

Summary of service provider complaint report

Eastern Health

2021-22



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints made to the MHCC and complaints and compliments made directly to your service, largely focusing on the 2021-22 reporting year.

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



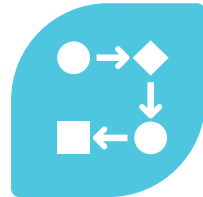
identify key themes and emerging issues across the sector



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? 2021-22

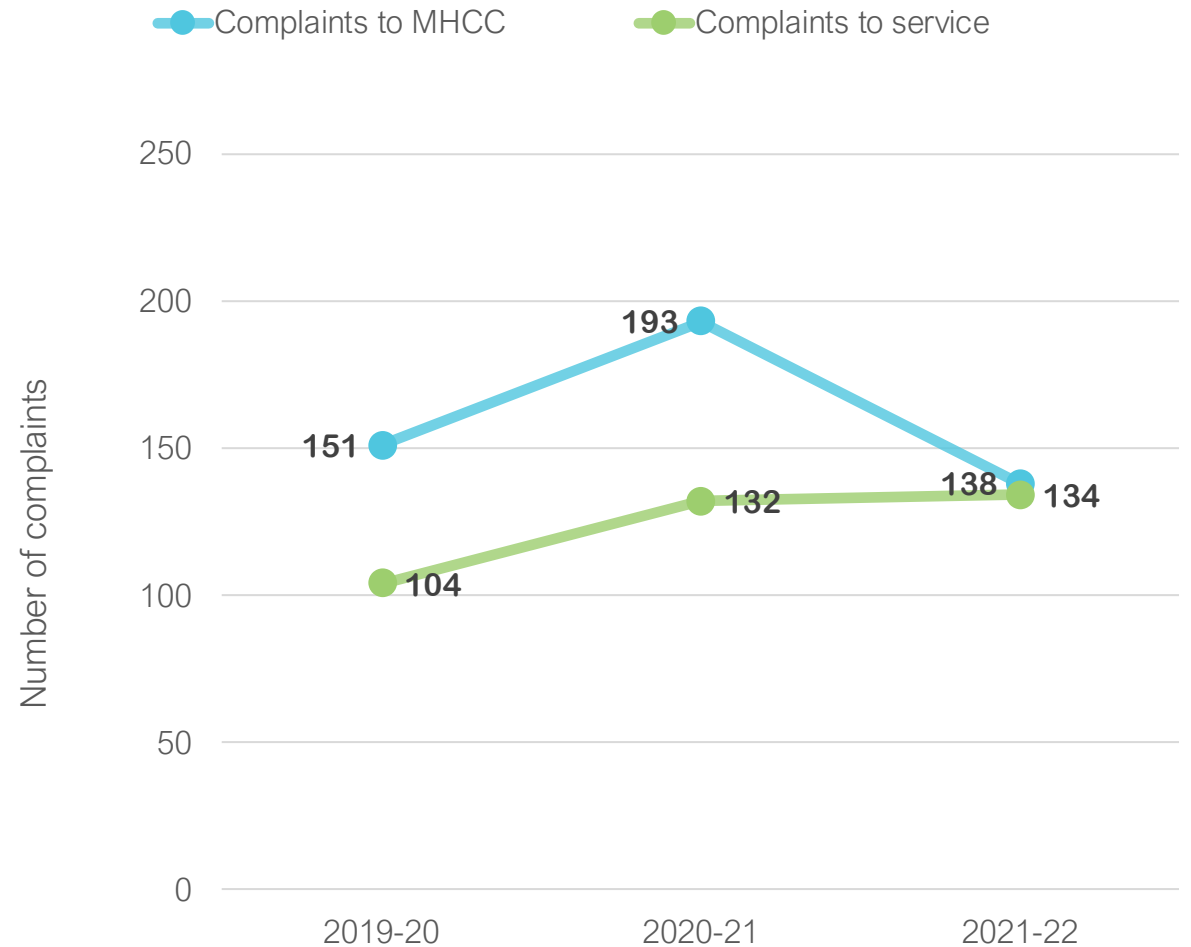
138

Complaints to MHCC
about Eastern Health

134

Complaints to
Eastern Health

- The number of complaints made to the MHCC about Eastern Health decreased in 2021-22, while the number of complaints made directly to Eastern Health in 2021-22 were similar to the previous year.
- Overall, the number of complaints made to the MHCC about Eastern Health and complaints made to Eastern Health directly were almost the same.
- The number of complaints made to Eastern Health have increased since 2019-20, but there is a decline of complaints being made to the MHCC about Eastern Health.



Complaint and compliment rates 2021-22

- 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 complaints and compliments rates below the sector median.
- Compared to the sector, a higher rate of complaints was made to the MHCC about Eastern Health and to Eastern Health directly. Additionally, a higher rate of compliments was made to Eastern Health when compared to the sector.

Complaints about Eastern Health

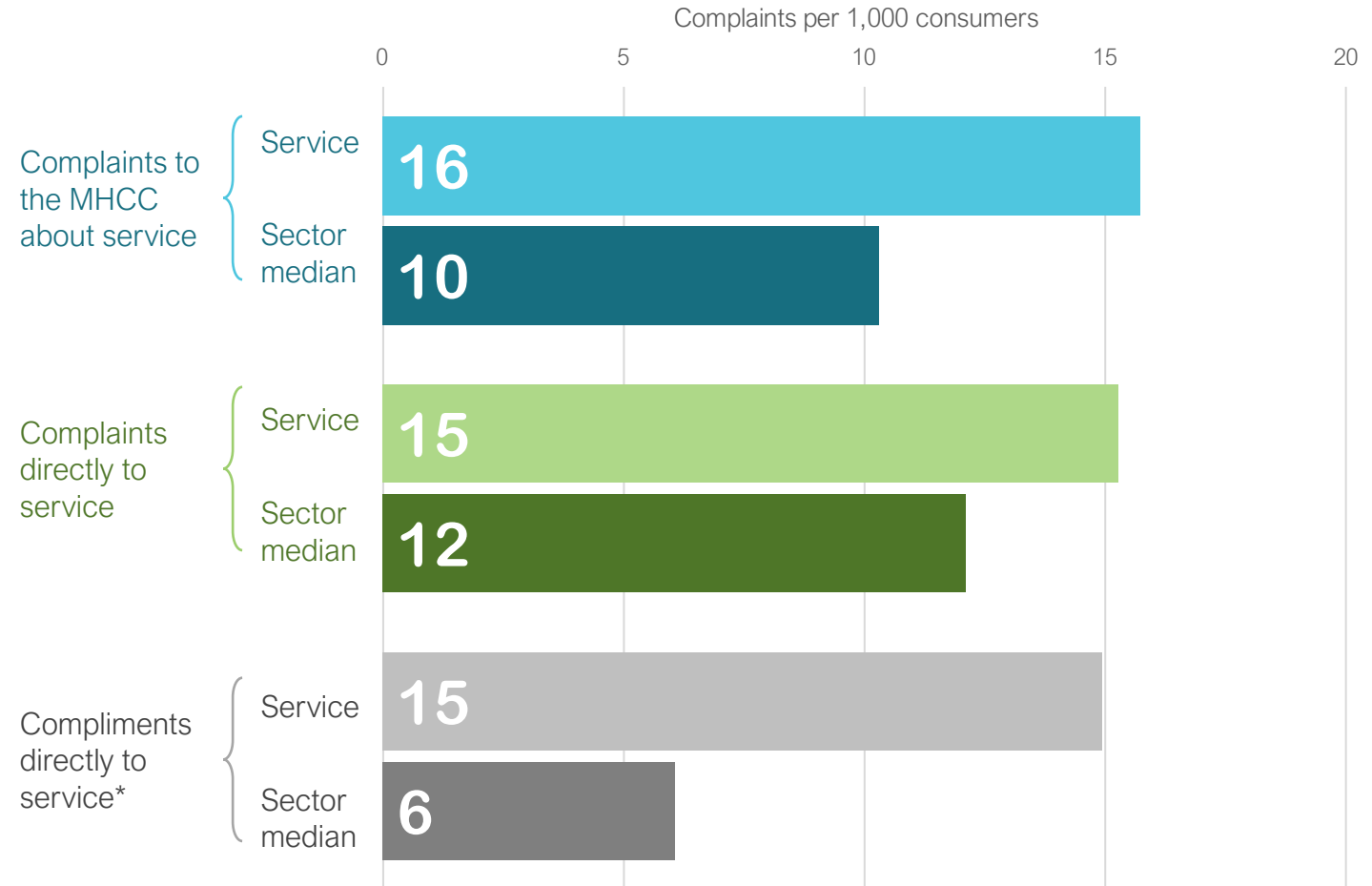
- to the MHCC (n=138)
- to the service (n=134)

● Compliments to Eastern Health (n=131)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)

● Compliments to services sector-wide (n=891)

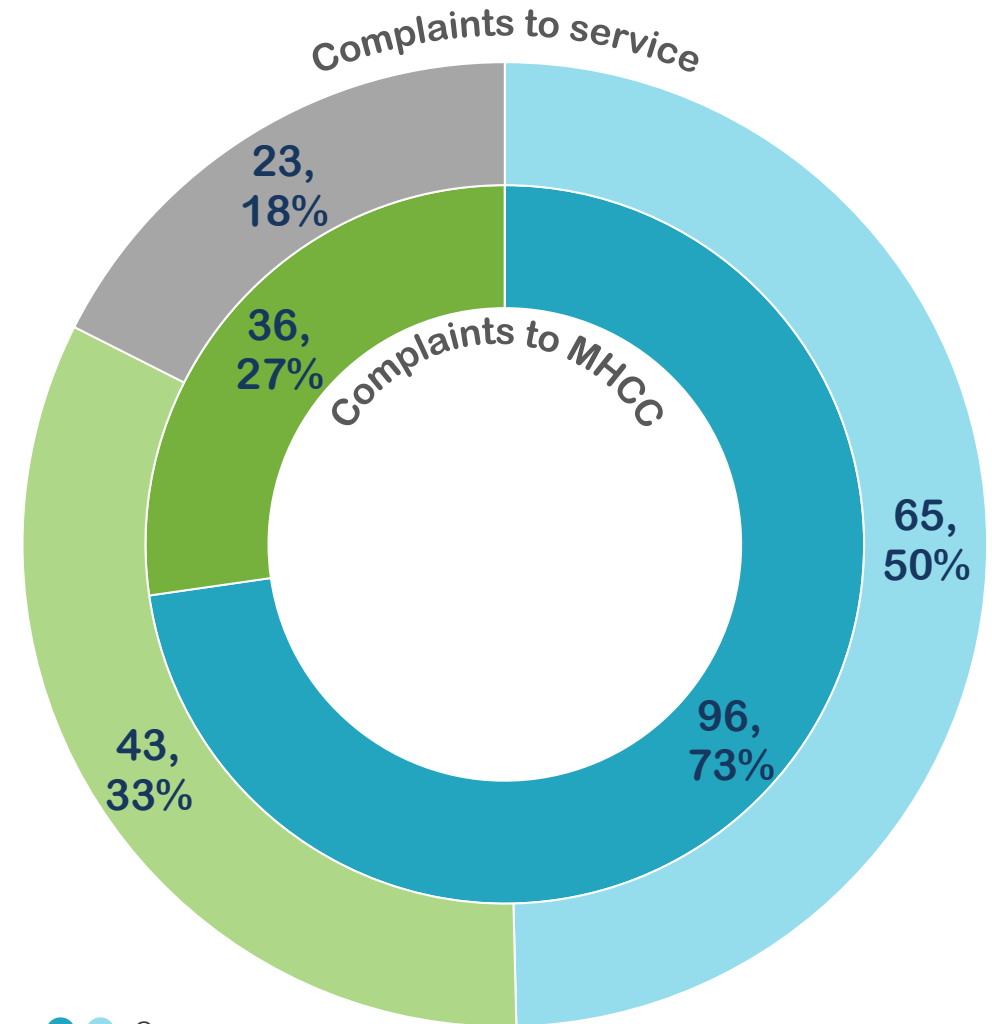


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Eastern Health

- Consumers made the majority of complaints to the MHCC about Eastern Health and contributed half of the complaints to Eastern Health directly. This is broadly consistent with the sector as a whole.
- In contrast, family members / carers made slightly less than a third of complaints to the MHCC and slightly over a third of complaints directly to Eastern Health.
- Others, including friends, advocates, supporters and/or staff have made under a fifth of the complaints directly to Eastern Health.



- Consumer
- Family member/carer
- Other

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



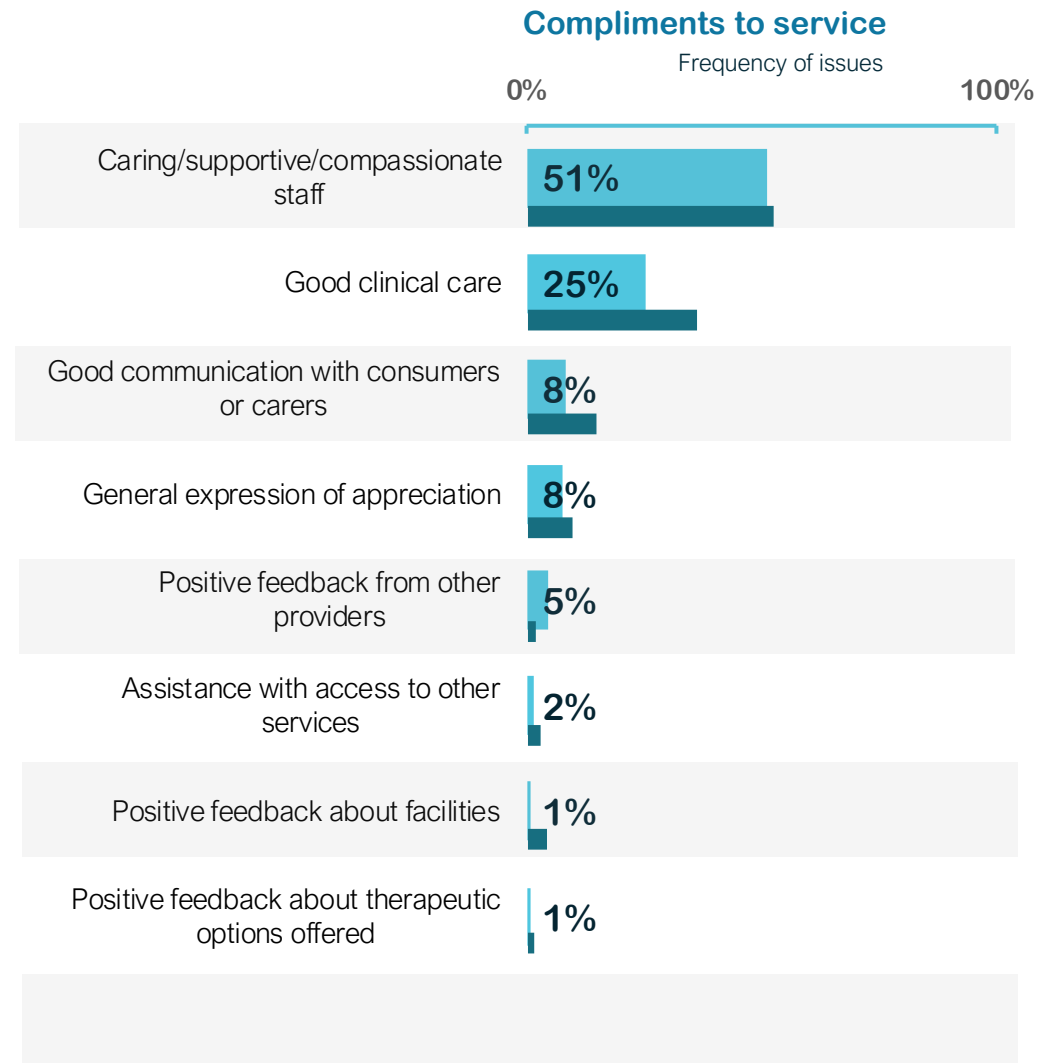
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Eastern Health (n=131)
 ● Compliments to services sector-wide (n=891)

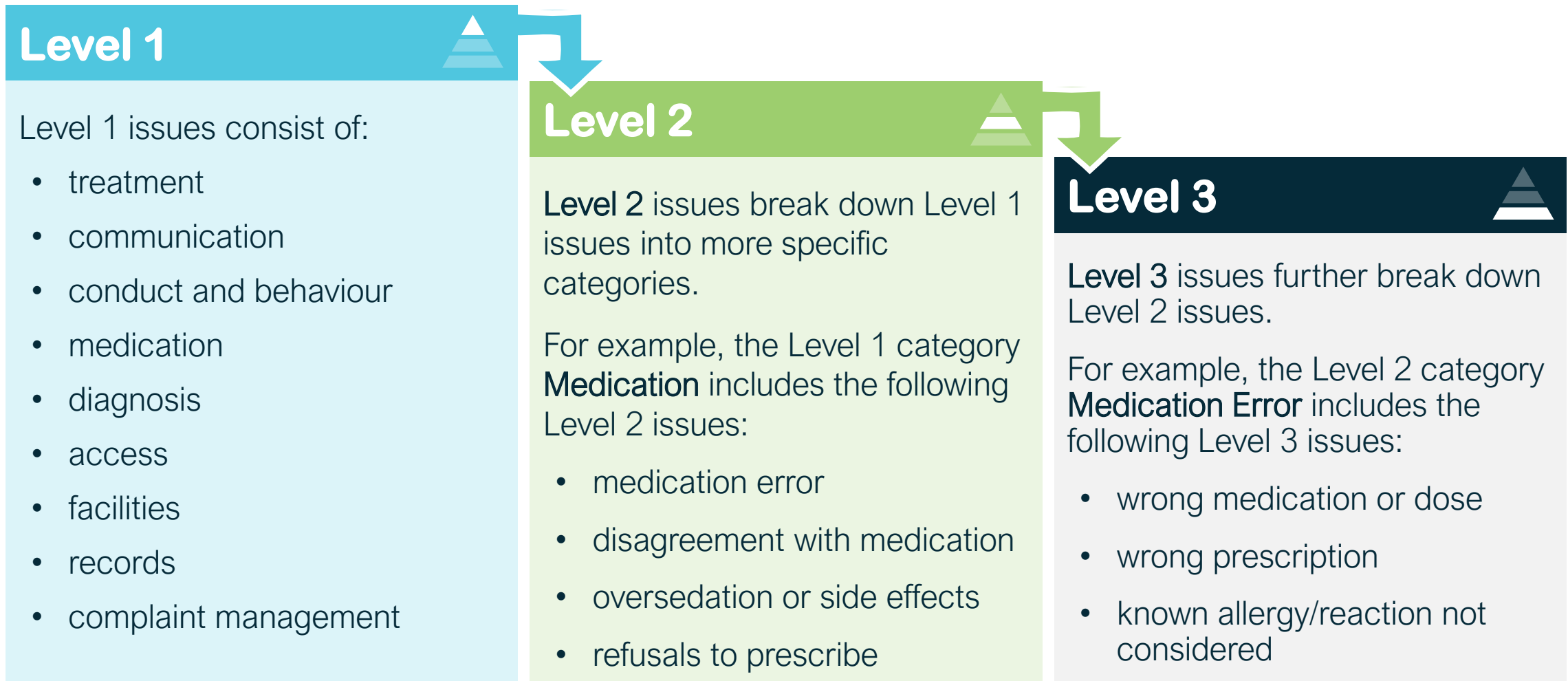
Themes raised in compliments about Eastern Health

- Just over half of compliments made to Eastern Health featured themes of positive feedback about caring, supportive and compassionate staff, raised in a similar proportion to compliments made to services sector-wide.
- Good clinical care, and good communication with consumers or carers were also raised, but these were raised in lower percentages of compliments when compared to the sector.
- A considerable level of detail was provided by Eastern Health about their compliments data that enabled the MHCC to identify more specific themes this reporting period.



How does the MHCC categorise issues?

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



What were complaints about? 2021-22

Level 1 issues raised about Eastern Health

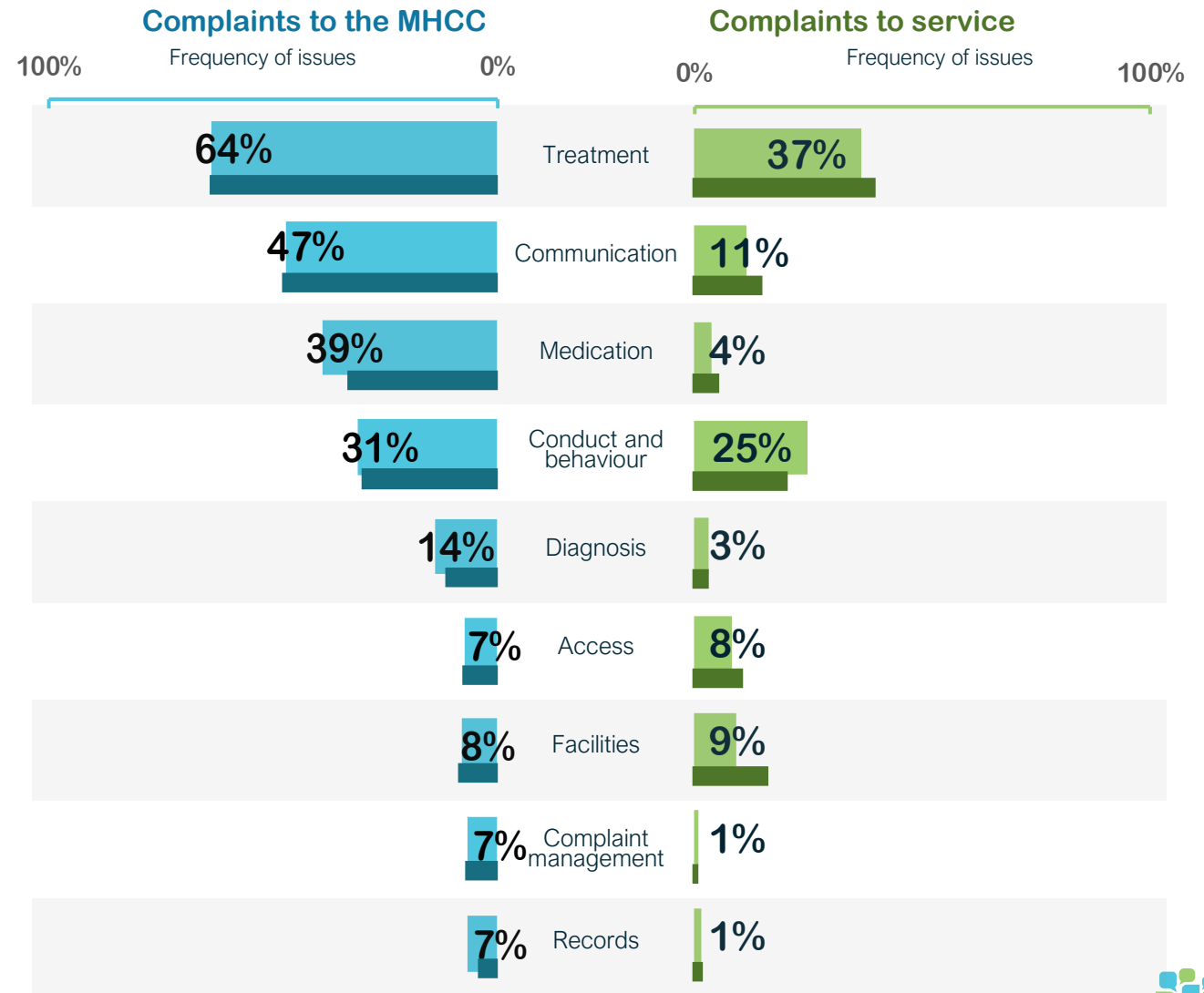
- Issues raised in complaints made to the MHCC about Eastern Health were consistent with those raised in complaints made to the MHCC across the sector, with Treatment, Communication, Medication and Conduct, and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Eastern Health were also broadly consistent with those raised in complaints made to services across the sector, with Treatment, Conduct and Behaviour, and Communication being the most commonly raised issues. Issues about Facilities were also raised, but at a slightly lower rate when compared to the sector.

Complaints about Eastern Health

- to the MHCC (n=138)
- to the service (n=134)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Eastern Health

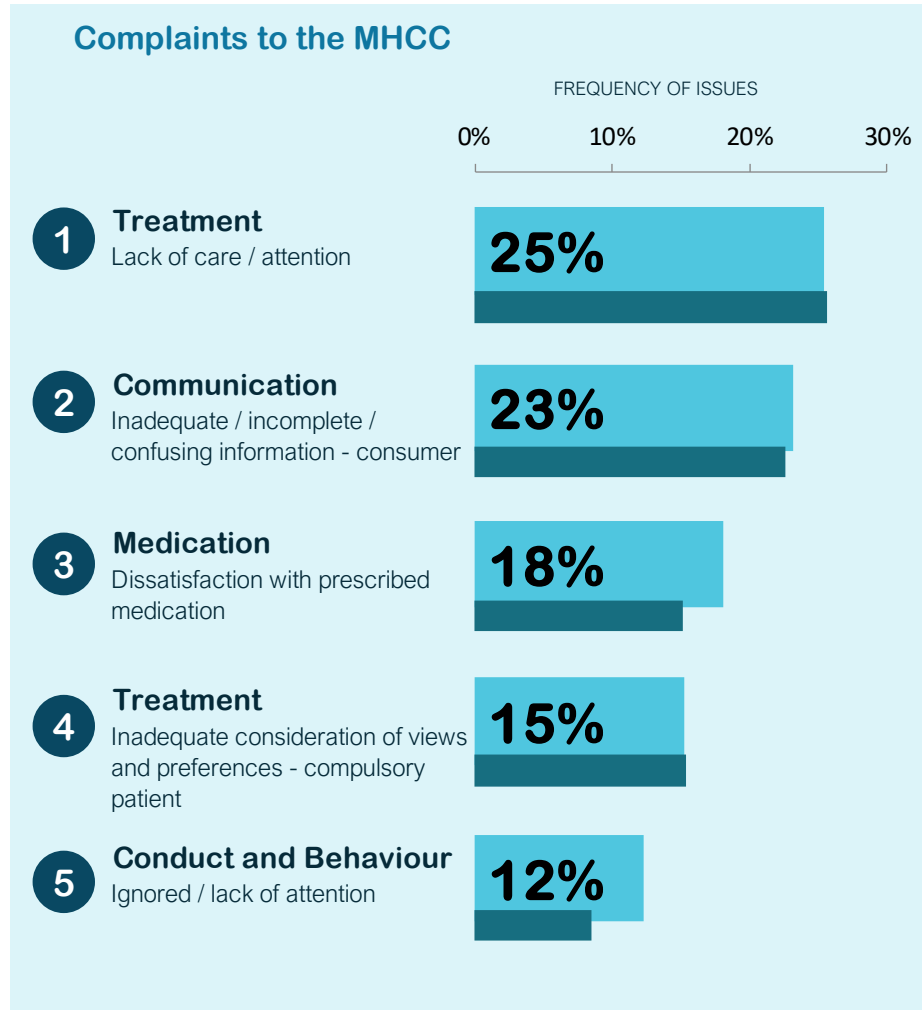
Complaints about Eastern Health

- to the MHCC (n=138)
- to the service (n=134)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)

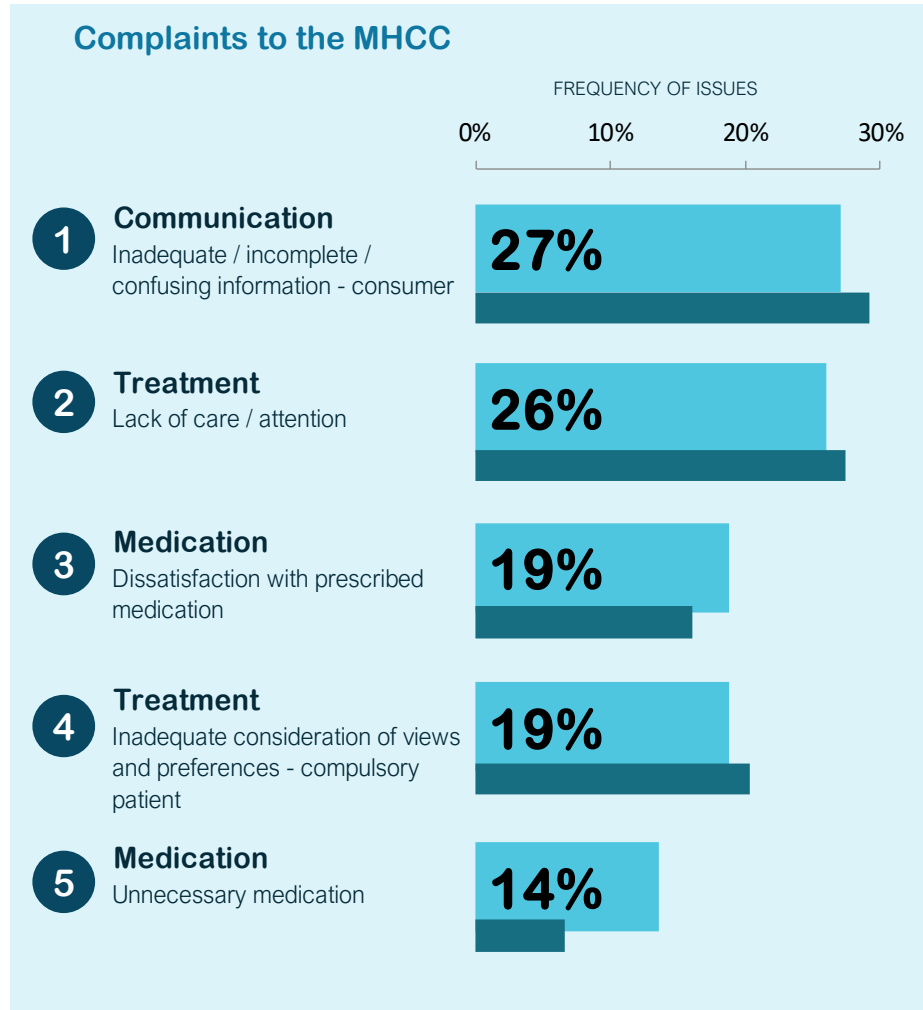
- Lack of care or attention regarding treatment was the common issue raised in complaints made to the MHCC about Eastern Health, this was followed by complaints regarding inadequate, incomplete, or confusing information provided to the consumer.
- Among complaints made directly to Eastern Health rudeness, lack of respect, and/or discourtesy was the most frequently occurring issue, raised in a higher proportion when compared to the sector. Issues regarding inadequate treatment planning were also raised at a slightly higher proportion than the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Eastern Health

- The most commonly raised issues among complaints made by consumers to the MHCC about Eastern Health were inadequate, incomplete or confusing information provided to consumers and lack of care or attention regarding treatment. These issues were raised in similar proportions when compared to complaints across the sector.
- The most frequently raised issue by consumers in complaints made directly to the service was rudeness, lack of respect, and/or discourtesy, raised at a higher proportion than in sector wide complaints.

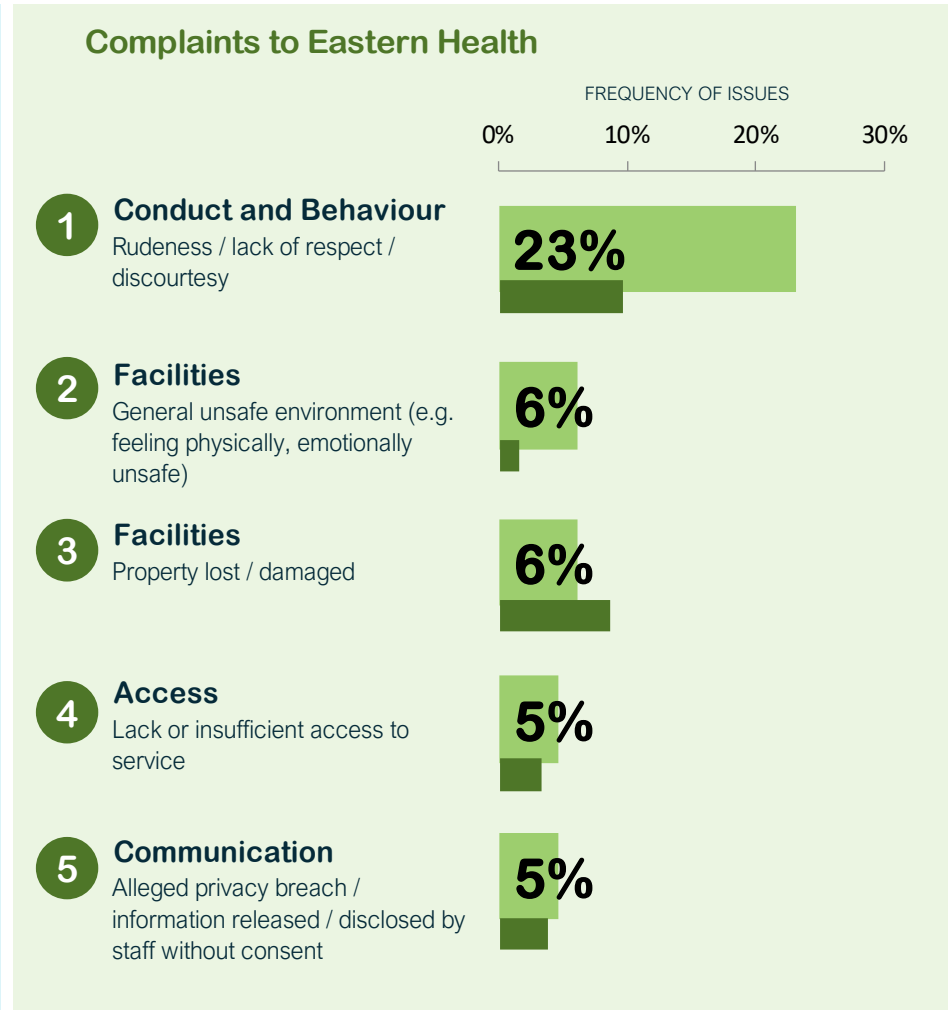


Complaints about Eastern Health

- to the MHCC (n=96)
- to the service (n=65)

Sector-wide complaints

- to the MHCC (n=918)
- to the service (n=832)



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Eastern Health

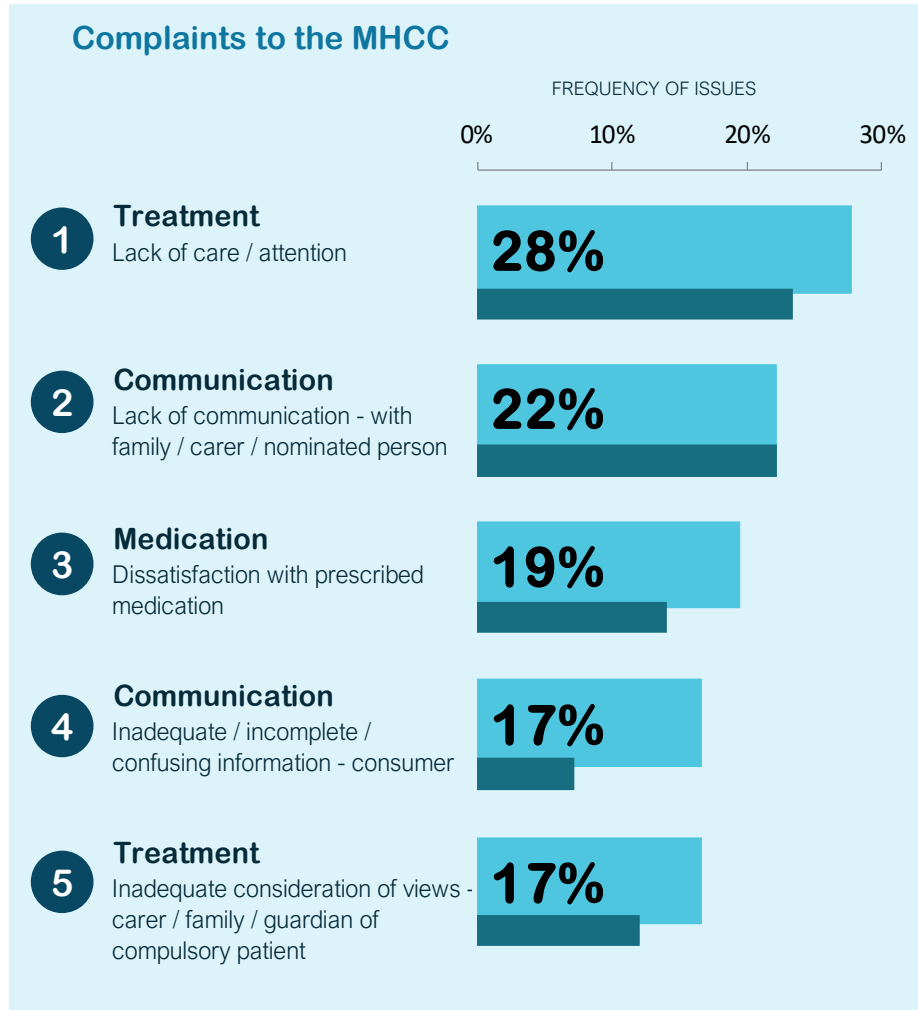
- Complaints made to the MHCC about Eastern Health by carers / family members were frequently related to lack of care or attention regarding treatment, and lack of communication with them.
- Complaints raised by family /carers to Eastern Health directly were most commonly about inadequate, misleading, and/or confusing information provided to families / carers, and about inadequate treatment planning.

Complaints about Eastern Health

- to the MHCC (n=36)
- to the service (n=43)

Sector-wide complaints

- to the MHCC (n=341)
- to the service (n=427)



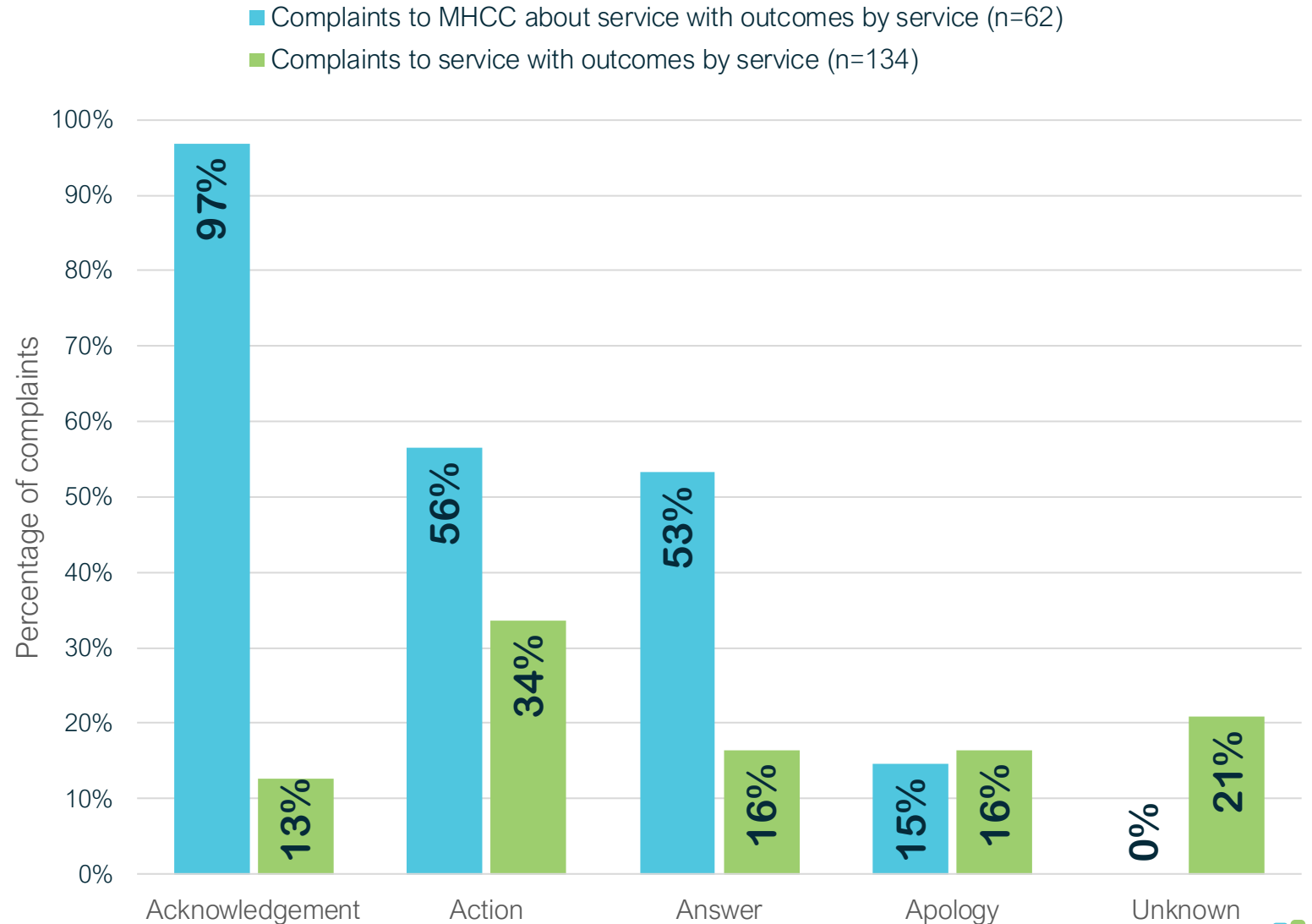


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Eastern Health

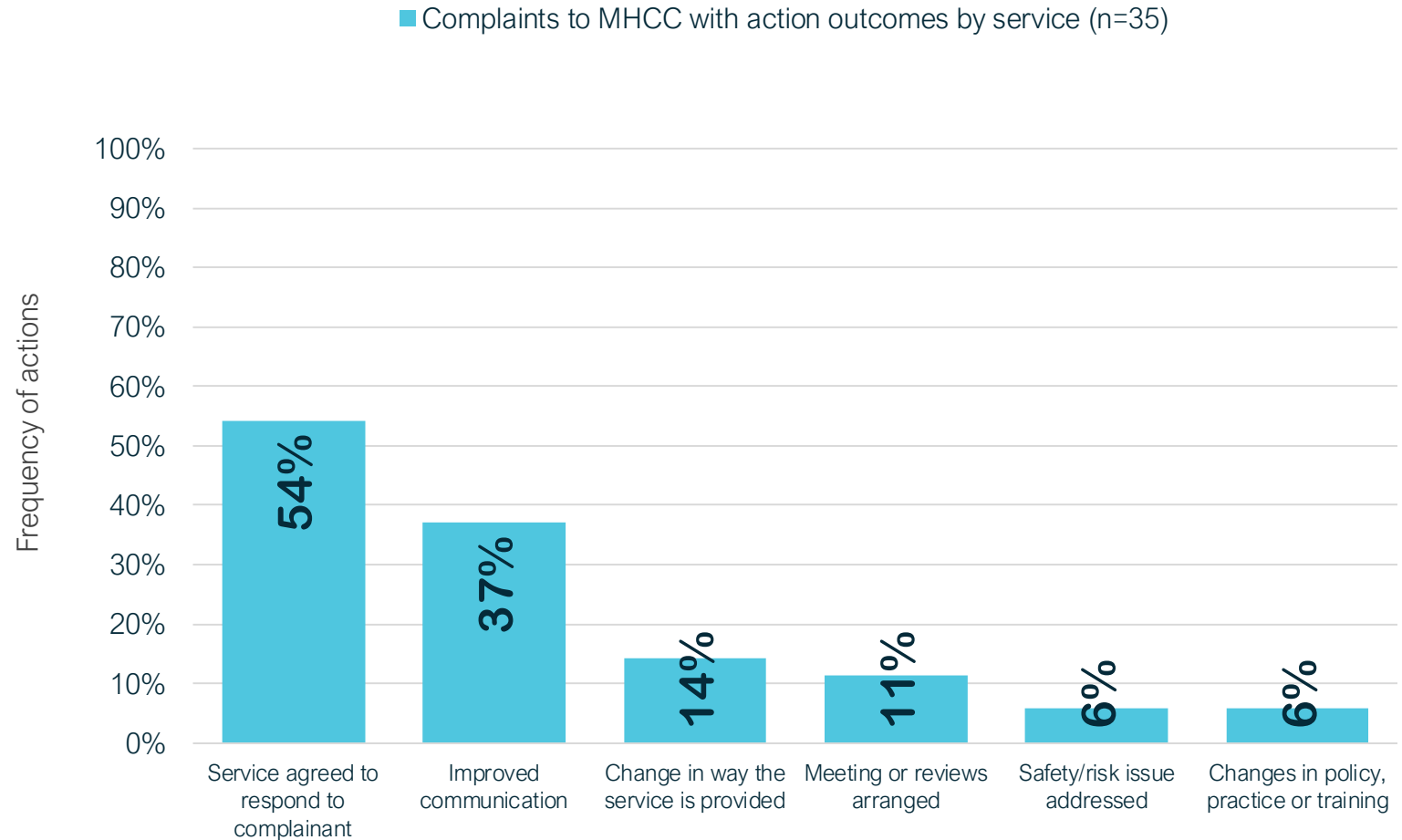
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answer and apology.
- This chart only includes complaints made to the MHCC about Eastern Health that were assessed as being in scope for resolution and/or having a known service outcome.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



What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Eastern Health in response to complaints made 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

- In 2021-22 the number of complaints made to the MHCC about Eastern Health decreased, while the number of complaints made to Eastern Health directly were similar to the previous year.
- Overall, the number of complaints made to the MHCC about Eastern Health and the service directly were almost the same.
- The number of complaints made to Eastern Health have increased since 2019-20, but there is a decline of complaints being made to the MHCC.



Issues raised

- Lack of care or attention regarding treatment was the most frequently occurring issue in complaints made to the MHCC about Eastern Health, raised in similar proportion to issues raised in complaints made sector-wide.
- Among complaints made directly to Eastern Health rudeness, lack of respect, and/or discourtesy was the most frequently occurring issue, raised in a higher proportion when compared to the sector.



Outcomes

- The most common outcomes by Eastern Health for complaints made to the MHCC were acknowledgement of the concerns raised, followed by actions taken by the service.
- The most common outcome of complaints made directly to Eastern Health was an action taken in response to those complaints.
- Responding to the complainant or consumer directly was the Action most frequently undertaken by Eastern Health in response to complaints to the MHCC.