

Summary of service provider complaint report

Latrobe Regional Hospital

2022-23



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 2022-23 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:



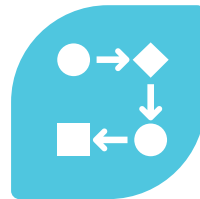
identify key themes
and emerging issues
across the sector



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? 2022-23

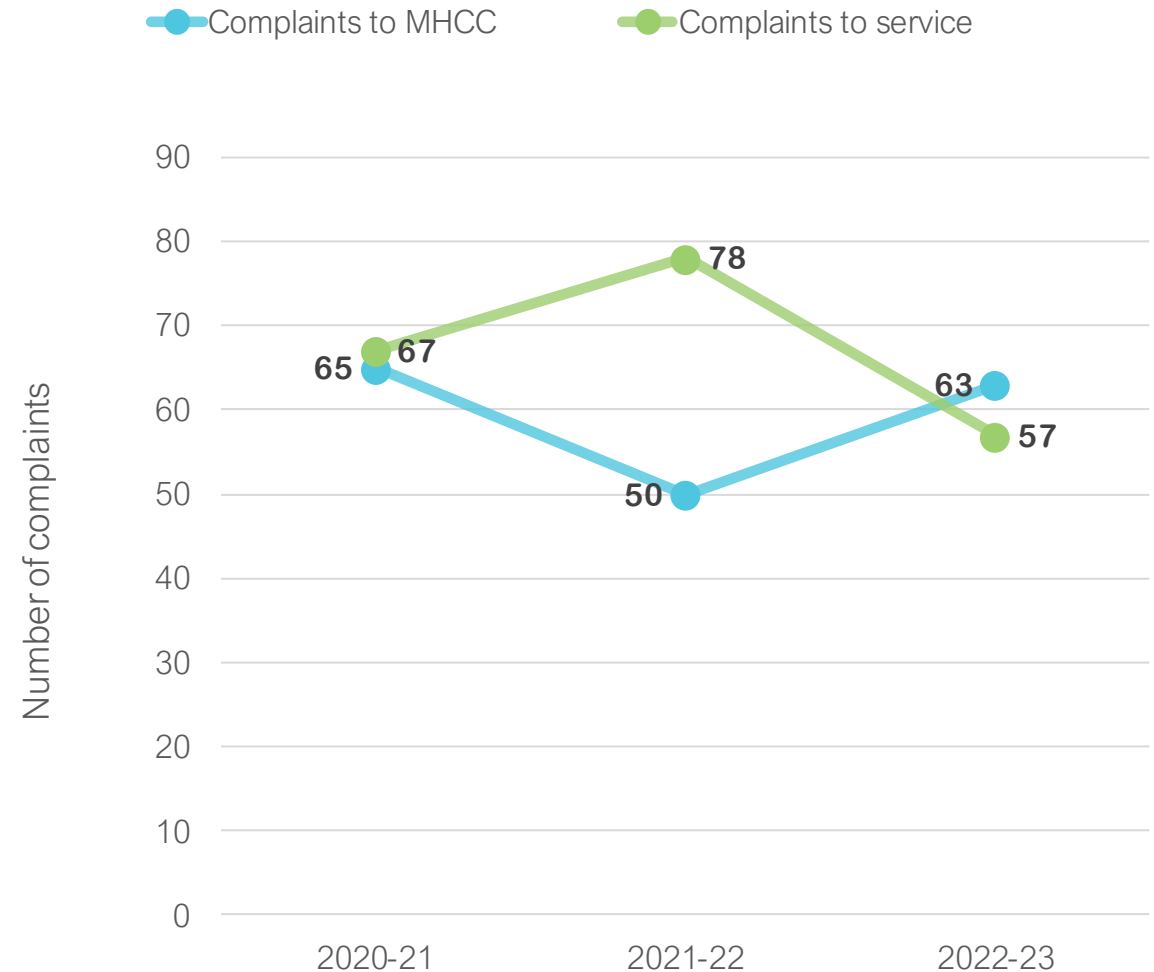
63

Complaints to the MHCC about Latrobe Regional Hospital

57

Complaints to Latrobe Regional Hospital

- The number of complaints made to the MHCC about Latrobe Regional Hospital increased from 2021-22 to 2022-23, while the number of complaints made directly to the service decreased notably.
- In contrast with the previous year, there were slightly more complaints about Latrobe Regional Hospital made directly to the MHCC than to the service itself.

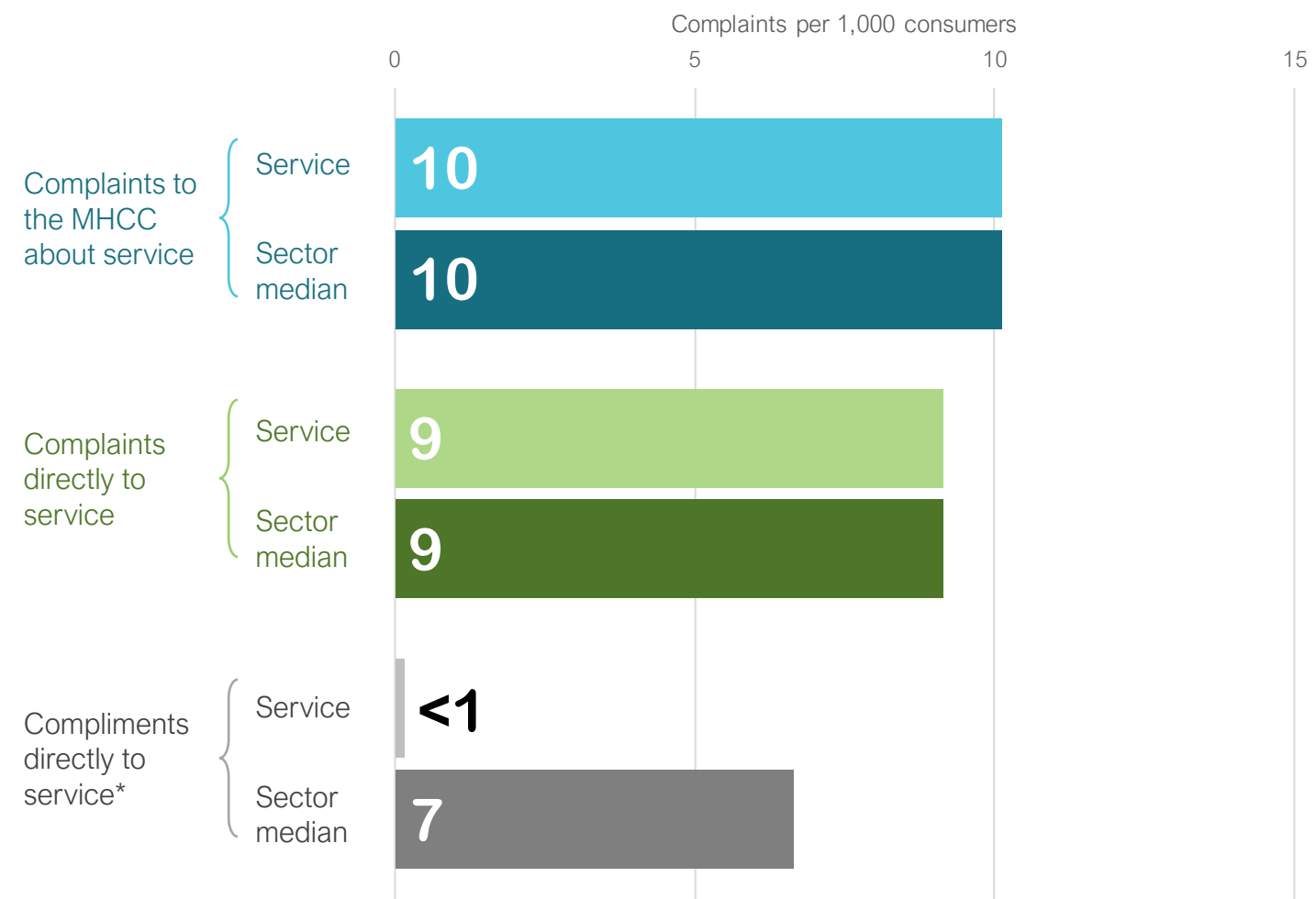


Complaint and compliment rates

2022-23

- 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.
- The rate of complaints received by the MHCC about Latrobe Regional Hospital and the number of complaints made directly to the service were each in line with the sector median.
- Compared to last year, the rate of complaints received by the MHCC about Latrobe Regional Hospital has remained stable while the rate of complaints made directly to the service has decreased notably.

Complaints about Latrobe Regional Hospital	Sector-wide complaint
● to the MHCC (n=63)	● to the MHCC (n=1442)
● to the service (n=57)	● to the service (n=1671)
● Compliments to Latrobe Regional Hospital (n=1)	● Compliments to services sector-wide (n=1041)

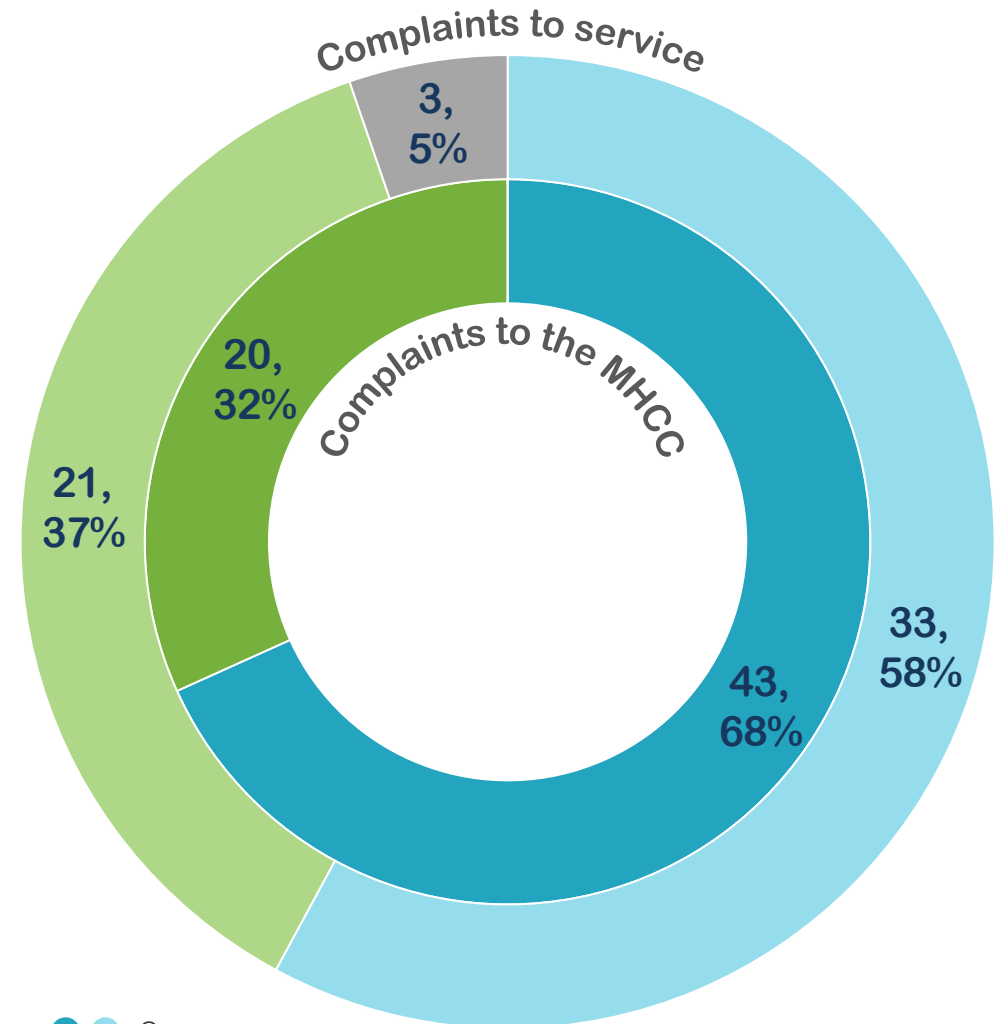


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Latrobe Regional Hospital

- Consumers made the majority of complaints to the MHCC about Latrobe Regional Hospital and complaints to the service itself.
- In contrast, family members / carers made one third of all complaints to the MHCC about Latrobe Regional Hospital (32%) and slightly more than one third of all complaints directly to the service (37%).



- Consumer
- Family member/carer
- Other

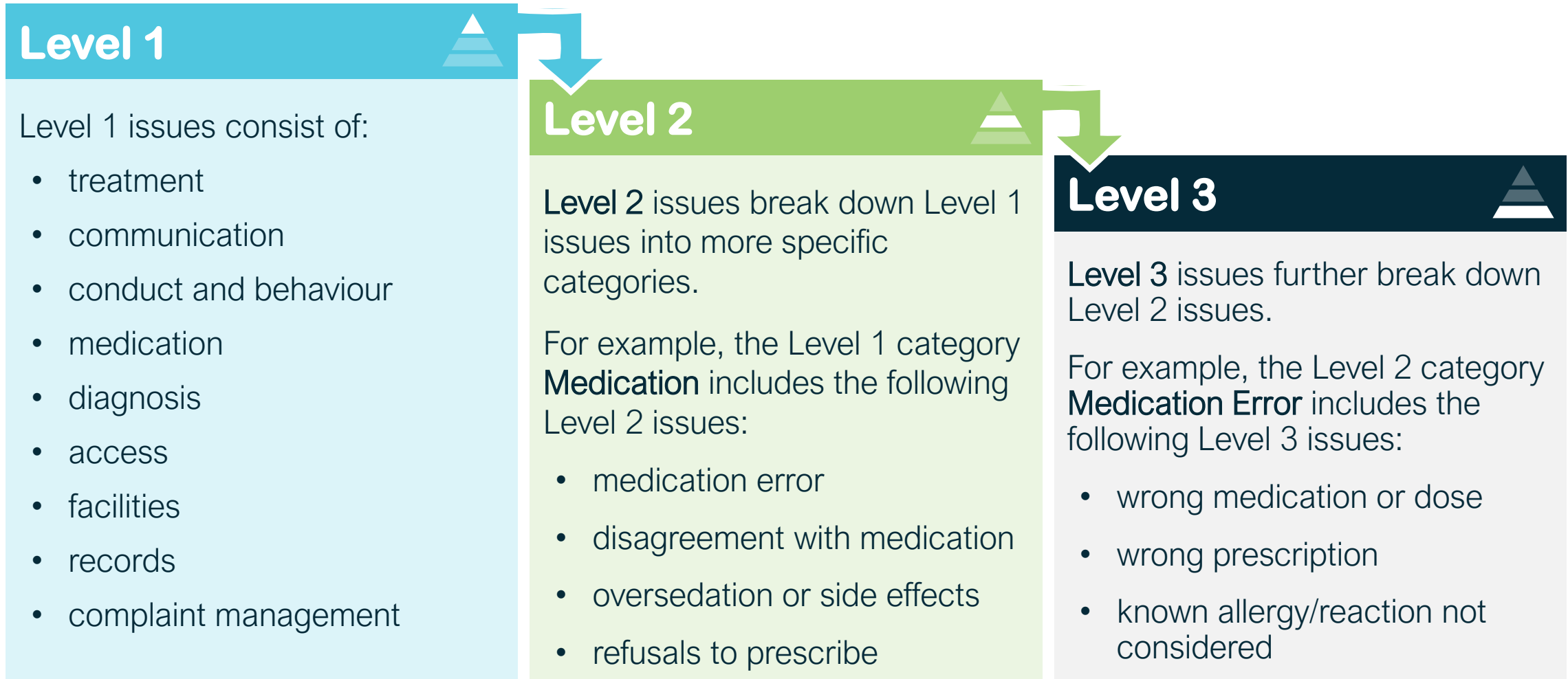
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaint

How does the MHCC categorise issues?

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



What were complaints about? 2022-23

Level 1 issues raised about Latrobe Regional Hospital

- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Latrobe Regional Hospital were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication the most common issues raised.
- Issues raised in complaints made directly to the service were also broadly consistent with those raised in complaints to services for the sector, with Communication and Access being the most common targets. Issues about Access were raised at a higher rate than for services sector-wide, while a lower rate of complaints raised issues about Conduct and behaviour.

Complaints about Latrobe Regional Hospital

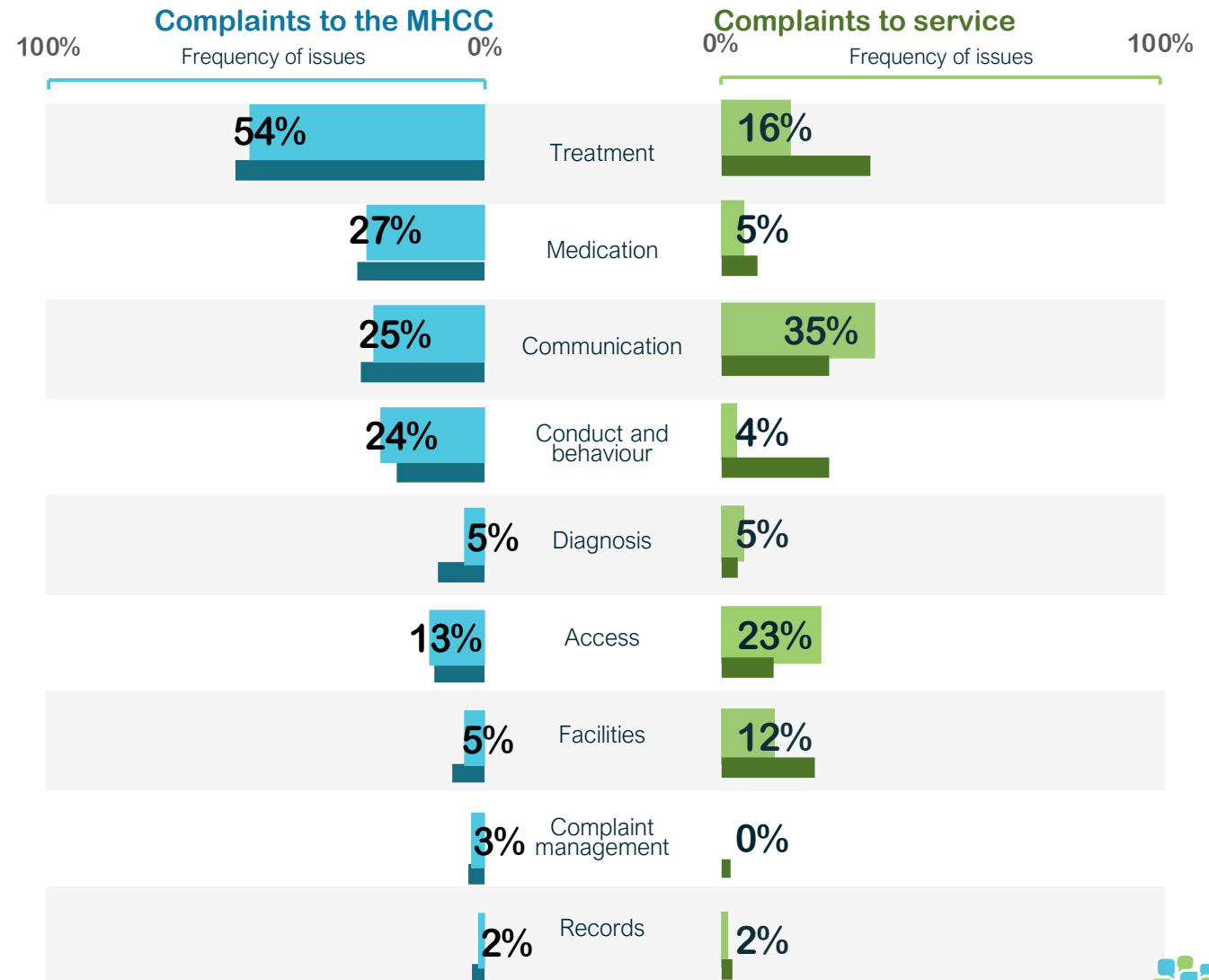
● to the MHCC (n=63)

● to the service (n=57)

Sector-wide complaints

● to the MHCC (n=1442)

● to the service (n=1671)

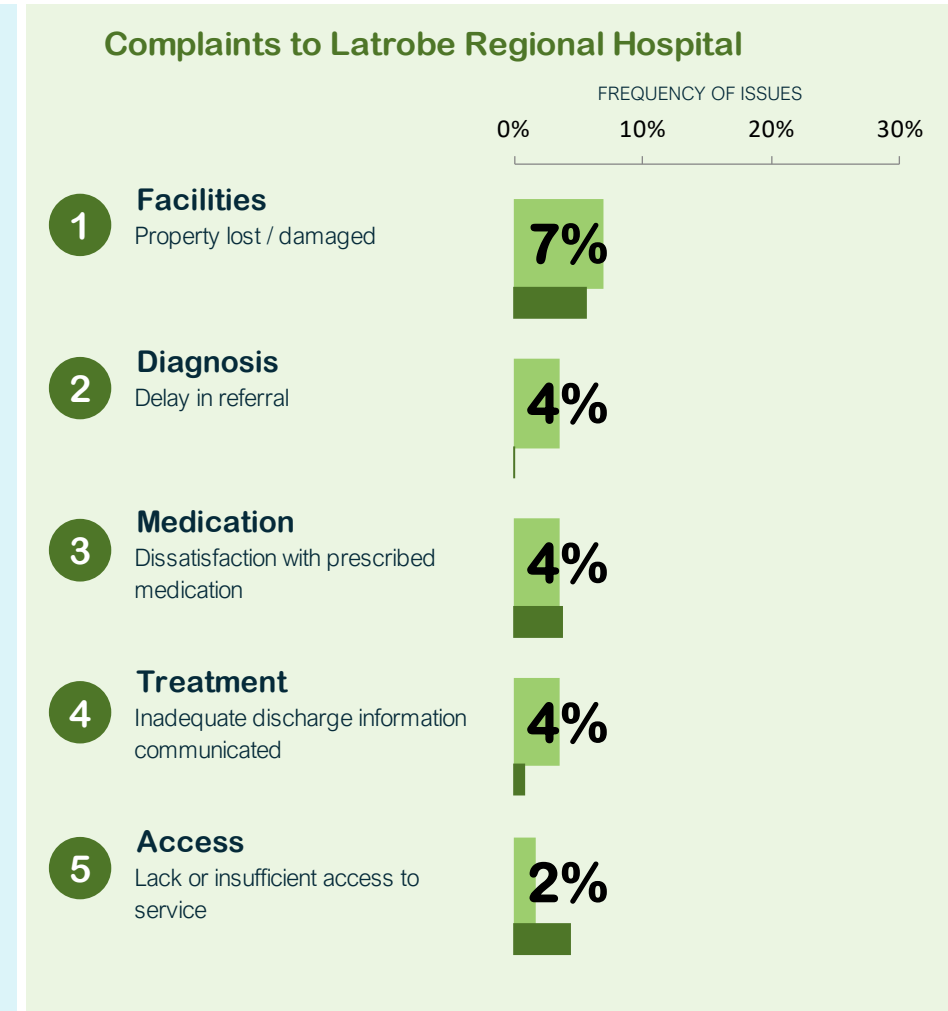
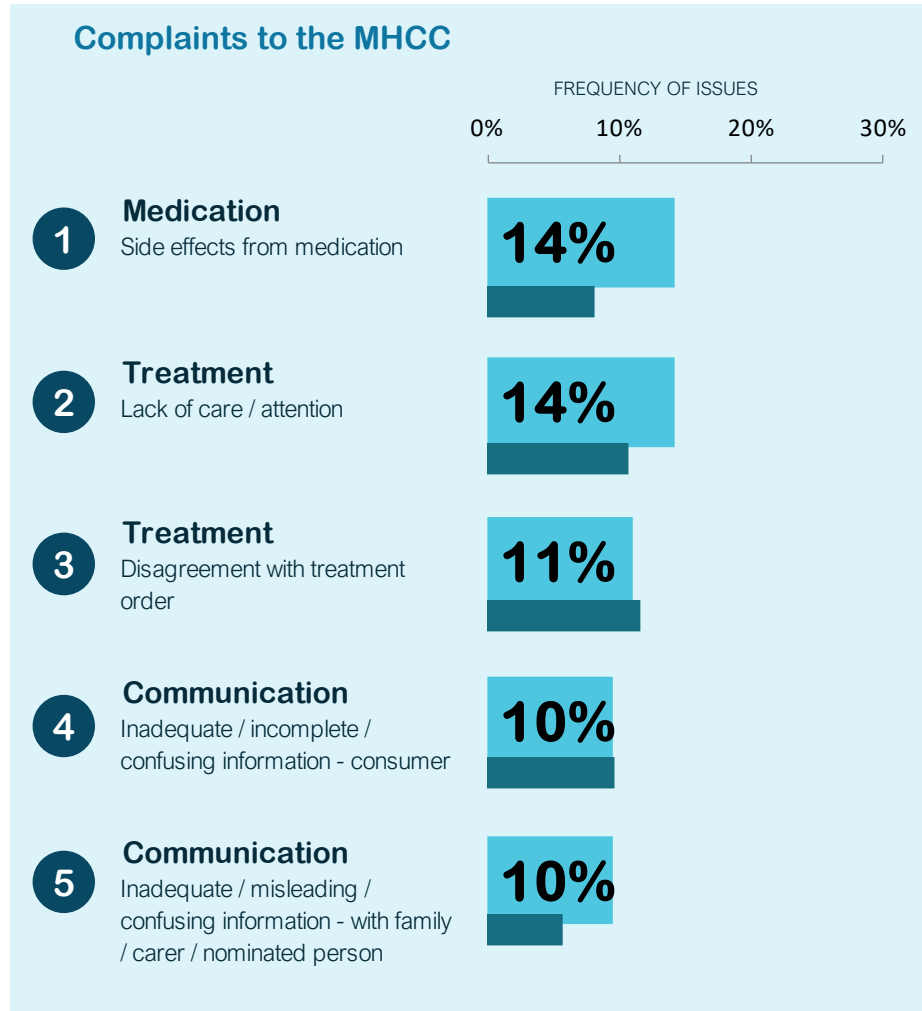


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Latrobe Regional Hospital

Complaints about Latrobe Regional Hospital		Sector-wide complaints	
●	to the MHCC (n=63)	●	to the MHCC (n=1442)
●	to the service (n=57)	●	to the service (n=1671)

- The most frequently occurring issues in complaints made to the MHCC about Latrobe General Hospital were side effects from medication, and a lack of care / attention.
- Property loss / damage was the most frequently raised issue in complaints made directly to the service.

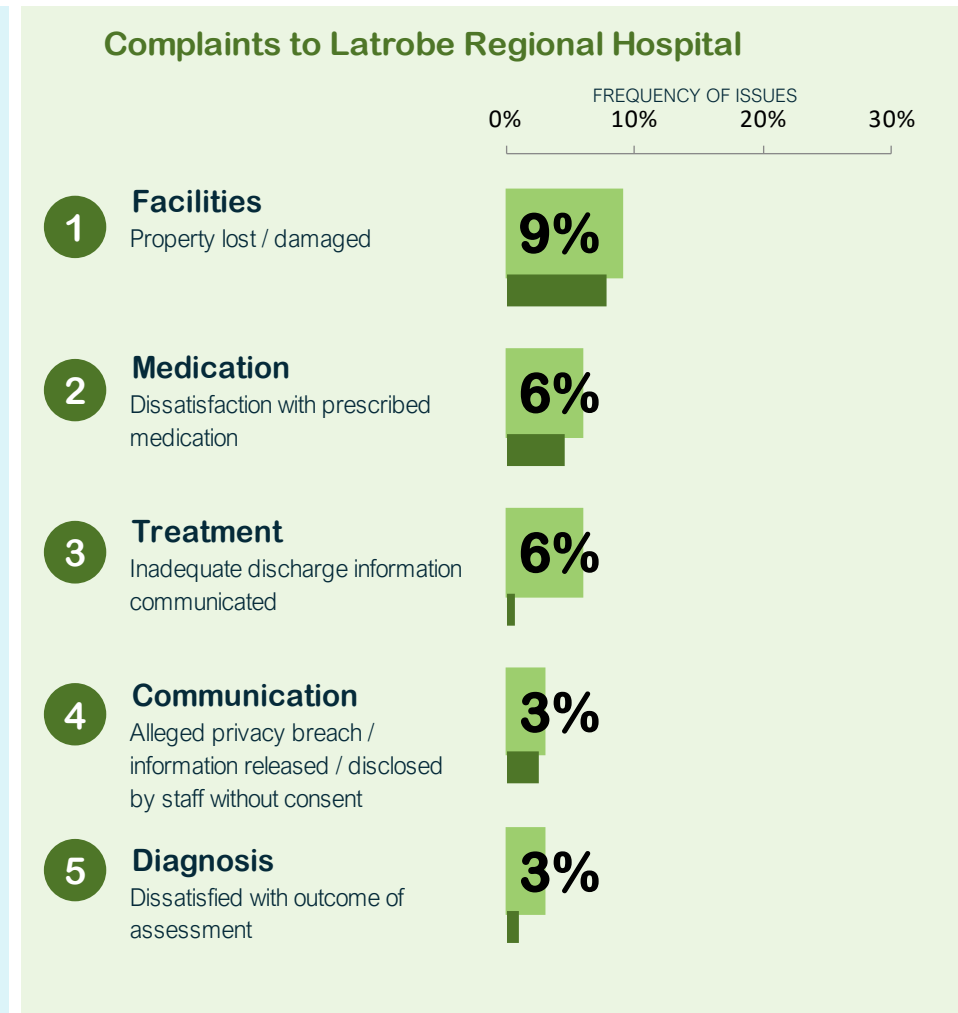
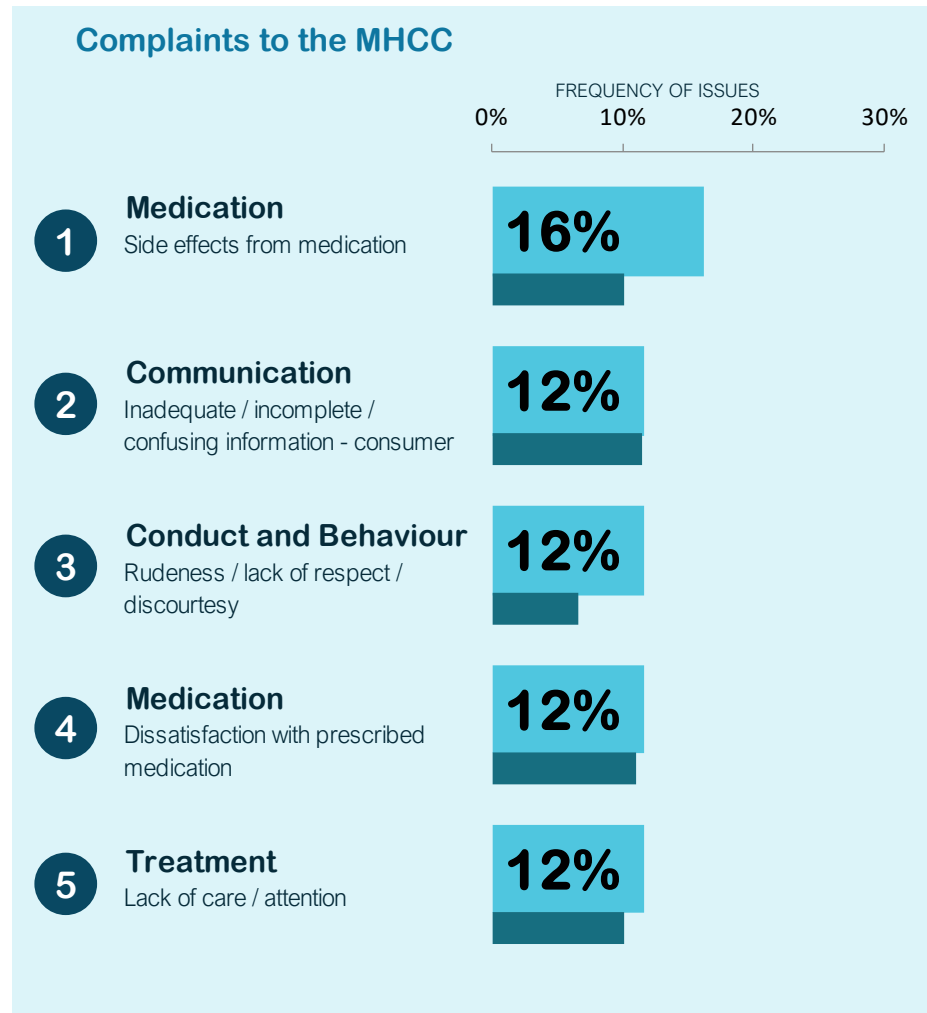


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Latrobe Regional Hospital

- Side effects from medication was the standout issue mentioned in complaints made by consumers to the MHCC about Latrobe Regional Hospital.
- Property loss / damage, dissatisfaction with prescribed medication, and inadequate discharge information communicated were the most frequently occurring issues in complaints made by consumers directly to Latrobe Regional Hospital.

Complaints about Latrobe Regional Hospital	Sector-wide complaints
● to the MHCC (n=43)	● to the MHCC (n=1074)
● to the service (n=33)	● to the service (n=1039)

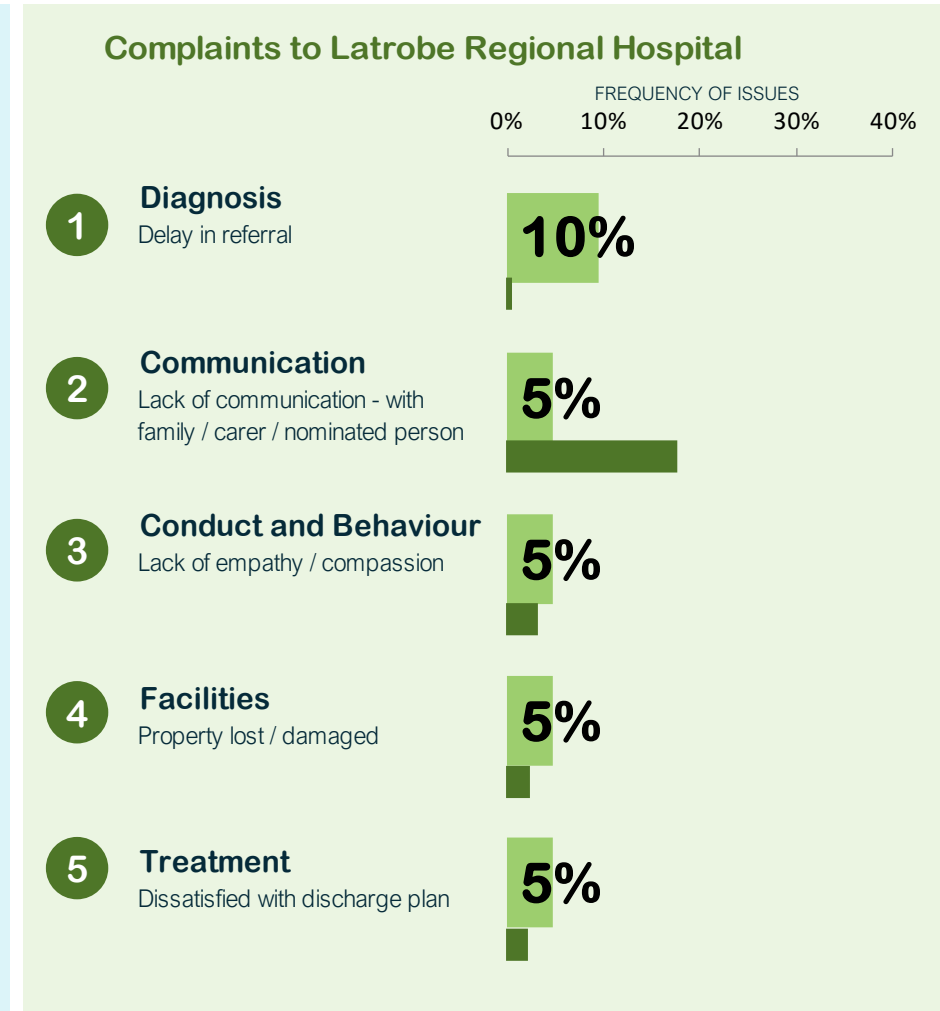
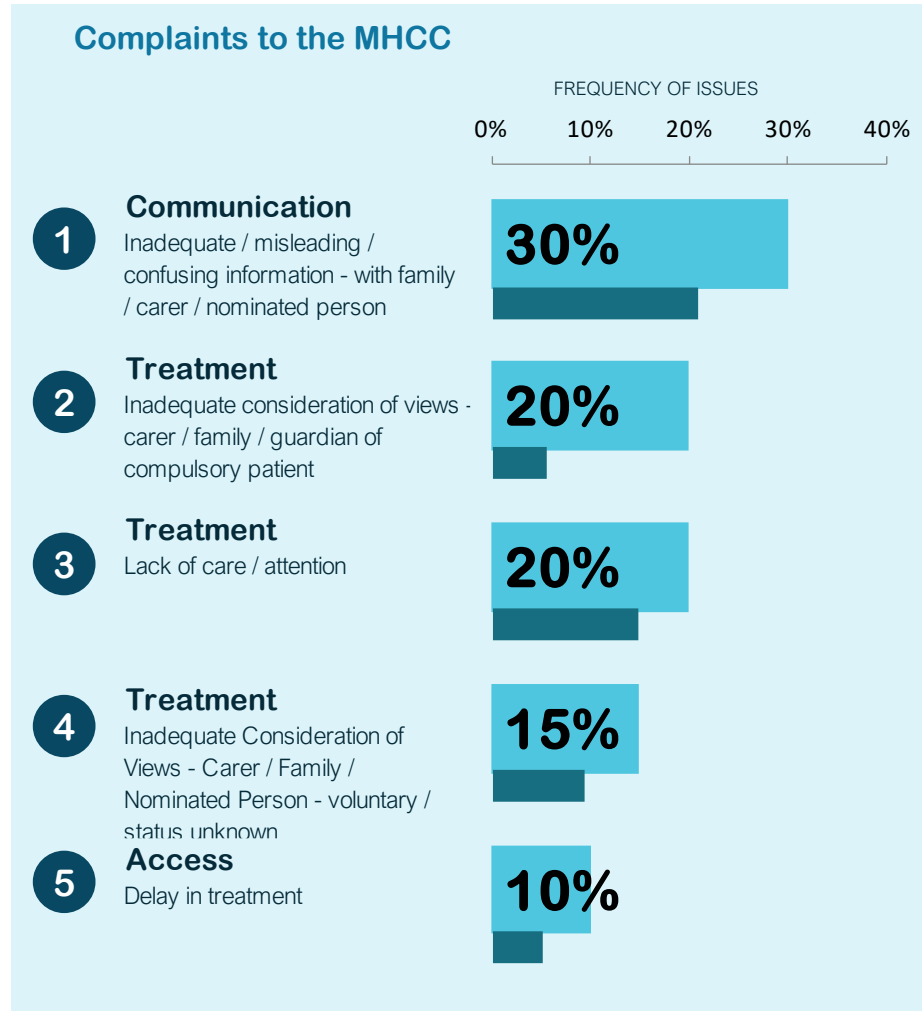


Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Latrobe Regional Hospital

Complaints about Latrobe Regional Hospital		Sector-wide complaints	
●	to the MHCC (n=20)	●	to the MHCC (n=320)
●	to the service (n=21)	●	to the service (n=380)

- The most frequently occurring issues in complaints made by carers to the MHCC about Latrobe Regional Hospital included inadequate / misleading / confusing information, inadequate consideration of views, and lack of care / attention.
- Delays in referral was the top issue mentioned in complaints made by carers directly to the service.



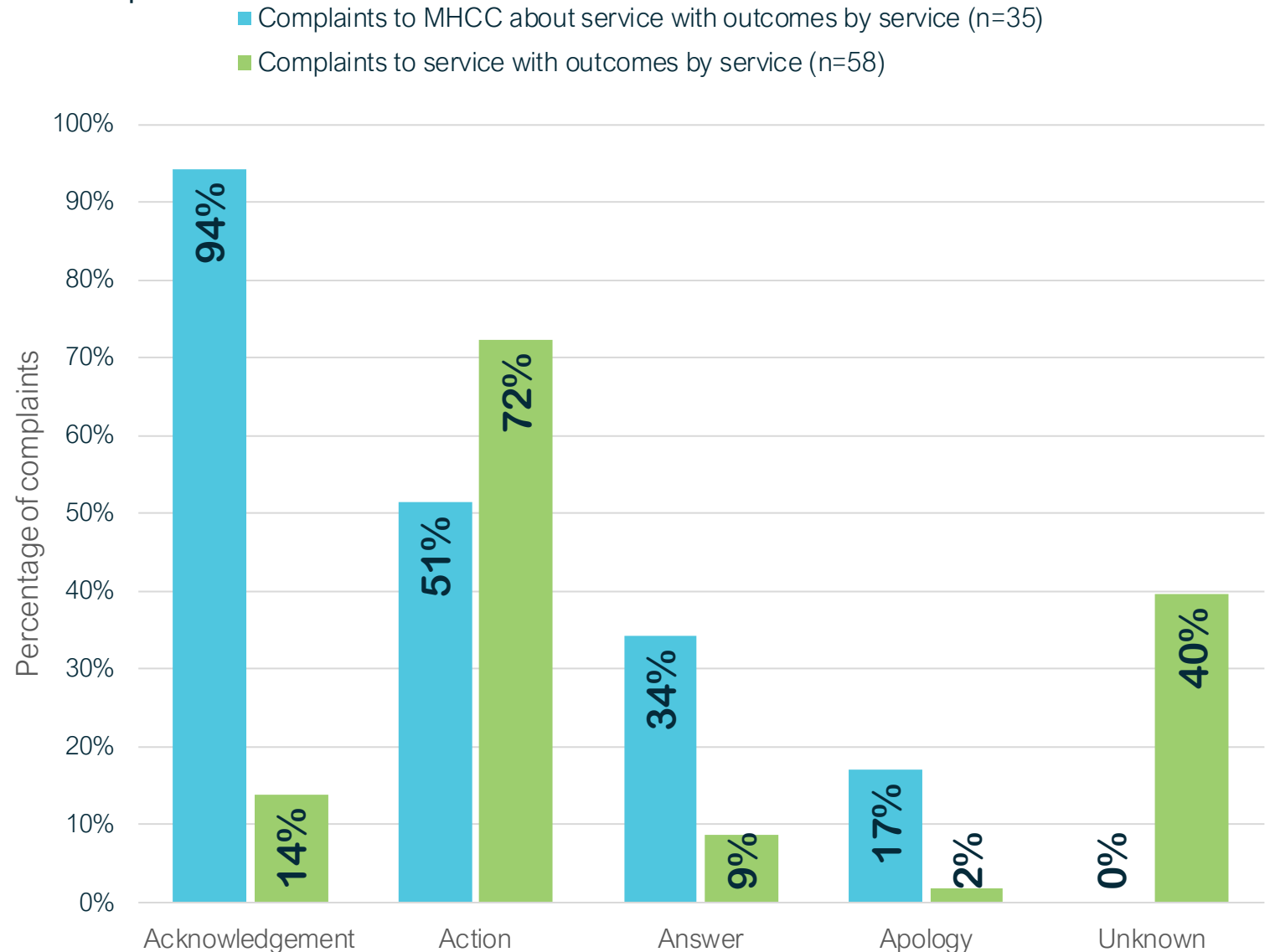


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Latrobe Regional Hospital

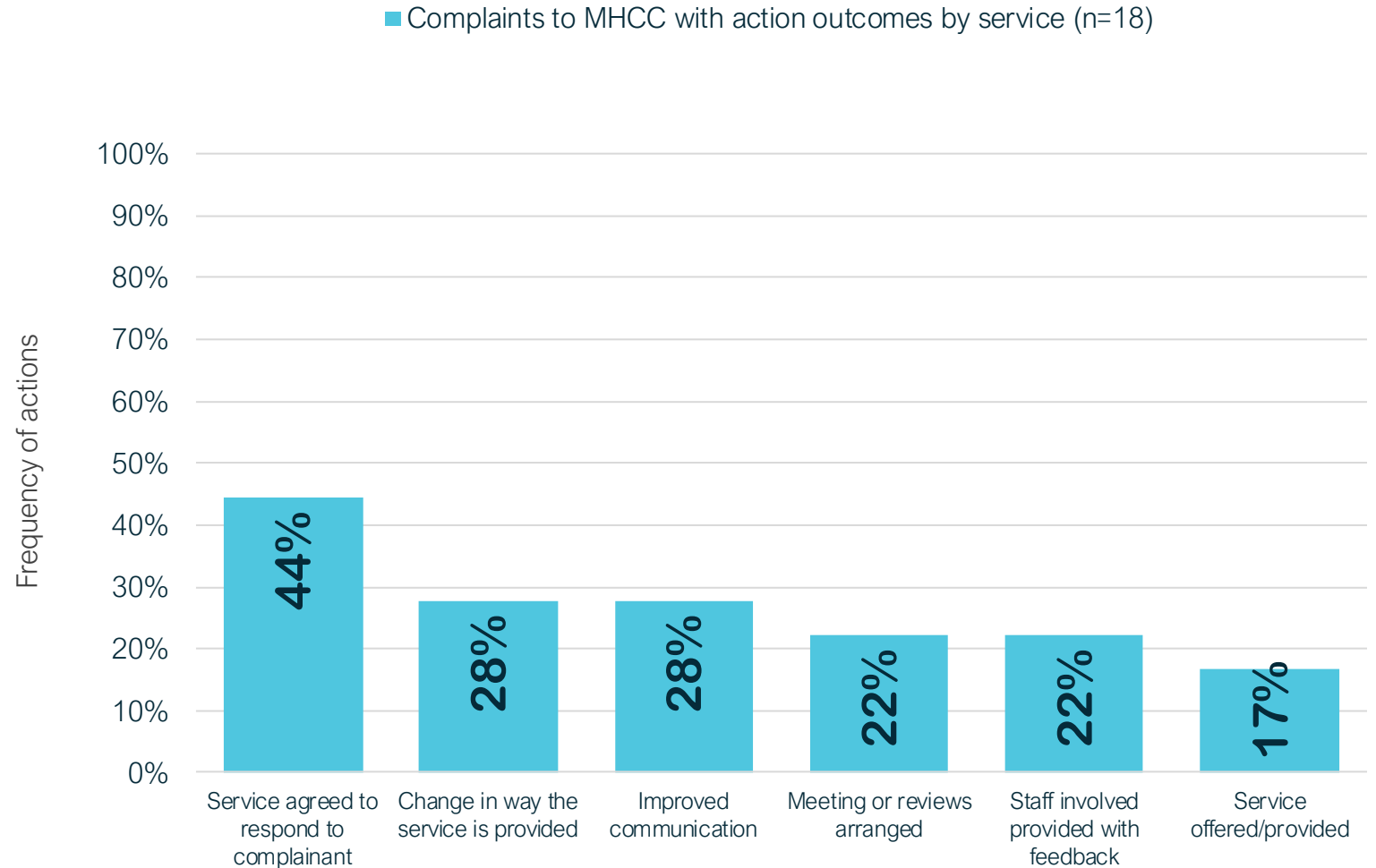
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Latrobe Regional Hospital that were assessed as being in scope for resolution or having a known service outcome. The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- By far the most common outcome of complaints made directly to the service was responsive action.



What actions were taken by the service? 2022-23

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 directly
 - change in the way the service is provided
 - improved communication





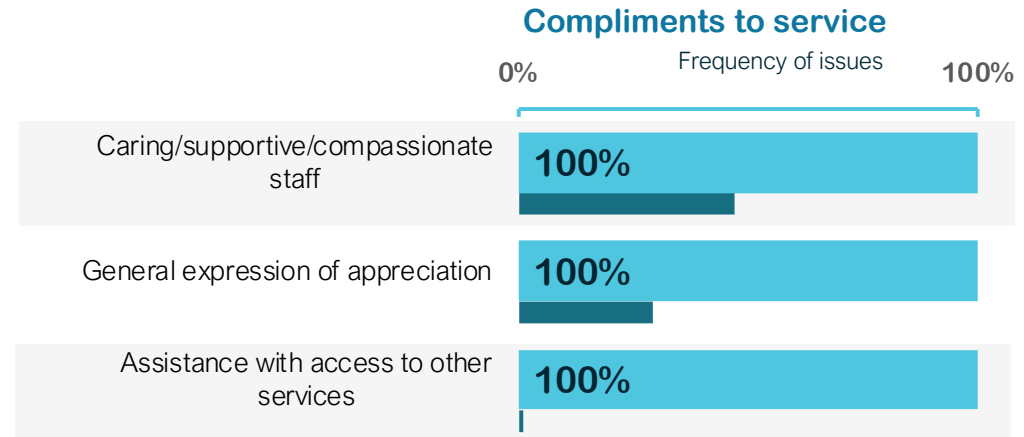
Themes in compliments

What were compliments about? 2022-23

● Compliments to Latrobe Regional Hospital (n=1) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Latrobe Regional Hospital

- The once compliment received by Latrobe Regional Hospital mentioned caring / supportive / compassionate staff, assistance with access to other services, and general expressions of appreciation.



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about Latrobe Regional Hospital increased from 2021-22 to 2022-23, while the number of complaints made directly to the service decreased notably.
- Consumers made the majority of complaints to the MHCC about Latrobe Regional Hospital and complaints to the service itself.



Issues raised

- Issues raised in complaints to the MHCC about Latrobe Regional Hospital were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication the most common issues raised.
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Outcomes

- The most common outcome for complaints to the MHCC were acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- By far the most common outcome of complaints made directly to the service was responsive action.
- The most common action undertaken by Latrobe Regional Hospital in response to complaints to the MHCC was responding to the complainant directly.