

Summary of service provider complaint report

Mildura Base 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:



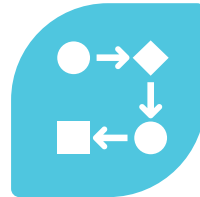
identify key themes and emerging issues across the sector



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

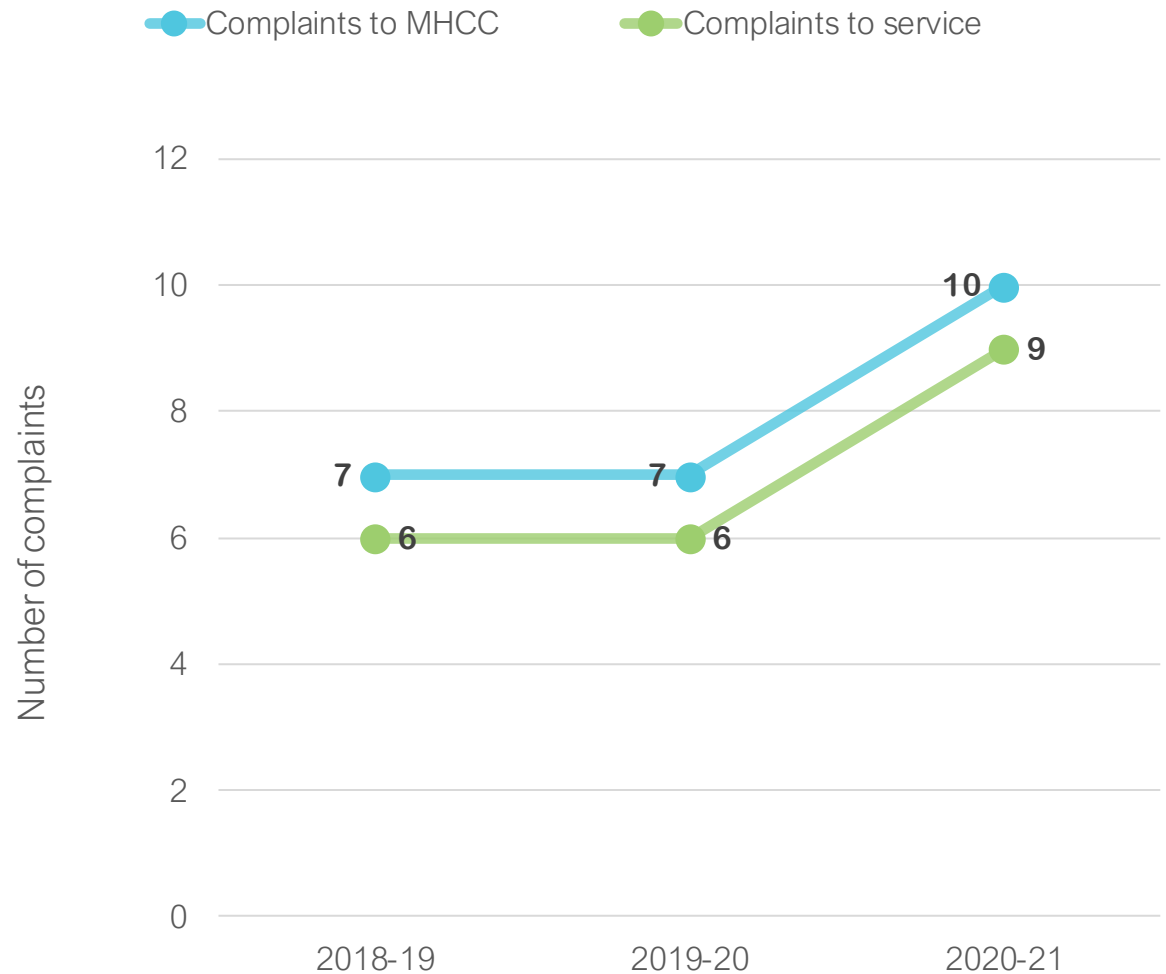
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Complaints to MHCC about Mildura Base Hospital

9

Complaints to Mildura Base Hospital

- The number of complaints to both the MHCC about Mildura Base Hospital and to Mildura Base Hospital directly rose in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Mildura Base Hospital. 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 Mildura Base 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 lower rate of complaints was made to the MHCC about Mildura Base hospital, and a lower rate of complaints was made directly to the service. Mildura Base Hospital did not report compliments made to the service for 2020-21.

Complaints about Mildura Base Hospital

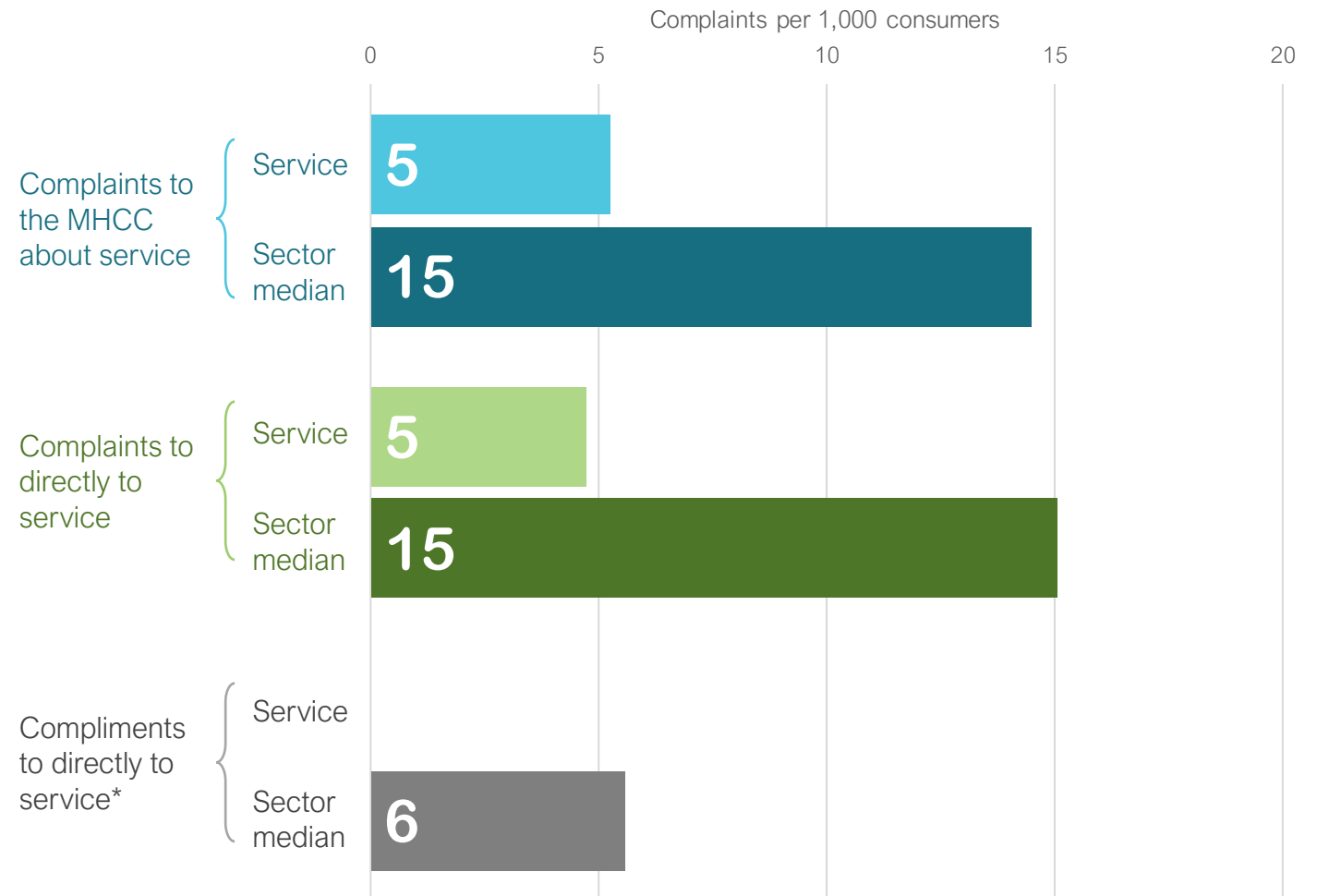
- to the MHCC (n=10)
- to the service (n=9)

● Compliments to Mildura Base Hospital (n=0)

Sector-wide complaints

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

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

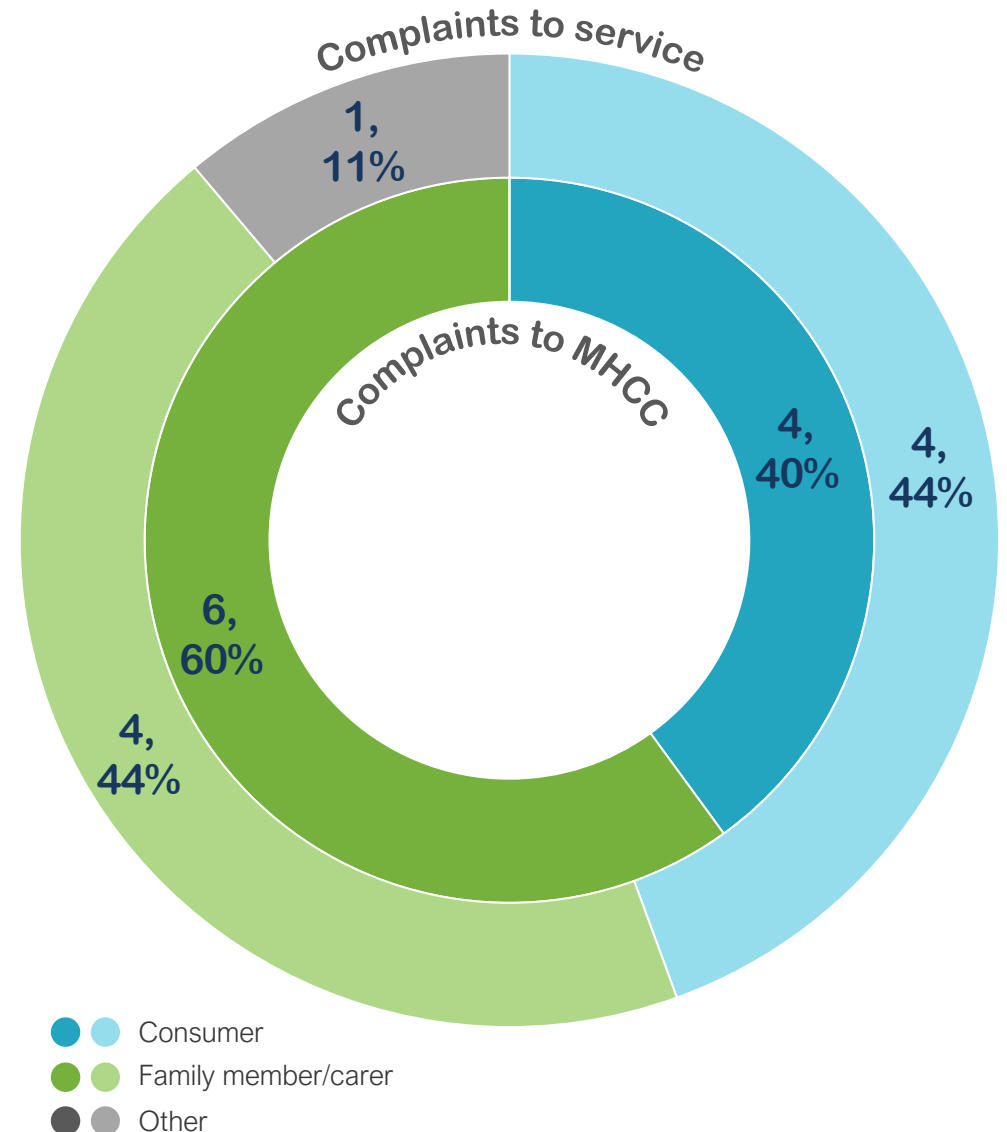


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Mildura Base Hospital

- Family members/ carers made the majority of complaints to the MHCC about Mildura Base Hospital. Consumers made the remaining 40%.
- In contrast, consumers and family members / carers made roughly half of all complaints each directly to Mildura Base Hospital.



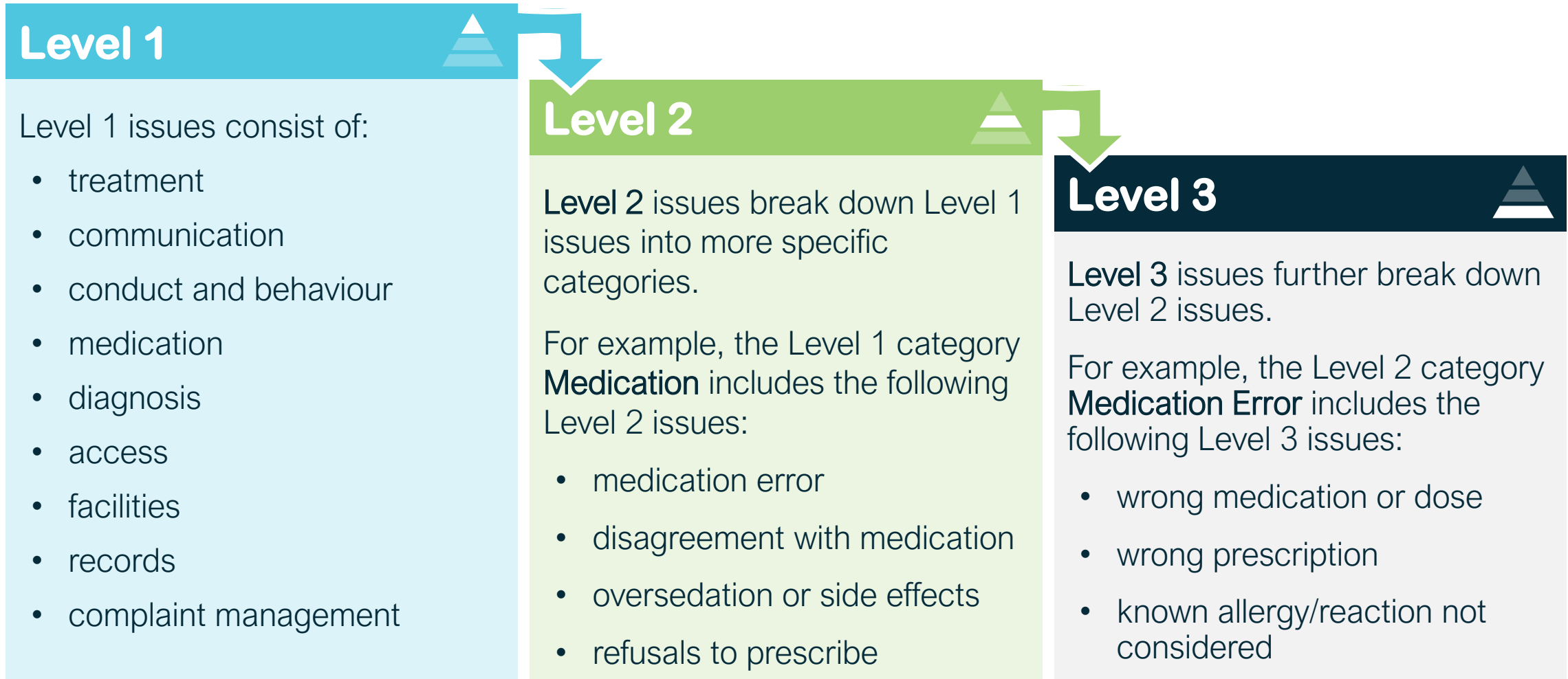
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaints

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 Mildura Base Hospital

- Issues raised in complaints to the MHCC about Mildura Base Hospital were most commonly regarding Treatment and Communication. Issues about Treatment were raised in a slightly higher proportion when compared with the sector, whereas Communication issues were raised in a slightly lower proportion.
- Issues raised in complaints made directly to Mildura Base Hospital were predominantly about Treatment, Communication and Access. Issues regarding Conduct and behaviour were raised in a lower proportion of complaints compared to the sector.

Complaints about Mildura Base Hospital

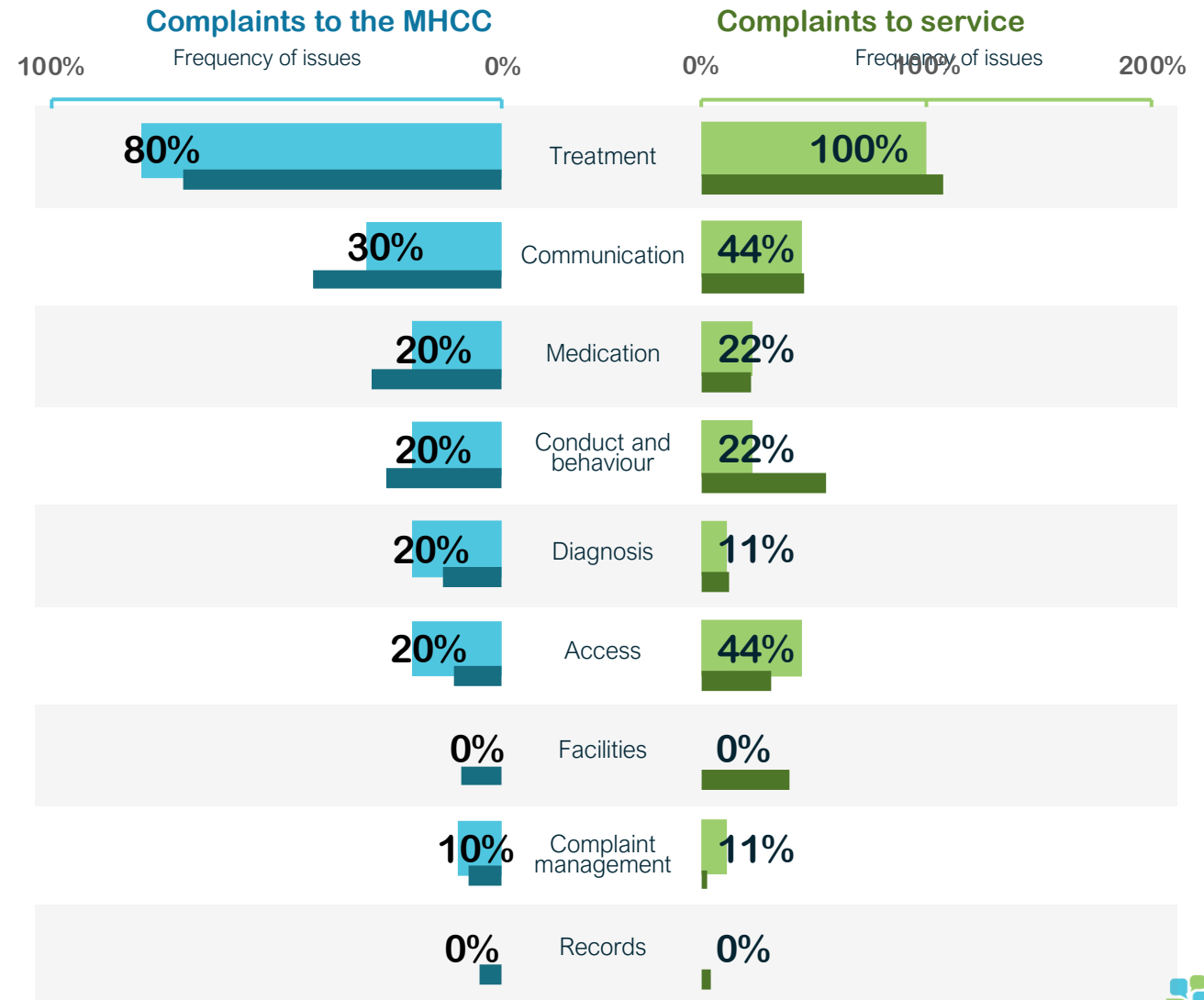
to the MHCC (n=10)

to the service (n=9)

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 Mildura Base Hospital

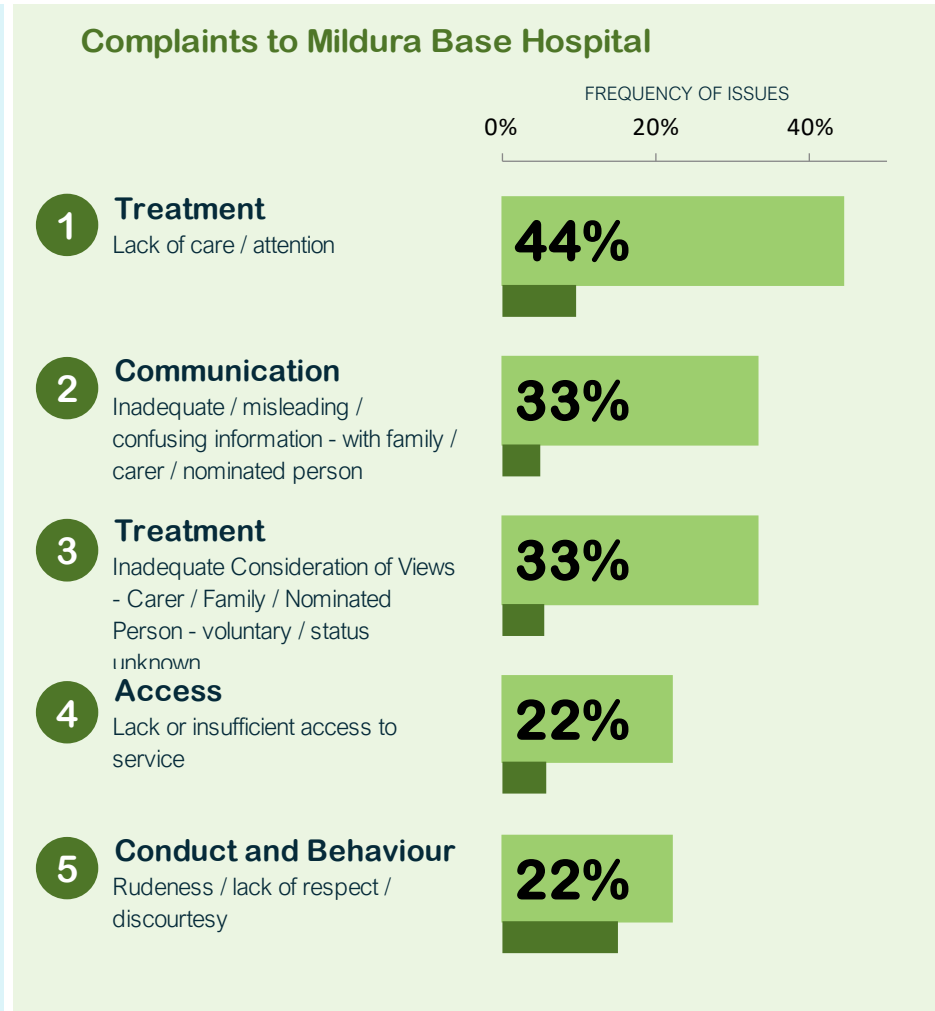
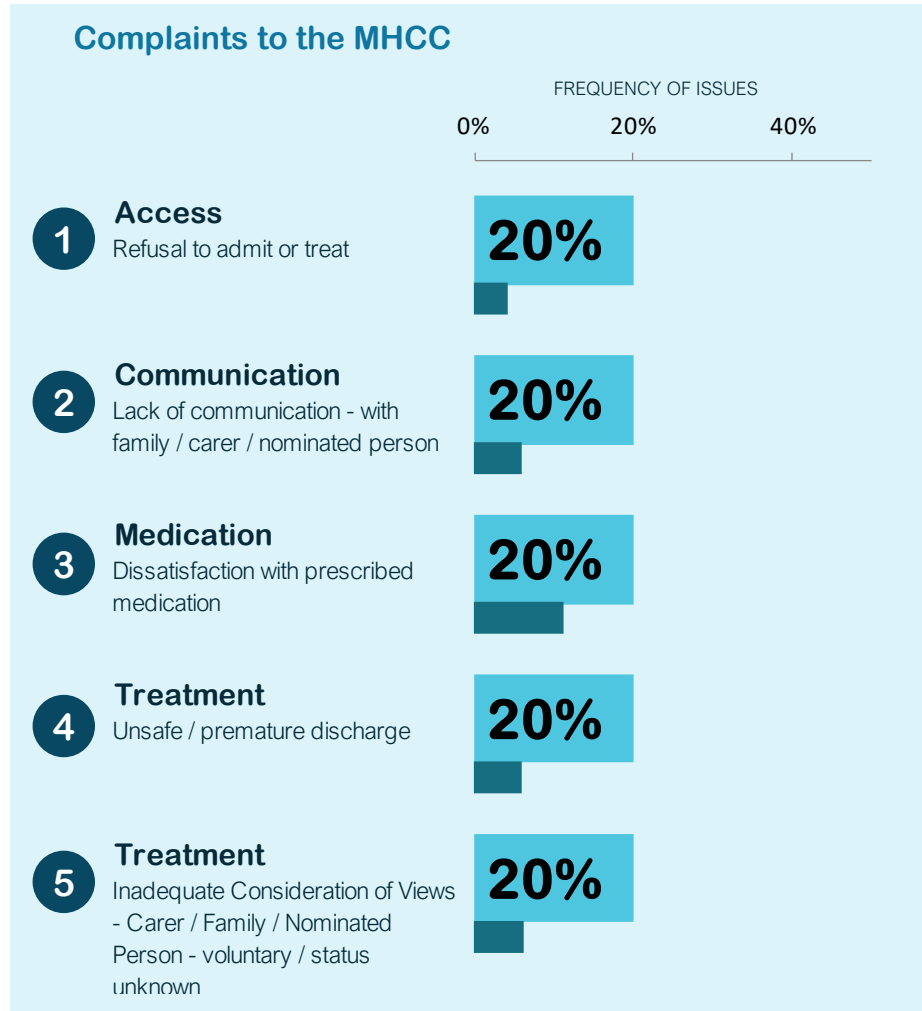
Complaints about Mildura Base Hospital

- to the MHCC (n=10)
- to the service (n=9)

Sector-wide complaints

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

- Refusal to admit or treat, lack of communication with family/ carer, dissatisfaction with medication, unsafe or premature discharge and inadequate consideration of the views and preferences of the carer/family were the most frequently occurring issues in complaints to the MHCC about Mildura Base Hospital, raised in a higher proportion of complaints than the sector
- In complaints made directly to Mildura Base Hospital, lack of care/ attention was the most frequently occurring issue, raised in a higher proportion when compared with the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Mildura Base Hospital

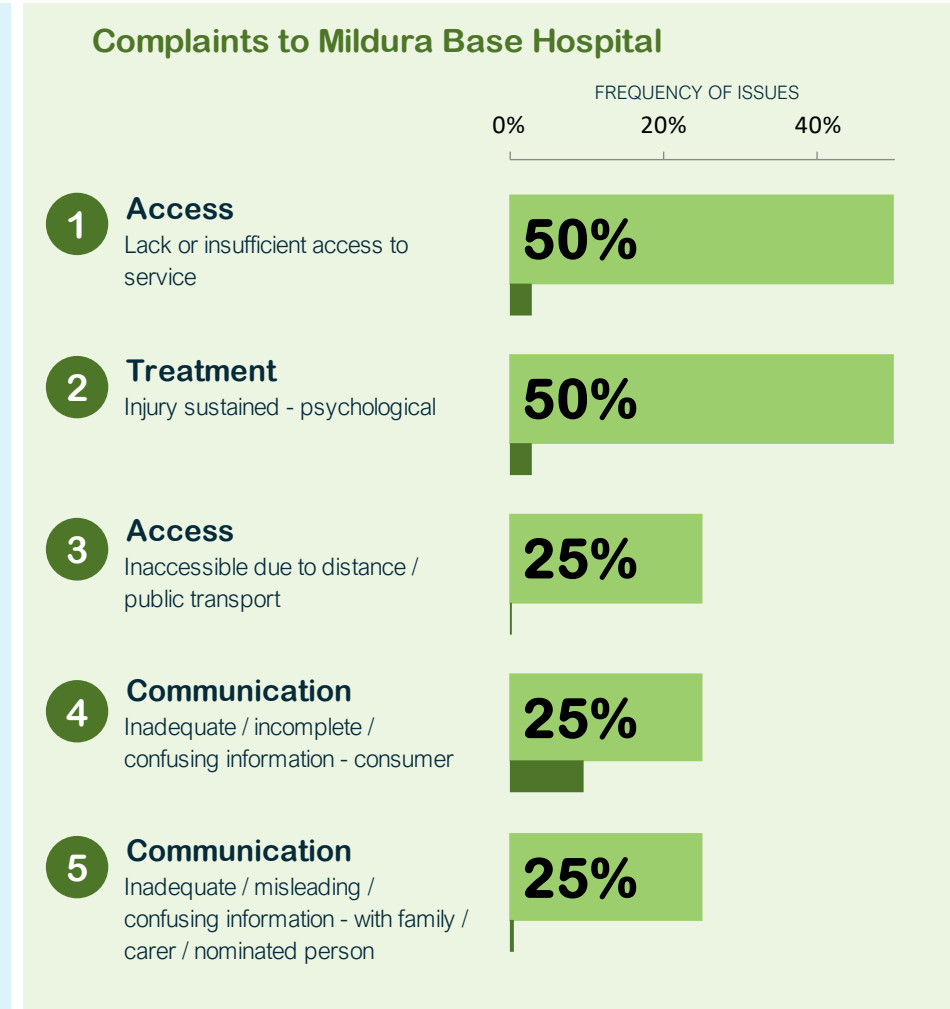
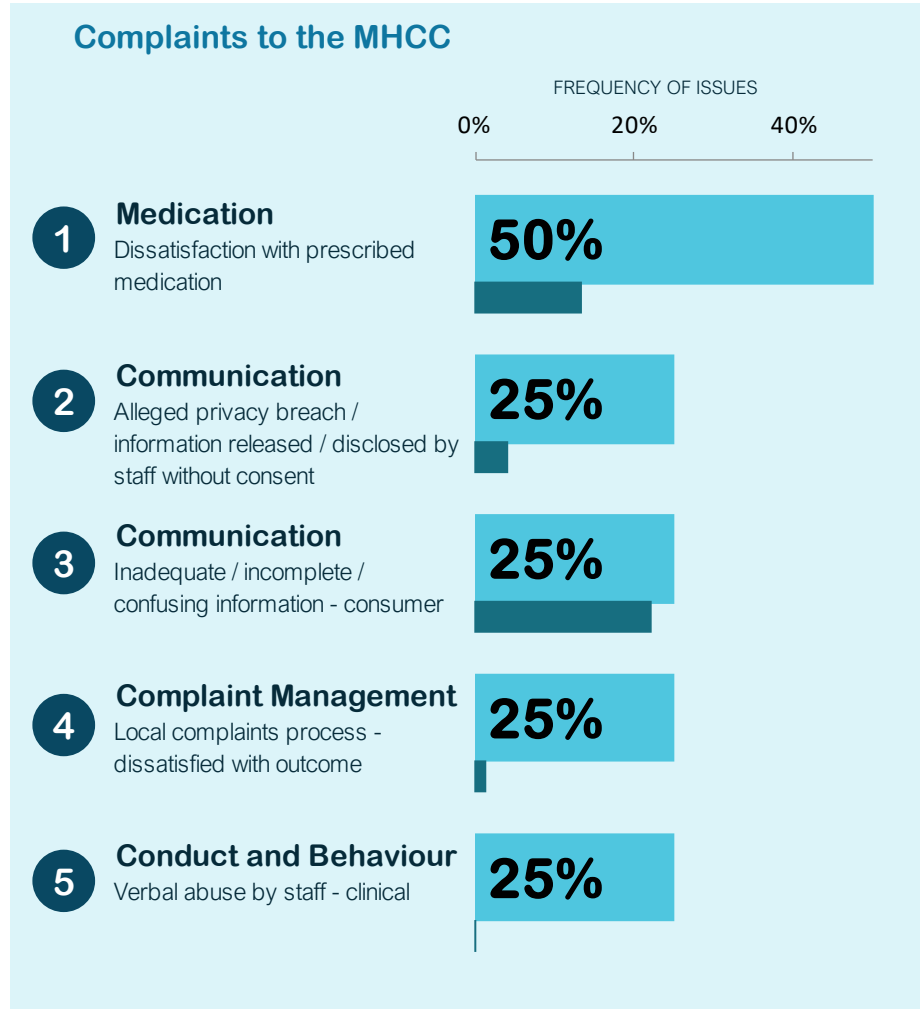
Complaints about Mildura Base Hospital

- to the MHCC (n=4)
- to the service (n=4)

Sector-wide complaints

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

- Among the top five issues raised by consumers in complaints to the MHCC about Mildura Base Hospital, dissatisfaction with prescribed medication was the most commonly raised issue in a higher proportion when compared with the sector.
- The most frequently raised issues by consumers in complaints directly to Mildura Base Hospital were lack or insufficient access to service and psychological injury sustained, in a substantially higher proportion when compared to the sector.



Issues raised by carers 2020-21

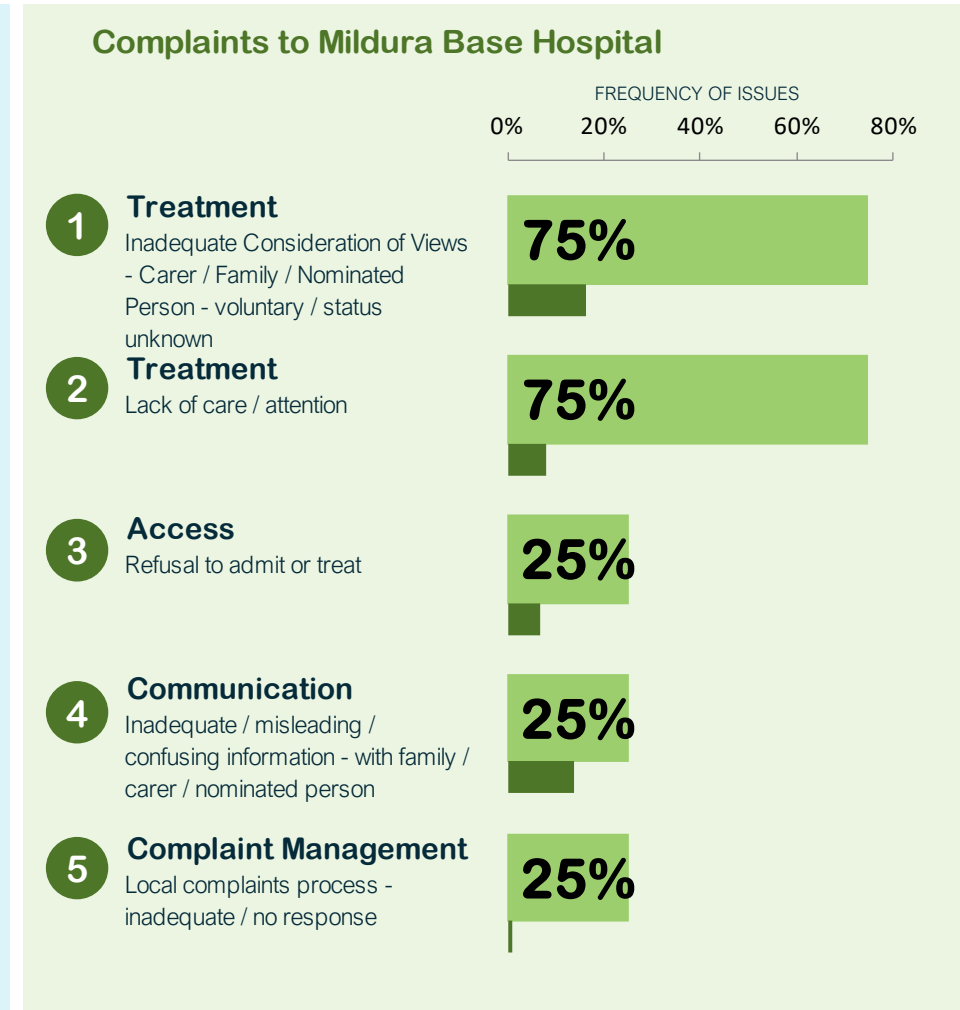
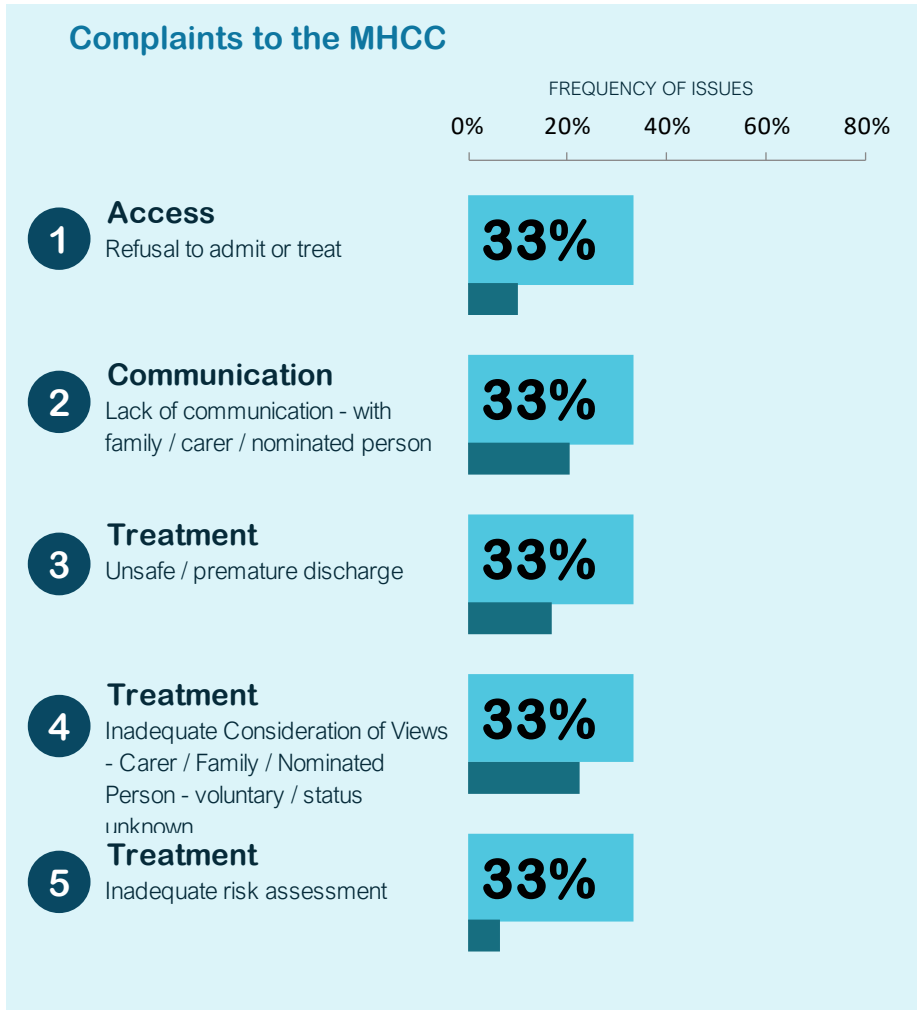
Most frequent Level 3 issues raised about Mildura Base Hospital

Complaints about Mildura Base Hospital

- to the MHCC (n=6)
- to the service (n=4)

Sector-wide complaints

- to the MHCC (n=426)
- to the service (n=529)



- Refusal to admit or treat, lack of communication with family members / carers, unsafe or premature discharge, inadequate consideration of their views and preferences, and inadequate risk assessment issues were equally raised by family members / carers in complaints to the MHCC about Mildura Base Hospital.

- Inadequate consideration of the views and preferences of carers/ family members of voluntary patients and lack of care / attention were the issues most commonly raised by consumers directly to Mildura Base Hospital.

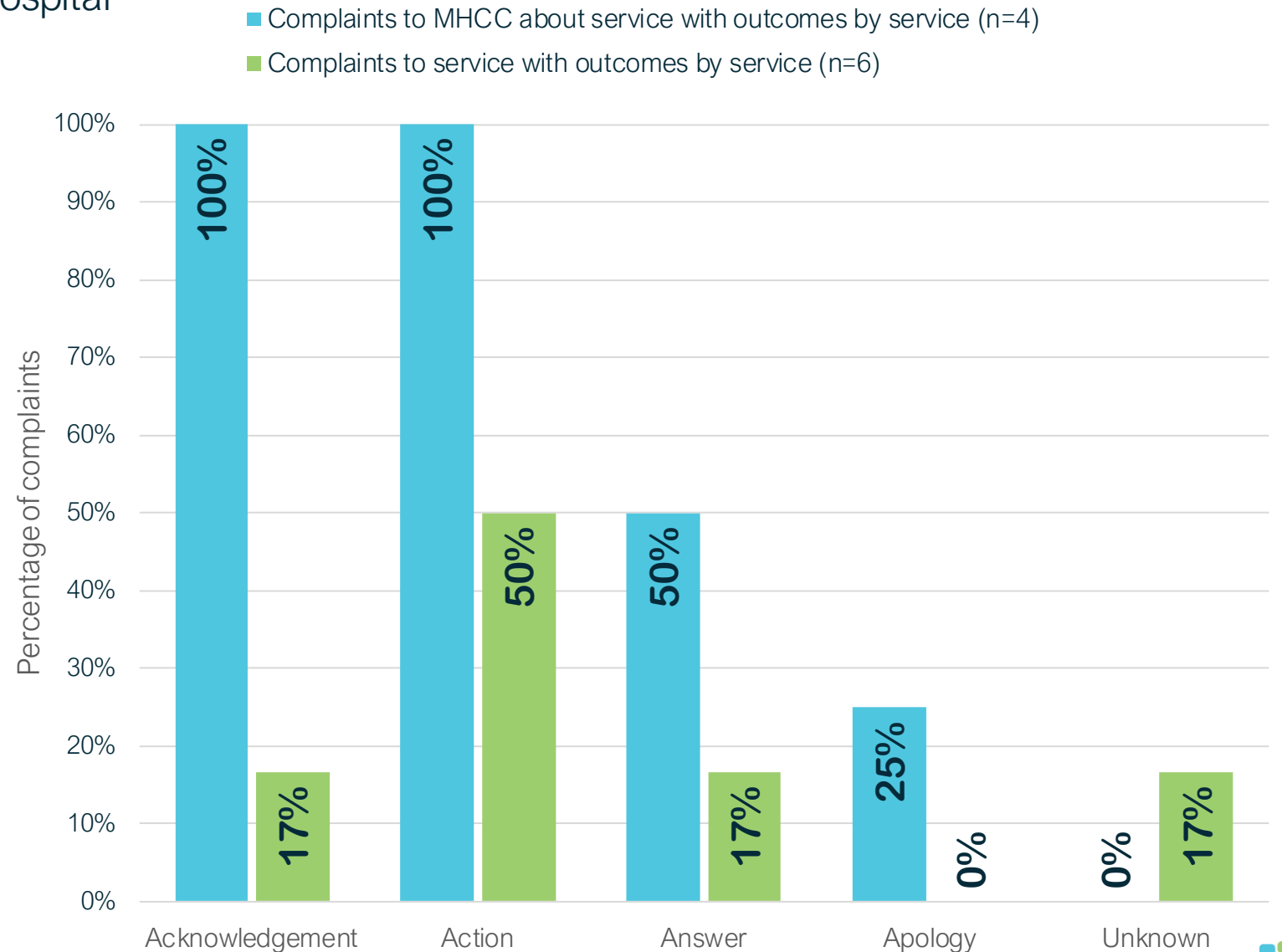


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Mildura Base Hospital

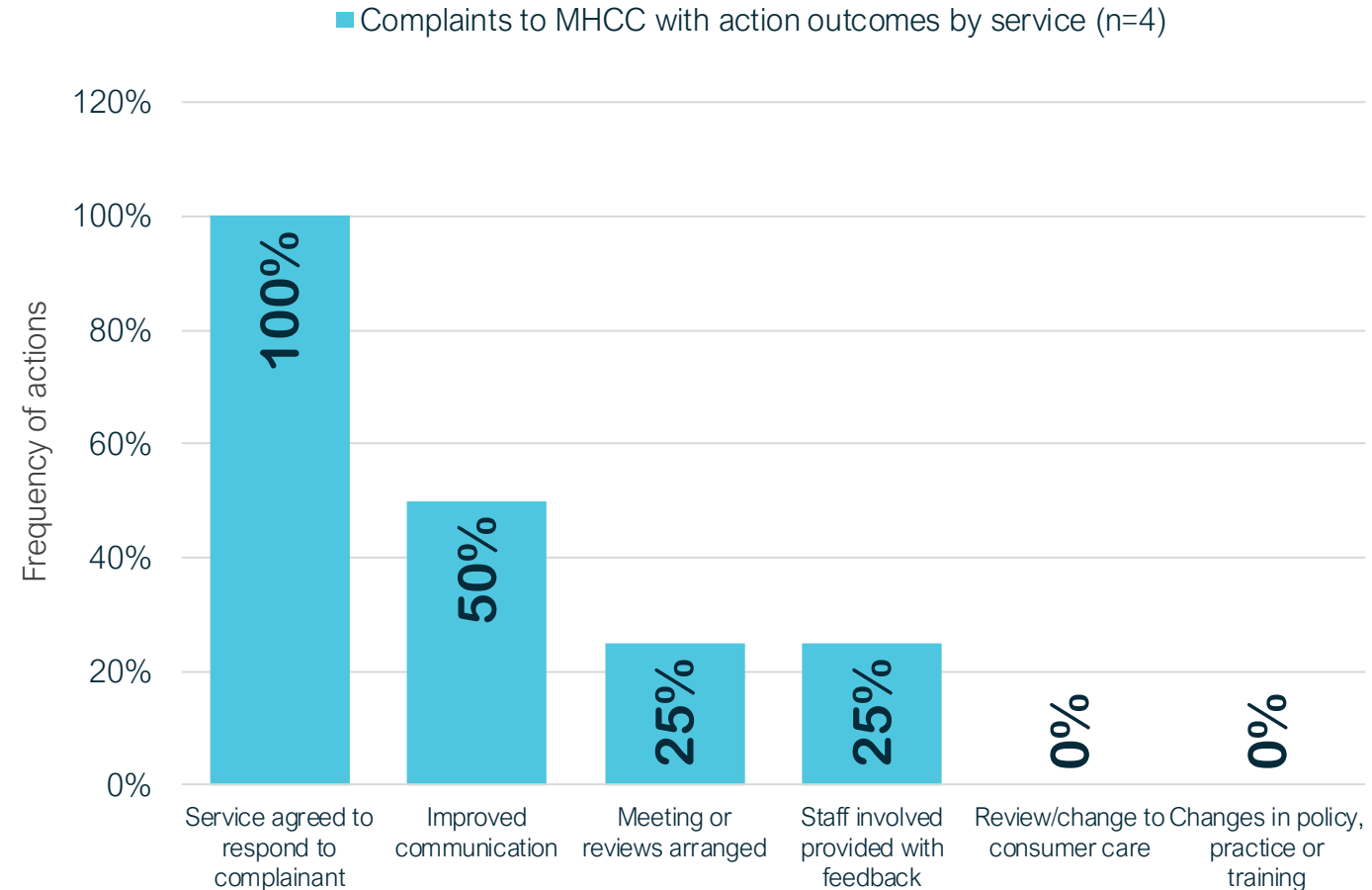
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Mildura Base Hospital that were assessed as being in scope for resolution or having a known service outcome. The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



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 Mildura Base Hospital in response to complaints made to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - meetings or reviews arranged with the consumer
 - Providing feedback to staff involved in the complaints



Key points to consider



Complaint numbers

- Overall, more complaints were made to the MHCC than directly to Mildura Base Hospital. 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 Mildura Base Hospital, suggesting that improvements have been made in this regard.



Issues raised

- Refusal to admit or treat, lack of communication with family/ carer, dissatisfaction with medication, unsafe or premature discharge and inadequate consideration of the views and preferences of the carer/family were the most frequently occurring issues in complaints to the MHCC about Mildura Base Hospital, raised in a higher proportion of complaints than the sector
- In complaints made directly to Mildura Base Hospital, lack of care/ attention was the most frequently occurring issue, raised in a higher proportion when compared with the sector.



Outcomes

- The most common outcomes of complaints raised to the MHCC about Mildura Base Hospital were acknowledgement and action taken by Mildura Base Hospital in response to the issues raised by the complainant.
- The most common action undertaken by Mildura Base Hospital in response to complaints to the MHCC was to respond to the consumer or complainant directly.