

Summary of service provider complaint report

Ballarat Health Services

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:



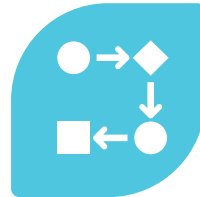
identify key themes and emerging issues across the sector



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

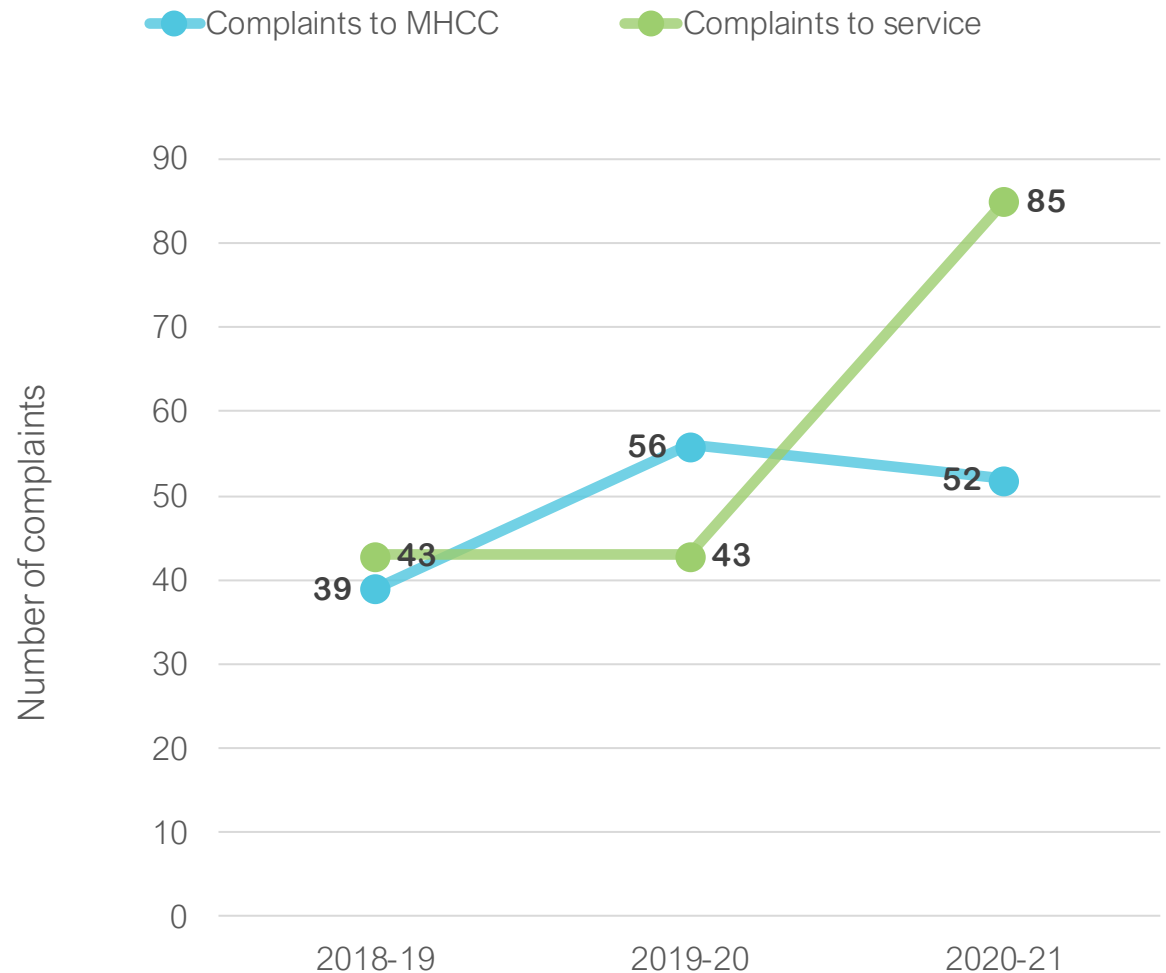
52

Complaints to MHCC
about Ballarat Health
Services

85

Complaints to
Ballarat Health
Services

- The number of complaints to the MHCC about Ballarat Health Services decreased in 2020-21. Meanwhile, the number of complaints made to Ballarat Health Services directly rose in 2020-21.
- Overall, more complaints were made directly to Ballarat Health Services 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.



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 Ballarat Health Services, and a slightly higher rate of complaints was made directly to the service. A higher rate of compliments were made to Ballarat Health Services compared to the sector.

Complaints about Ballarat Health Services

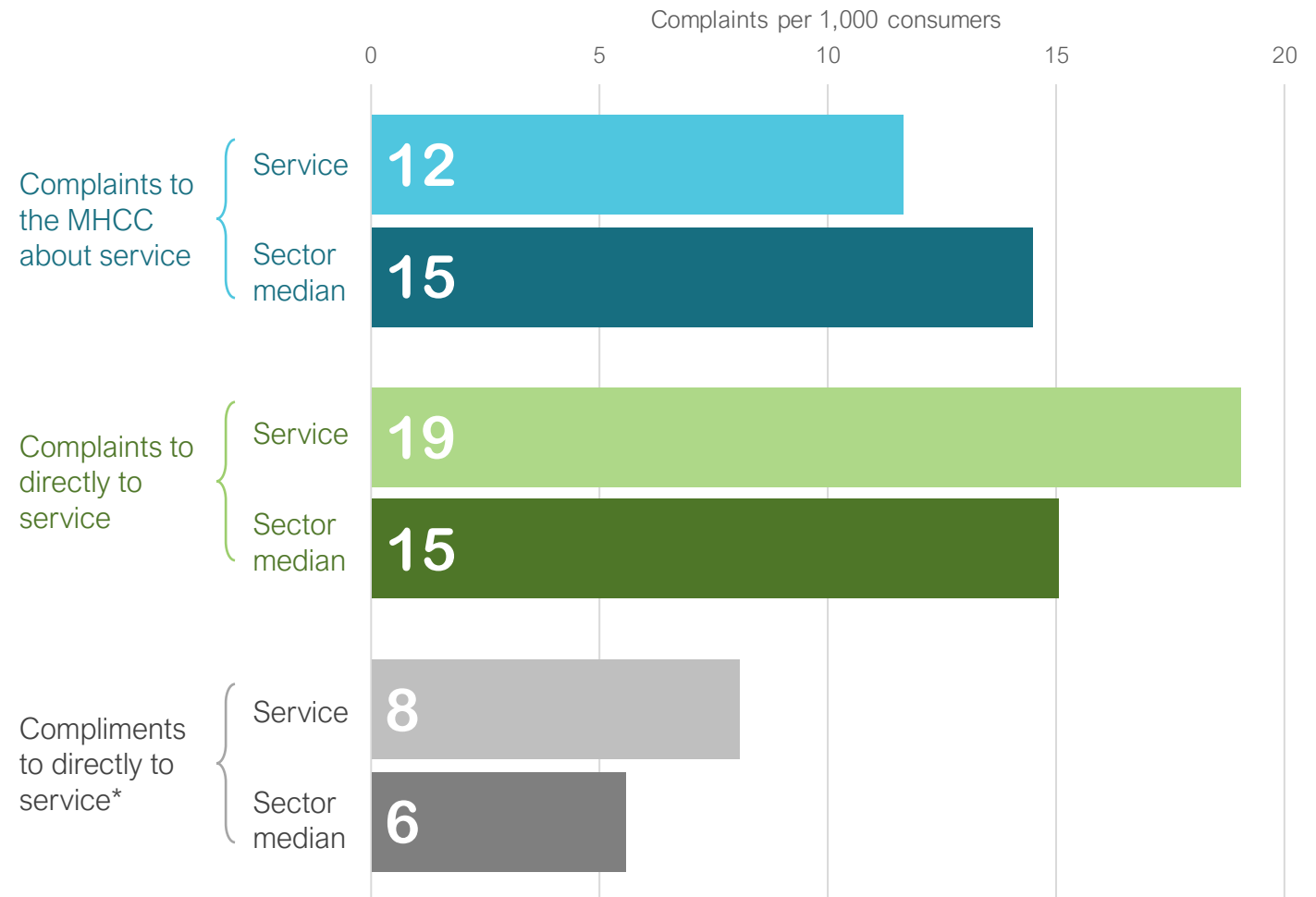
- to the MHCC (n=52)
- to the service (n=85)

● Compliments to Ballarat Health Services (n=36)

Sector-wide complaints

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

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

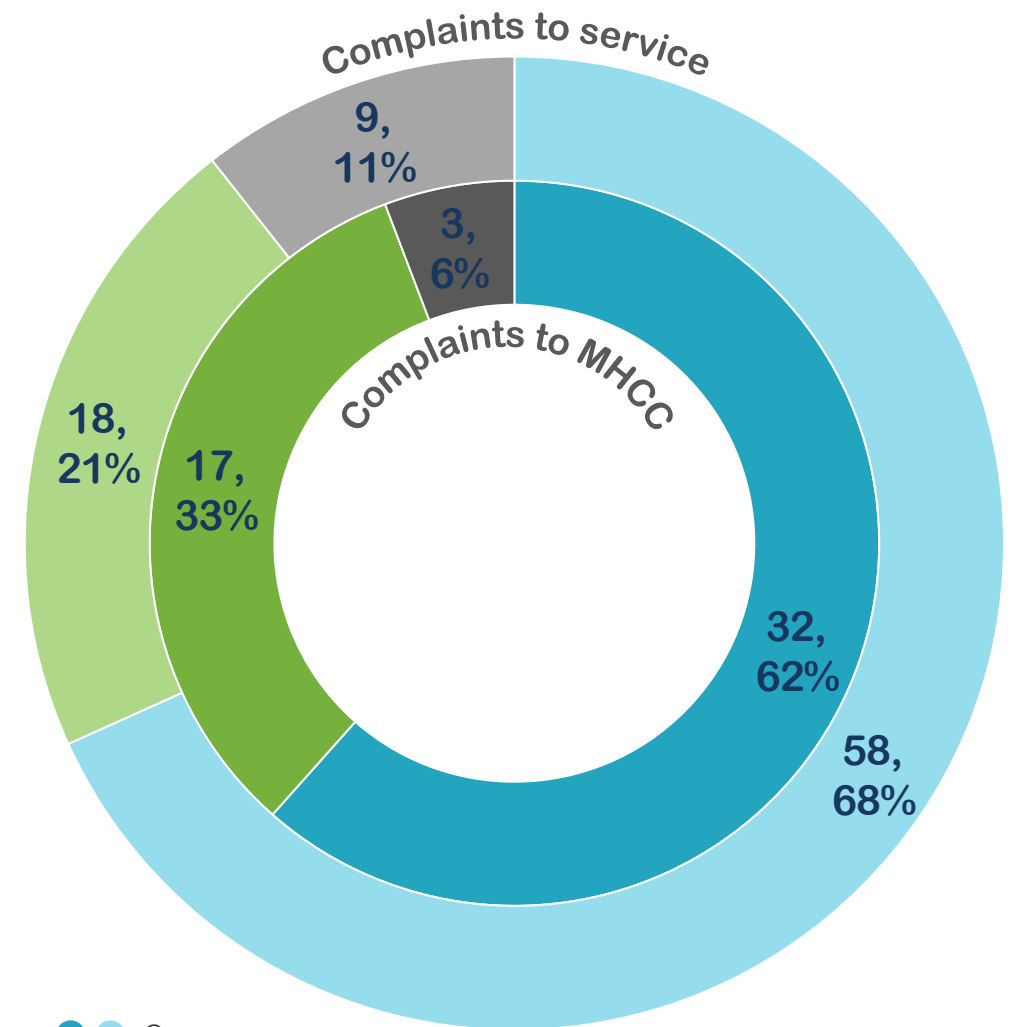


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Ballarat Health Services

- Consumers made the majority of complaints to the MHCC about Ballarat Health Services.
- Similarly, consumers made the majority of complaints directly to Ballarat Health Services.



- Consumer
- Family member/carer
- Other

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



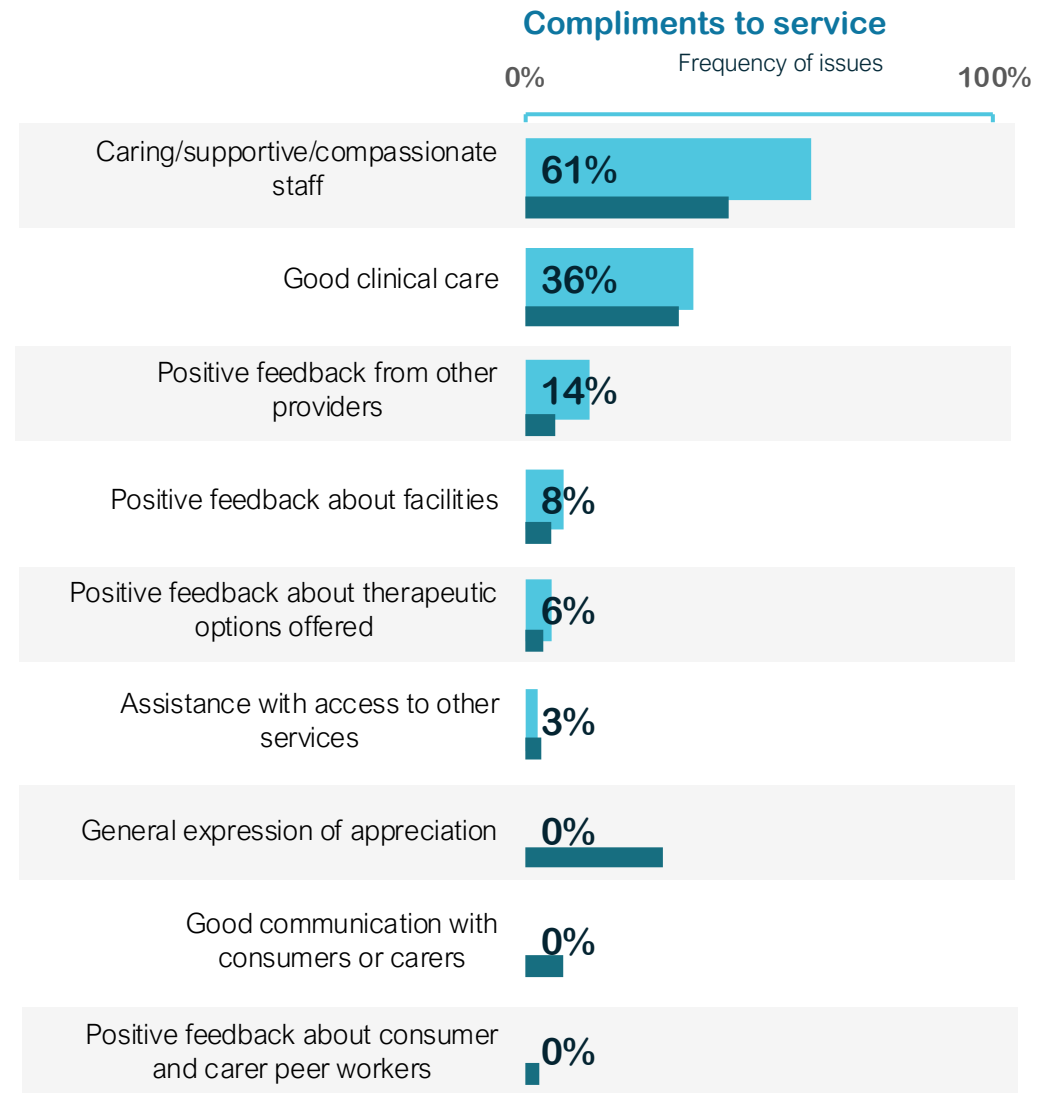
Issues raised in complaints and compliments

What were compliments about? 2020-21

● Compliments to Ballarat Health Services (n=36) ● Compliments to services sector-wide (n=1109)

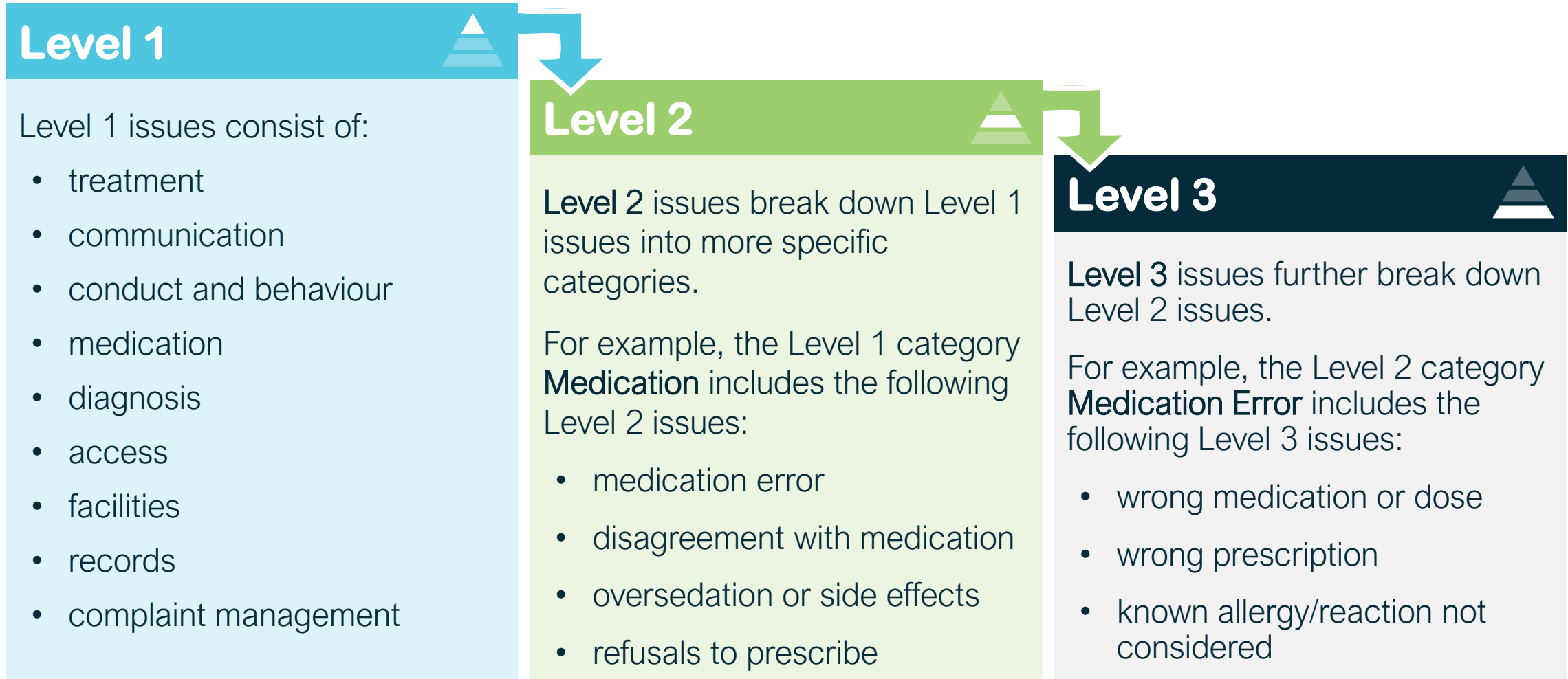
Themes raised in compliments about Ballarat Health Services

- 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 Ballarat Health Services were most commonly about caring/ supportive/ compassionate staff and good clinical care, and greater percentages of compliments raised these issues compared to the sector as a whole.
- No percentage of compliments made to Ballarat Health Services 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 Ballarat Health Services 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 Ballarat Health Services

Complaints about Ballarat Health Services

● to the MHCC (n=52)

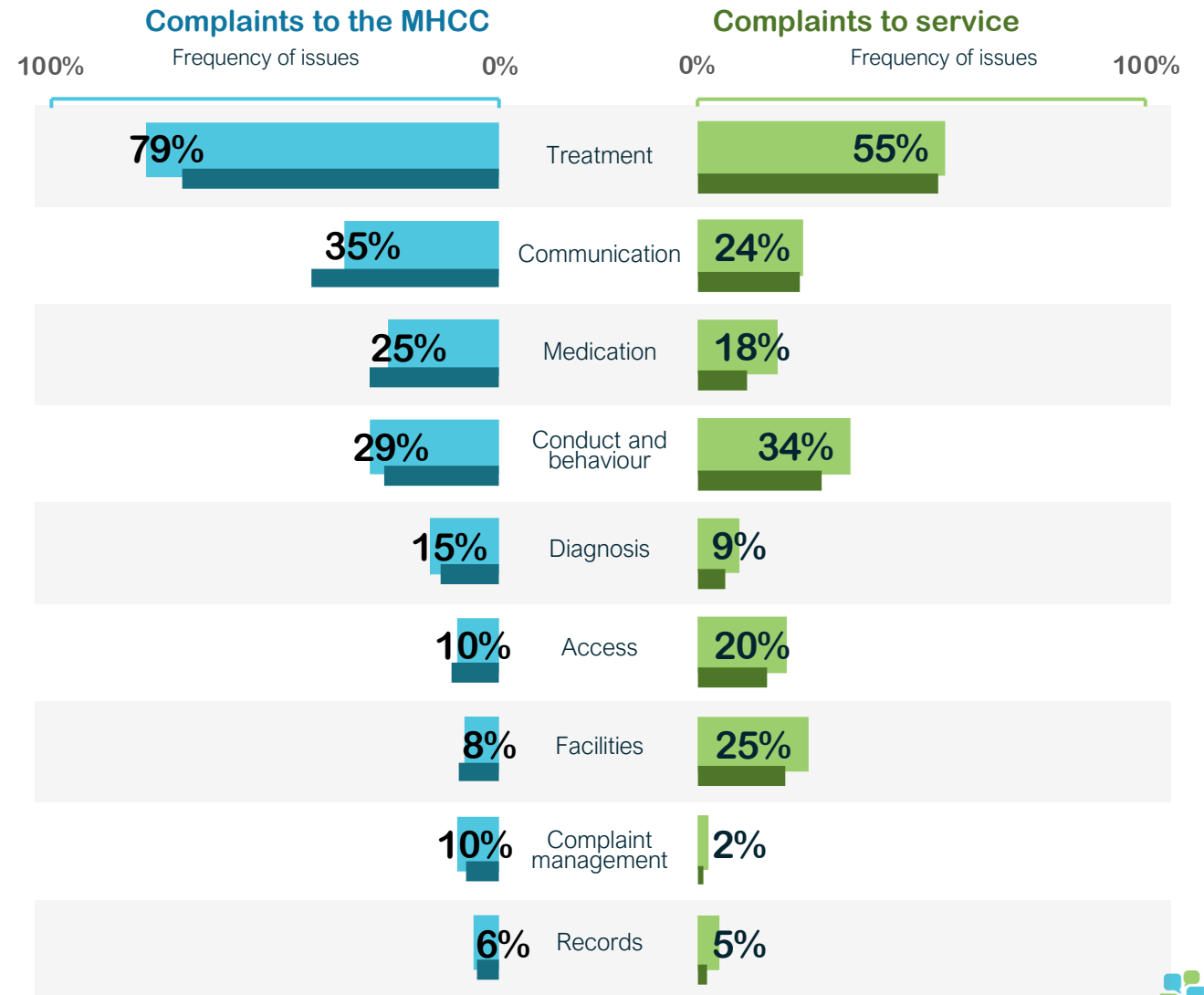
● to the service (n=85)

Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)

- Issues raised in complaints to the MHCC about Ballarat Health Services 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 Ballarat Health Services 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.



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Ballarat Health Services

Complaints about Ballarat Health Services

● to the MHCC (n=52)

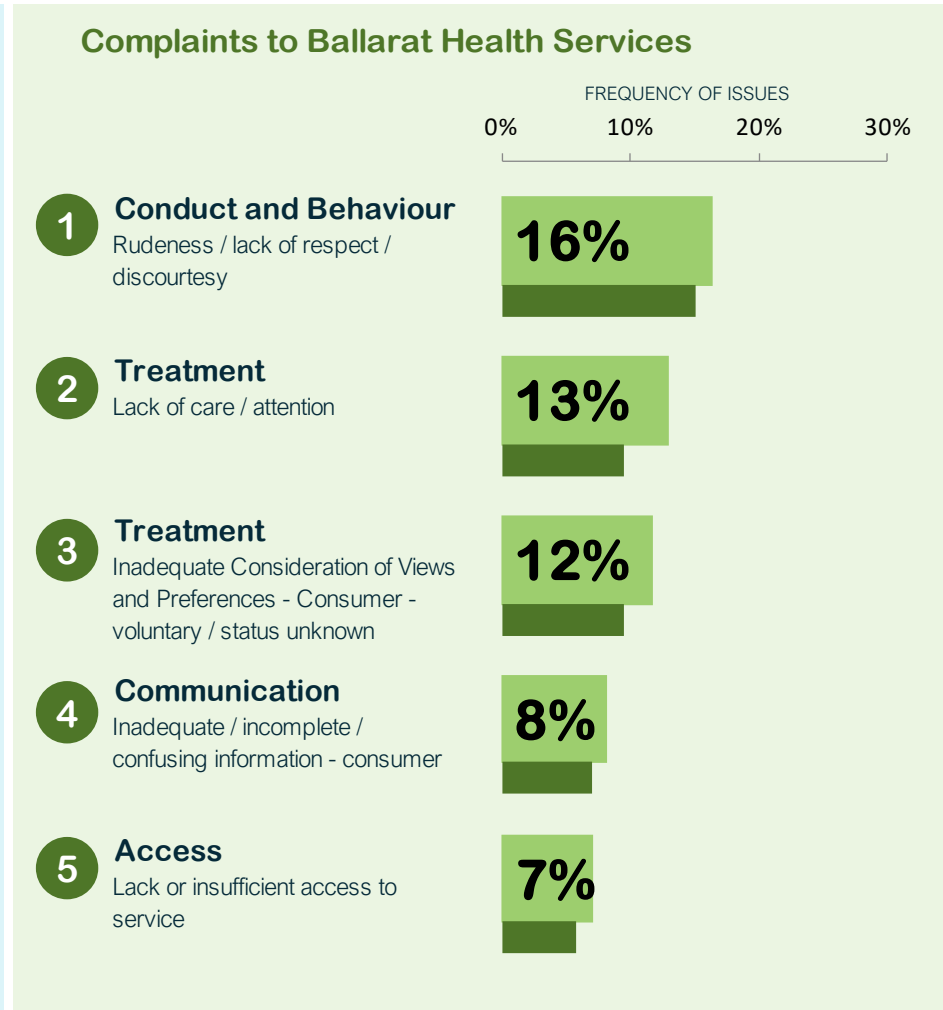
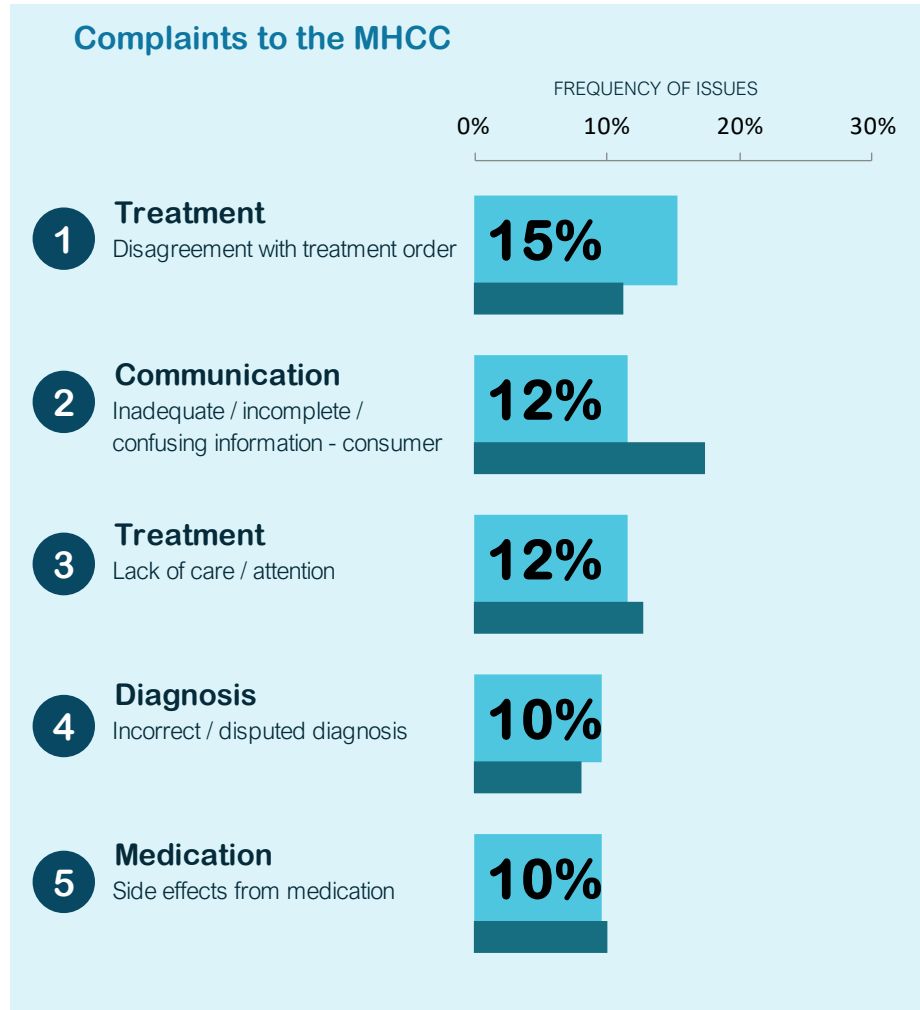
● to the service (n=85)

Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)

- Disagreement with treatment order was the most frequently occurring issue in complaints to the MHCC about Ballarat Health Services, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Ballarat Health Services, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Ballarat Health Services

Complaints about Ballarat Health Services

● to the MHCC (n=32)

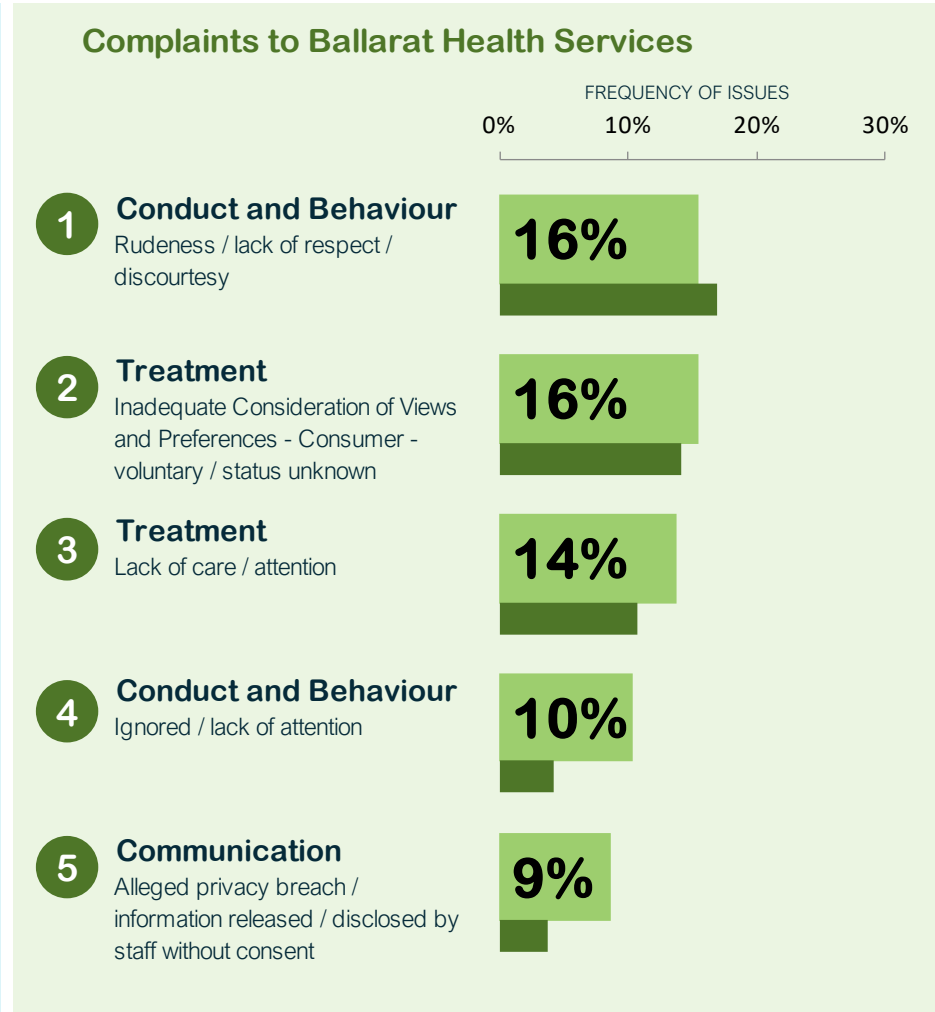
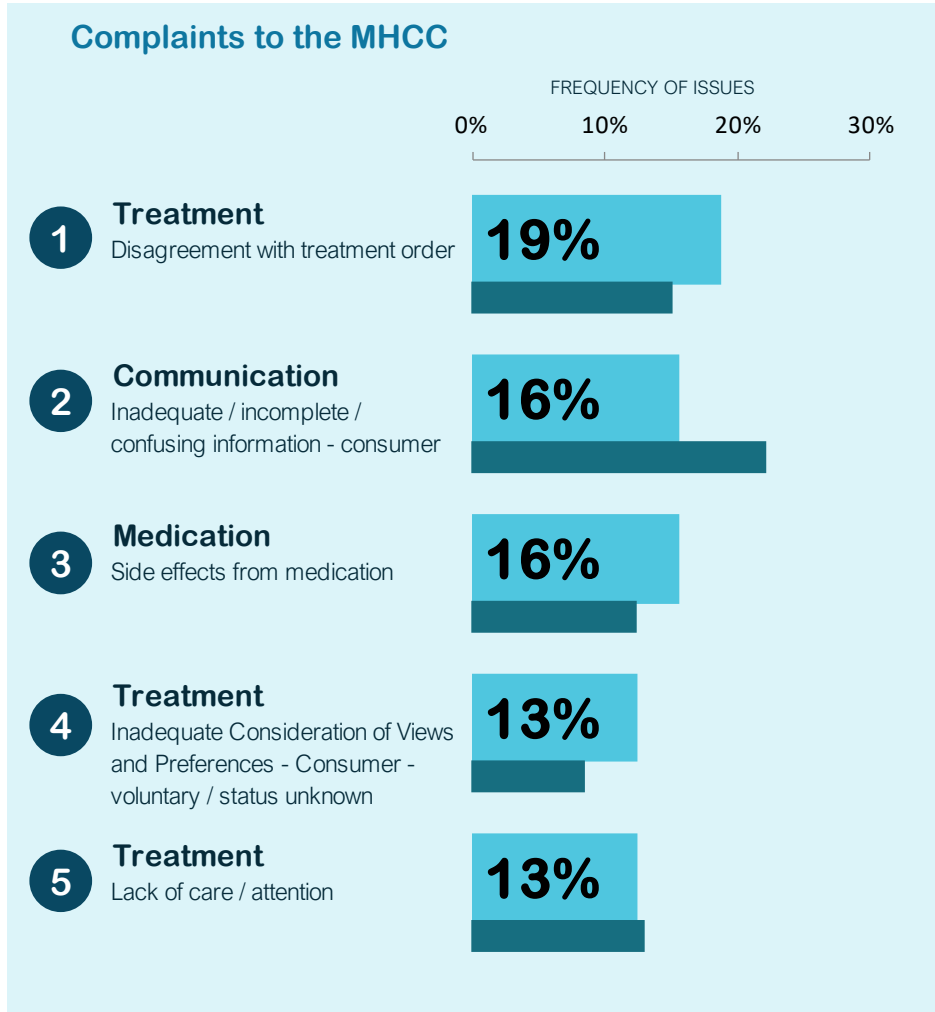
● to the service (n=58)

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 Ballarat Health Services were broadly consistent with the top five issues raised in complaints to the MHCC for the sector.
- The most frequently raised issues by consumers in complaints directly to Ballarat Health Services were rudeness / lack of respect / discourtesy and, inadequate consideration of the views and preferences of voluntary consumers, consistent with the sector. A slightly higher proportion of complaints by consumers were about being ignored or lack of receiving care / attention and alleged privacy breach, compared to the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Ballarat Health Services

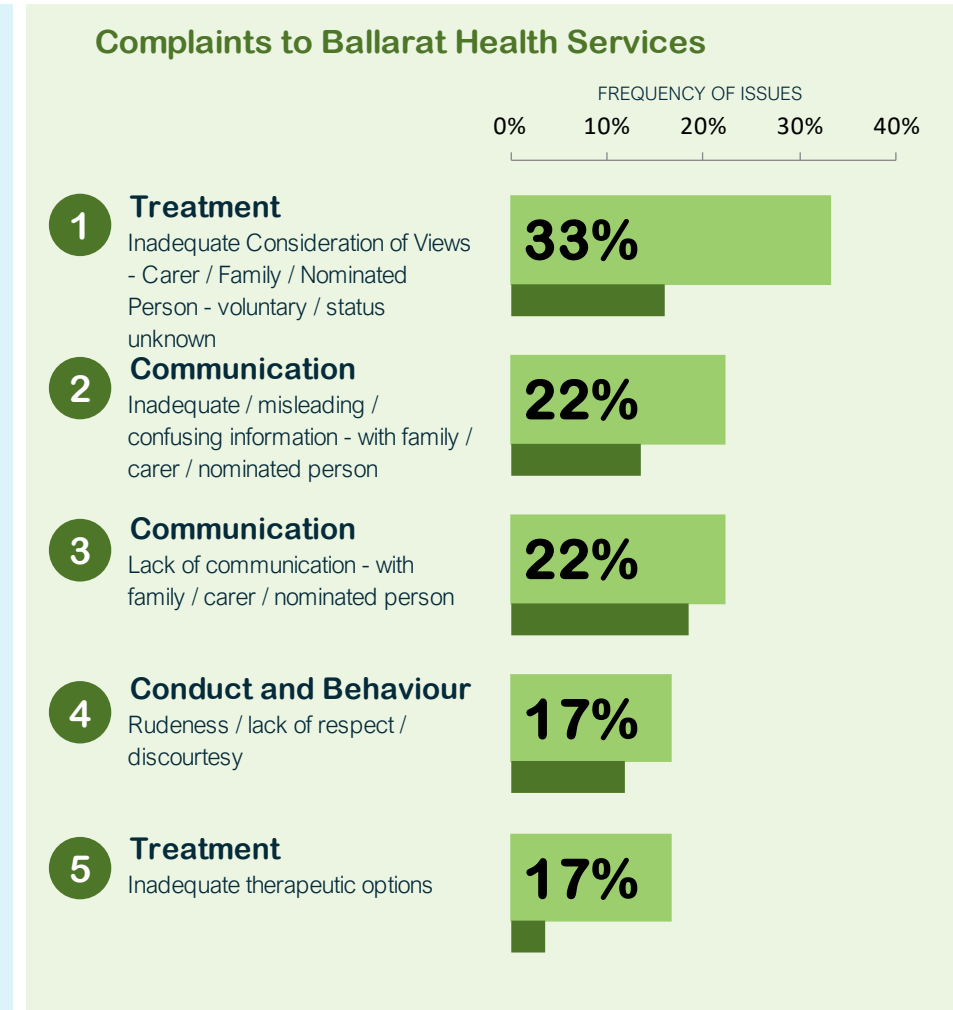
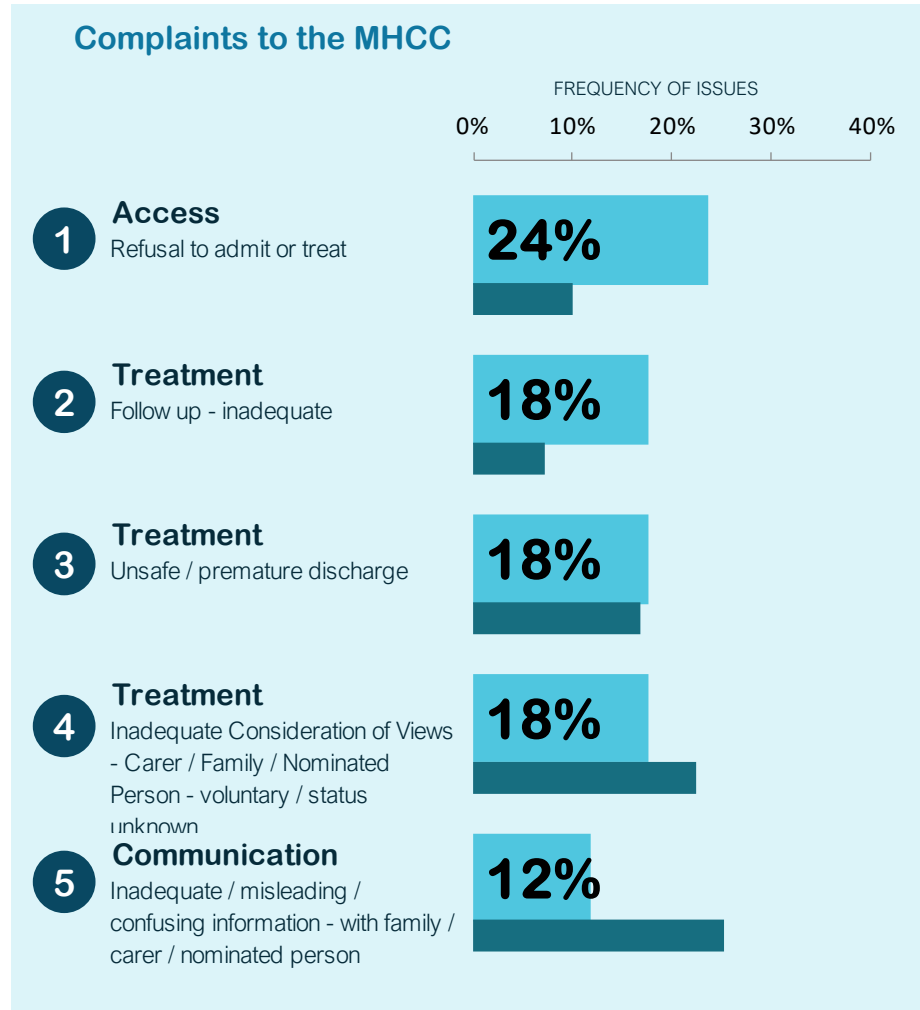
Complaints about Ballarat Health Services

- to the MHCC (n=17)
- to the service (n=18)

Sector-wide complaints

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

- The most common issues raised by family members / carers about Ballarat Health Services to the MHCC were refusal to admit or treat, inadequate follow up of treatment, unsafe/ premature discharge and inadequate consideration of their views and preferences.
- Treatment and communication issues were raised by family members / carers in complaints directly to Ballarat Health Services, with inadequate consideration of their views being the most common and raised in a higher proportion of complaints compared to the sector.



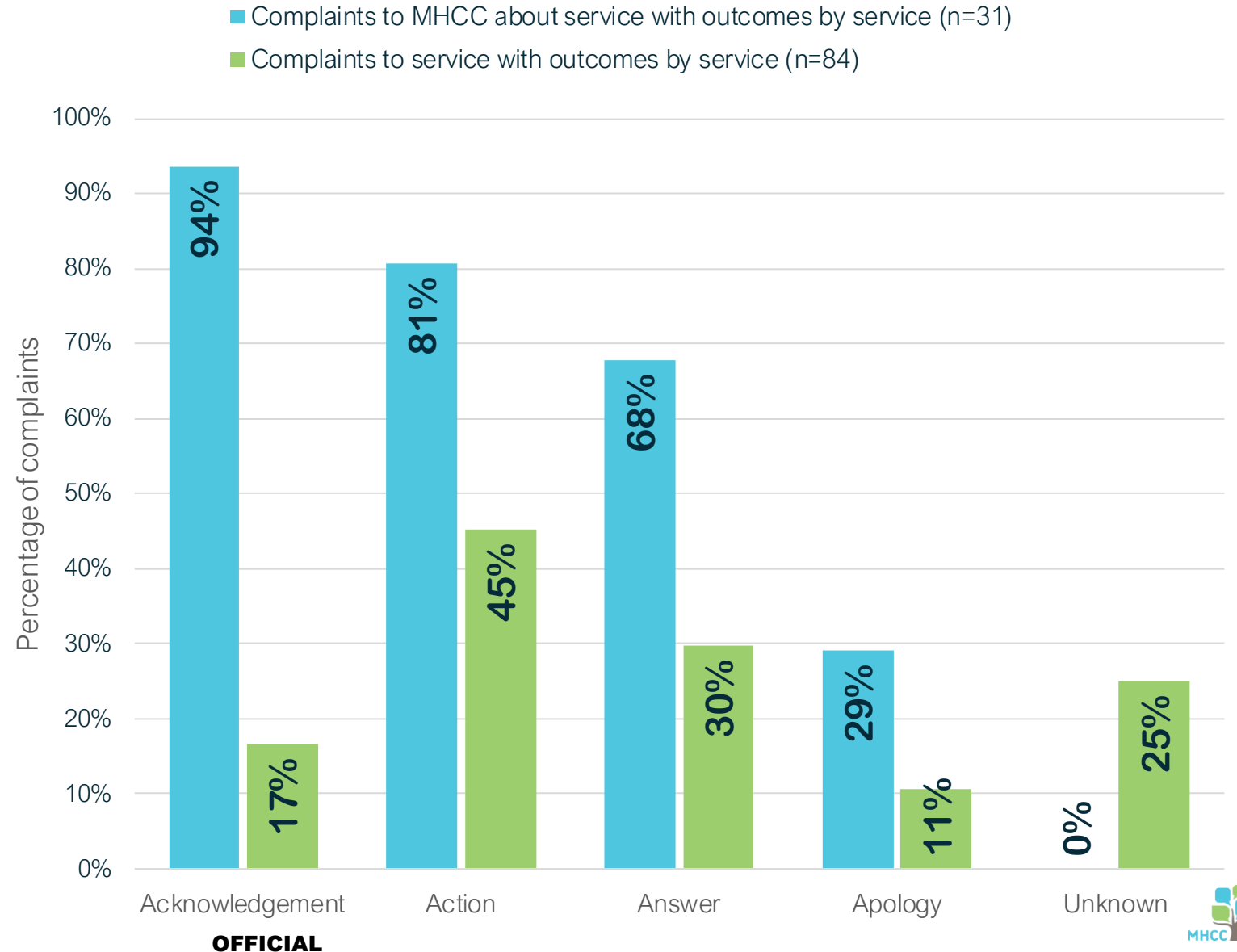


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Ballarat Health Services

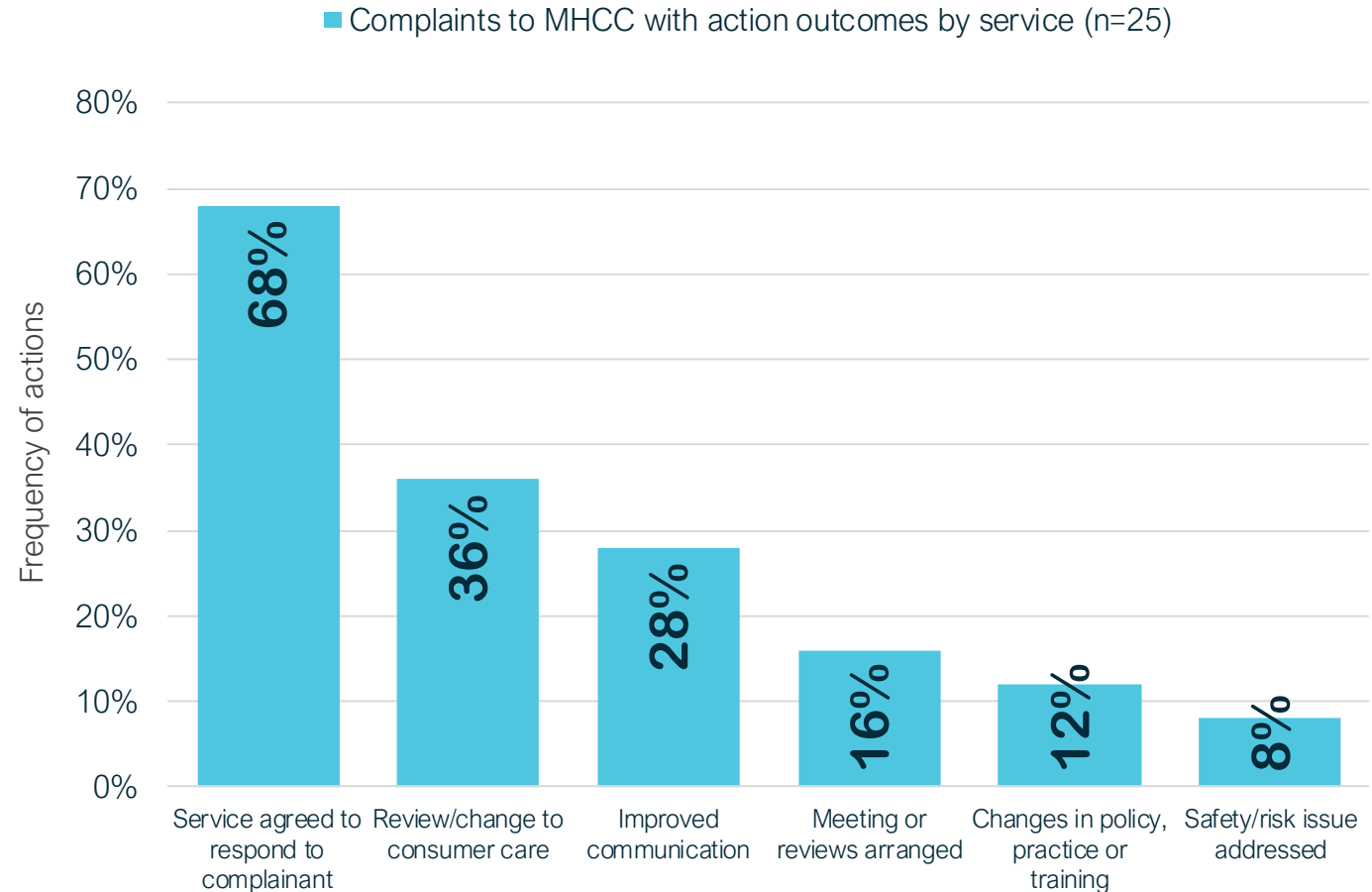
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Ballarat Health Services that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Ballarat Health Services of the issues raised by the complainant.
- The most common outcome of complaints made directly to Ballarat Health Services was action taken by the service in response to 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 Ballarat Health Services in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - change/review of treatment/care for individual consumers
 - improved communication/resolution of misunderstandings



Key points to consider



Complaint numbers

- The number of complaints to the MHCC about Ballarat Health Services decreased in 2020-21. Meanwhile, the number of complaints made to Ballarat Health Services directly rose in 2020-21.
- Overall, more complaints were made directly to Ballarat Health Services 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

- Disagreement with treatment order was the most frequently occurring issue in complaints to the MHCC about Ballarat Health Services, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Ballarat Health Services, 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 Ballarat Health Services was action taken by the service in response to complaints.
- The most common action undertaken by Ballarat Health Services in response to complaints to the MHCC was to respond to the consumer or complainant directly.