

# Summary of service provider complaint report

## Mercy Health

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:



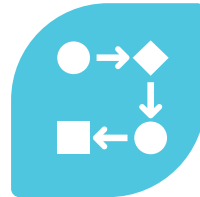
identify key themes and emerging issues across the sector



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

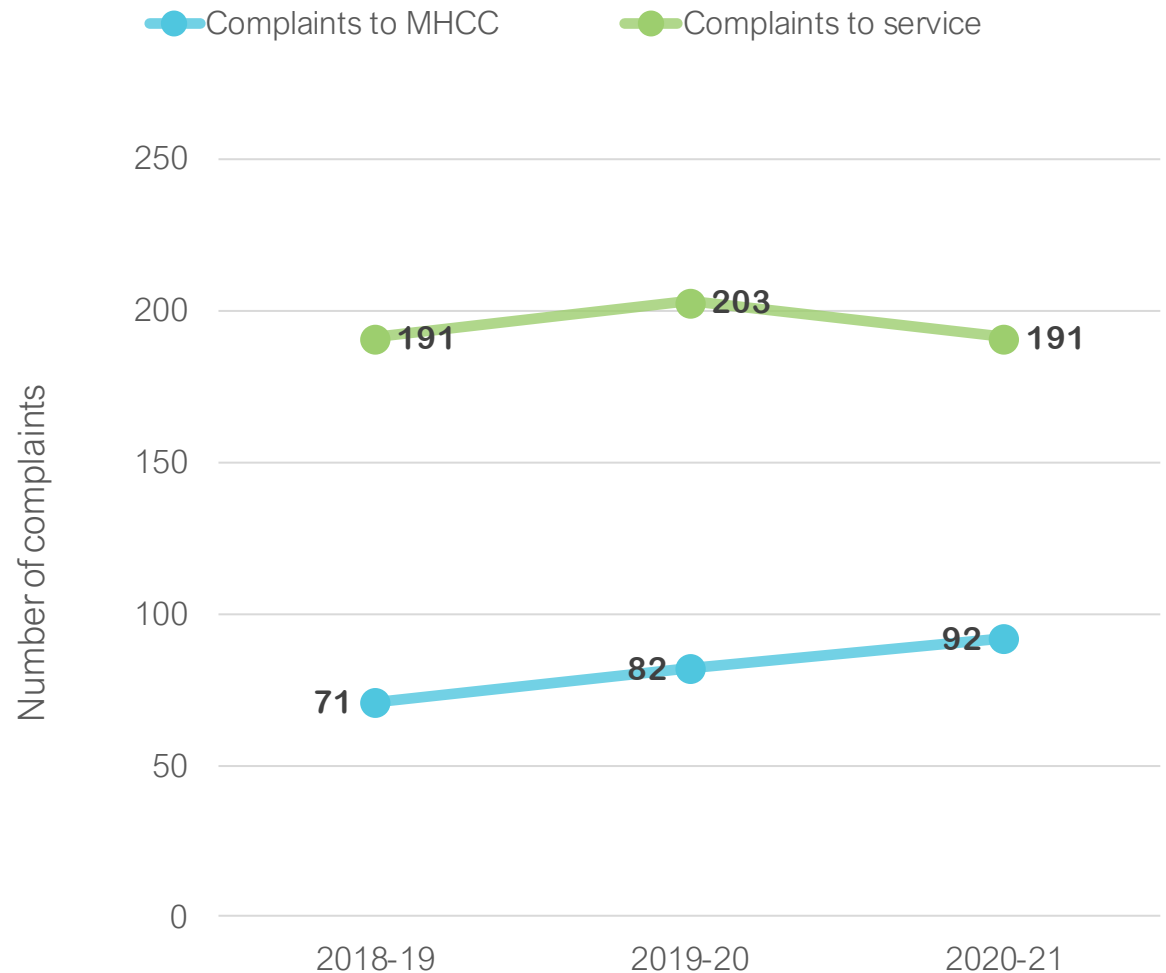
92

Complaints to MHCC  
about Mercy Health

191

Complaints to Mercy  
Health

- The number of complaints to the MHCC about Mercy Health rose slightly in 2020-21. While those made to Mercy Health directly slightly declined in the same period.
- Overall, more complaints were made directly to Mercy Health 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 higher rate of complaints was made to the MHCC about Mercy Health, and a substantially higher rate of complaints was made directly to the service. Similarly, the rate of compliments made to Mercy Health were higher compared to the sector.

## Complaints about Mercy Health

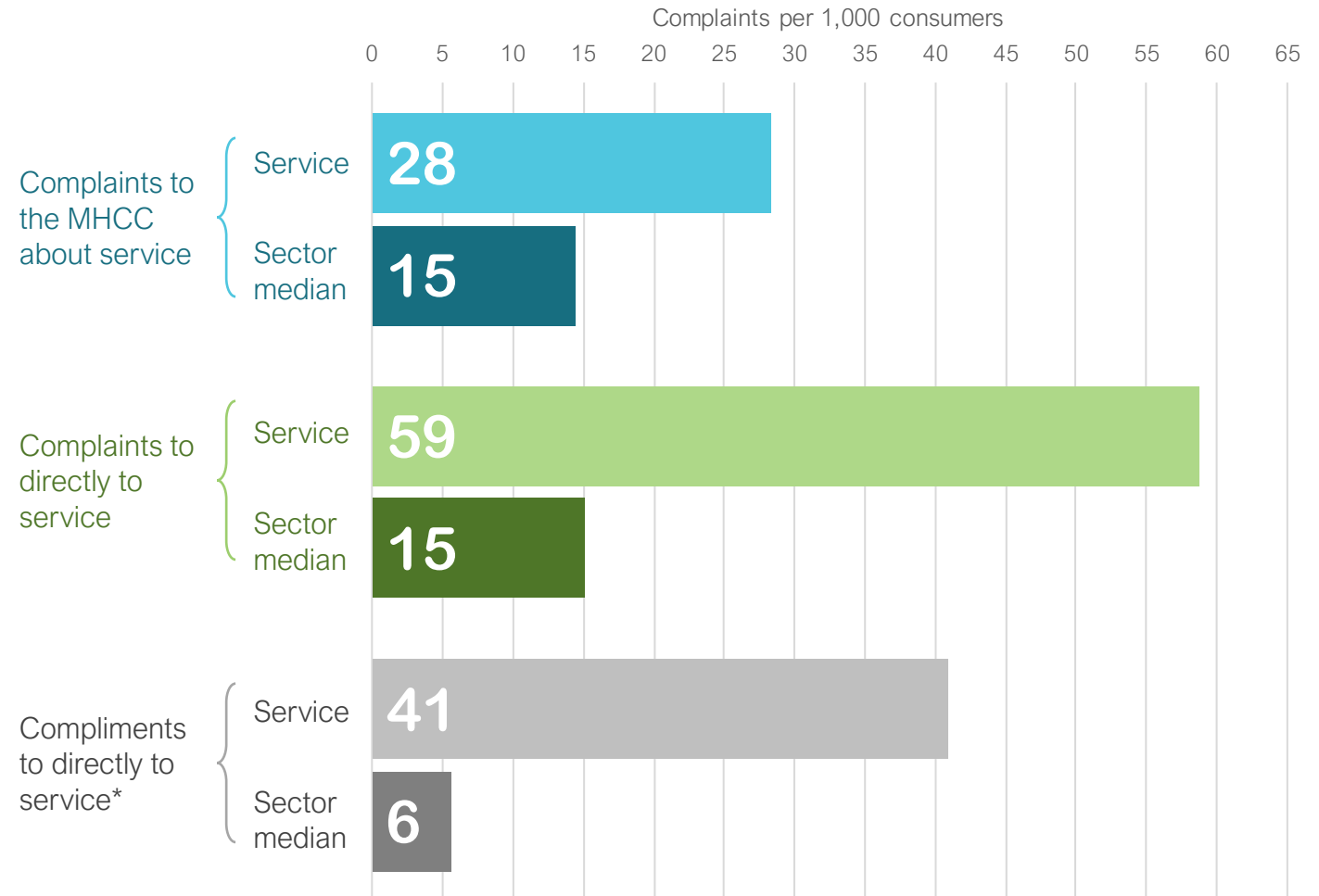
- to the MHCC (n=92)
- to the service (n=191)

## Sector-wide complaints

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

## Compliments to Mercy Health (n=133)

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

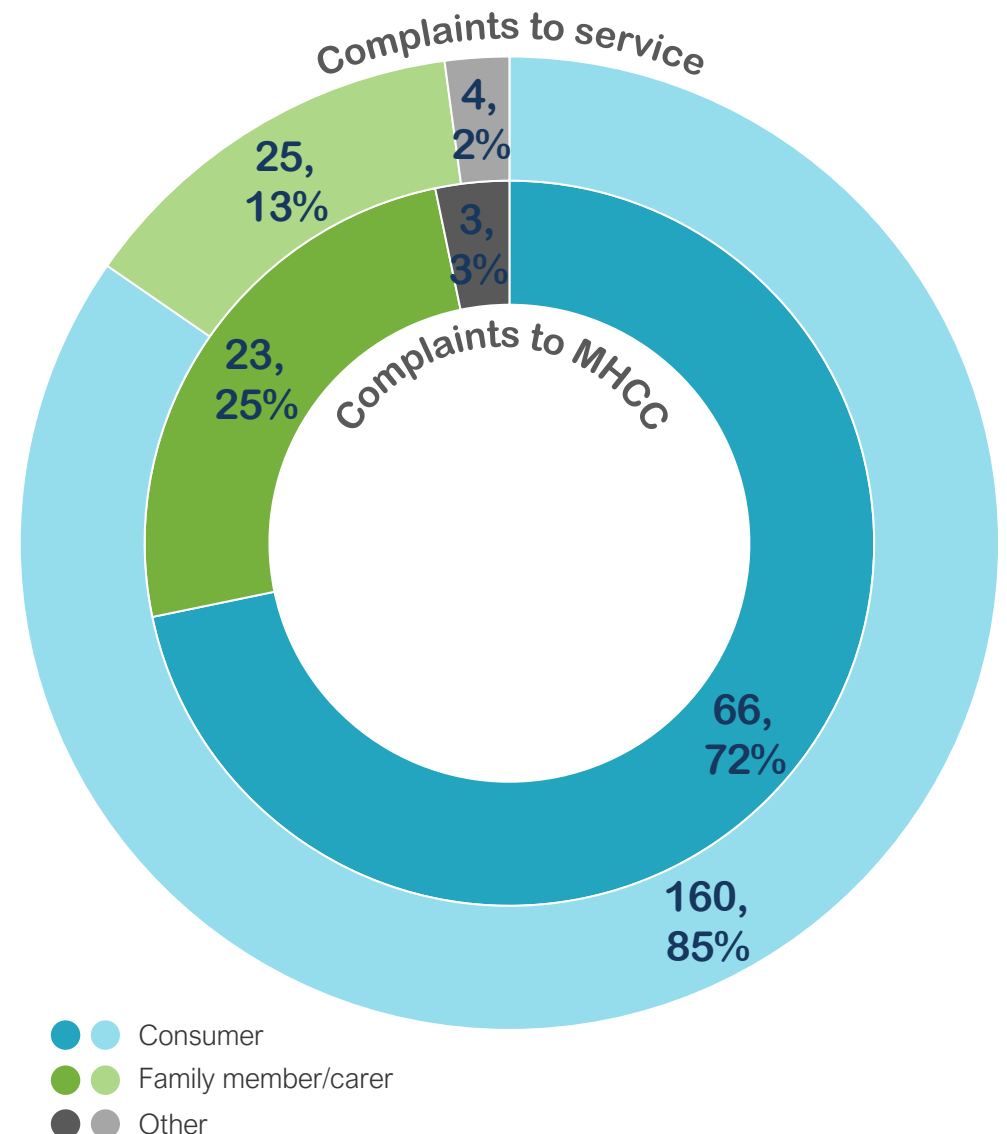


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Mercy Health

- Consumers made the majority of complaints to the MHCC about Mercy Health, with family members/ carers accounting for a quarter of complaints.
- Similarly, consumers made the majority of complaints made directly to Mercy 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

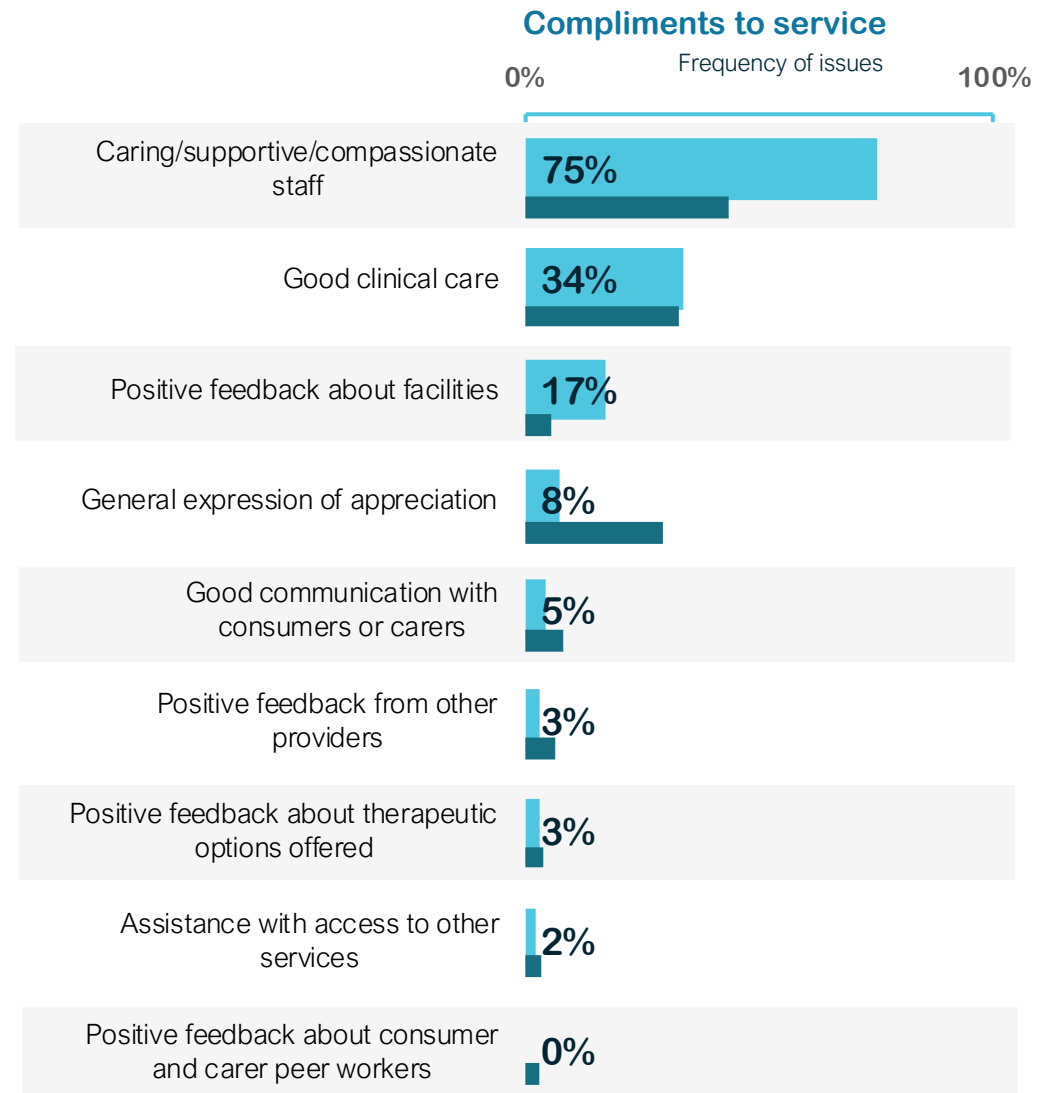


# What were compliments about? 2020-21

● Compliments to Mercy Health (n=133)
 ● Compliments to services sector-wide (n=1109)

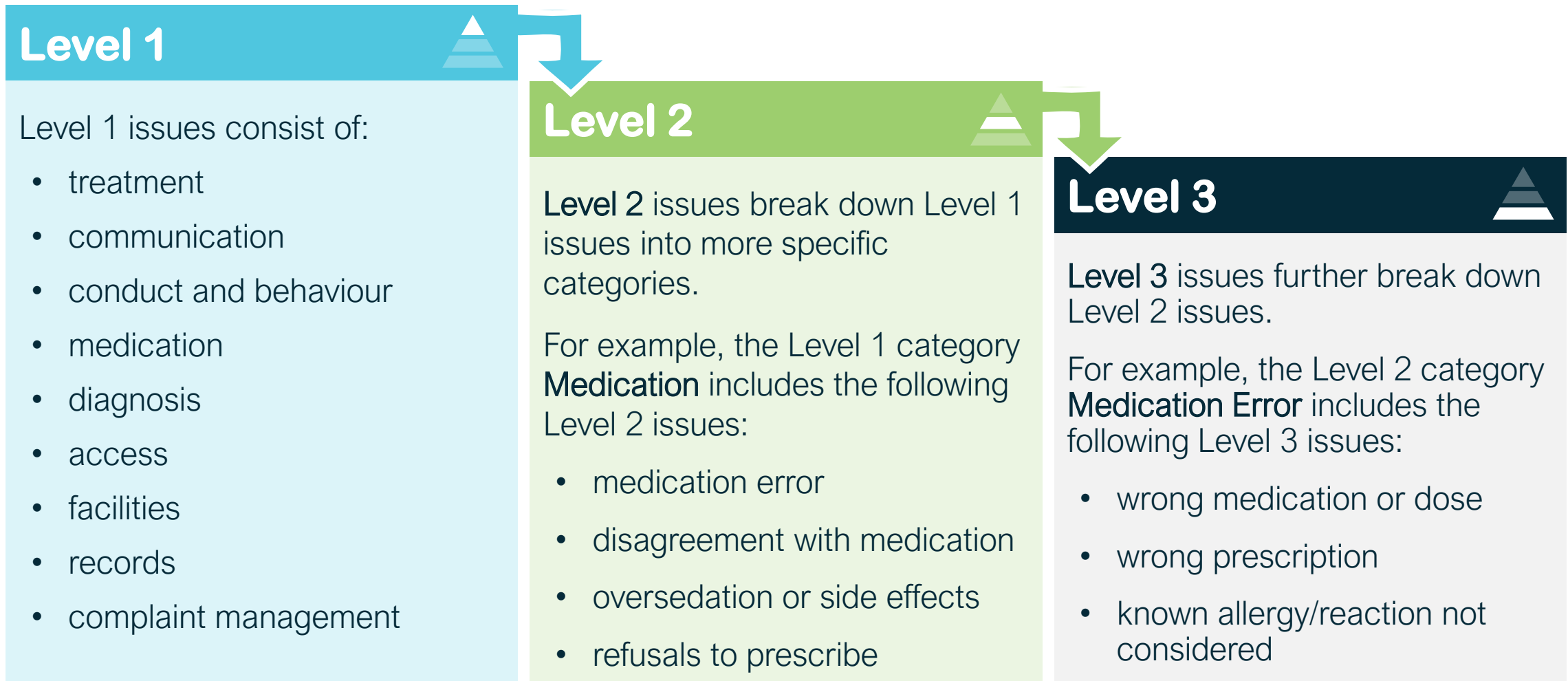
Themes raised in compliments about Mercy Health

- 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 Mercy Health were most commonly about caring/supportive/compassionate staff and good clinical care. A greater percentage of compliments raised the former compared to the sector. Meanwhile, compliments about good clinical care were raised in a similar percentage of complaints when compared to the sector.
- A lower percentage of complaints made to Mercy Health 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 Mercy Health 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 Mercy Health

- Issues raised in complaints to the MHCC about Mercy Health 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.
- The most commonly raised issues in complaints made directly to Mercy Health were regarding Treatment, Conduct and Behaviour, Facilities, Communication, and Medication. Complaints about Conduct and Behaviour, and Facilities were raised in a slightly higher proportion when compared to complaints made to services for the sector.

Complaints about Mercy Health

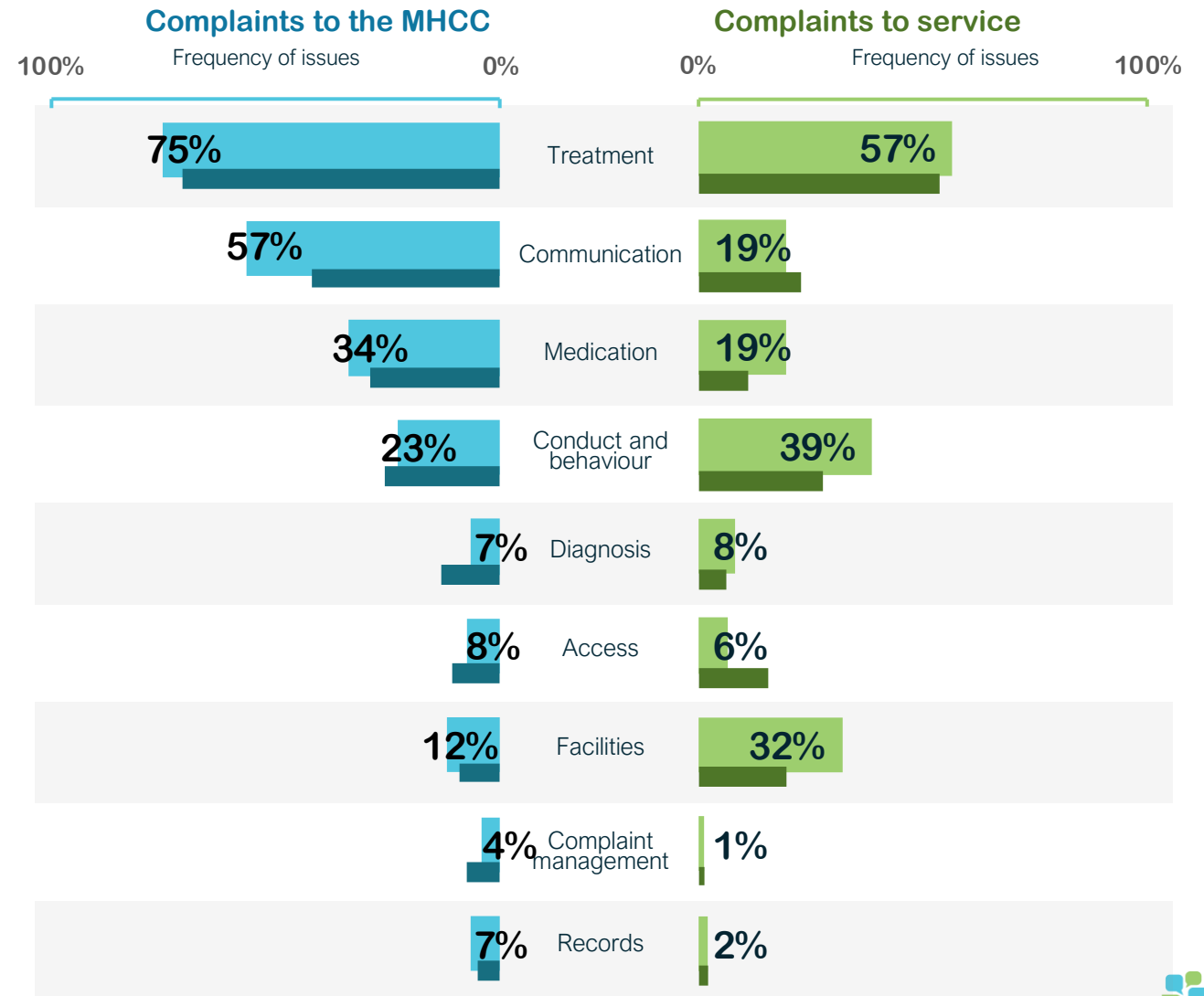
to the MHCC (n=92)

to the service (n=191)

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 Mercy Health

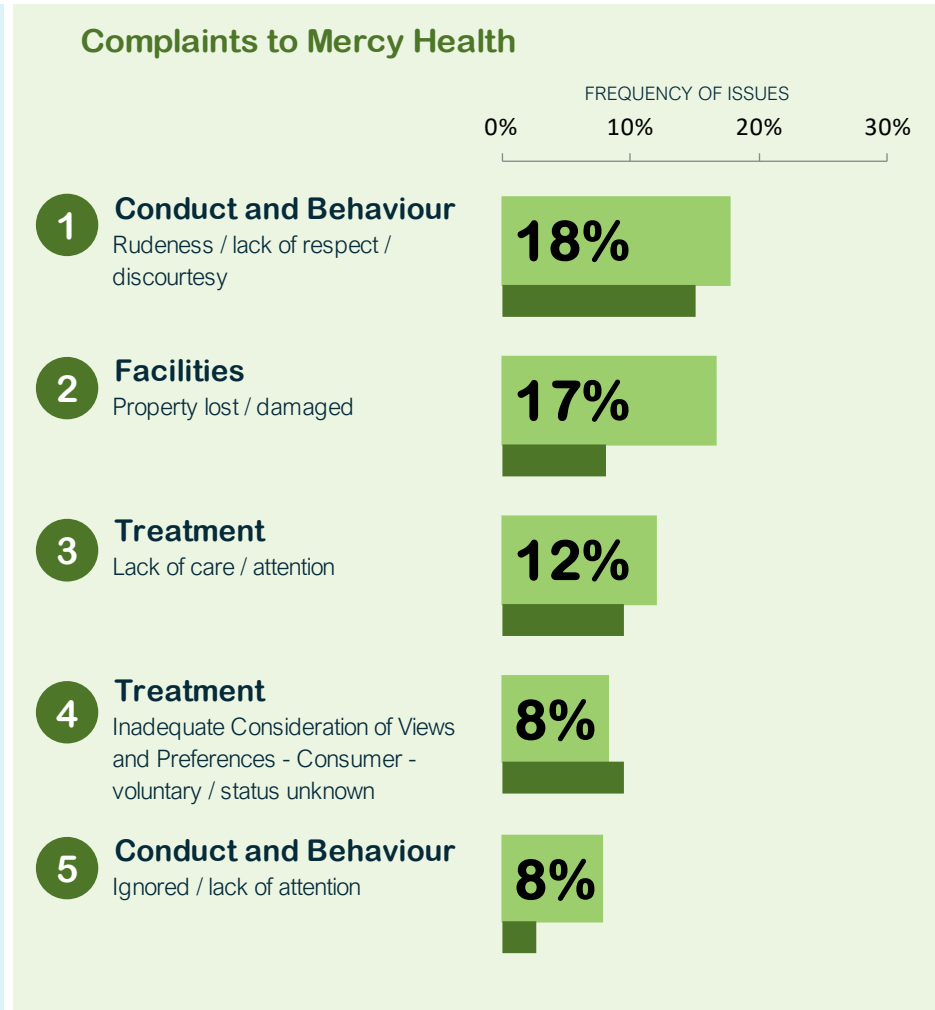
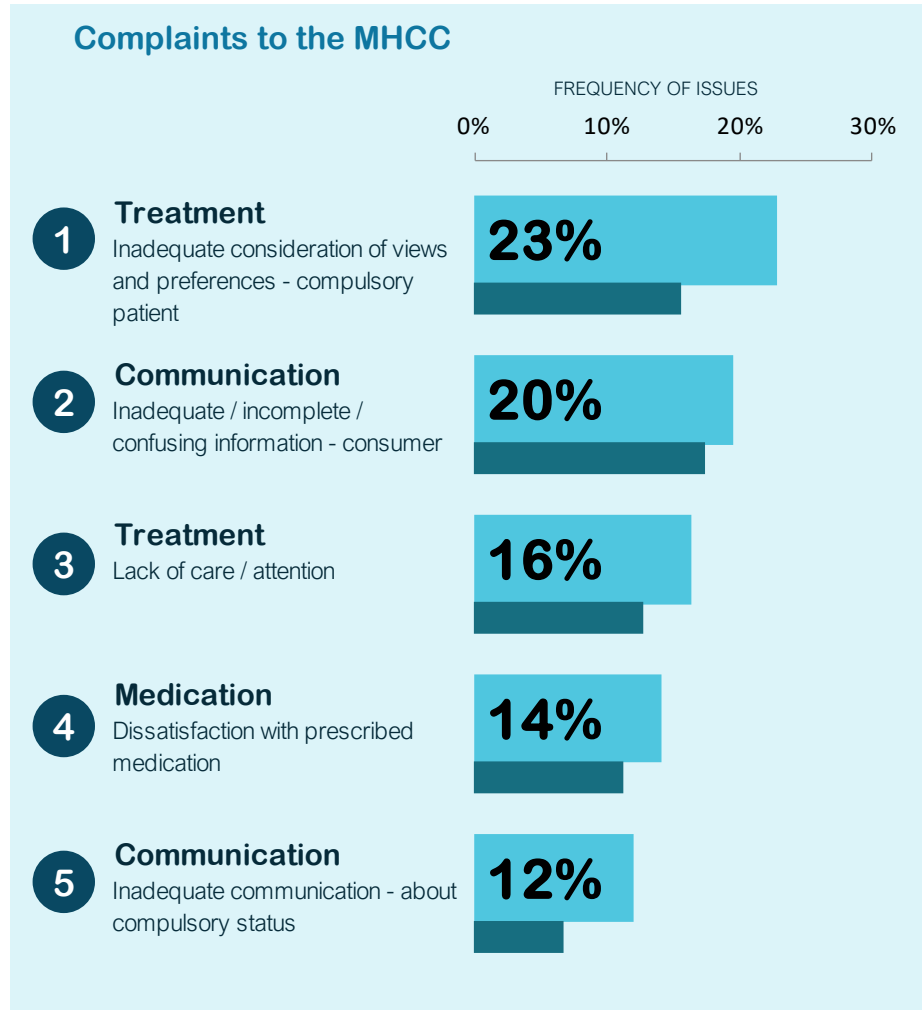
Complaints about Mercy Health

- to the MHCC (n=92)
- to the service (n=191)

Sector-wide complaints

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

- Inadequate consideration of the views and preferences of compulsory patients was the most frequently occurring issue in complaints to the MHCC about Mercy Health, raised in a higher proportion of complaints than the sector
- In complaints made directly to Mercy Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Property loss/ damage and lack of care/attention were also frequently raised, the former in a higher proportion of complaints than the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Mercy Health

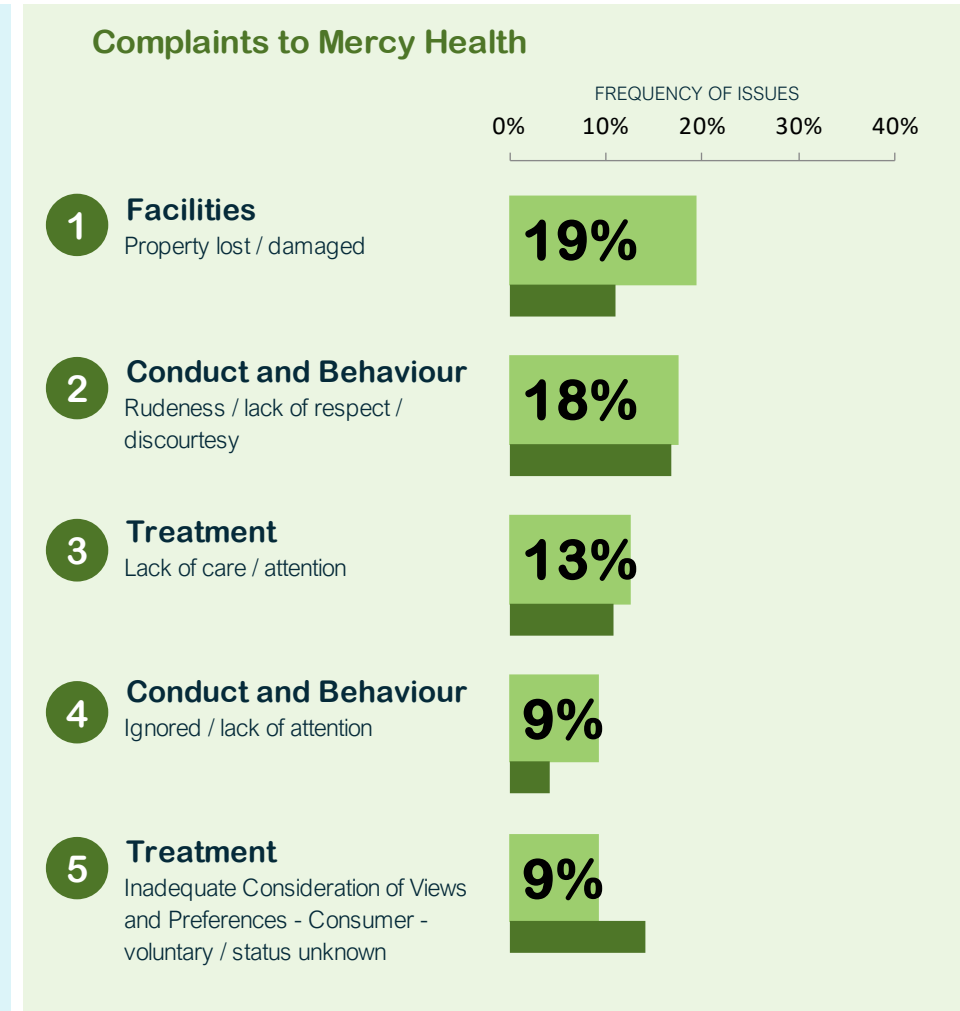
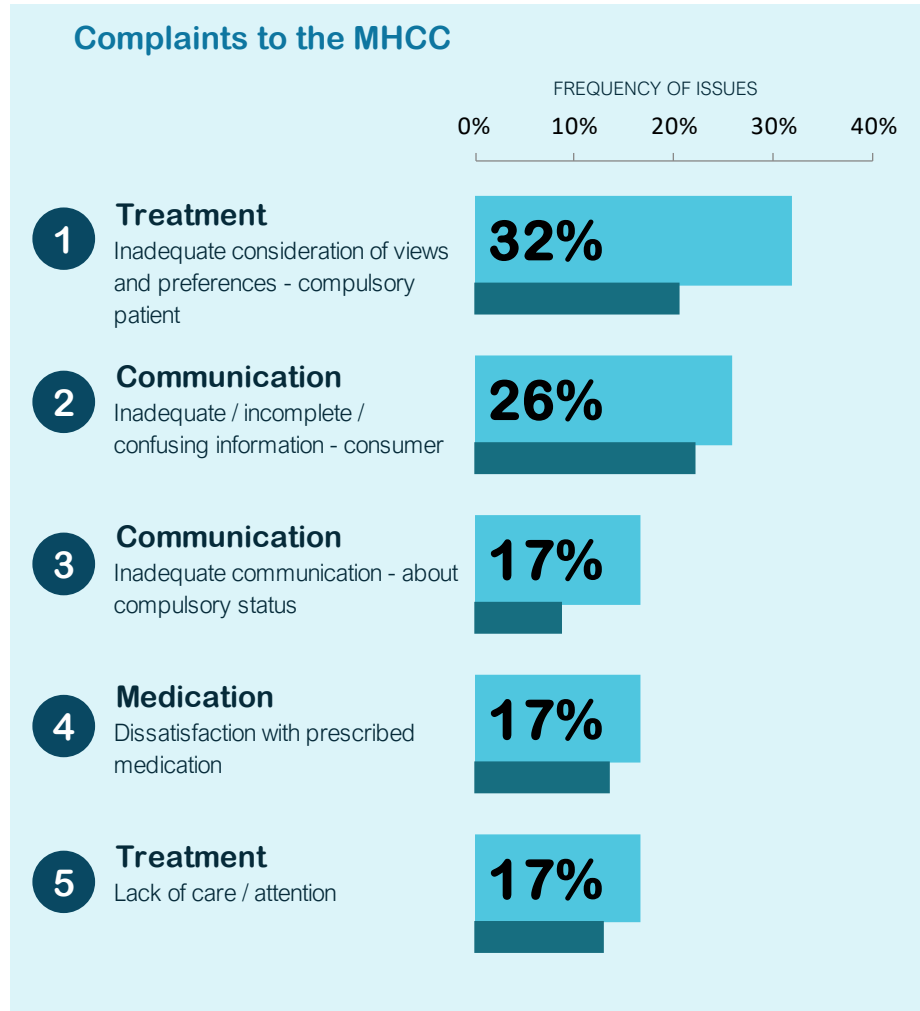
Complaints about Mercy Health

- to the MHCC (n=66)
- to the service (n=160)

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 Mercy Health inadequate consideration of the views and preferences of compulsory patients and inadequate communication about compulsory status were raised in a higher proportion when compared to the sector.



- The most frequently raised issue by consumers in complaints made directly to Mercy Health was property loss/damage raised in a slightly higher proportion of complaints when compared to the sector. Rudeness / lack of respect / discourtesy, the second most frequent issue, was consistent with the sector.

# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Mercy Health

Complaints about Mercy Health

● to the MHCC (n=23)

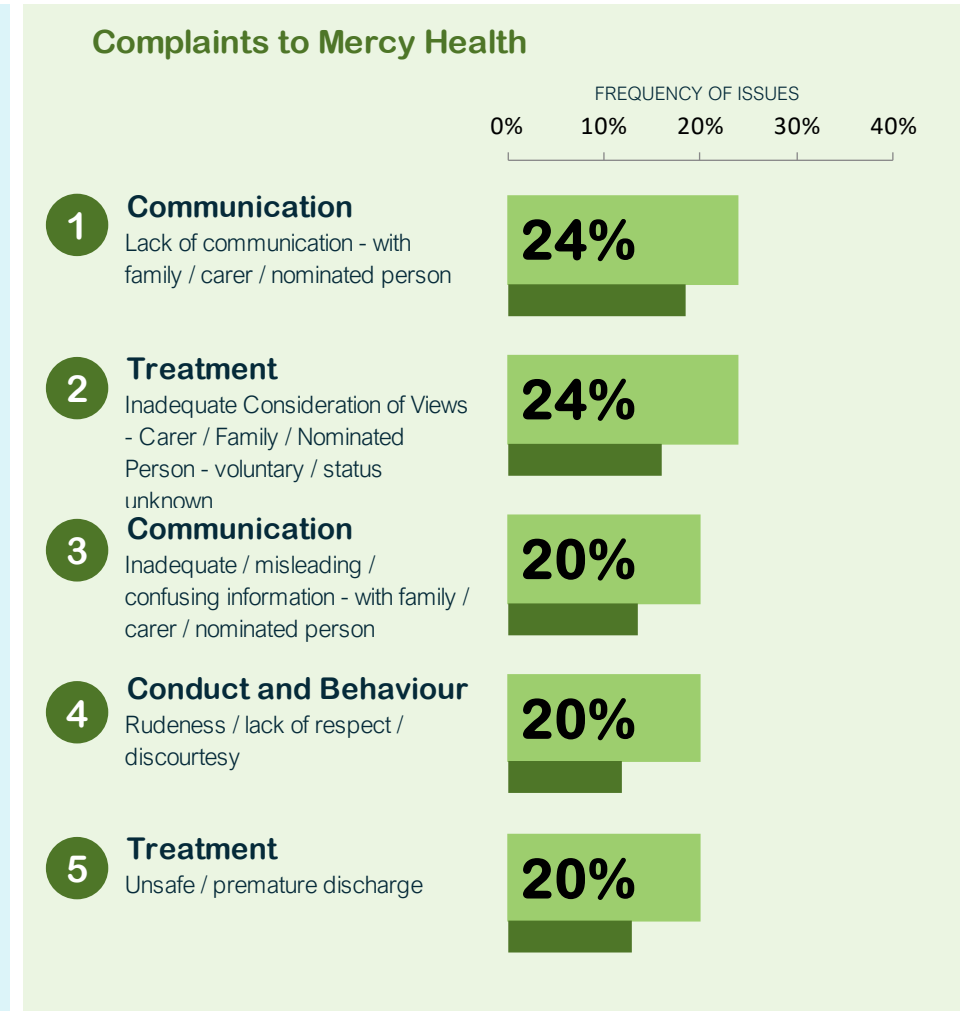
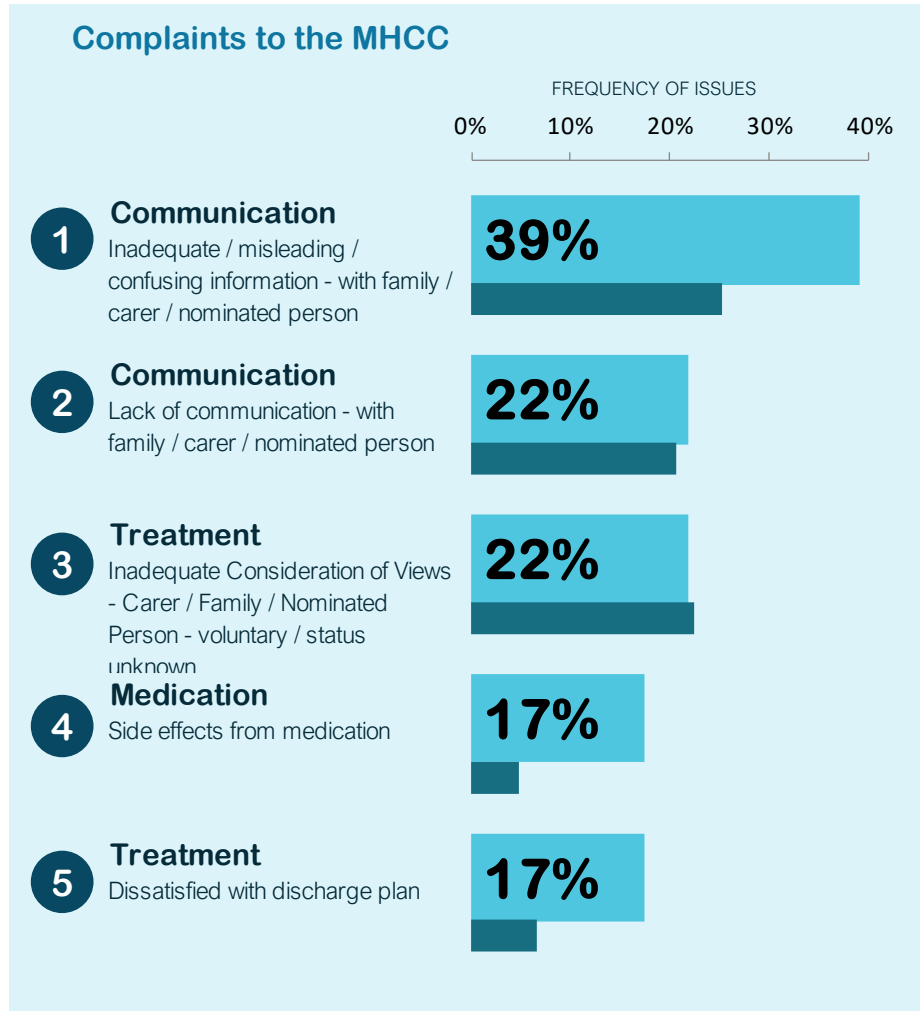
● to the service (n=25)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Treatment and communication issues relating to inadequate information and lack of communication with family members / carers and inadequate consideration of their views and preferences were the most frequently raised by family members / carers in complaints to the MHCC about Mercy Health. Side effects from medication and dissatisfaction with the discharge plan were also commonly raised, all in higher proportion compared to the sector.
- Similar issues were also raised by family members / carers in complaints directly to Mercy Health, as well as rudeness / lack of respect / discourtesy and unsafe/ premature discharge.



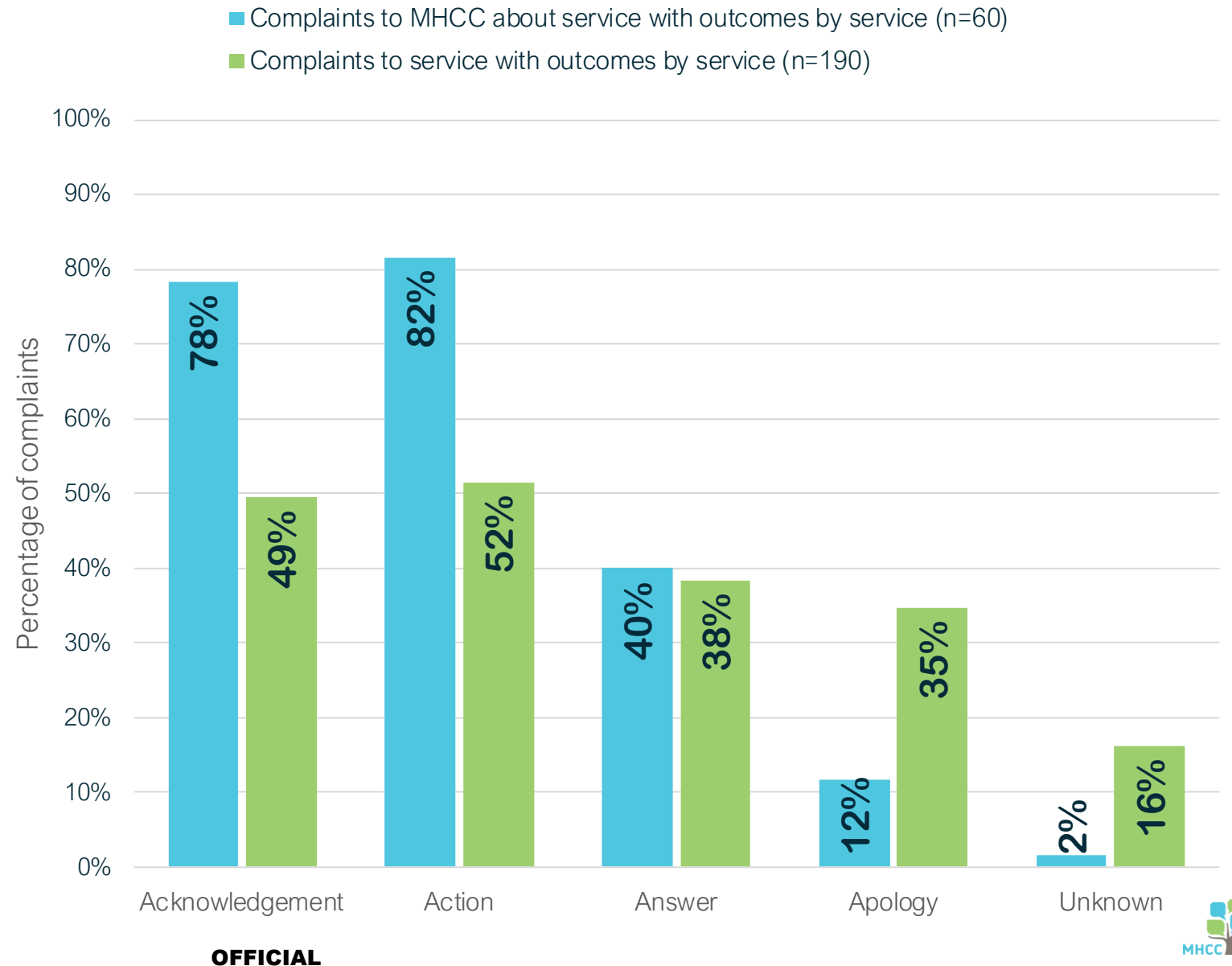


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

Closed complaints about Mercy Health

- 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 Mercy Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcomes of these complaints were action taken and acknowledgement by Mercy Health of the issues raised by the complainant.
- The most common outcome of complaints made directly to Mercy Health was also action taken to address issues raised by the complainant.

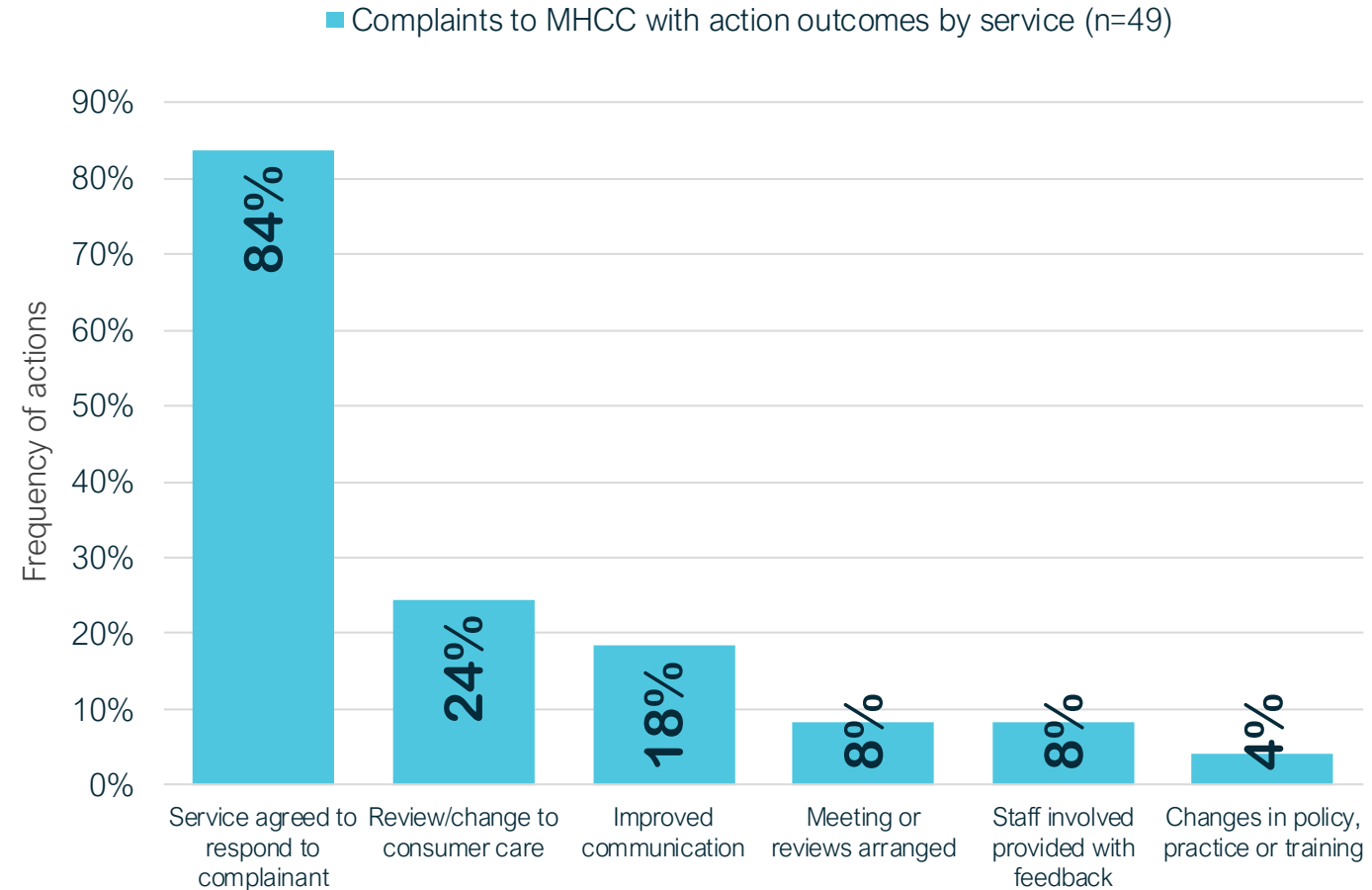




# What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Mercy Health 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

- Overall, more complaints were made to the directly to Mercy Health 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.
- Consumers made the majority of complaints to the MHCC about Mercy Health, similarly to Mercy Health directly.



## Issues raised

- Inadequate consideration of the views and preferences of compulsory patients was the most frequently occurring issue in complaints to the MHCC about Mercy Health, raised in a higher proportion of complaints than the sector
- In complaints made directly to Mercy Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Property loss/ damage and lack of care/attention were also frequently raised.



## Outcomes

- The most common outcome of complaints made to the MHCC about Mercy Health was action taken by Mercy Health in response to the the issues raised by the complainant.
- The most common action undertaken by Mercy Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.