

# Summary of service provider complaint report

## Monash 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:



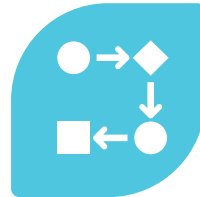
**identify key themes**  
and emerging issues  
across the sector



**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

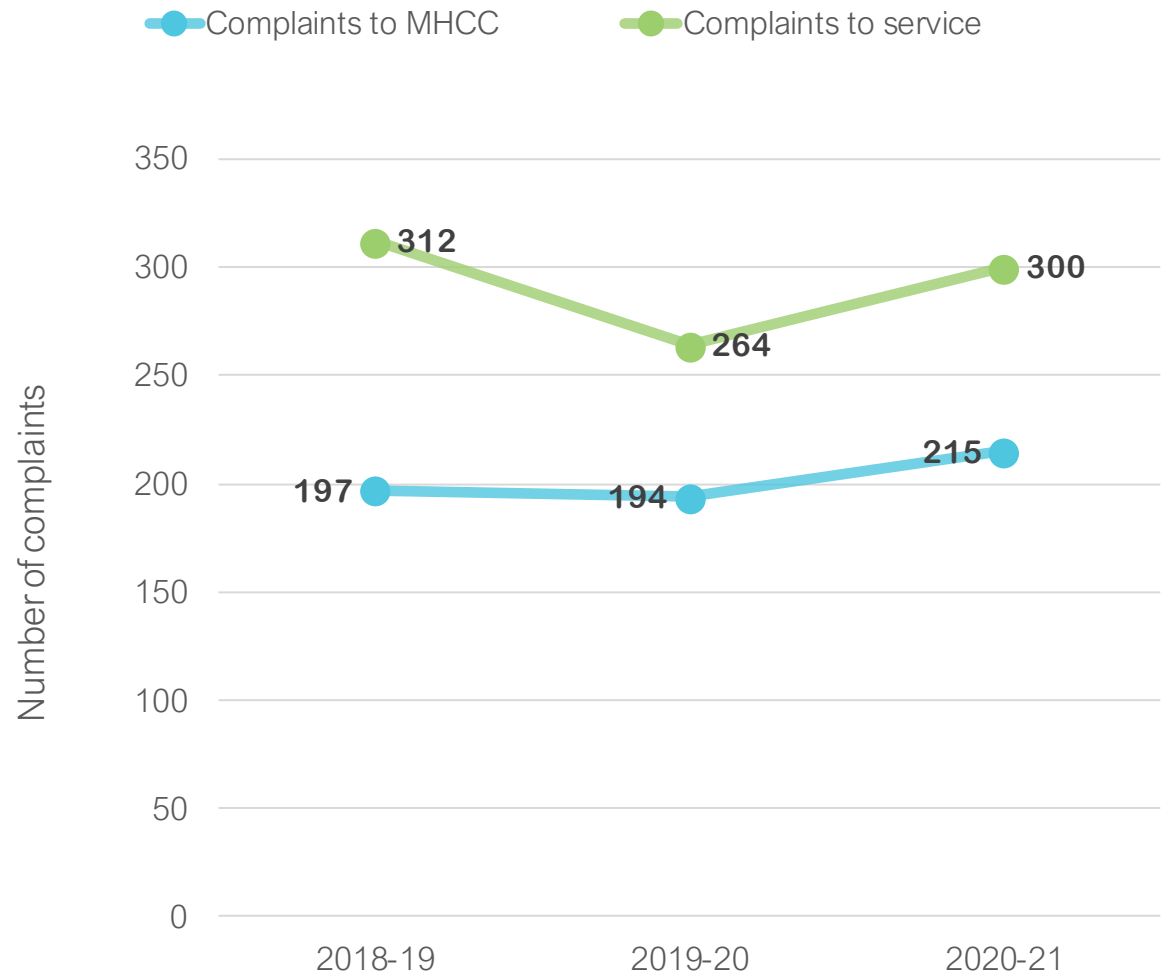
215

Complaints to MHCC  
about Monash Health

300

Complaints to  
Monash Health

- The number of complaints to both the MHCC about Monash Health and to Monash Health directly rose in 2020-21.
- Overall, more complaints were made to Monash Health directly than to the MHCC. The MHCC is happy 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, the same rate of complaints was made to the MHCC about Monash Health, and a slightly higher rate of complaints was made directly to the service. A higher rate of compliments was made to Monash Health compared to the sector.

## Complaints about Monash Health

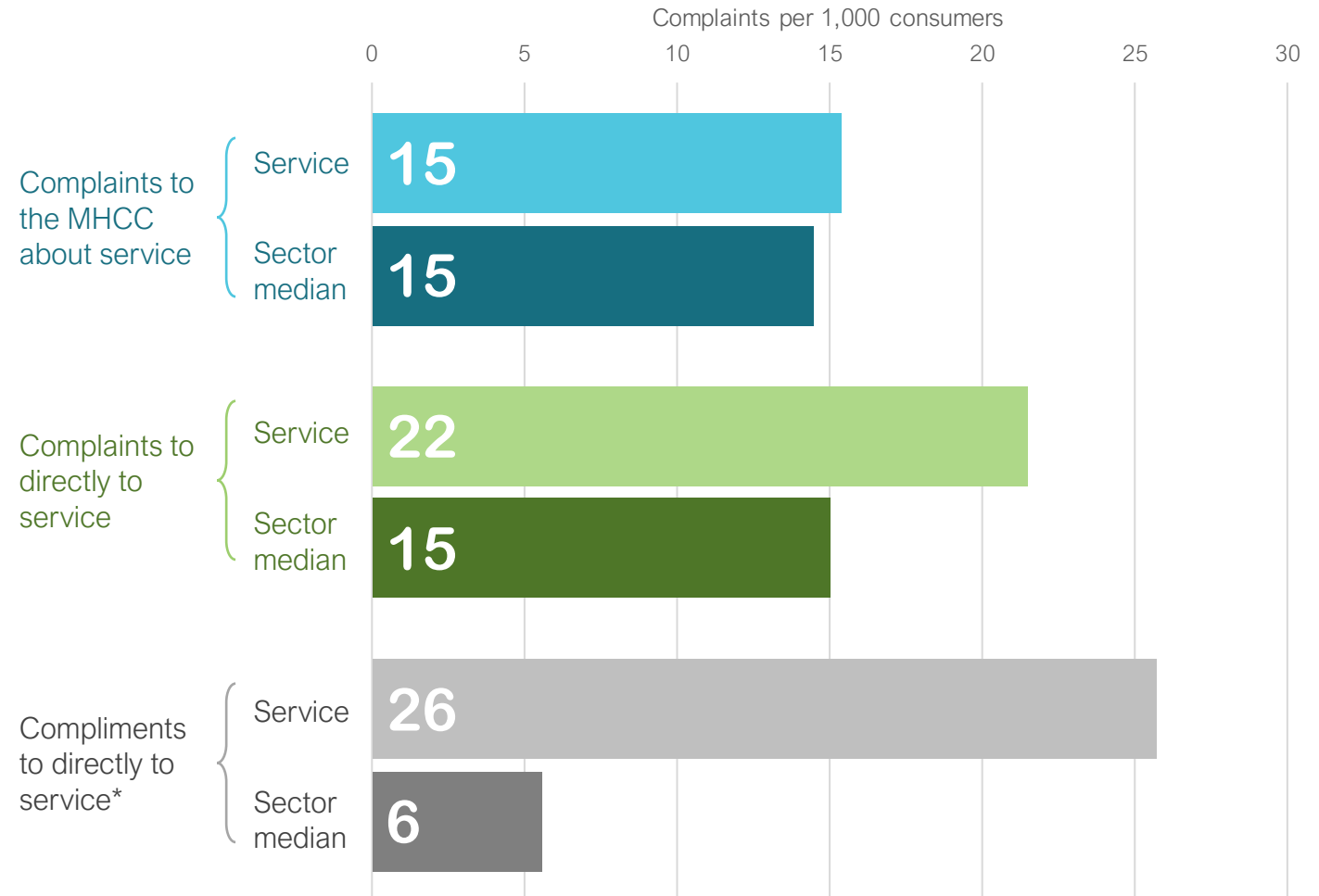
- to the MHCC (n=215)
- to the service (n=300)

● Compliments to Monash Health (n=359)

## Sector-wide complaints

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

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

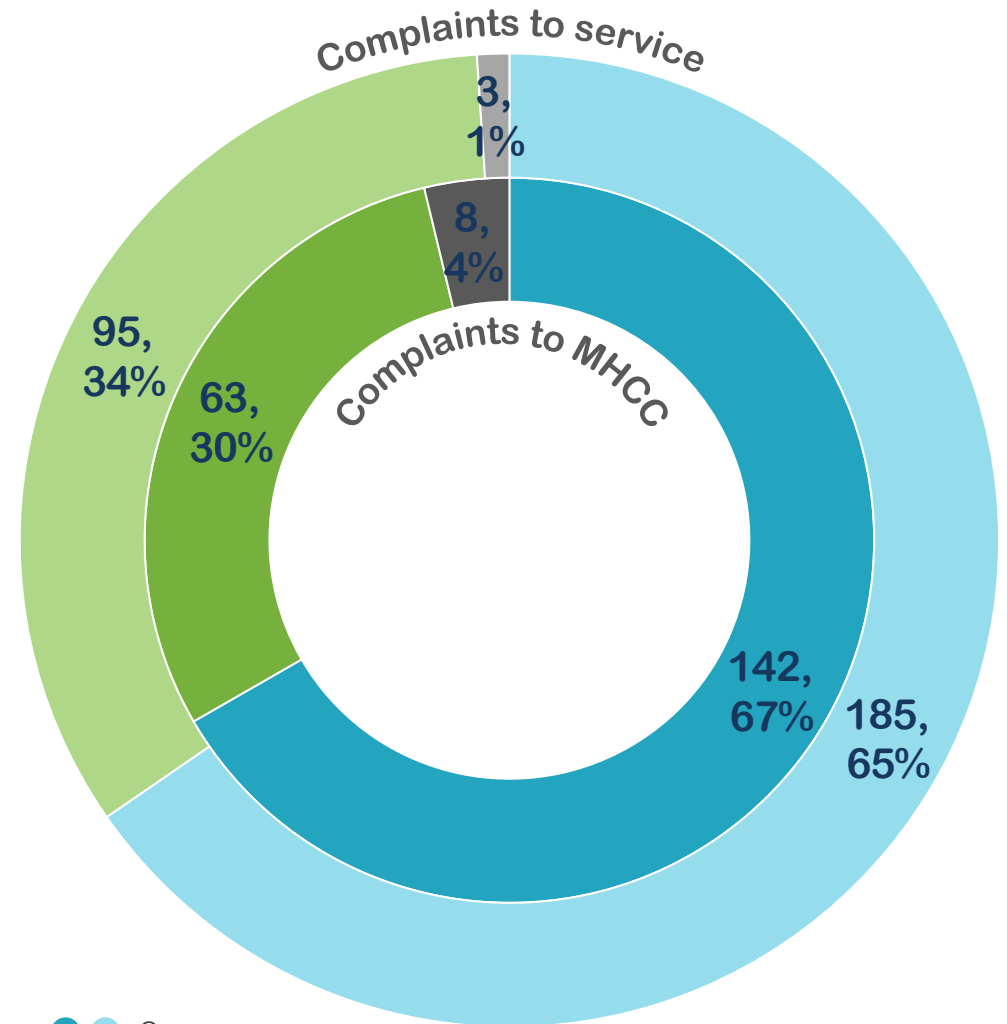


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Monash Health

- Consumers made the majority of complaints to the MHCC about Monash Health and to Monash Health directly.
- In contrast, family members / carers made roughly a third of all complaints about Monash Health both to the MHCC and directly to Monash 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

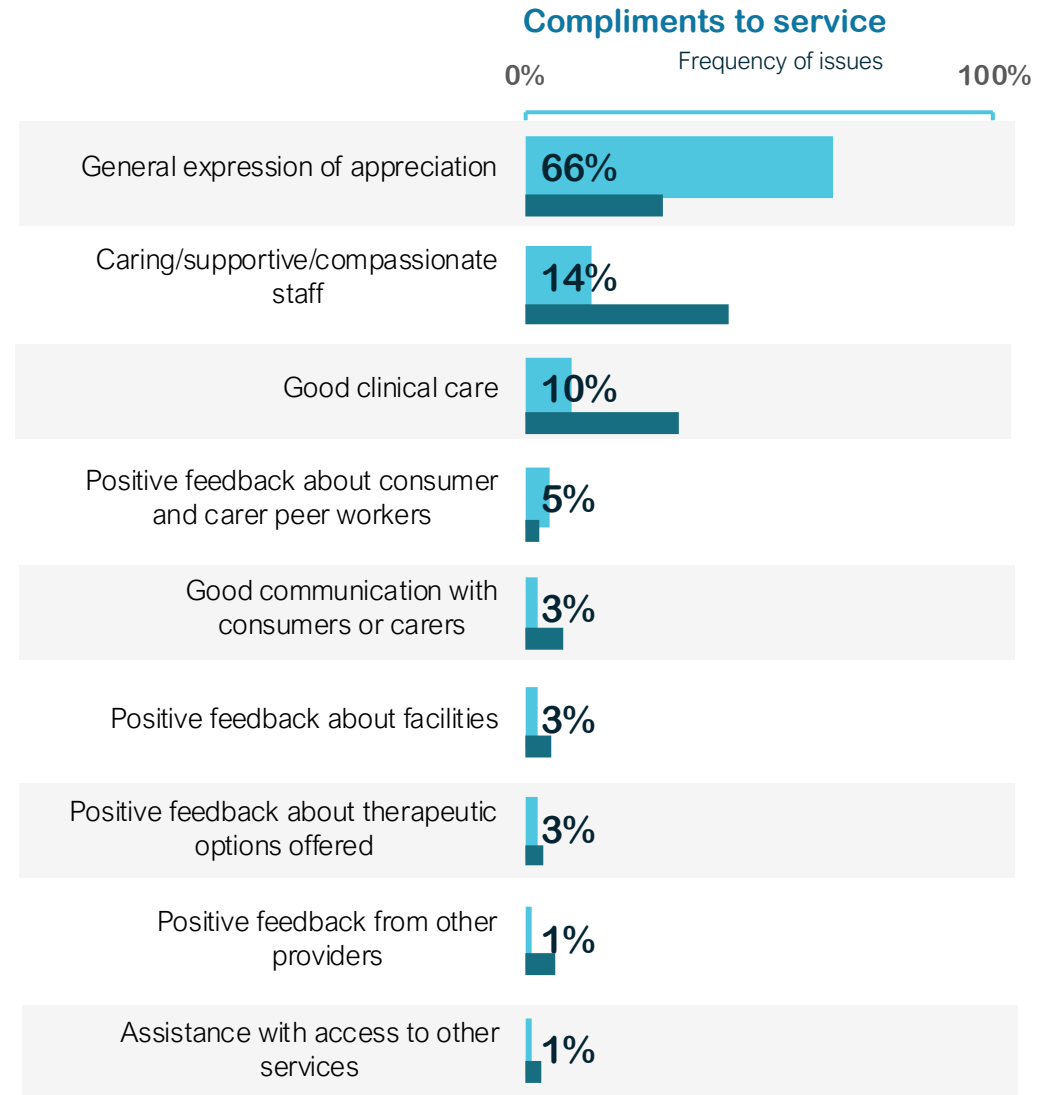


# What were compliments about? 2020-21

● Compliments to Monash Health (n=359)
 ● Compliments to services sector-wide (n=1109)

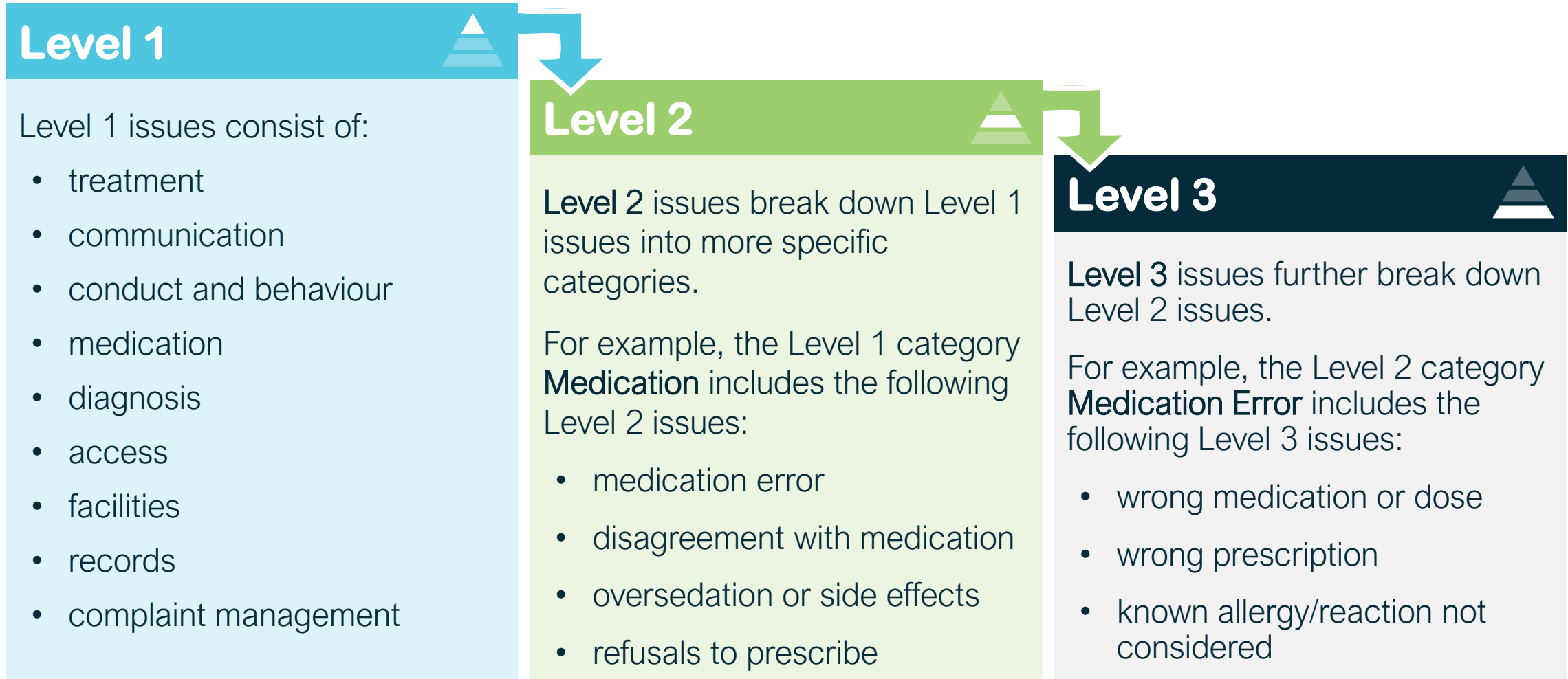
Themes raised in compliments about Monash Health

- 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 Monash Health were most commonly general expressions of appreciation, with caring/supportive/compassionate staff and good clinical care following, and lower percentages of compliments were related to the latter theme compared to the sector as a whole.
- A higher percentage of compliments made to Monash Health were classified as general expression of appreciation compared to the sector. The MHCC would like to see more detailed data on compliments in order 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 Monash Health

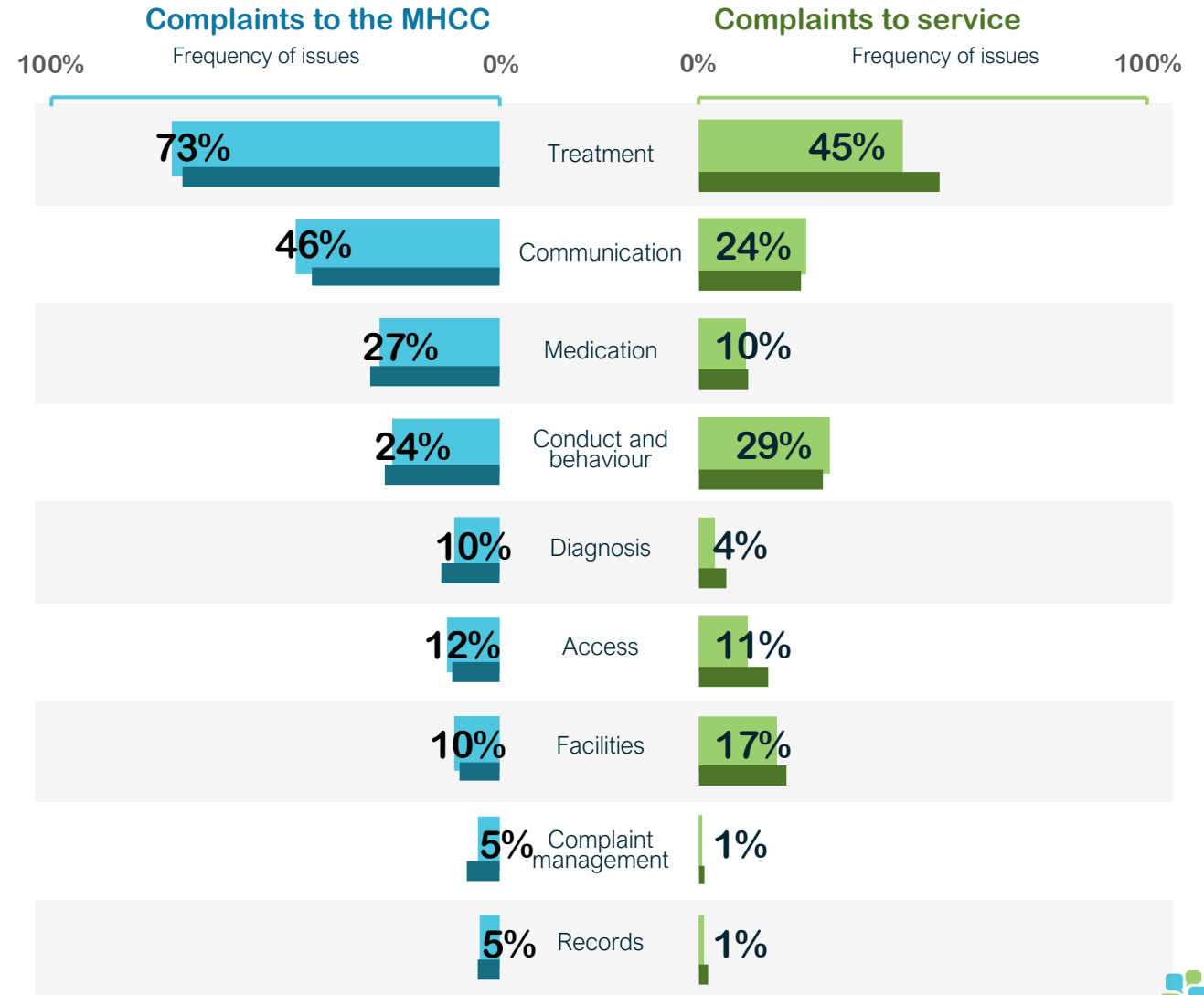
- Issues raised in complaints to the MHCC about Monash Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Monash Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, and Communication being the most commonly raised issues. Issues regarding Treatment were raised in a lower proportion of complaints compared to the sector.

Complaints about Monash Health

- to the MHCC (n=215)
- to the service (n=300)

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 Monash Health

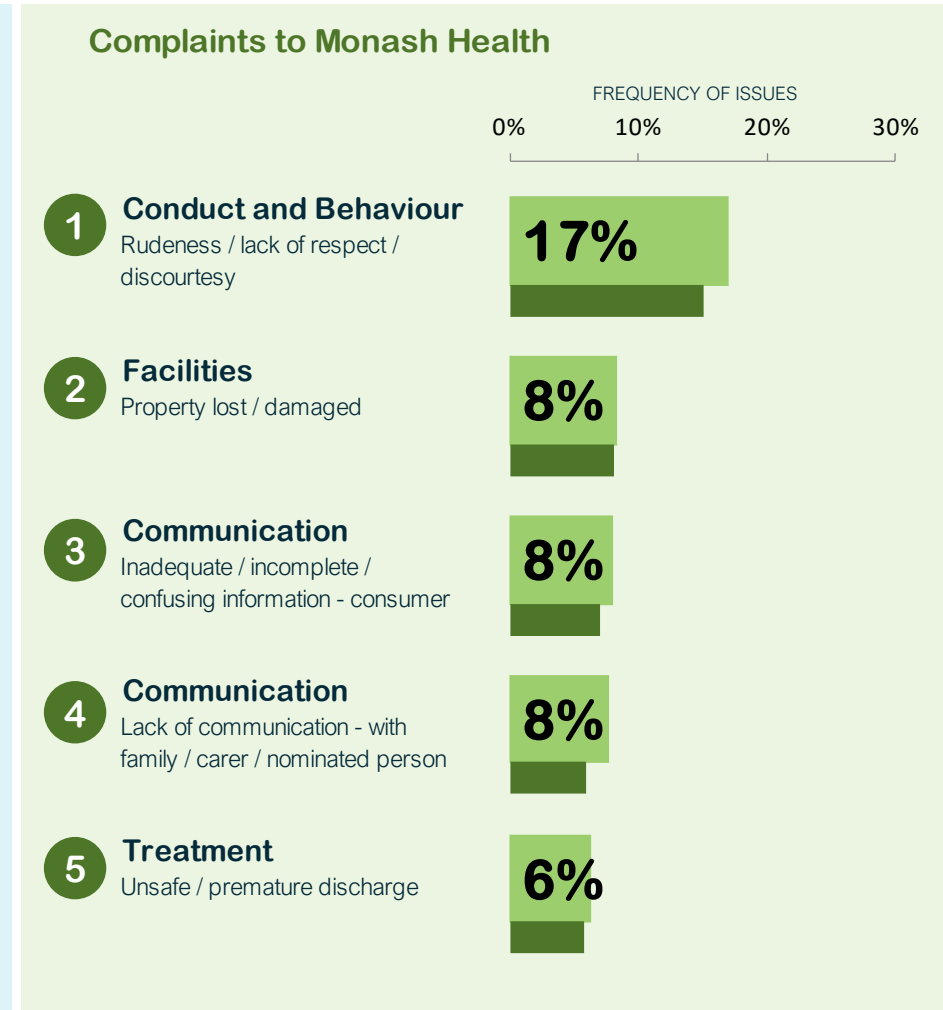
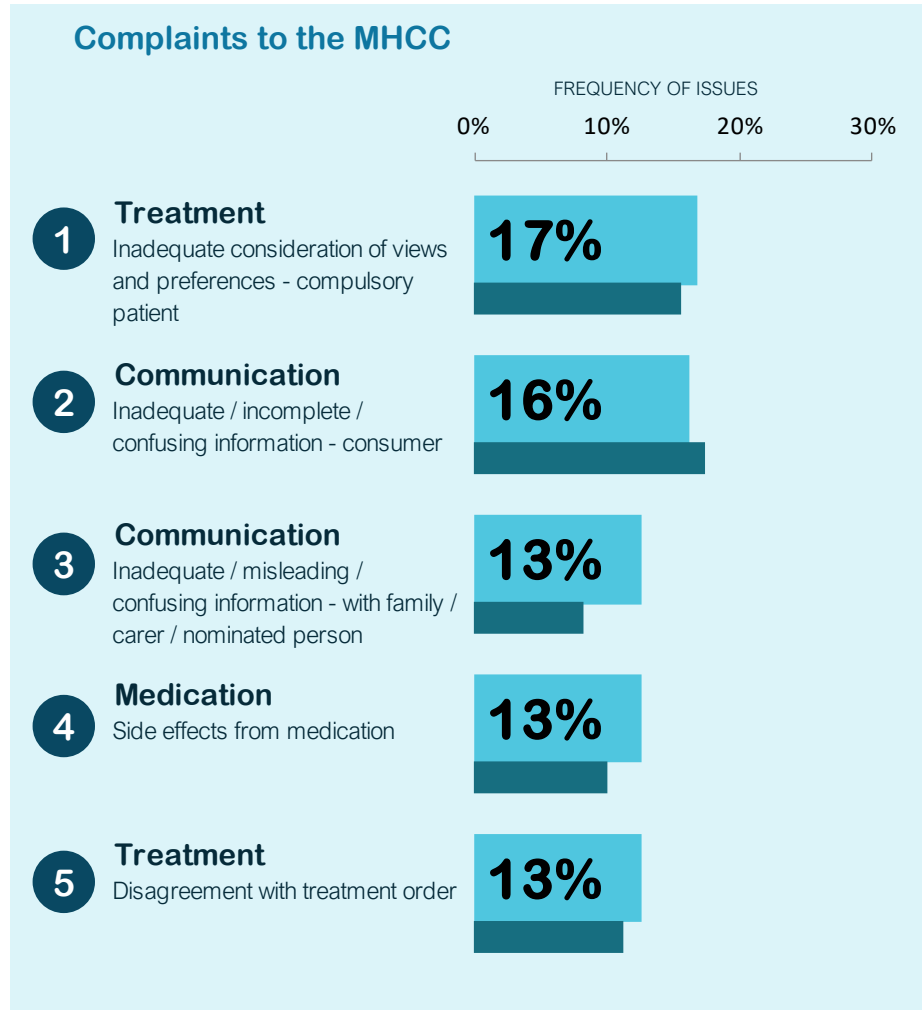
## Complaints about Monash Health

- to the MHCC (n=215)
- to the service (n=300)

## Sector-wide complaints

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

- Inadequate consideration of the views and preferences of compulsory patients and inadequate or confusing information provided to consumers were the most frequently occurring issues in complaints to the MHCC about Monash Health, raised in a similar proportion as in complaints across the sector.
- In complaints made directly to Monash Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, broadly consistent with the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Monash Health

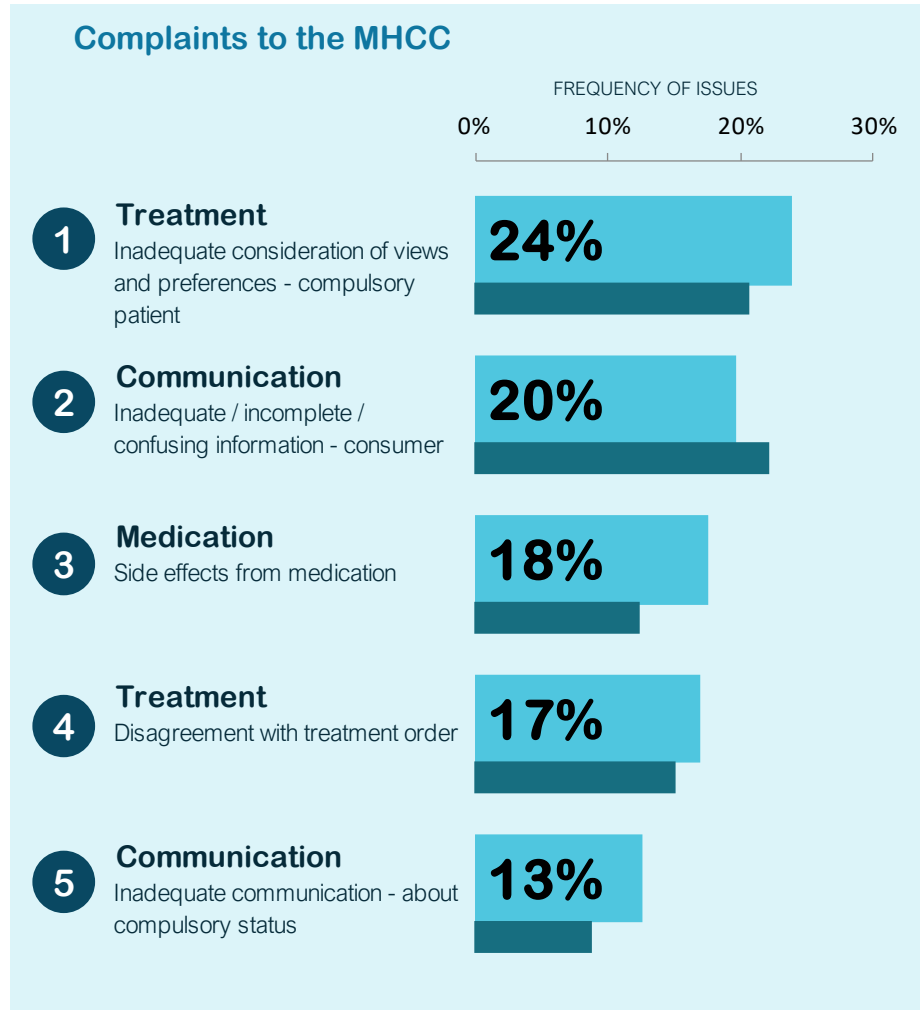
Complaints about Monash Health

- to the MHCC (n=142)
- to the service (n=185)

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 Monash Health were consistent with the top five issues raised in complaints to the MHCC for the sector overall. Inadequate consideration of the views and preferences of compulsory patients was the most commonly raised issue.
- The most frequently raised issue by consumers in complaints directly to Monash Health was rudeness / lack of respect / discourtesy, broadly consistent with the sector.



# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Monash Health

Complaints about Monash Health

● to the MHCC (n=63)

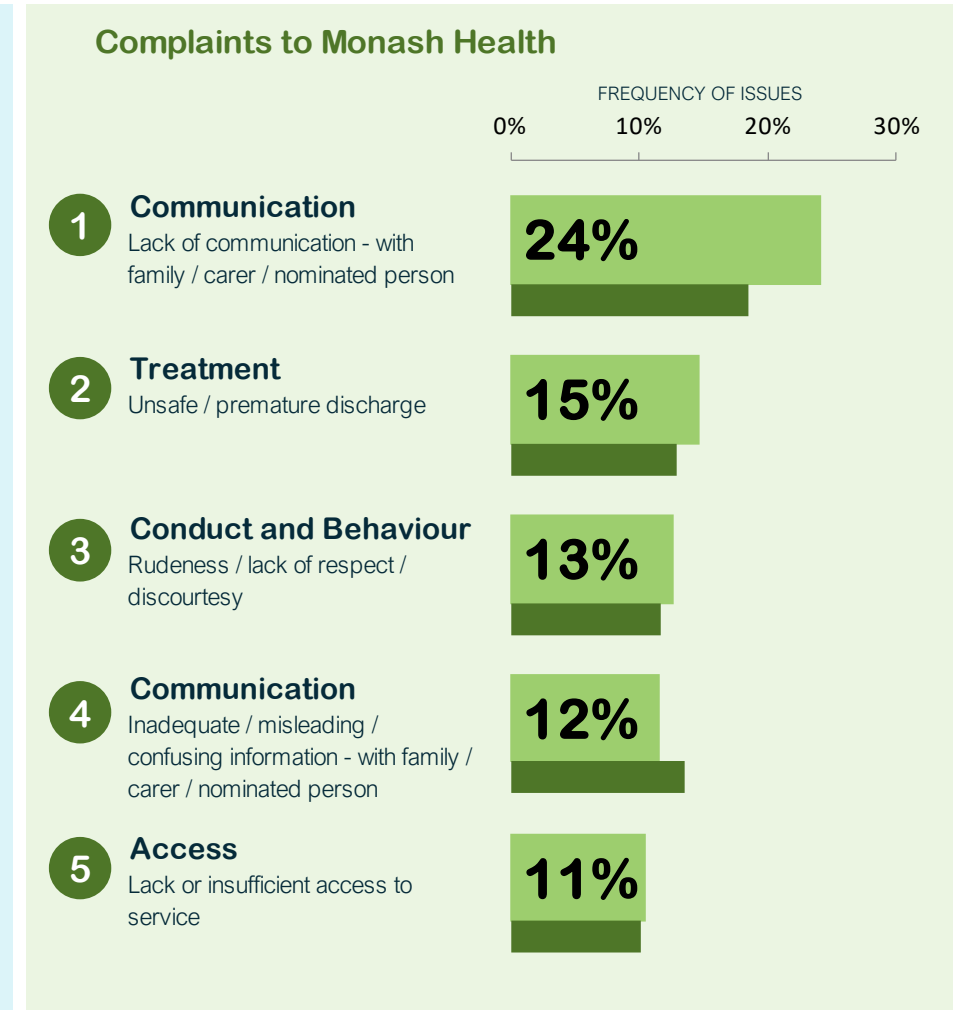
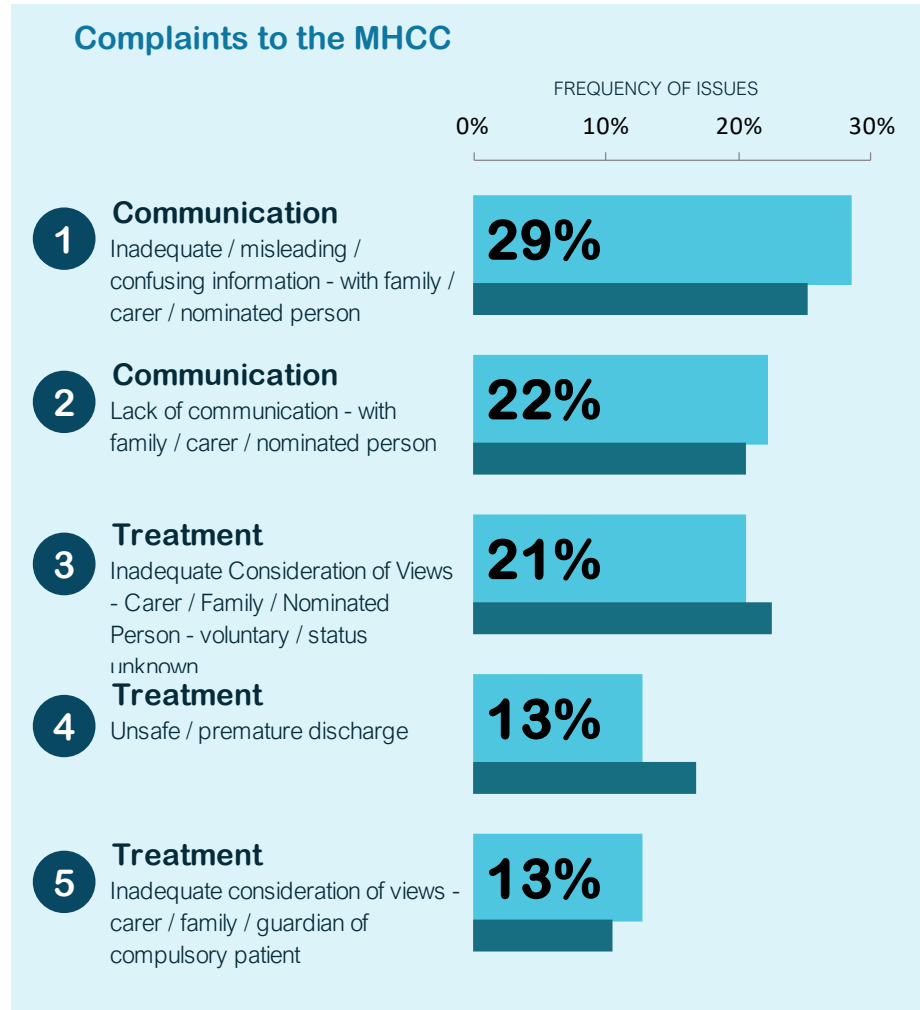
● to the service (n=95)

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 regarding treatment were the most frequently raised by family members / carers in complaints to the MHCC about Monash Health. These were raised in a similar proportion compared to the sector.
- Similar issues were also raised by family members / carers in complaints directly to Monash Health, as well as unsafe or premature discharge.



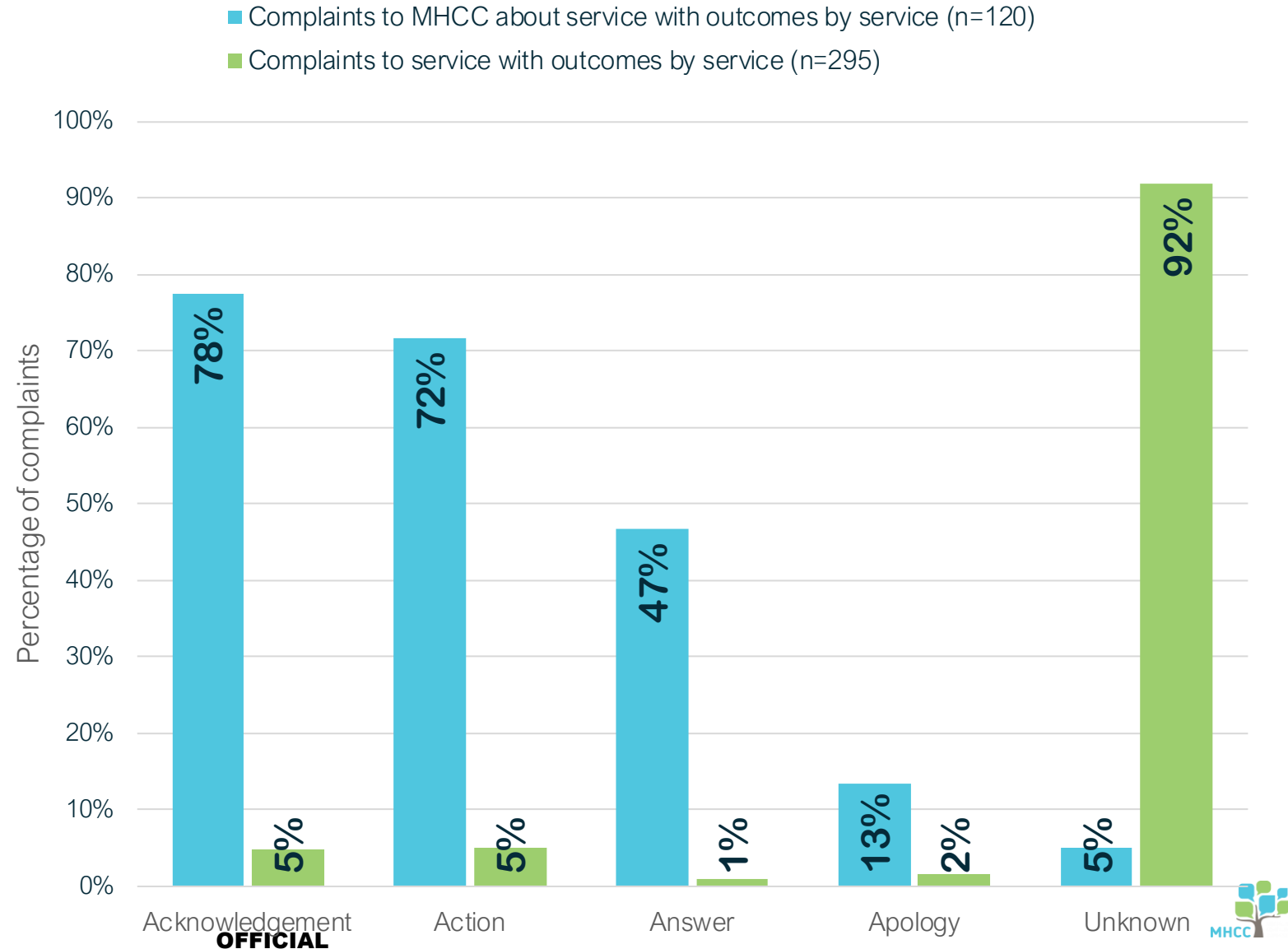


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

## Closed complaints about Monash 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 Monash Health 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 Monash Health of the issues raised by the complainant, followed closely by action taken.
- The most common outcome of complaints made directly to Monash Health was unknown/ unreported. The MHCC encourages Monash Health to record more outcomes of complaints made directly to the service.

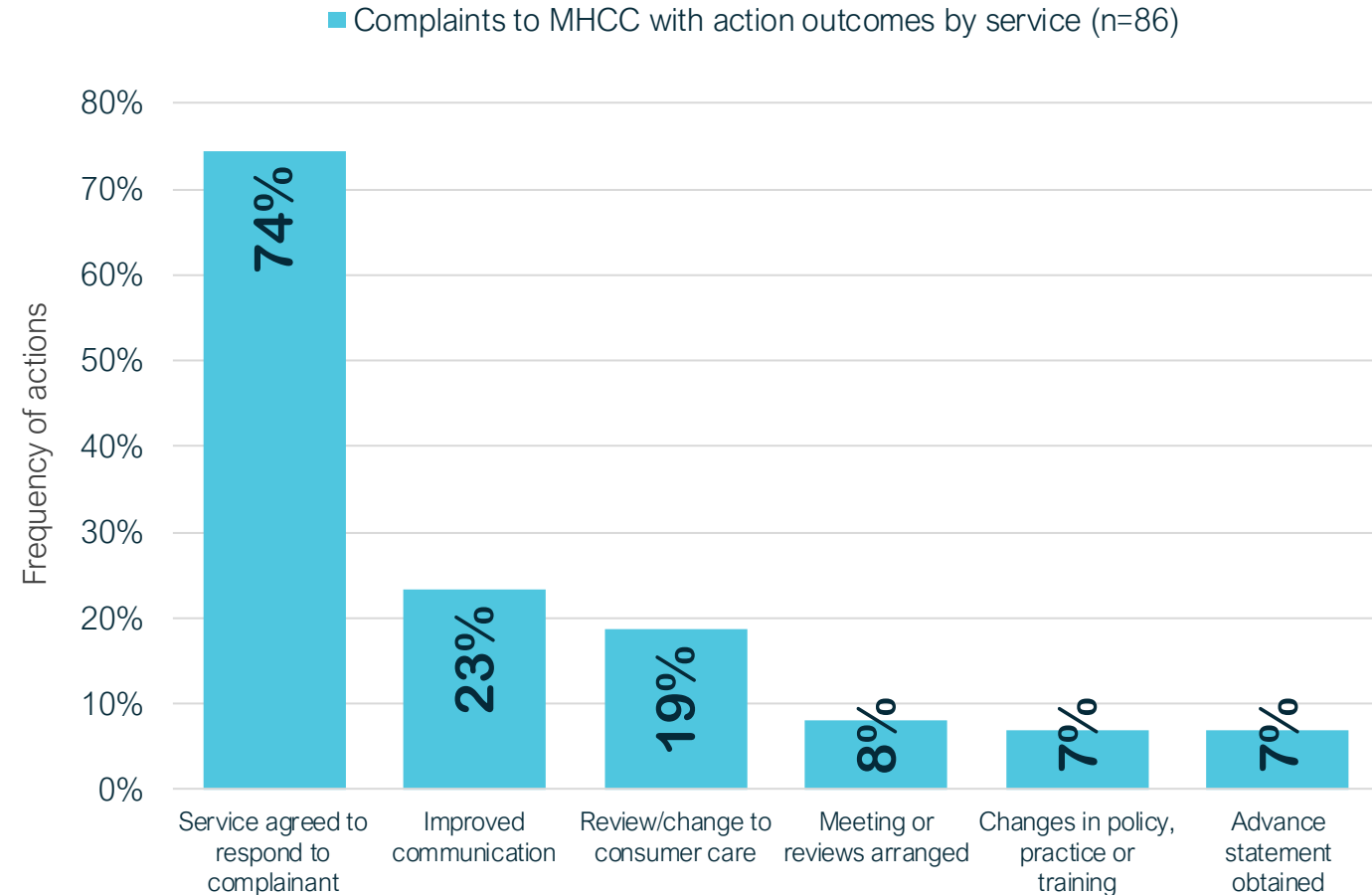




# What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Monash Health in response to complaints 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

- Overall, more complaints were made to the to Monash Health directly than to the MHCC. The MHCC is happy 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 Monash Health and to Monash Health directly.



## Issues raised

- Inadequate consideration of the views and preferences of compulsory patients and inadequate or confusing information provided to consumers were the most frequently occurring issue in complaints to the MHCC about Monash Health, raised in a similar proportion of complaints than the sector.
- In complaints made directly to Monash Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, broadly consistent with the sector.



## Outcomes

- The most common outcomes of complaints made to the MHCC were acknowledgement and action taken by Monash Health on the issues raised by the complainant.
- The MHCC would be pleased to see more data on outcomes of complaints made directly to the service.
- The most common action undertaken by Monash Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.