

Summary of service provider complaint report

Austin 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:



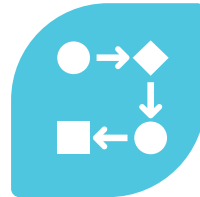
identify key themes and emerging issues across the sector



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

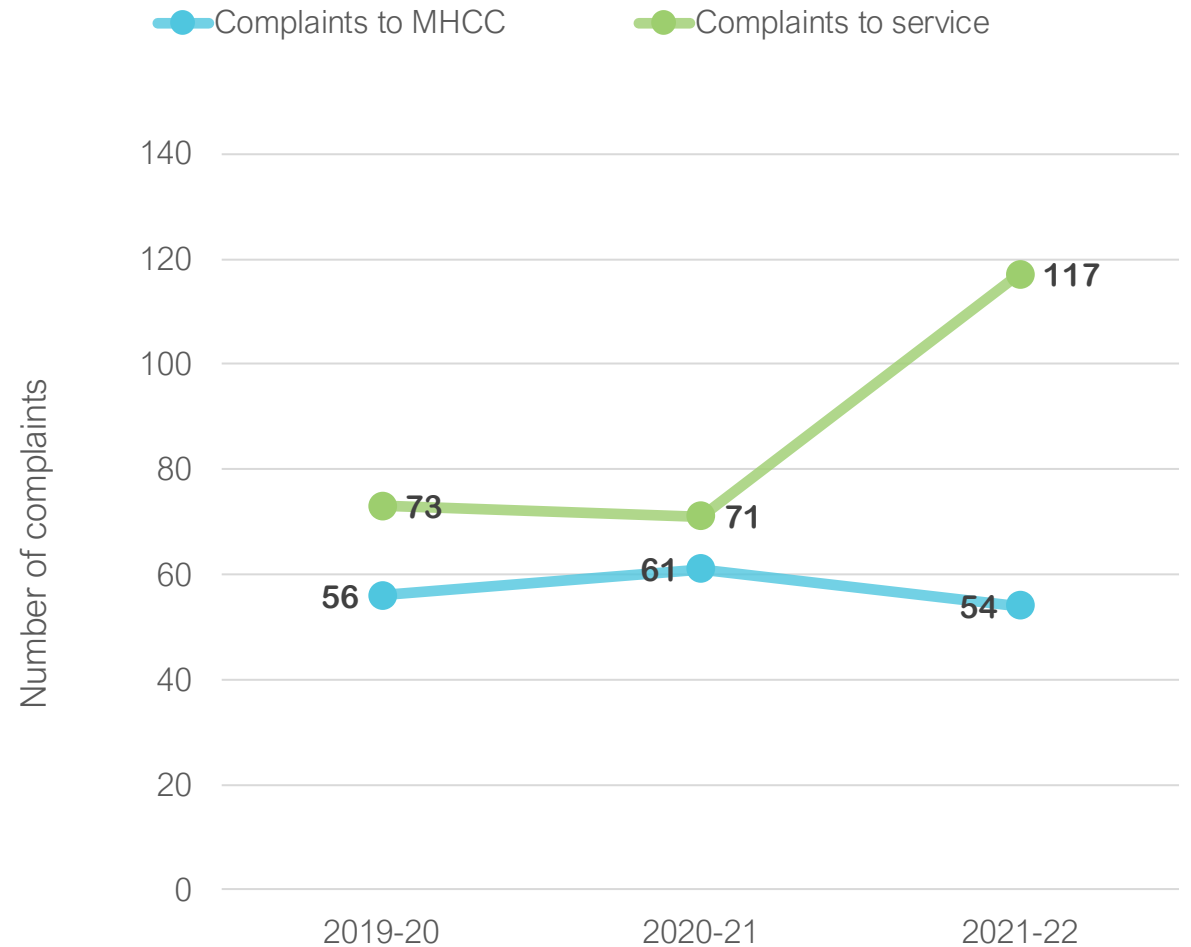
54

Complaints to MHCC
about Austin Health

117

Complaints to Austin
Health

- Overall, the number of complaints made directly to Austin Health is more than double the complaints made to the MHCC about Austin Health.
- The number of complaints made to the MHCC about Austin Health has stayed roughly the same compared to previous years, while the number of complaints made directly to Austin Health rose significantly in 2021-22.
- The number of complaints made to the MHCC remains stable since 2019-20, while an increase was recorded in 2021-22 for complaints being made directly to Austin 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 slightly higher rate of complaints were made to the MHCC about Austin Health. The rate of complaints made to Austin Health directly was significantly higher than the sector. A much higher rate of compliments was recorded for Austin Health compared to the sector.

Complaints about Austin Health

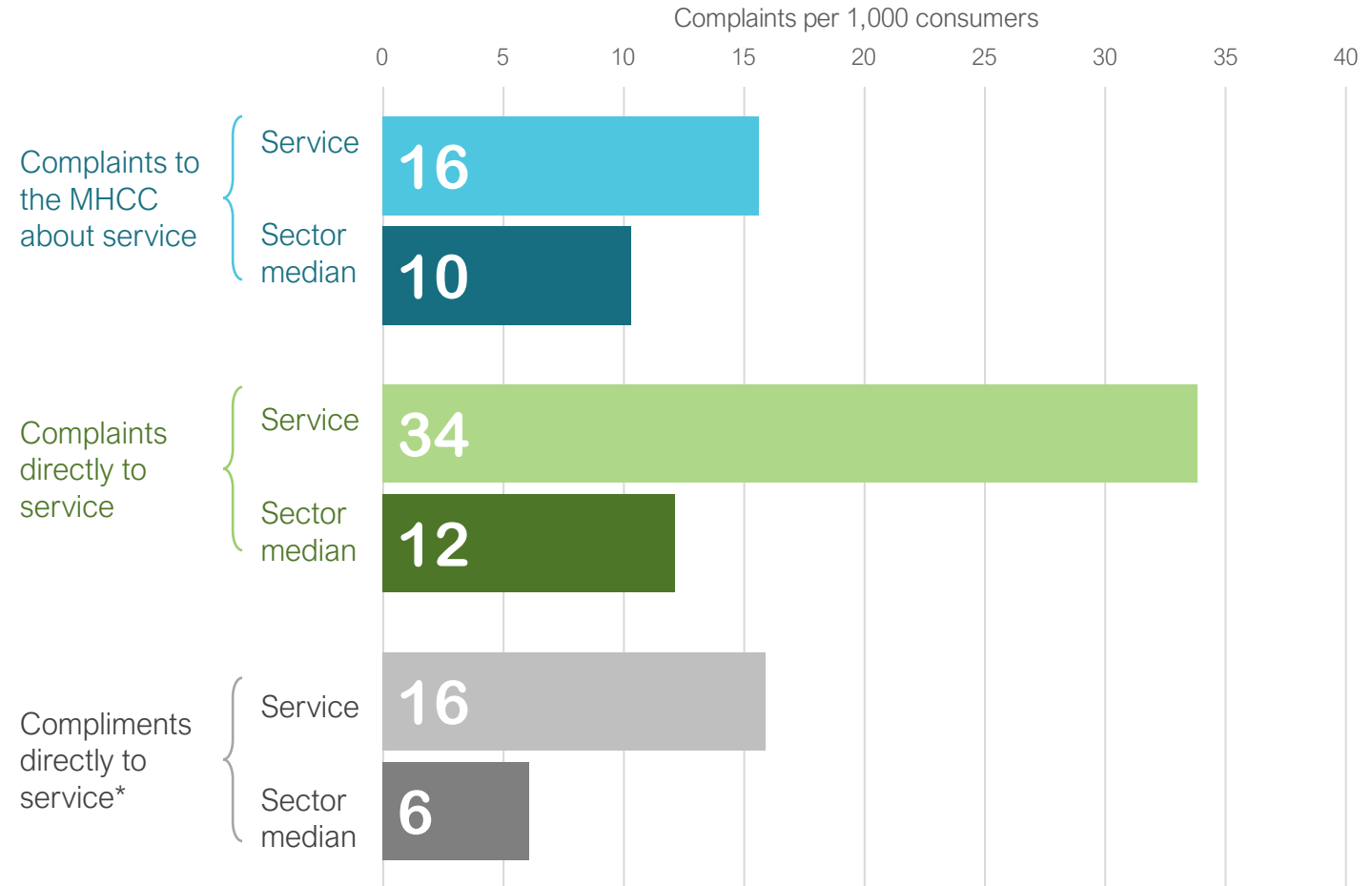
- to the MHCC (n=54)
- to the service (n=117)

Compliments to Austin Health (n=55)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

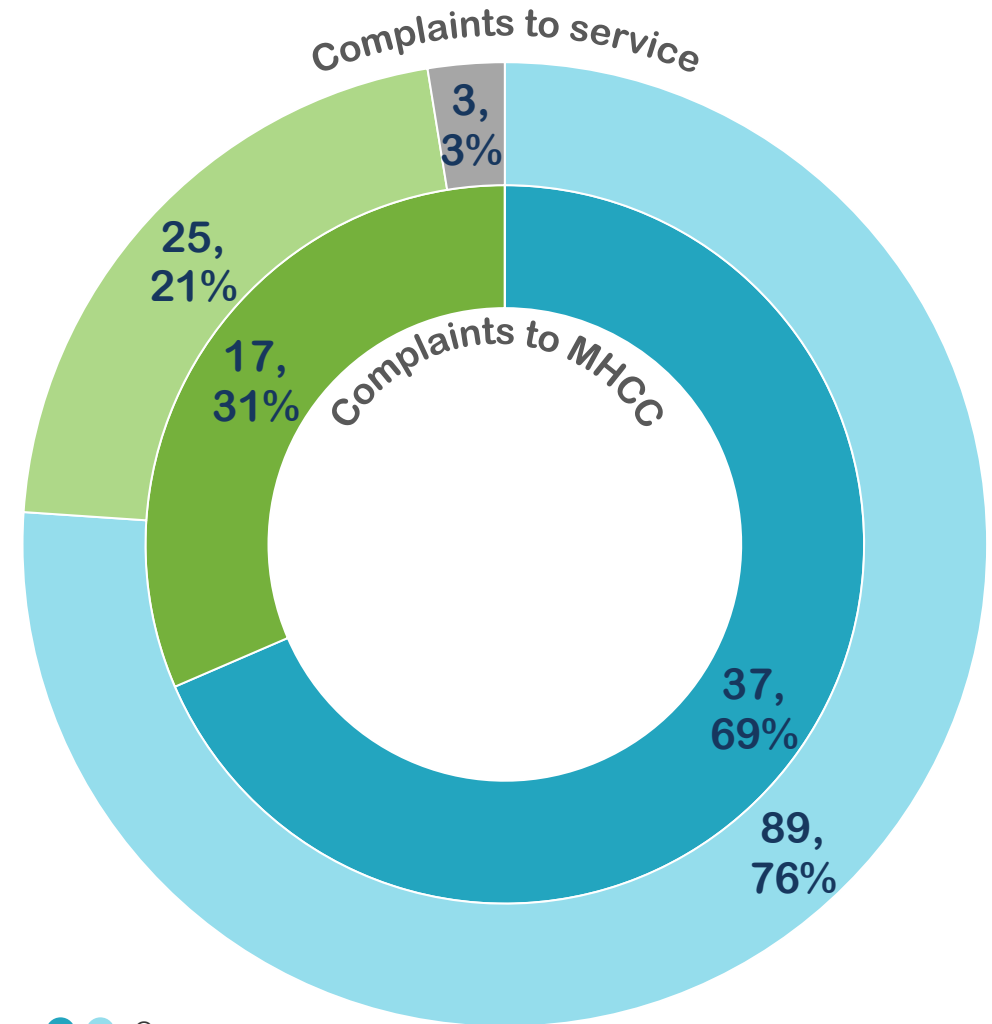


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Austin Health

- Consumers made the majority of complaints to the MHCC about Austin Health and to Austin Health directly, consistent with the sector.
- Family members / carers made just under one third of all complaints to the MHCC while accounting for a fifth of complaints directly to Austin Health.



- Consumer
- Family member/carer
- Other

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



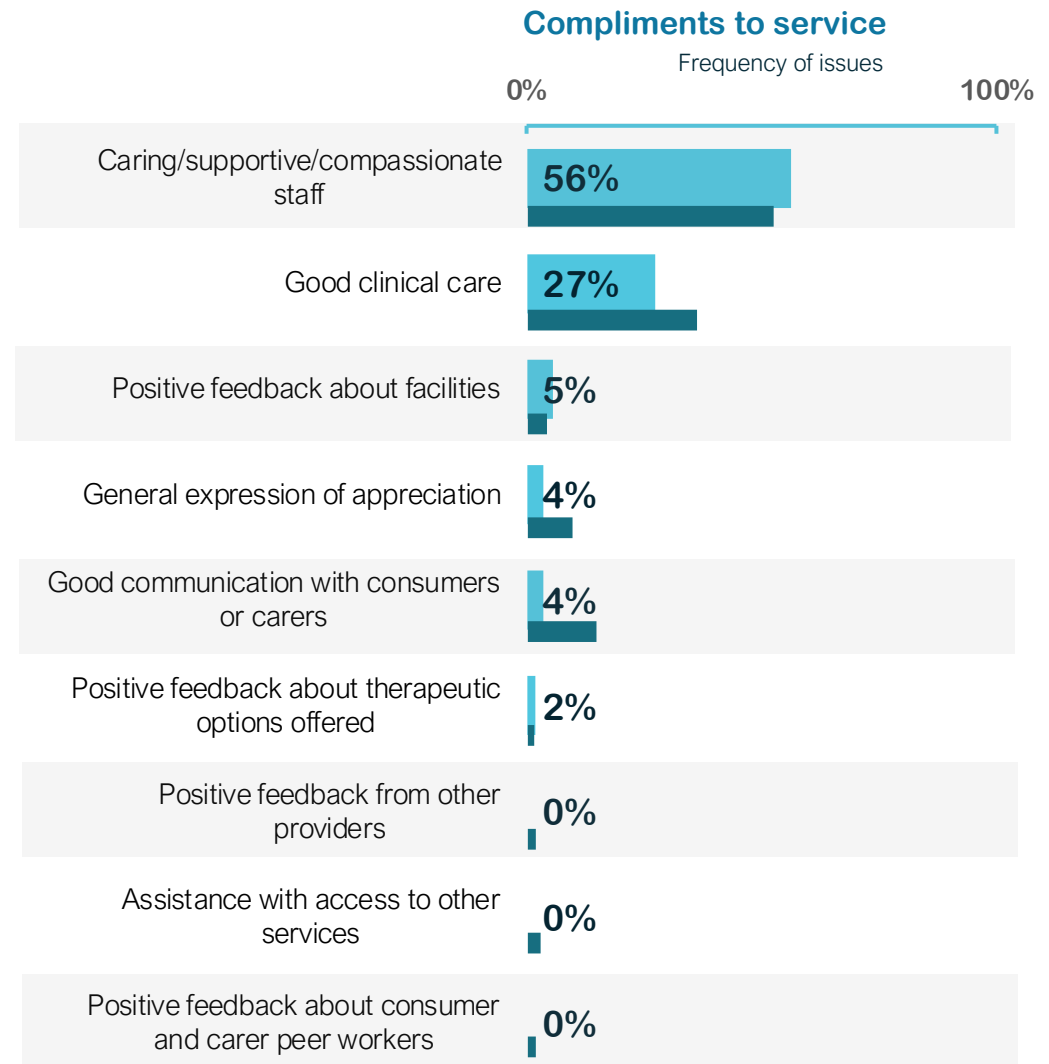
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Austin Health (n=55)
 ● Compliments to services sector-wide (n=891)

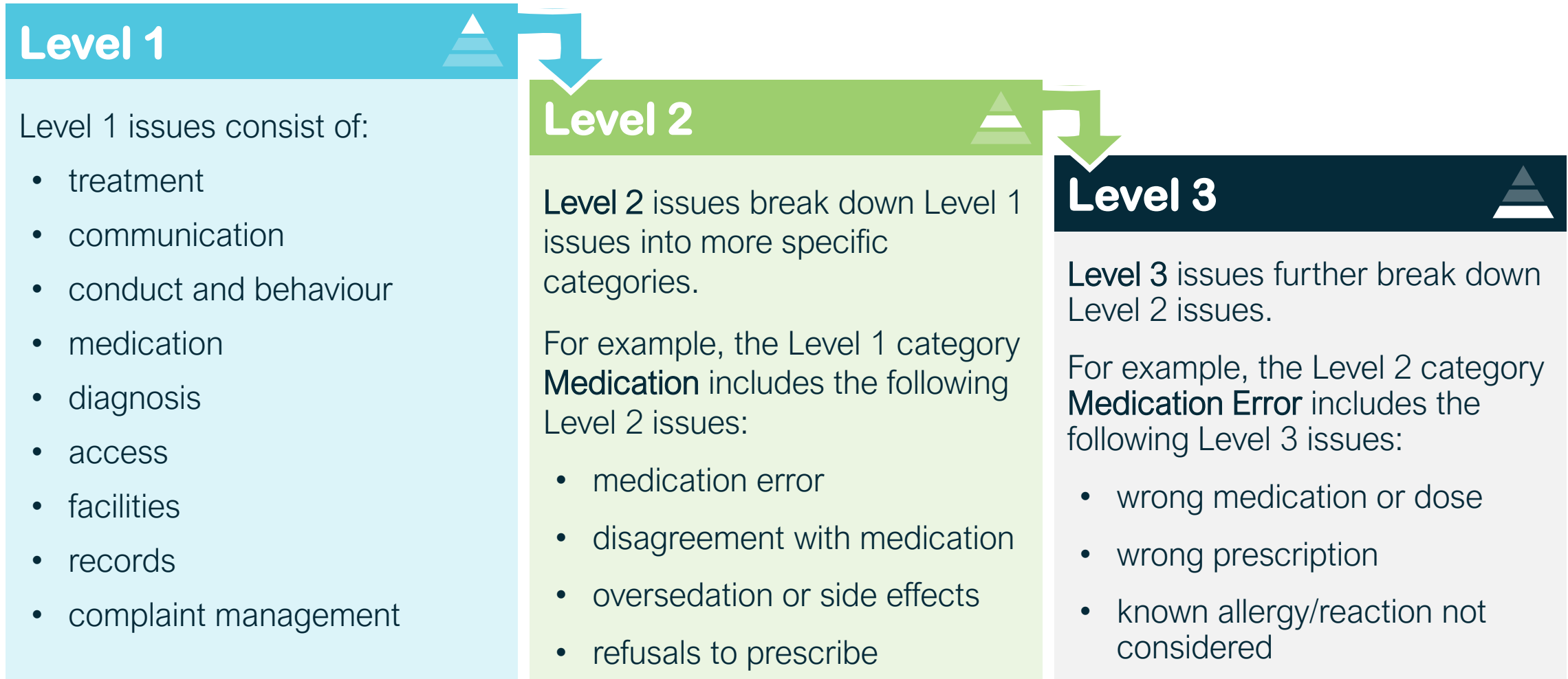
Themes raised in compliments about Austin Health

- A considerable level of detail was provided by Austin Health about their compliments data that enabled the MHCC to identify specific themes.
- Compliments made to Austin Health were most commonly positive feedback about caring / supportive and compassionate staff, and good clinical care.
- Austin Health have also received some positive feedback about their facilities.



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 Austin Health

- The most commonly raised issues in complaints made to the MHCC about Austin Health were about Treatment, Communication, Medication and Conduct and behaviour – these were consistent with the top issues raised in complaints to the MHCC for the sector overall.
- In complaints made to Austin Health directly, the most commonly raised issues were about Treatment, Conduct and behaviour, Facilities and Access – these were also consistent with sector-wide rates.

Complaints about Austin Health

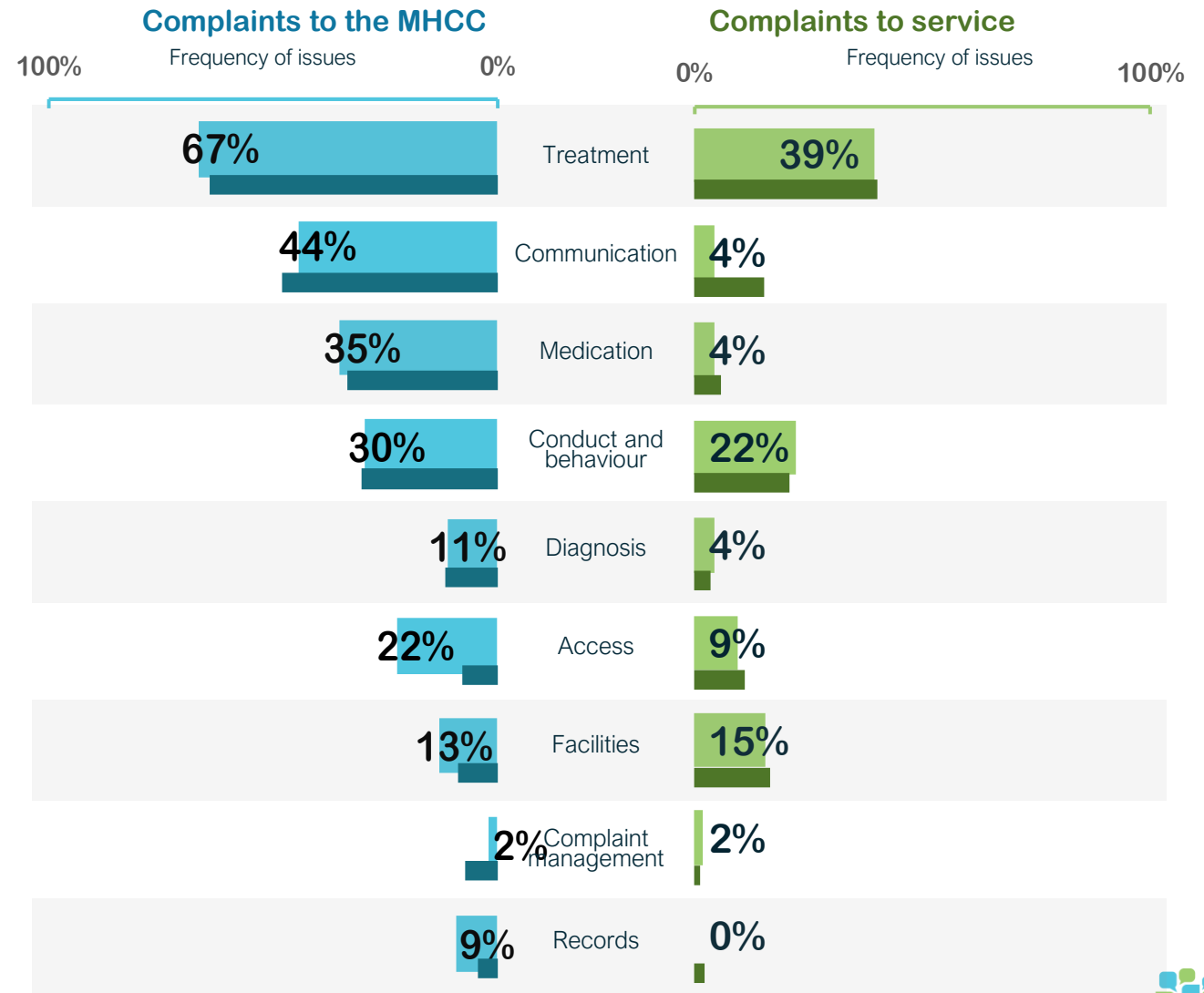
to the MHCC (n=54)

to the service (n=117)

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 Austin Health

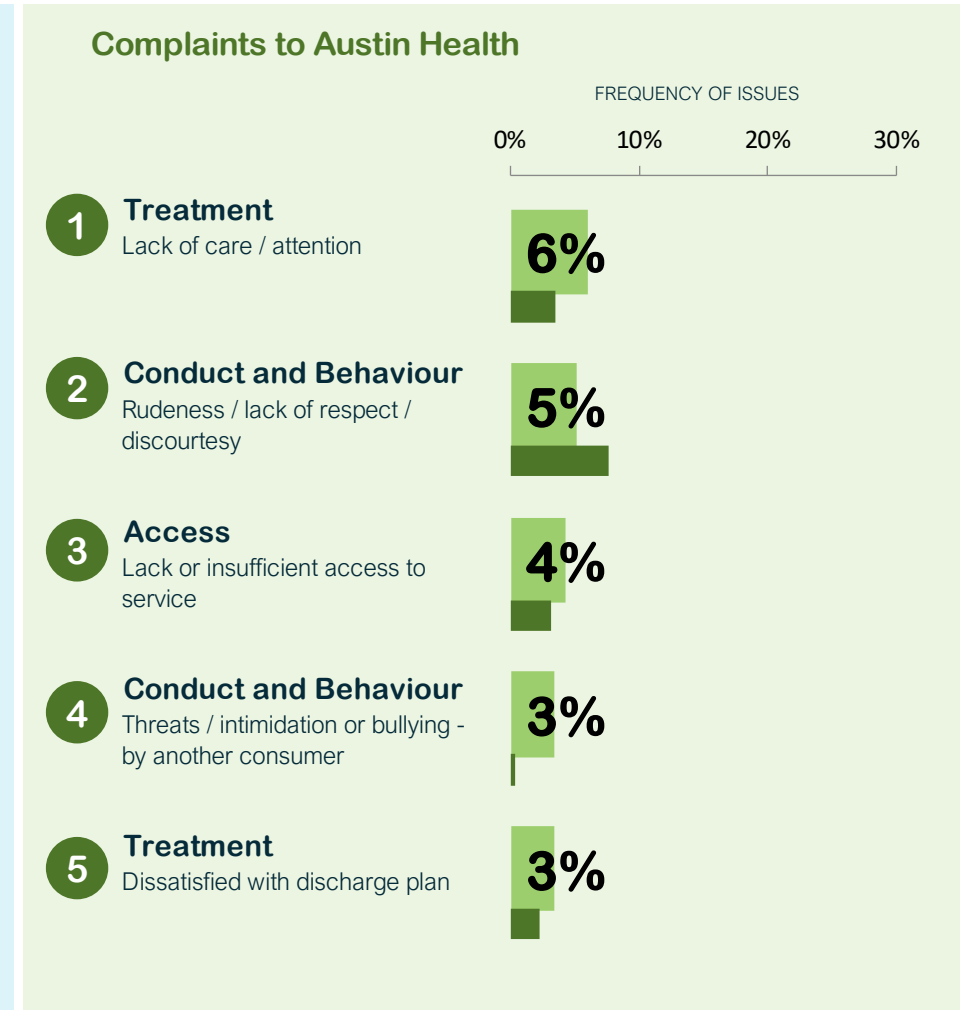
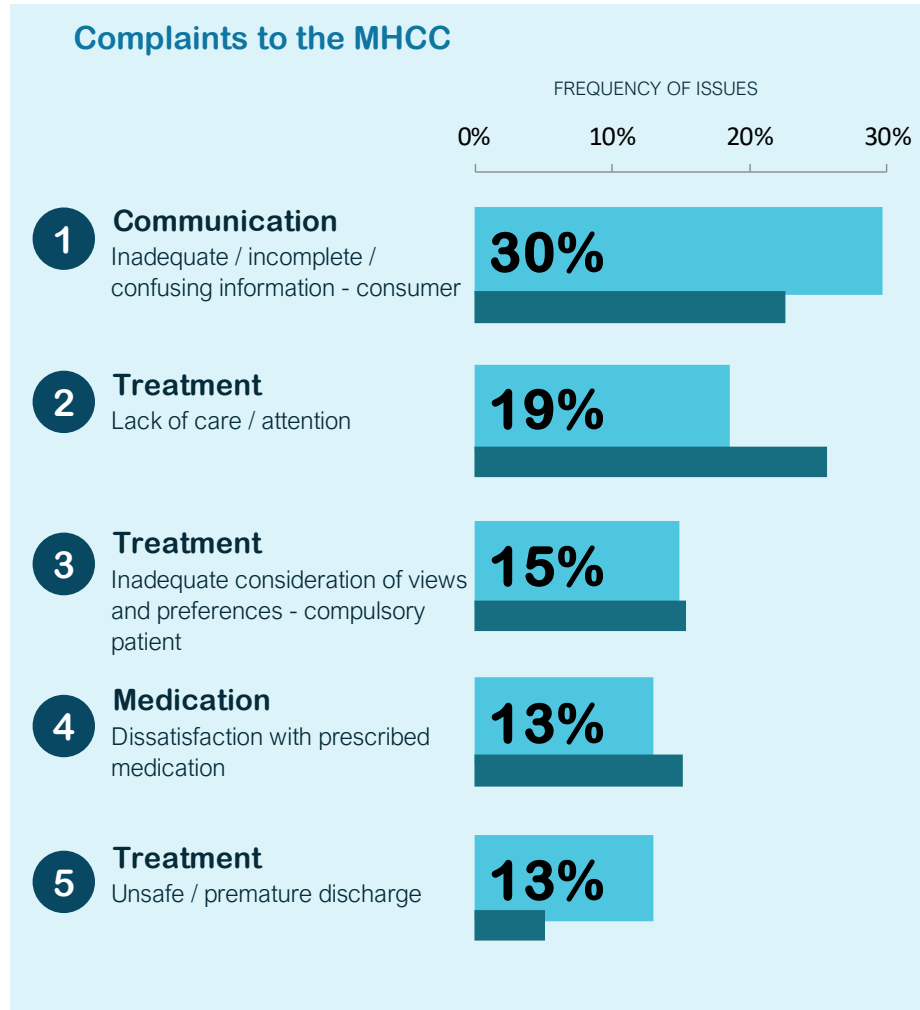
Complaints about Austin Health

- to the MHCC (n=54)
- to the service (n=117)

Sector-wide complaints

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

- Inadequate or confusing information provided to consumers was the most frequently mentioned issue in complaints to the MHCC about Austin Health – this issue was raised in a slightly higher proportion than in complaints across the sector.
- In complaints made directly to Austin Health, lack of care / attention and rudeness / lack of respect / discourtesy were the most frequently reported issues, with the former raised in a higher proportion when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Austin Health

Complaints about Austin Health

● to the MHCC (n=37)

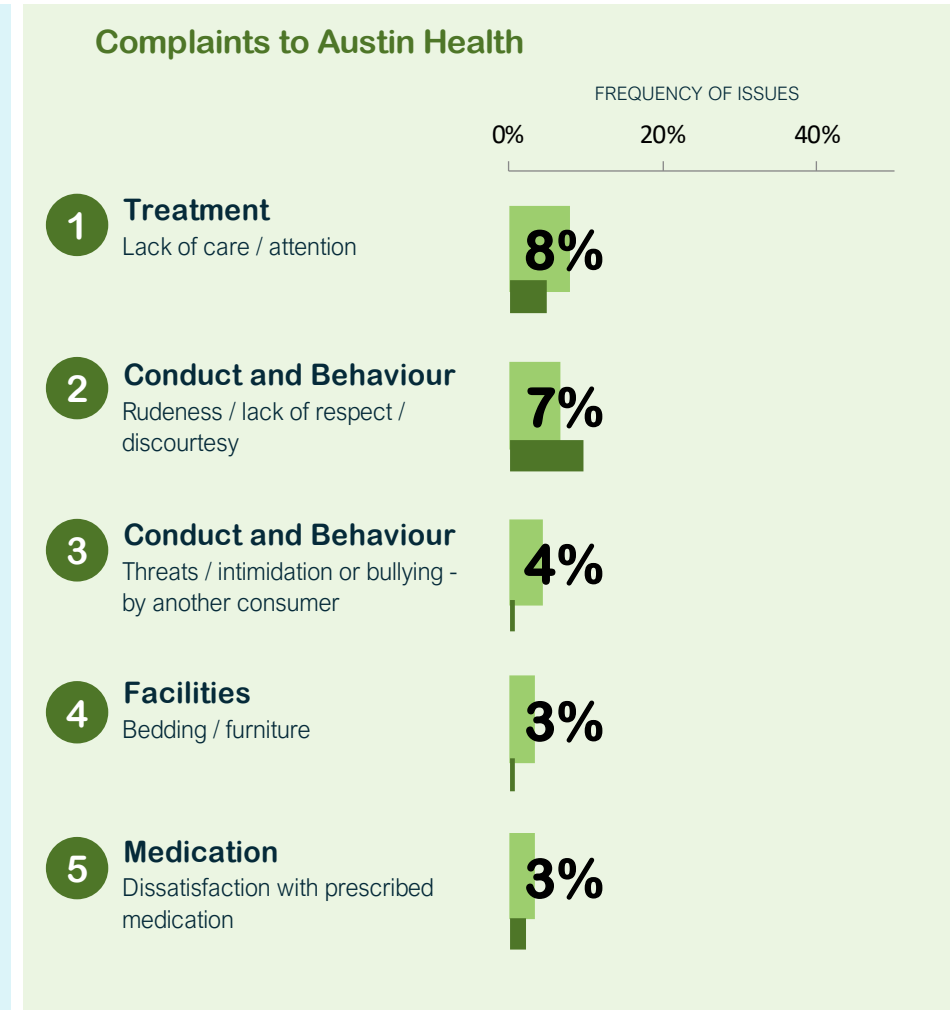
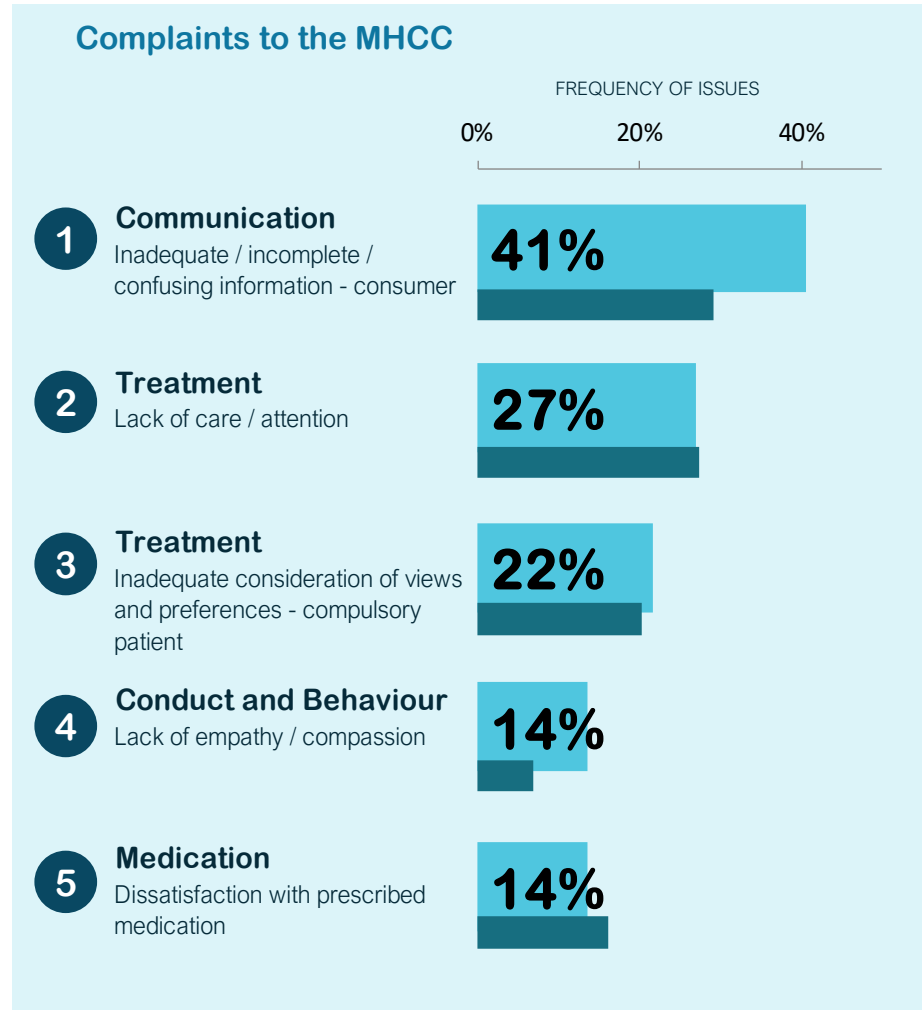
● to the service (n=89)

Sector-wide complaints

● to the MHCC (n=918)

● to the service (n=832)

- In complaints made about Austin Health to the MHCC by consumers, inadequate/incomplete or confusing information provided to consumers, lack of care / attention, and inadequate consideration of the views and preferences of compulsory patients were the most commonly raised issues – there are consistent with the top issues raised in complaints to the MHCC for the sector overall.
- The most frequently raised issues by consumers in complaints directly to Austin Health were lack of care / attention, and rudeness / lack of respect / discourtesy.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Austin Health

Complaints about Austin Health

● to the MHCC (n=17)

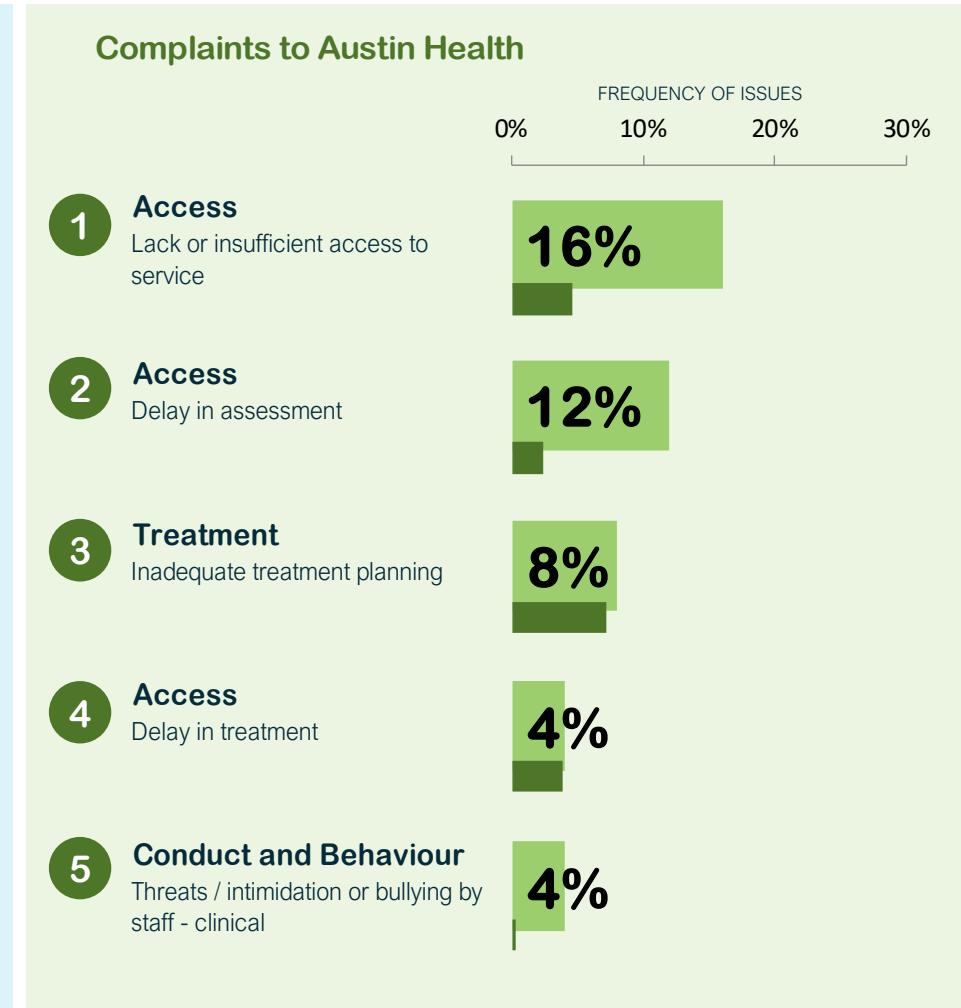
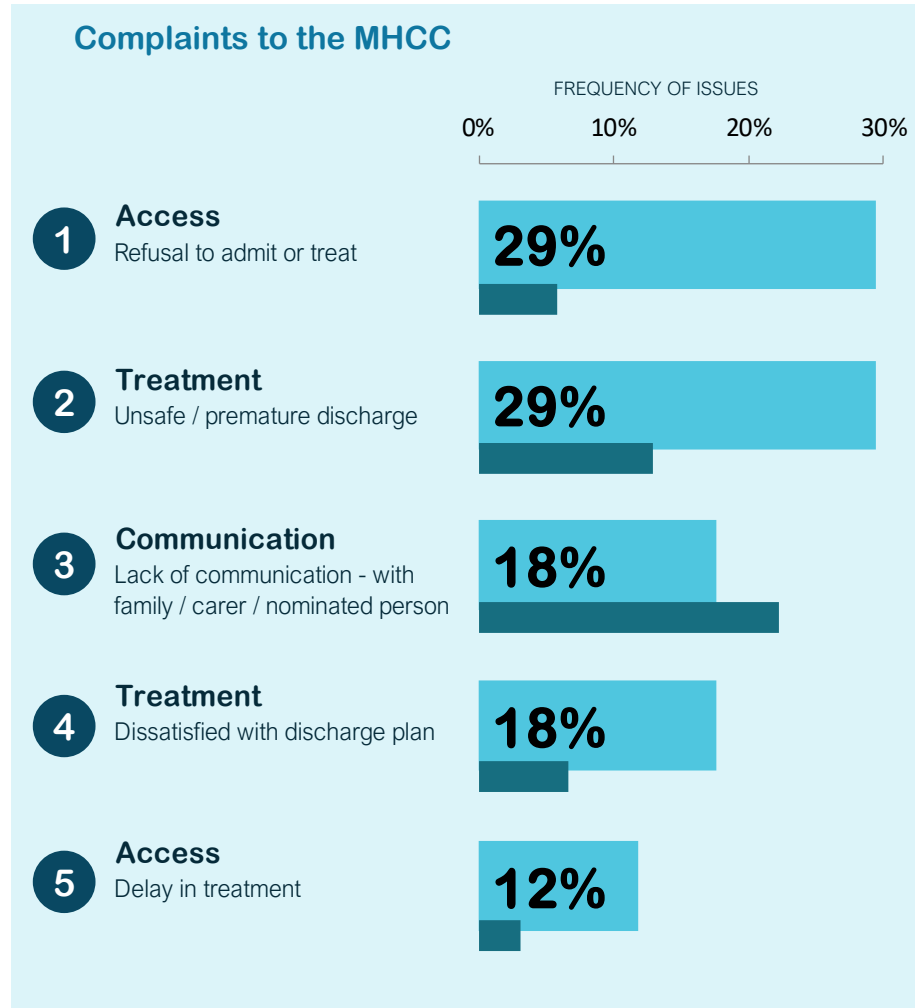
● to the service (n=25)

Sector-wide complaints

● to the MHCC (n=341)

● to the service (n=427)

- Refusal to admit or treat, and unsafe / premature discharge, raised in an equal percentage of complaints, were the most common issues raised in complaints made to the MHCC by carers. Both issues were raised in much higher proportions when compared to the sector.
- In complaints made by carers directly to Austin Health, lack of insufficient access to service, and delay in assessment were the most frequently raised issues. Both issues were raised in much higher proportions when compared to the sector.



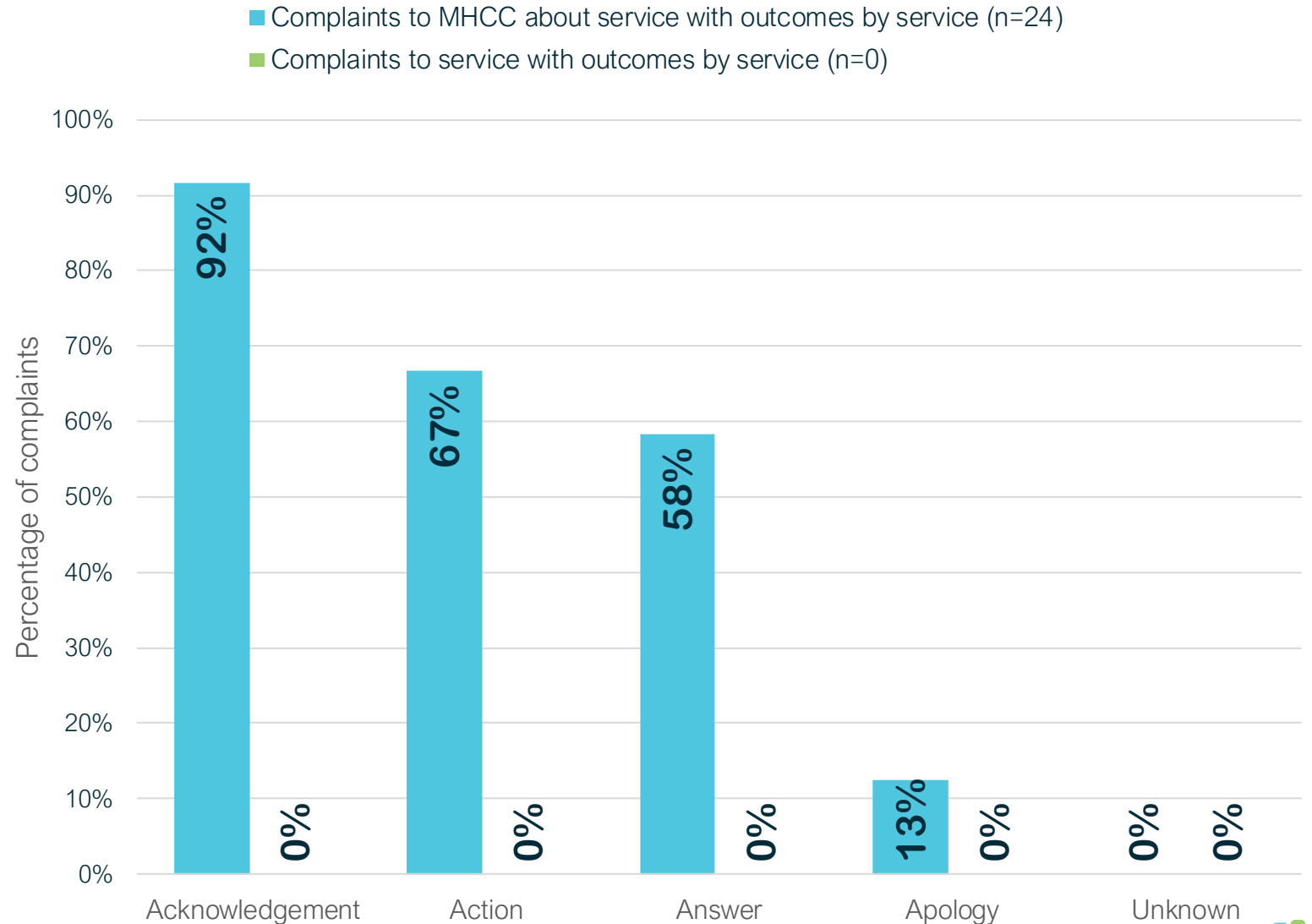


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Austin Health

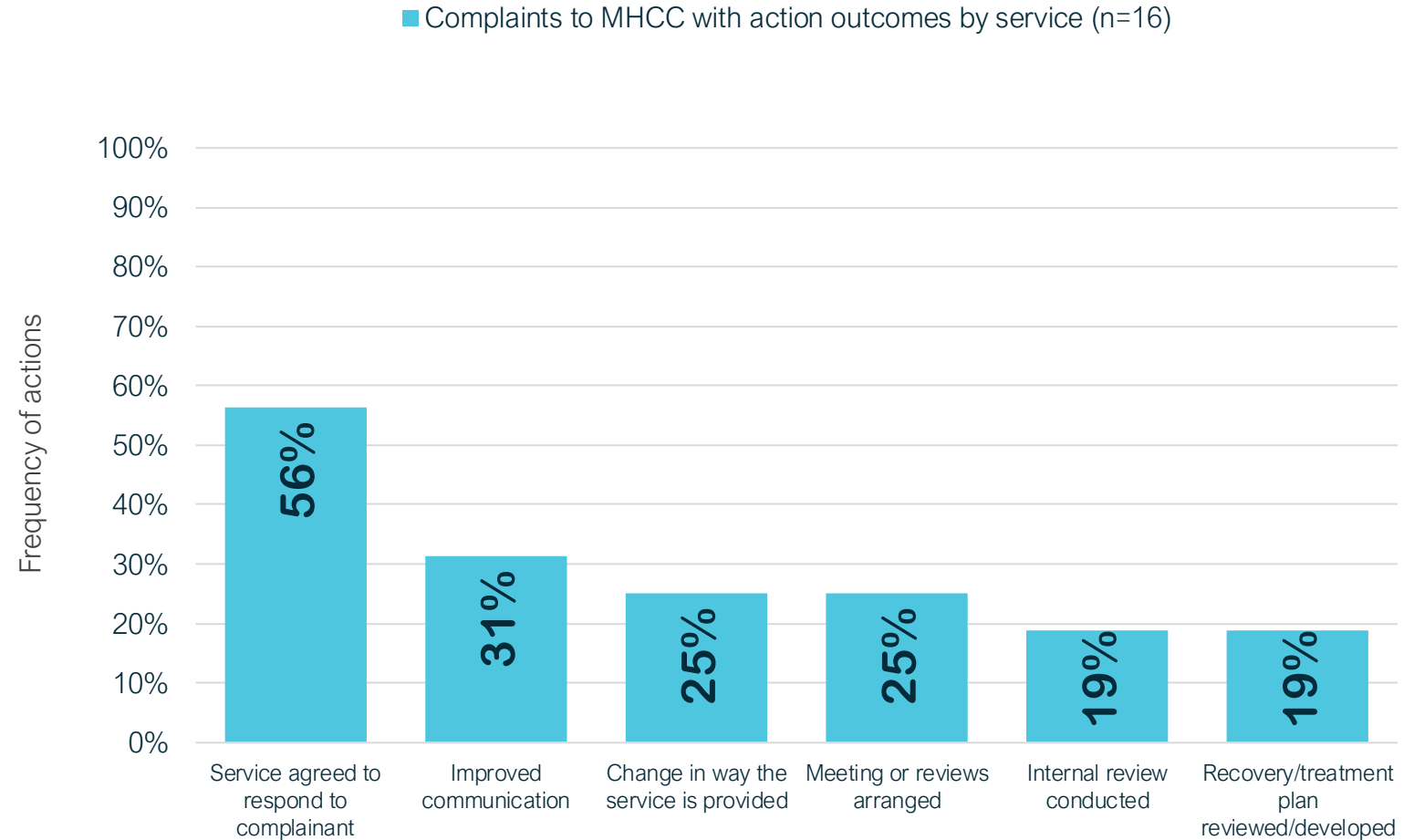
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Austin Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement of the concerns raised, followed by action taken by Austin Health, and an answer in response to the concerns raised.
- Austin Health did not report on outcomes they achieved for the complaints made directly to them in this reporting period.



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 Austin Health in response to complaints made about them to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - changes in the way service is provided
 - meeting or reviews arranged



Key points to consider



Complaint numbers

- Overall, the number of complaints made directly to Austin Health is more than double the complaints made to the MHCC about Austin Health.
- The number of complaints to the MHCC about Austin Health has stayed roughly the same compared to previous years, while the number of complaints made directly to Austin Health rose significantly in 2021-22.



Issues raised

- Inadequate/incomplete/confusing information provided to the consumer was the most frequently occurring issue in complaints made to the MHCC about Austin Health, consistent with the sector.
- In complaints made directly to Austin Health, lack of care/attention was the most frequently occurring issue, this is also consistent with the sector.



Outcomes

- The most common outcome of complaints made to the MHCC about Austin Health was acknowledgement by Austin Health of the issues raised by the complainant.
- The most common action undertaken by Austin Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.
- The MHCC would like to see outcomes being reported regarding complaints made directly to Austin Health.