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



- Consumer
- Family member/carer
- Other

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





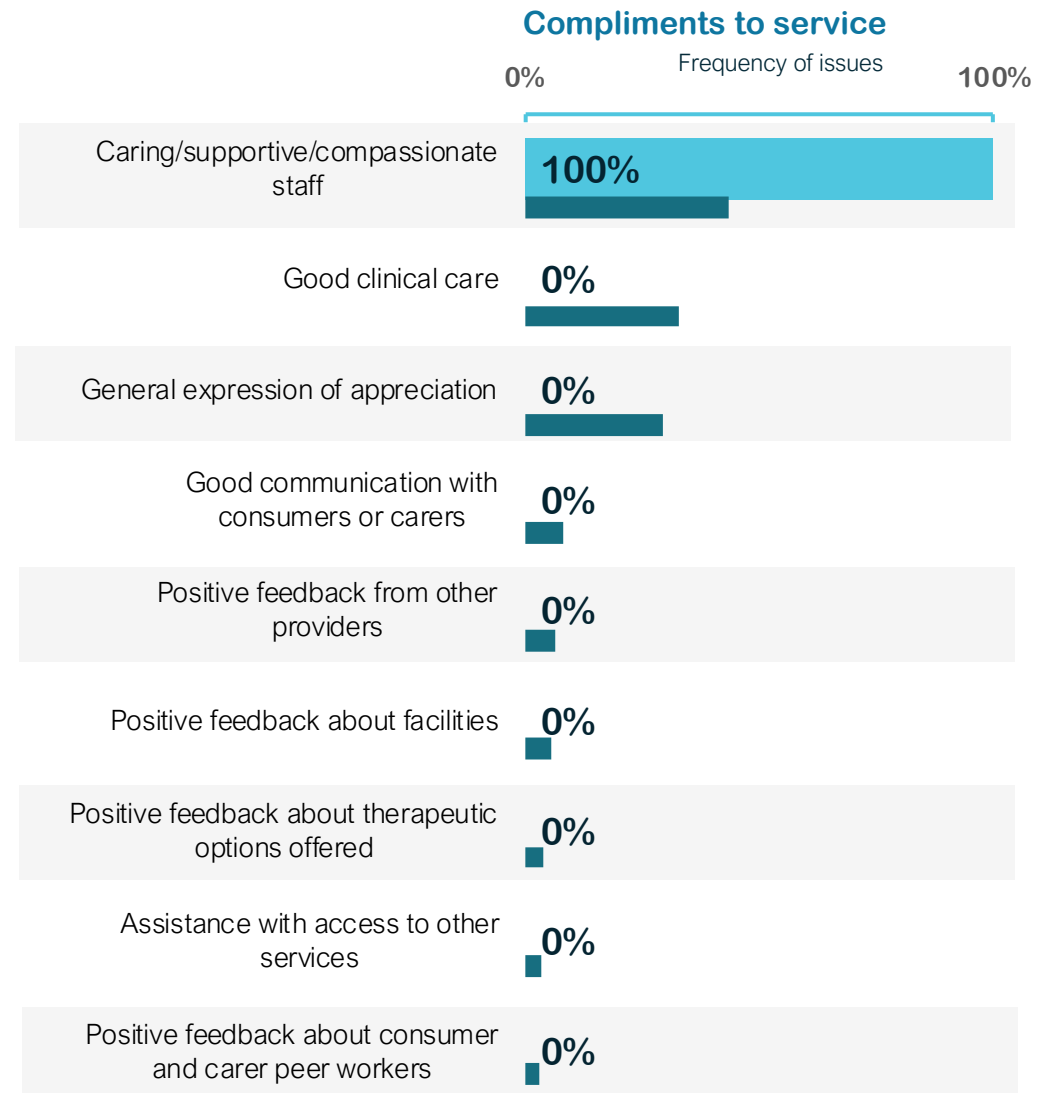
Issues raised in complaints and compliments

What were compliments about? 2020-21

Themes raised in compliments about Latrobe Regional Hospital

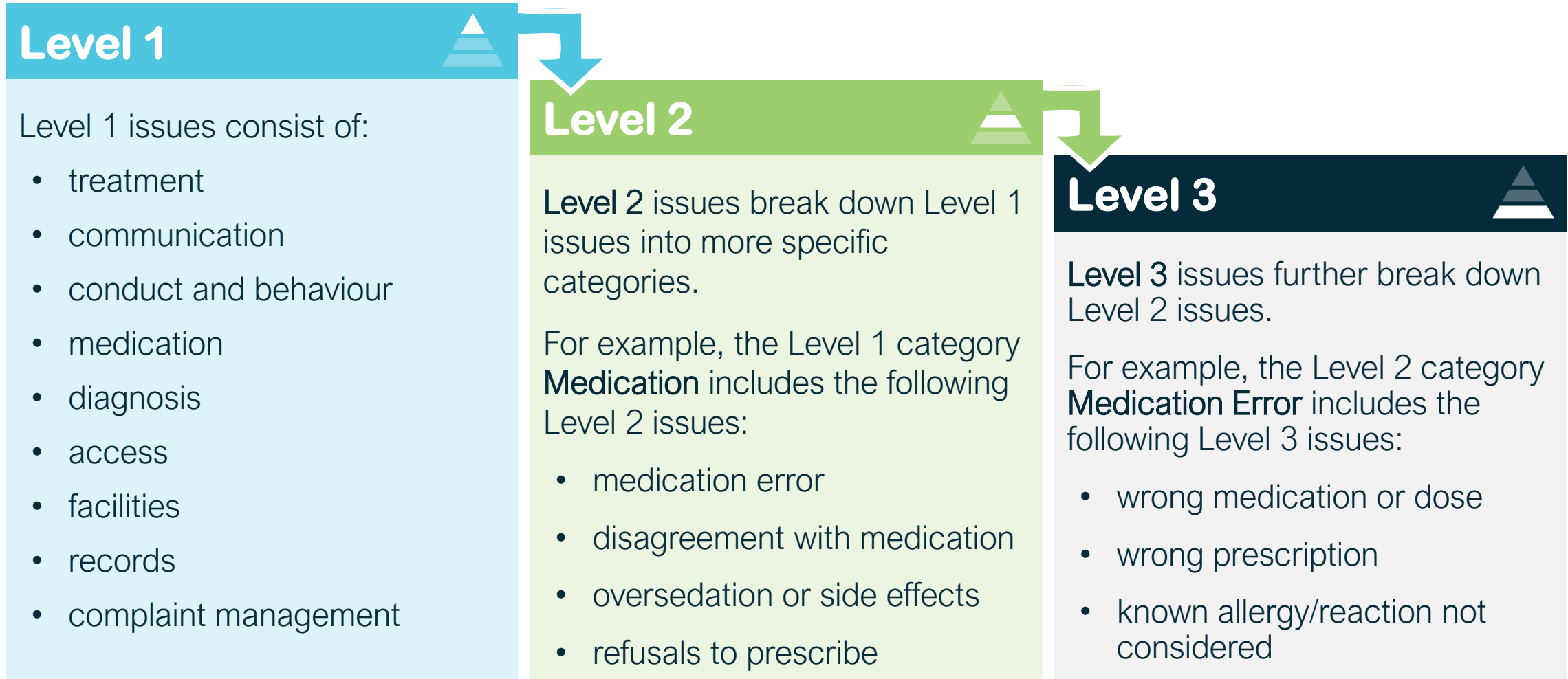
● Compliments to Latrobe Regional Hospital (n=5)
 ● Compliments to services sector-wide (n=1109)

- 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 Latrobe Regional Hospital were reported to be all about caring/ supportive/ compassionate staff, at a higher percentage when compared to compliments reporting that theme across the sector as a whole.
- A greater number of compliments classification made to Latrobe Regional Hospital would allow the MHCC to better identify more specific themes and provide a more accurate comparison to sector-wide compliments.



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 Latrobe Regional Hospital

- Issues raised in complaints to the MHCC about Latrobe Regional Hospital were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Conduct and Behaviour and Medication being the most commonly raised issues.
- Issues most commonly raised in complaints made directly to Latrobe Regional Hospital were related to Treatment, Communication, Access and Conduct and Behaviour. Complaints about Conduct and Behaviour and Medication were made at a lower rate when compared to complaints across the sector.

Complaints about Latrobe Regional Hospital

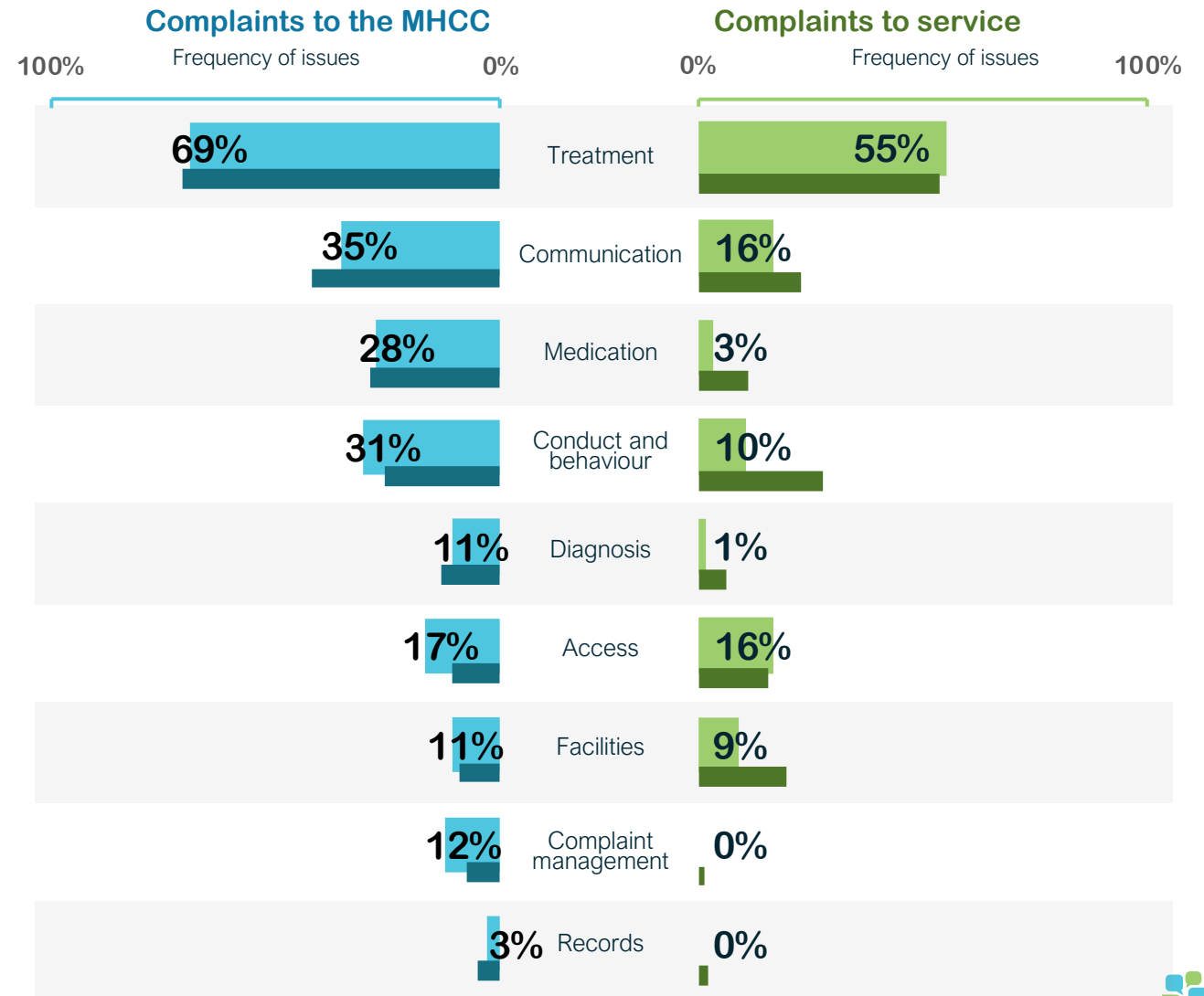
to the MHCC (n=65)

to the service (n=67)

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 Latrobe Regional Hospital

Complaints about Latrobe Regional Hospital

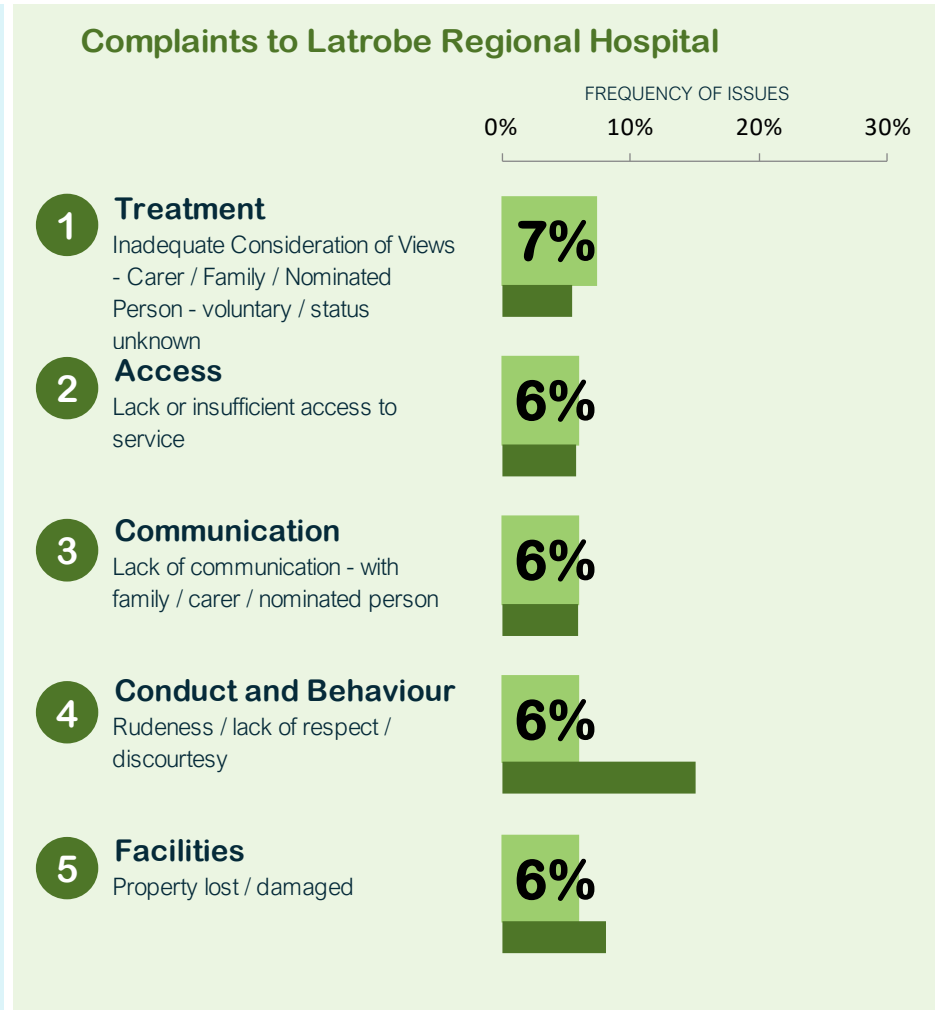
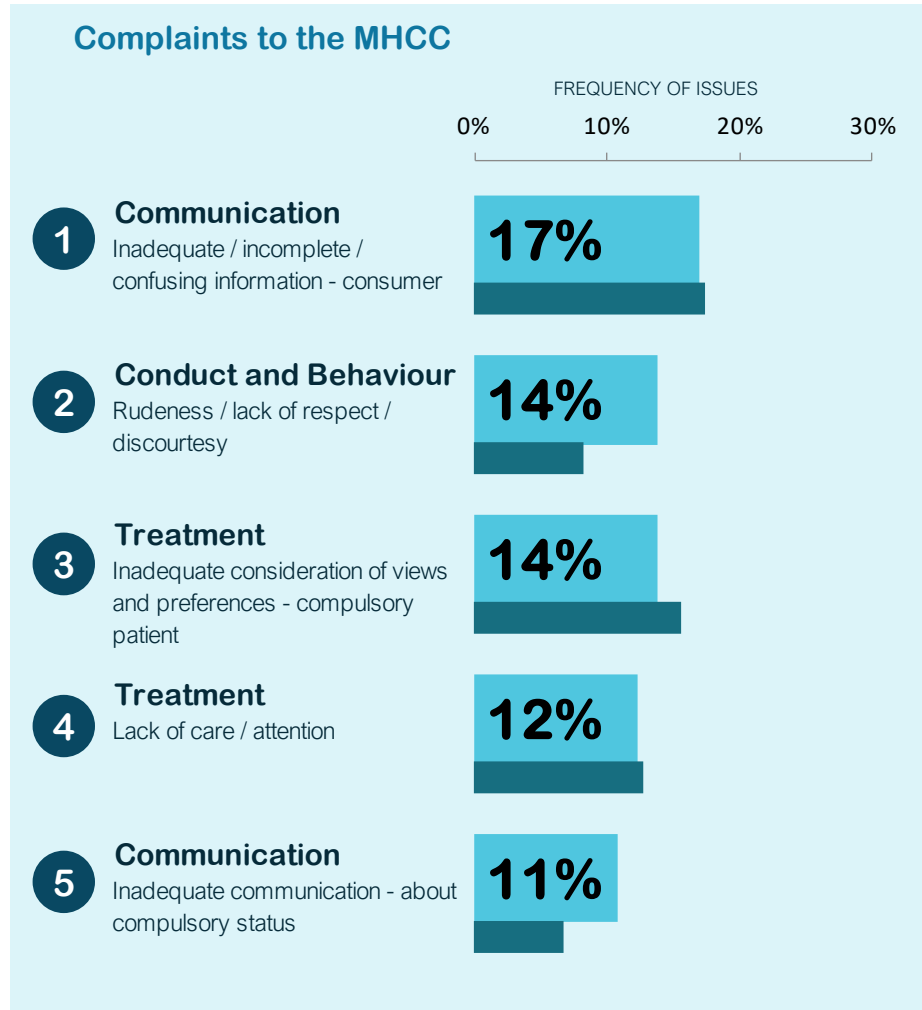
- to the MHCC (n=65)
- to the service (n=67)

Sector-wide complaints

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

Inadequate/ incomplete/ confusing information was the most frequently occurring issue in complaints to the MHCC about Latrobe Regional Hospital. Rudeness/ lack of respect and inadequate consideration of the views and preferences of compulsory patients were also commonly raised.

In complaints made directly to Latrobe Regional Hospital, inadequate consideration of the views of family/ carers regarding treatment was the most frequently occurring issue, consistent with the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Latrobe Regional Hospital

Complaints about Latrobe Regional Hospital

● to the MHCC (n=44)

● to the service (n=19)

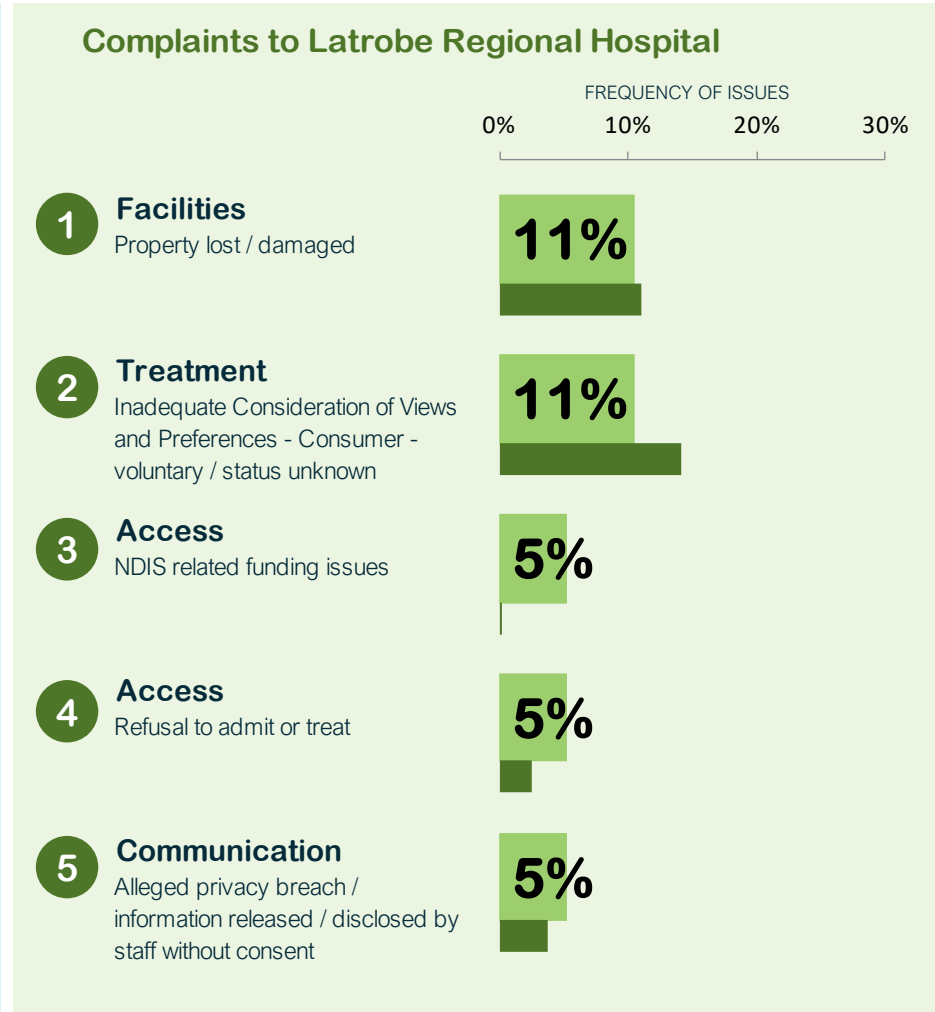
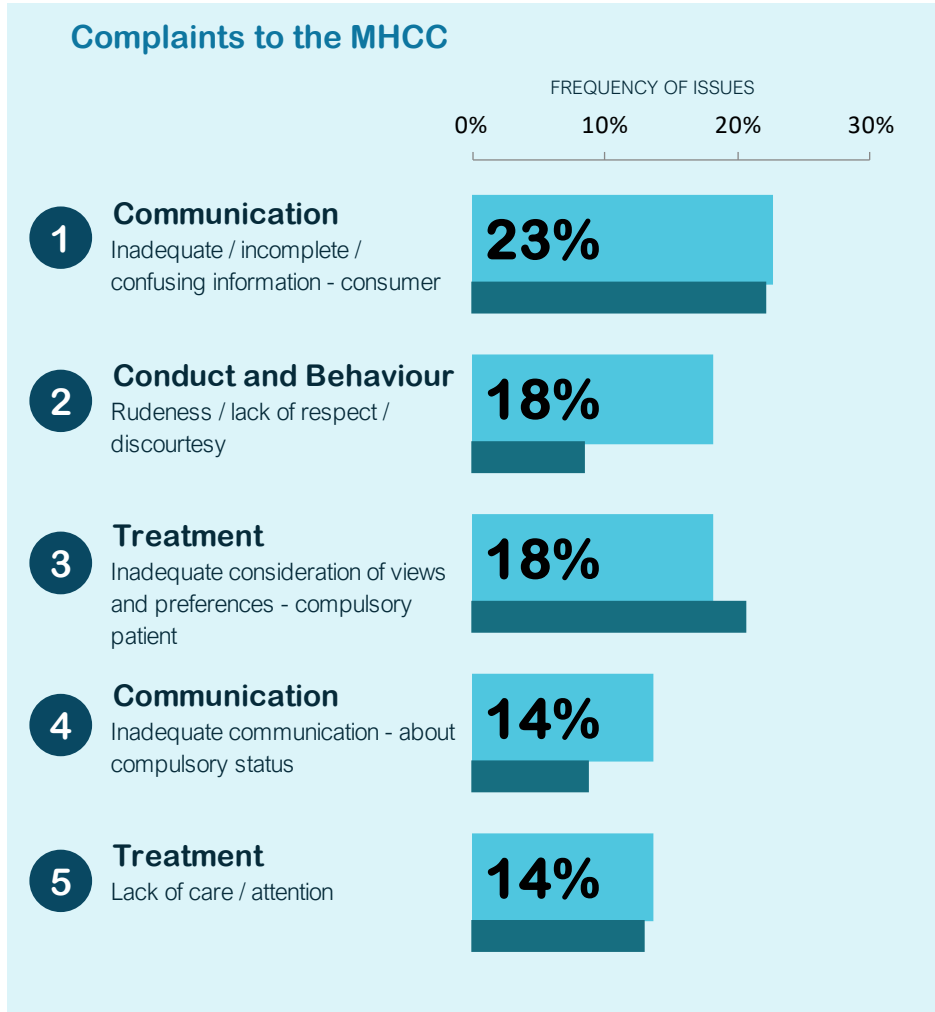
Sector-wide complaints

● to the MHCC (n=1149)

● to the service (n=1033)

The top issues raised by consumers in complaints to the MHCC about Latrobe Regional Hospital were regarding communication, conduct and behaviour and treatment. With rudeness/ lack of respect/ discourtesy being raised in higher proportion compared to the sector.

The most frequently raised issues by consumers in complaints directly to Latrobe Regional Hospital were property loss/ damage and inadequate consideration of the views and preferences of voluntary consumers regarding treatment. A higher proportion of complaints by consumers were about NDIS related funding issues compared to the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Latrobe Regional Hospital

Complaints about Latrobe Regional Hospital

● to the MHCC (n=16)

● to the service (n=40)

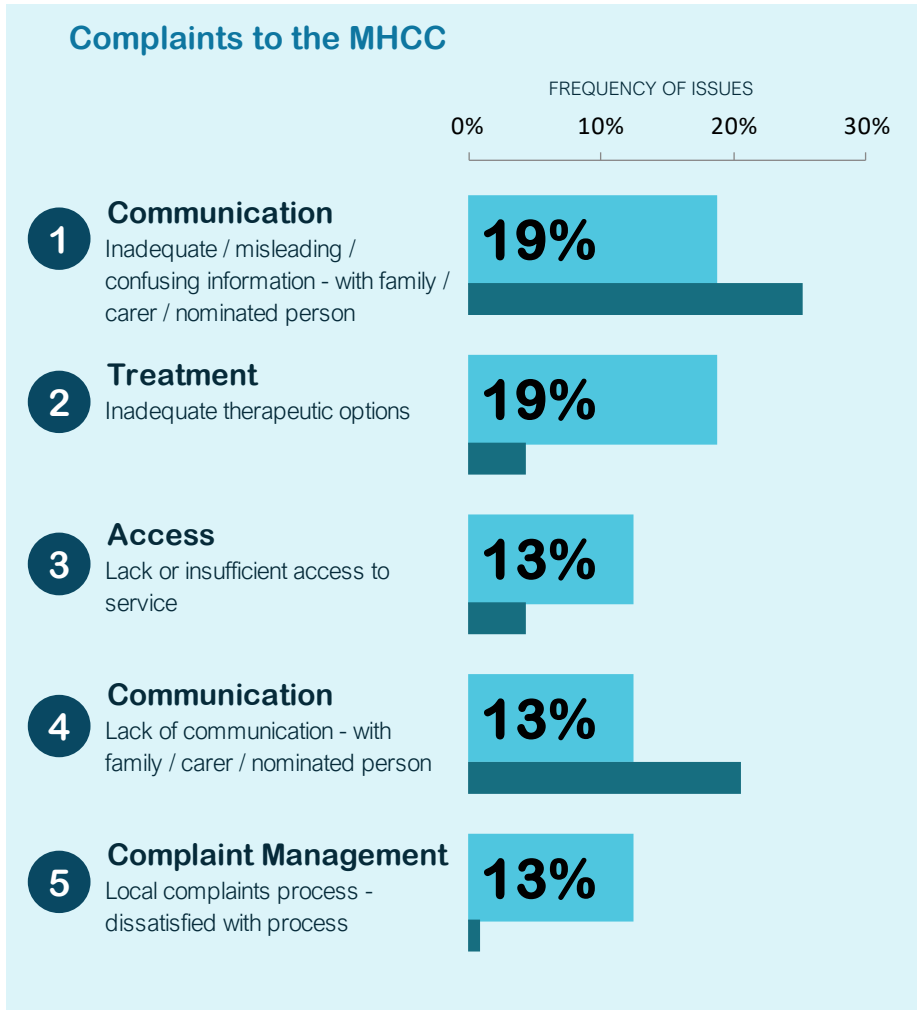
Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Treatment and communication issues relating to inadequate information or misleading communication with family members / carers and inadequate therapeutic issues were the most frequently raised by family members / carers in complaints to the MHCC about Latrobe Regional Hospital. Inadequate therapeutic options was raised in a higher proportion compared to the sector.

- Issues regarding lack of communication and inadequate consideration of the views of the carer/ family regarding treatment were also raised by family members / carers in complaints directly to Latrobe Regional Hospital.



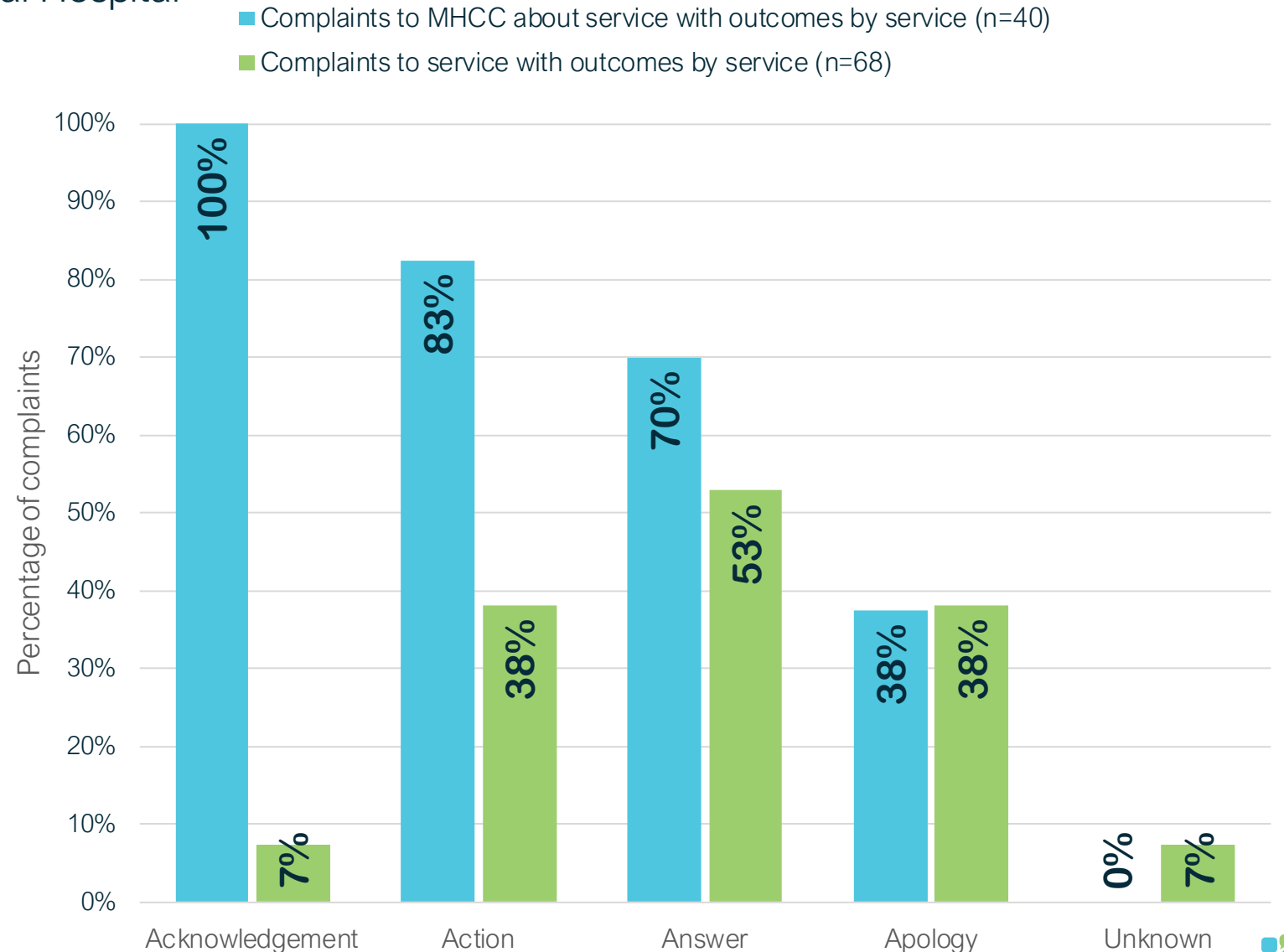


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Latrobe Regional Hospital

- 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 Latrobe Regional Hospital 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 Latrobe Regional Hospital of the issues raised by the complainant.
- The most common outcome of complaints made directly to Latrobe Regional Hospital was providing an answer to the complainant.

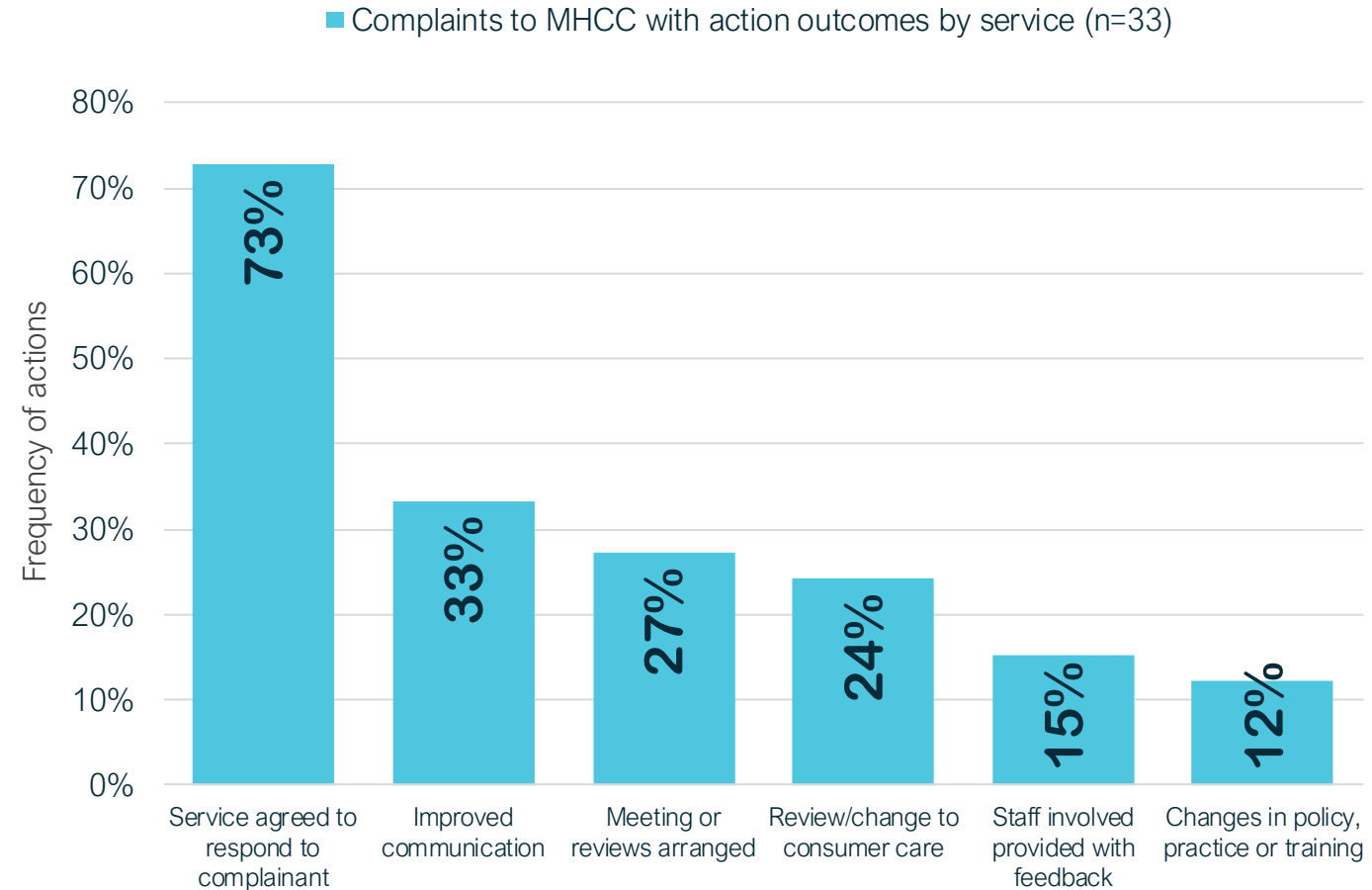


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What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Latrobe Regional Hospital in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - meetings with the service or reviews arranged
 - change/review of treatment/care for individual consumers



Key points to consider



Complaint numbers

- The number of complaints to both the MHCC about Latrobe Regional Hospital and to Latrobe Regional Hospital directly rose in 2020-21.
- Overall, more complaints were made to Latrobe Regional Hospital directly 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.



Issues raised

- Inadequate/ incomplete/ confusing information was the most frequently occurring issue in complaints to the MHCC about Latrobe Regional Hospital. Rudeness/ lack of respect and inadequate consideration of the views and preferences of compulsory patients were also commonly raised.
- In complaints made directly to Latrobe Regional Hospital, inadequate consideration of the views of family/ carers regarding treatment was the most frequently occurring issue, consistent with the sector.



Outcomes

- The most common outcome of complaints made directly to Latrobe Regional Hospital was providing answer to the complainant.
- The most common action undertaken by Latrobe Regional Hospital in response to complaints to the MHCC was to respond to the consumer or complainant directly.