

# Summary of service provider complaint report

## Latrobe Regional Hospital

2021-22



# Introduction

## Purpose

The purpose of this summary presentation is to showcase key data for complaints made to the MHCC and made complaints and compliments 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:



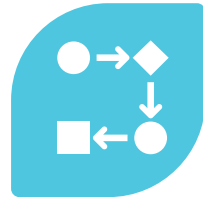
identify key themes and emerging issues across the sector



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

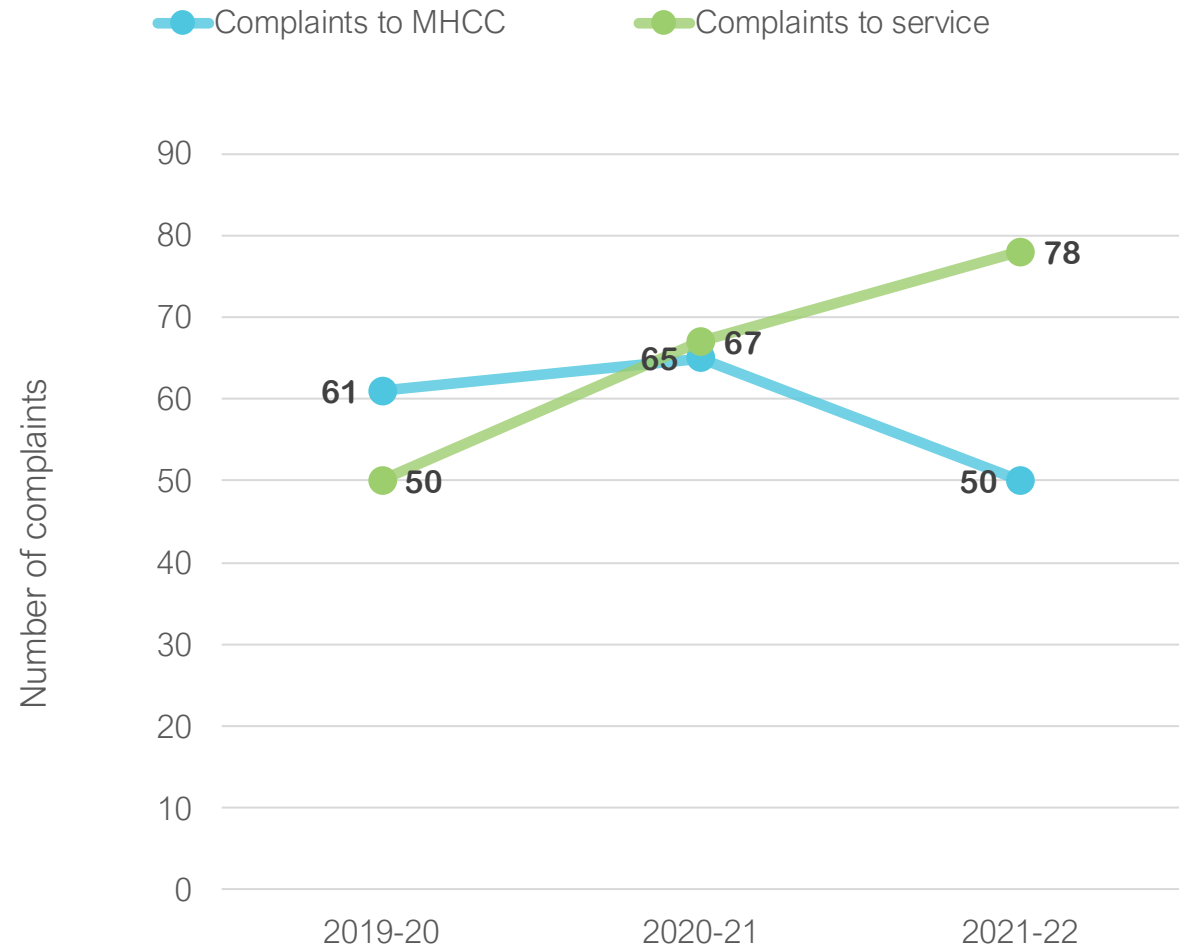
50

Complaints to MHCC  
about Latrobe Regional  
Hospital

78

Complaints to  
Latrobe Regional  
Hospital

- The number of complaints made to the MHCC about Latrobe Regional Hospital decreased in 2021-22, while the number of complaints made directly to the service increased steadily since 2019-20.
- Overall, more complaints were made directly to Latrobe Regional Hospital compared to those made to the MHCC about Latrobe Regional Hospital.



# 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, the rate of complaints made to the MHCC about Latrobe Regional Hospital is the same, while the rate of complaints made to the service directly is higher.
- The service did not report compliments for this reporting period.

## Complaints about Latrobe Regional Hospital

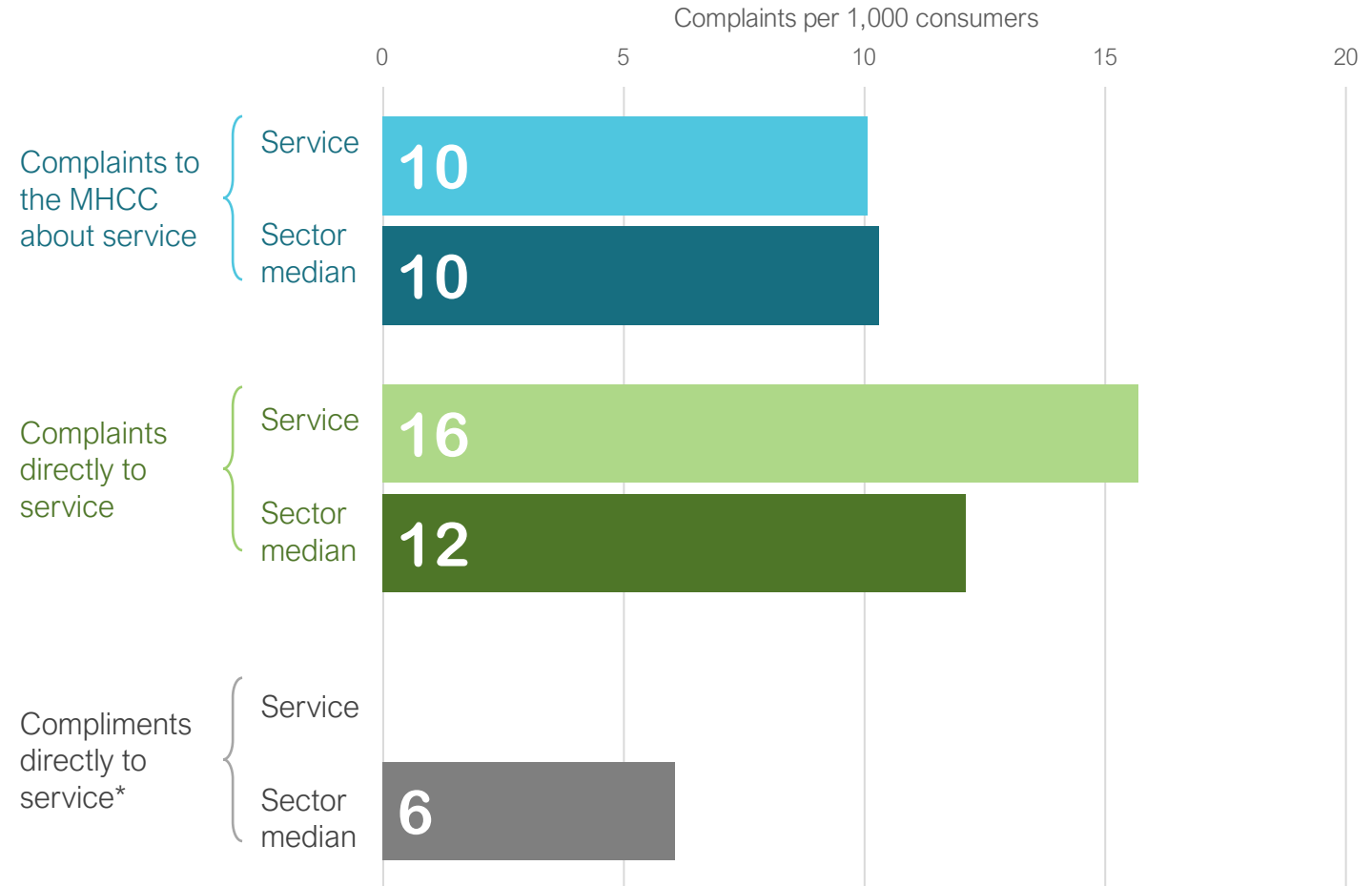
- to the MHCC (n=50)
- to the service (n=78)

● Compliments to Latrobe Regional Hospital (n=0)

## Sector-wide complaints

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

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

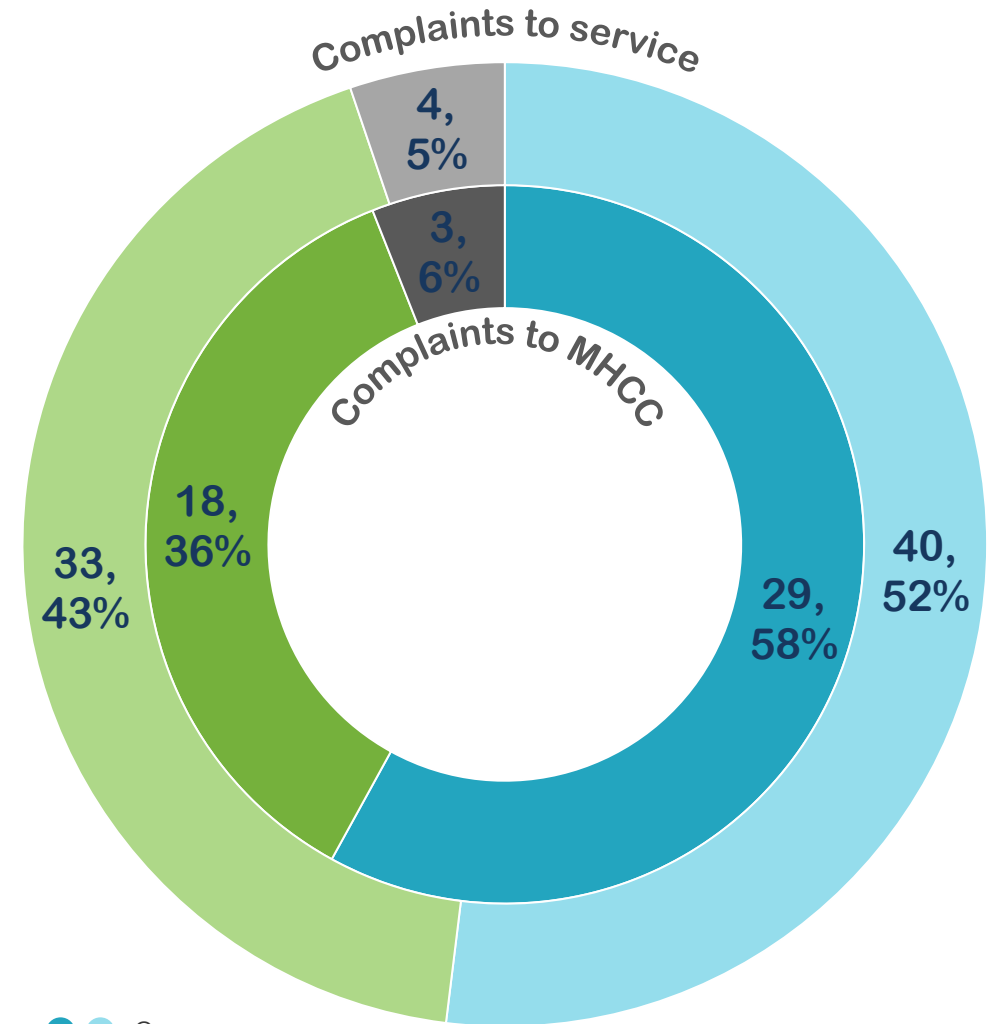


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2021-22

Complaints raised about Latrobe Regional Hospital

- Consumers made over half of complaints both to the MHCC about Latrobe Regional Hospital, as well as to Latrobe Regional Hospital directly.
- In contrast, family members / carers made slightly more than one third of all complaints to the MHCC and two fifths directly to Latrobe Regional Health. These figures are slightly higher when compared to the sector.



- Consumer
- Family member/carer
- Other

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

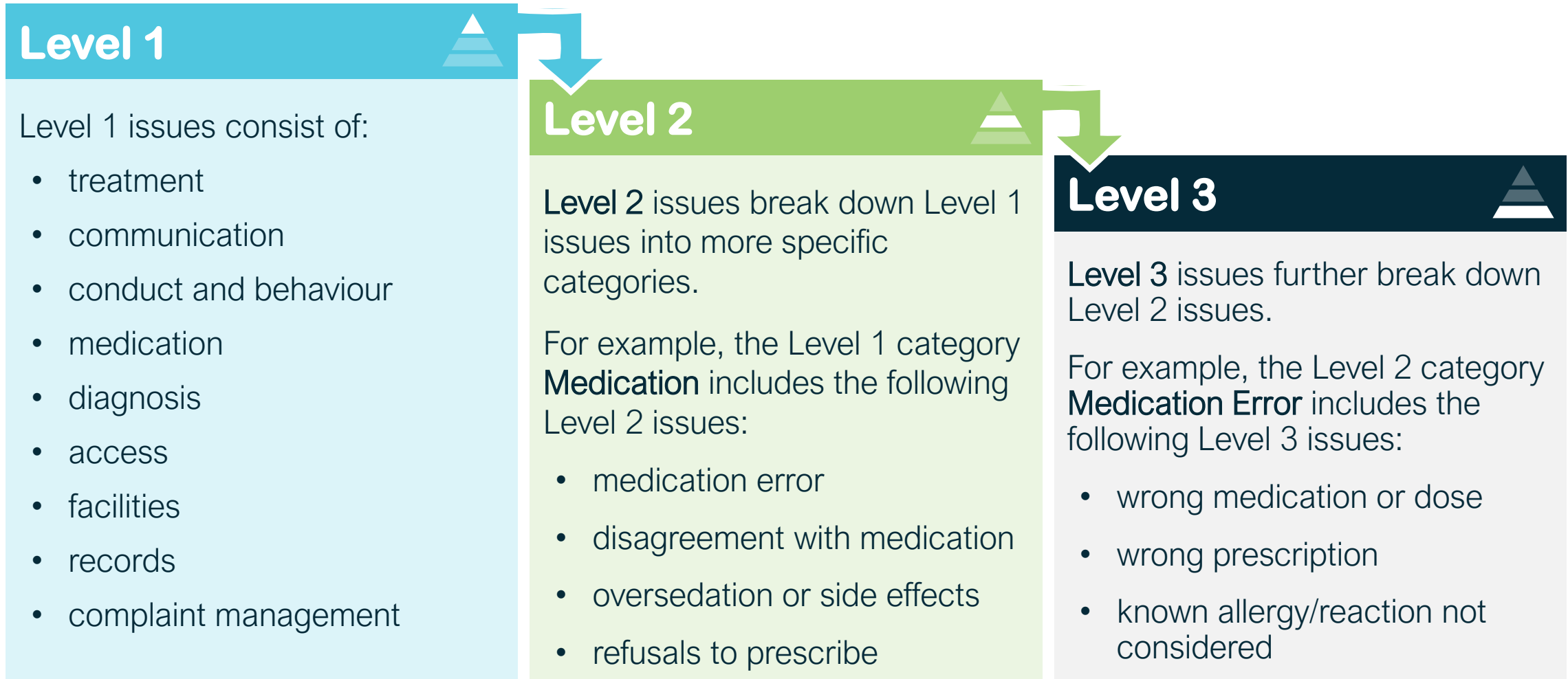


# Issues raised in complaints



# 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 Latrobe Regional Hospital

Complaints about Latrobe Regional Hospital

● to the MHCC (n=50)

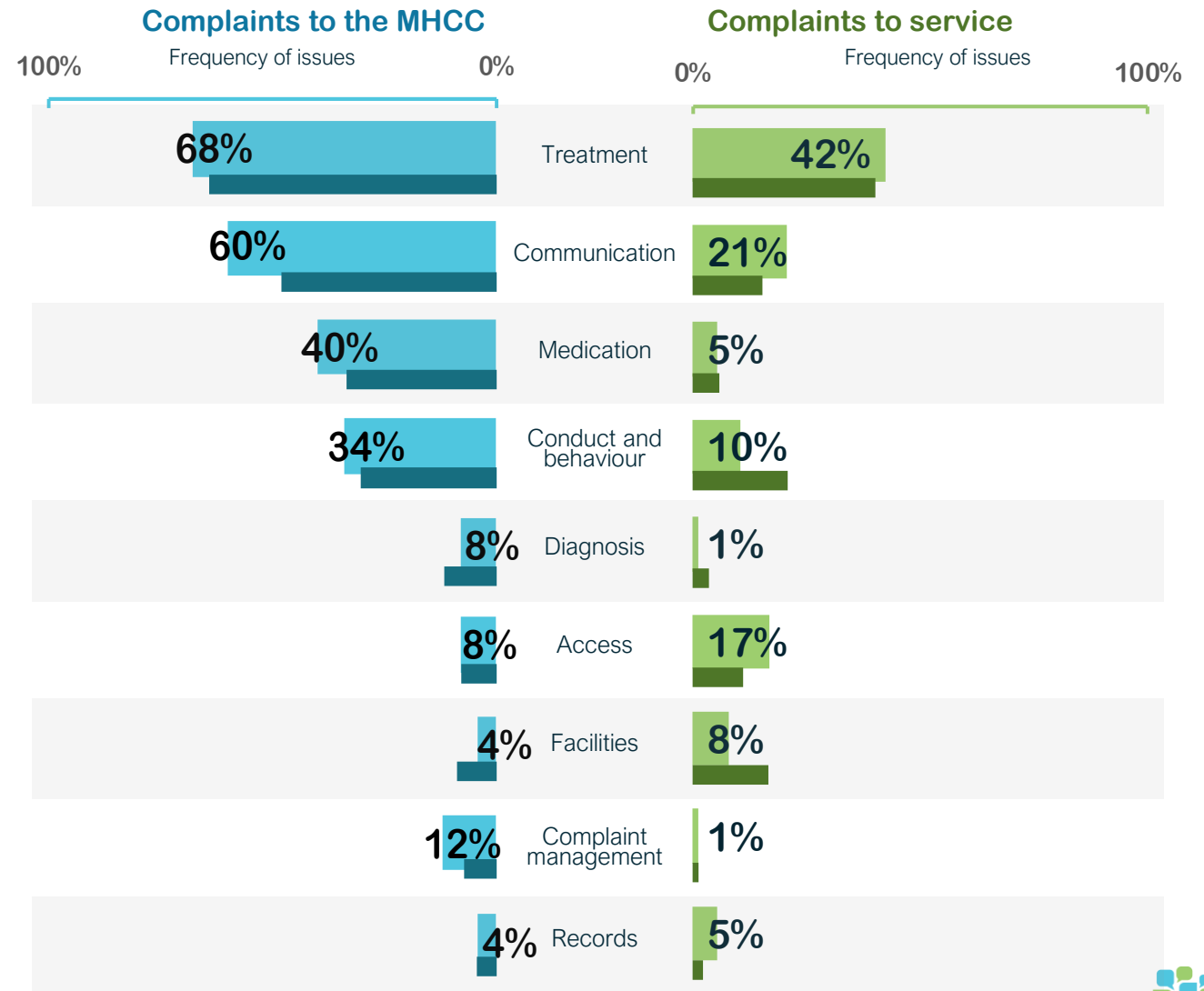
● to the service (n=78)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Issues raised in complaints to the MHCC about Latrobe Regional 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. Complaints about complaints management were raised at a higher rate compared to the sector.
- Issues raised in complaints made directly to Latrobe Regional Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment and Communication being the most commonly raised issues. Issues about Access were raised at a higher rate, while there were lower rate of complaints about Facilities when compared to the sector.



# What were complaints about? 2021-22

Most frequent Level 3 issues raised about Latrobe Regional Hospital

Complaints about Latrobe Regional Hospital

● to the MHCC (n=50)

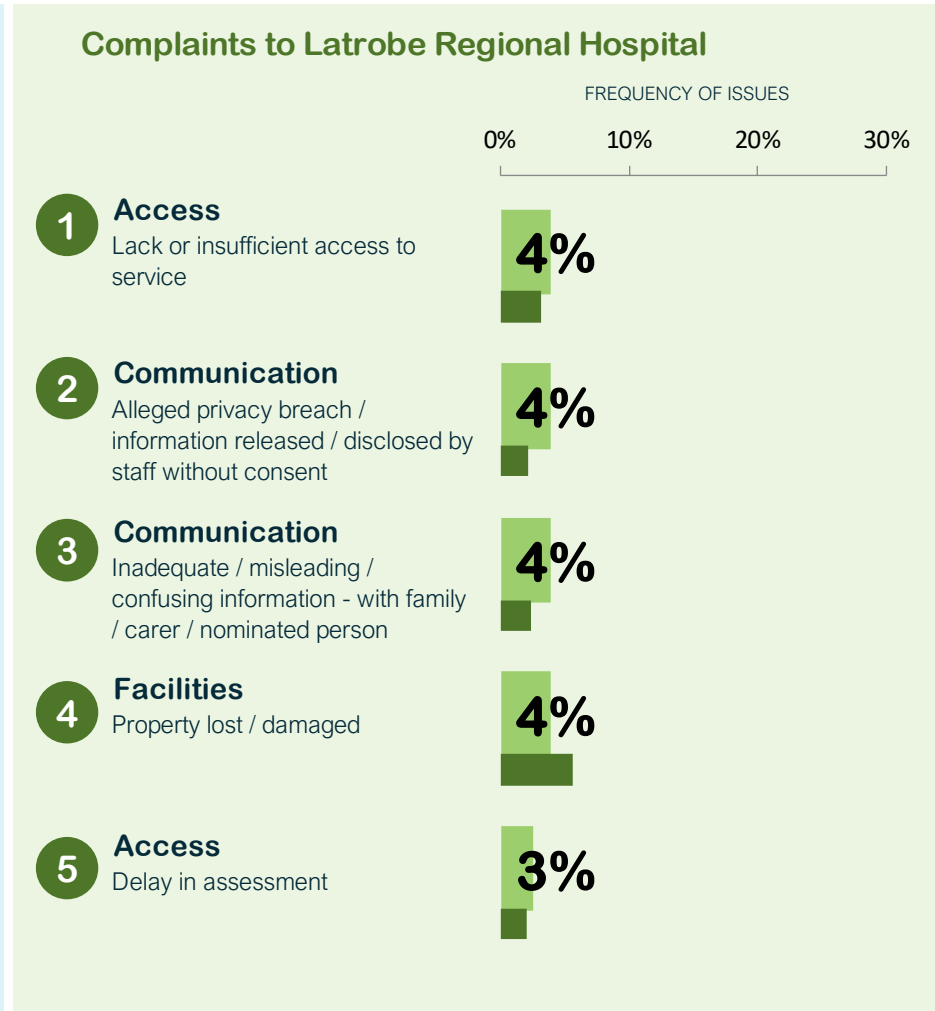
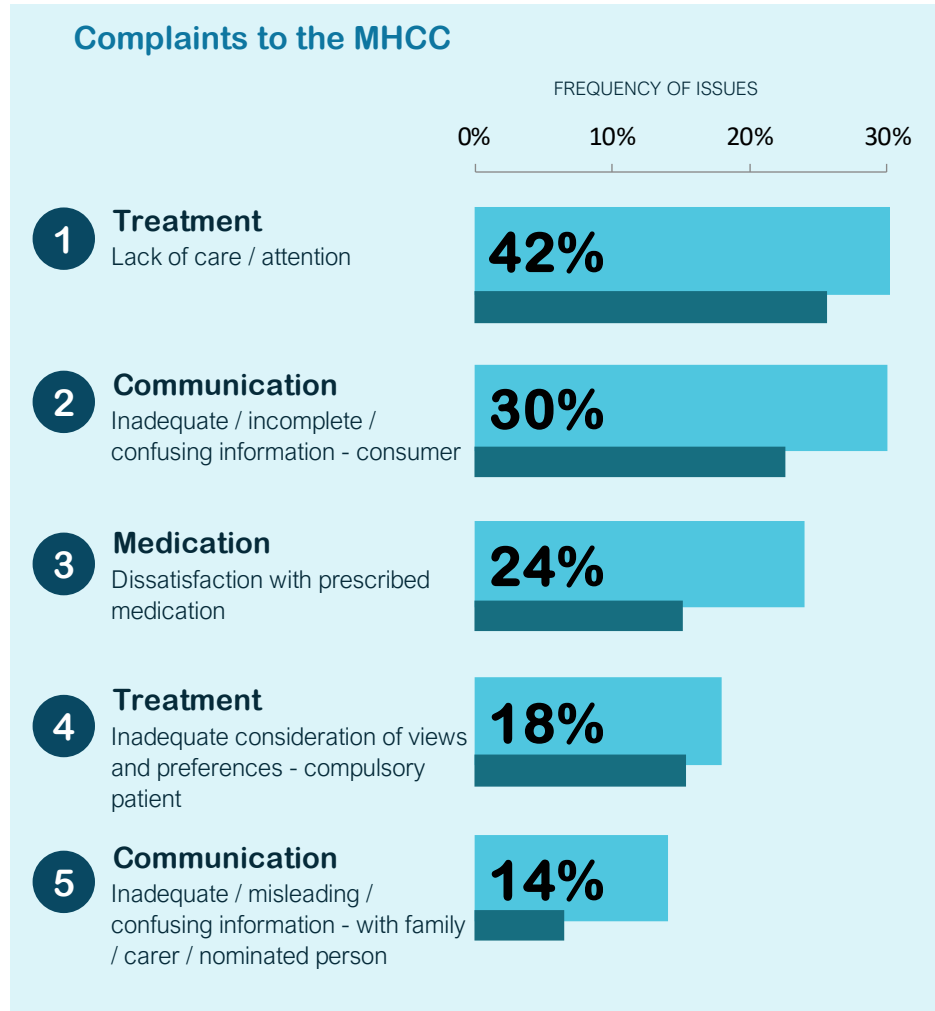
● to the service (n=78)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Lack of care / attention regarding treatment, and Inadequate/ incomplete or confusing information provided to the consumer, were the most frequently occurring issues in complaints made to the MHCC about Latrobe Regional Hospital, raised in a higher proportion than in complaints across the sector.
- In complaints made directly to the service, the issues raised related to lack or insufficient access to services, alleged privacy breaches or information shared without consent, inadequate or misleading information provided to the family or carer, and loss or damage to property.



# Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Latrobe Regional Hospital

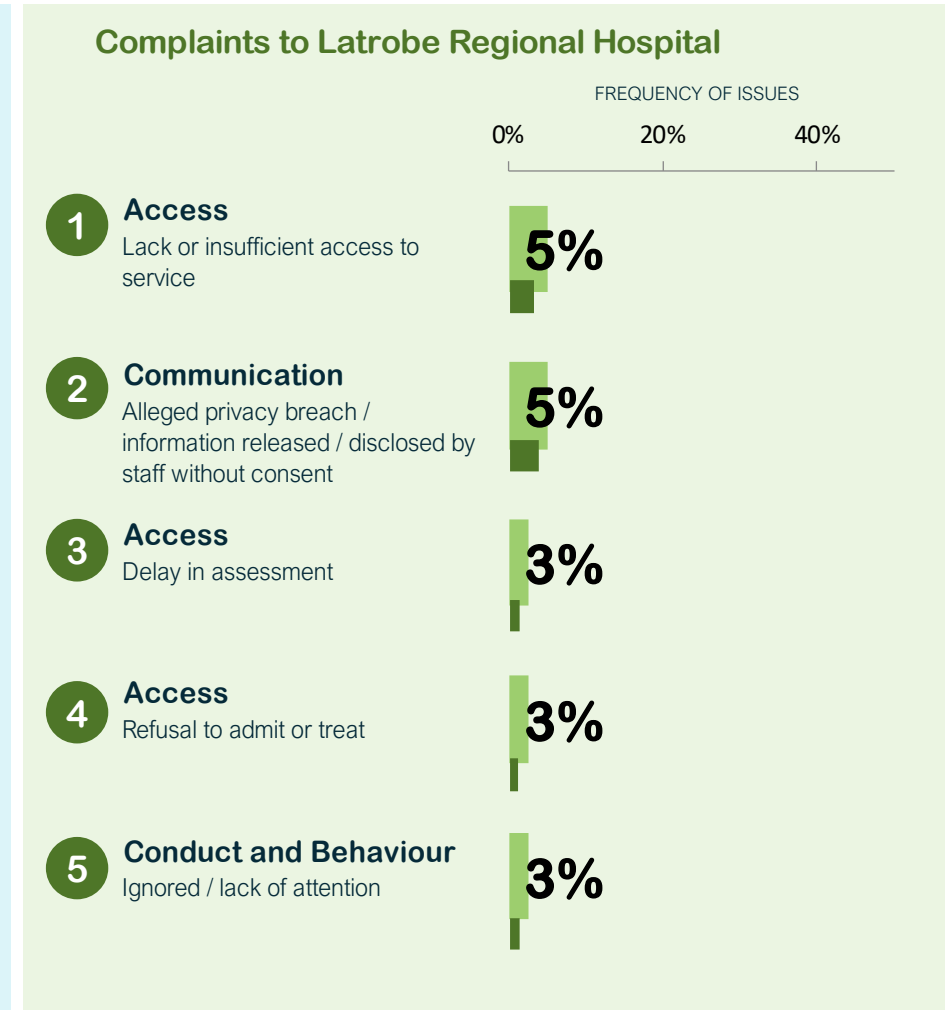
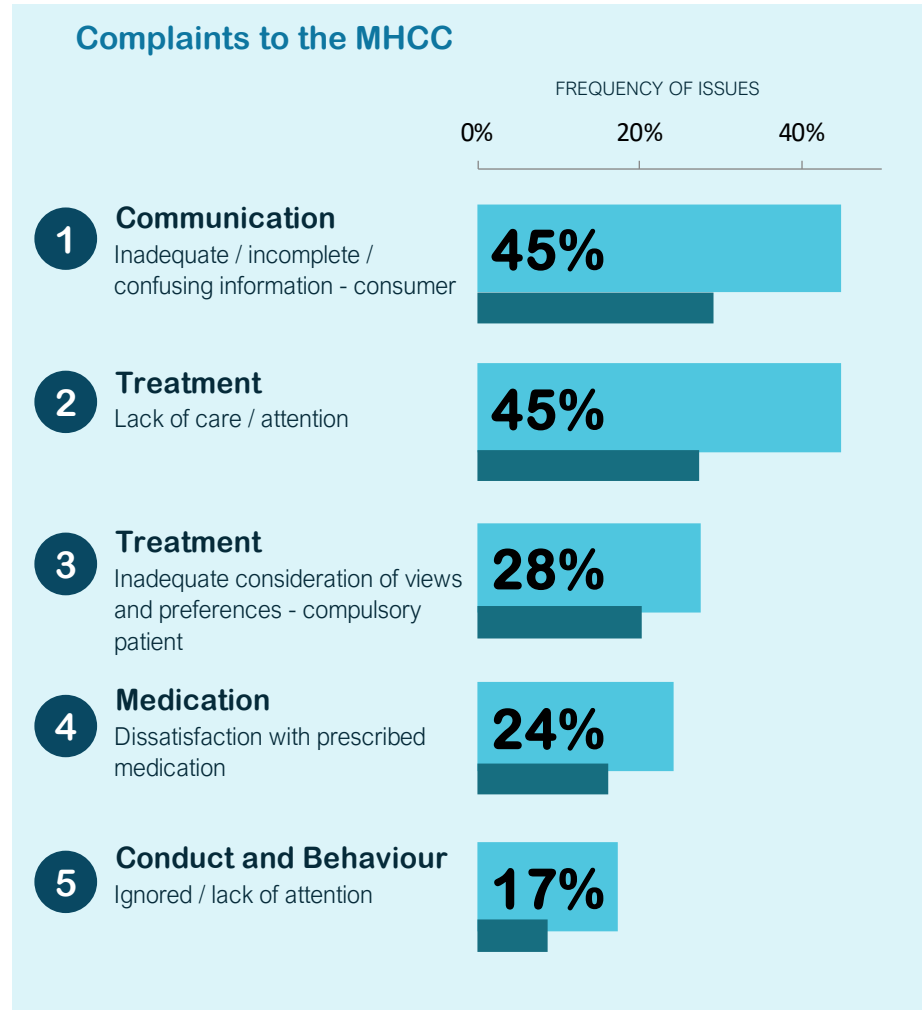
Complaints about Latrobe Regional Hospital

- to the MHCC (n=29)
- to the service (n=40)

Sector-wide complaints

- to the MHCC (n=918)
- to the service (n=832)

- The most commonly raised issues by consumers in complaints made to the MHCC about Latrobe Regional Hospital included inadequate / incomplete or confusing information provided to the consumer, and lack of care / attention regarding treatment. These issues were raised in a higher proportion when compared to the sector.
- The most commonly raised issues by consumers in complaints directly to Latrobe Regional Hospital included insufficient access to the service, and alleged privacy breach or information released by staff without consent.



# Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Latrobe Regional Hospital

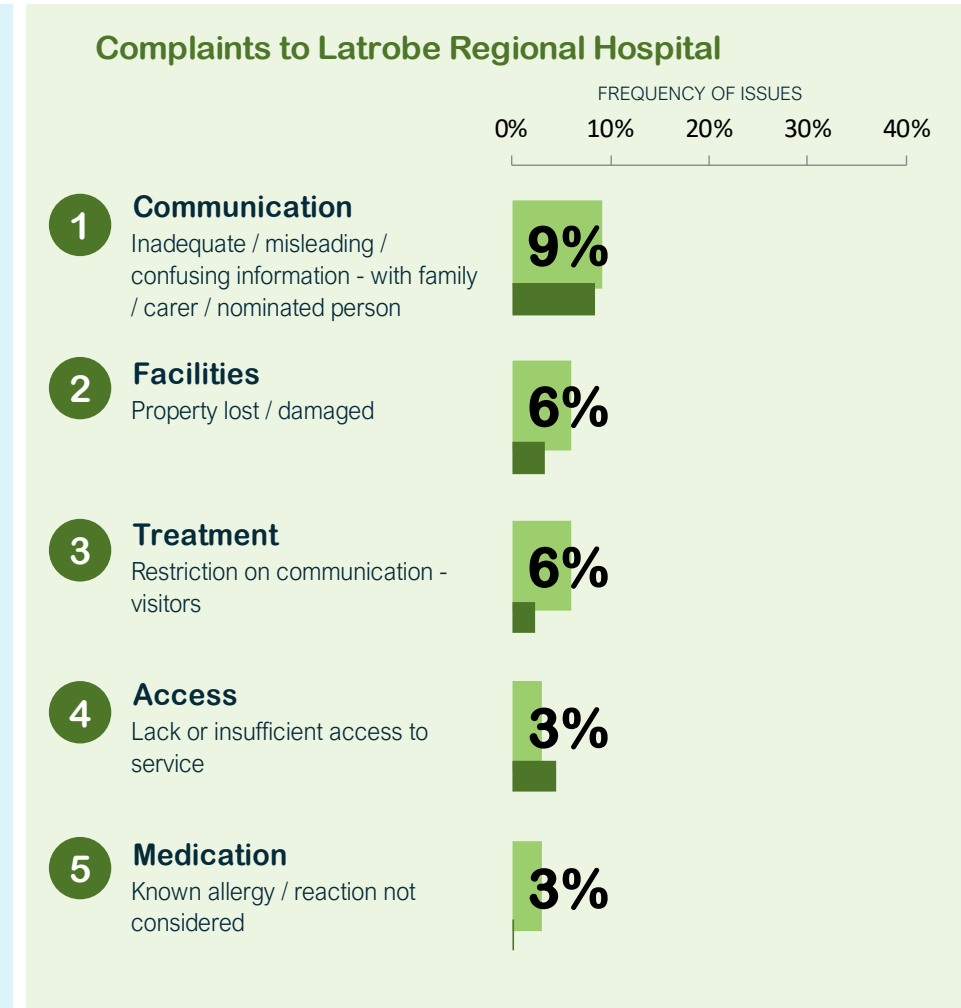
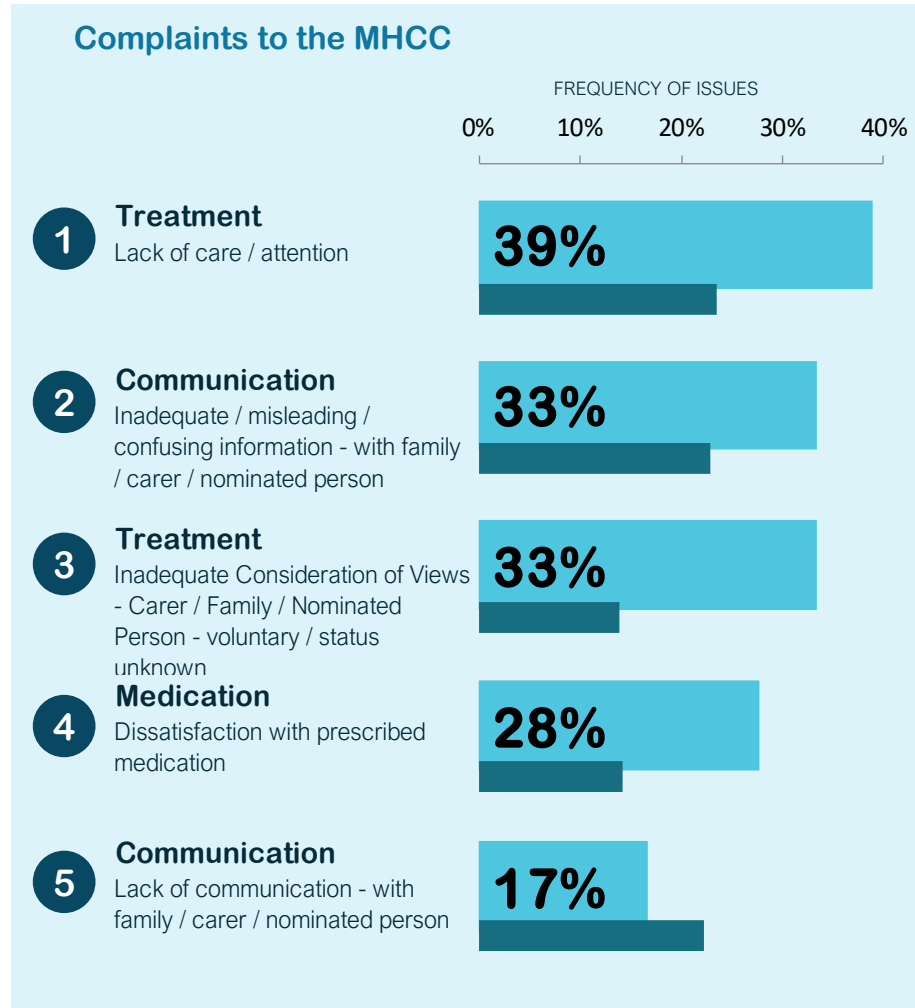
- Lack of care / attention regarding treatment was the most frequent issue raised in complaints made to the MHCC about Latrobe Regional Hospital by family and carers.
- In complaints made by family / carers directly to Latrobe Regional Health, inadequate, misleading or confusing information provided to the family / carers / nominated persons was the most frequently raised issue. This issue was raised in a similar proportion when compared to the sector.

## Complaints about Latrobe Regional Hospital

- to the MHCC (n=18)
- to the service (n=33)

## Sector-wide complaints

- to the MHCC (n=341)
- to the service (n=427)



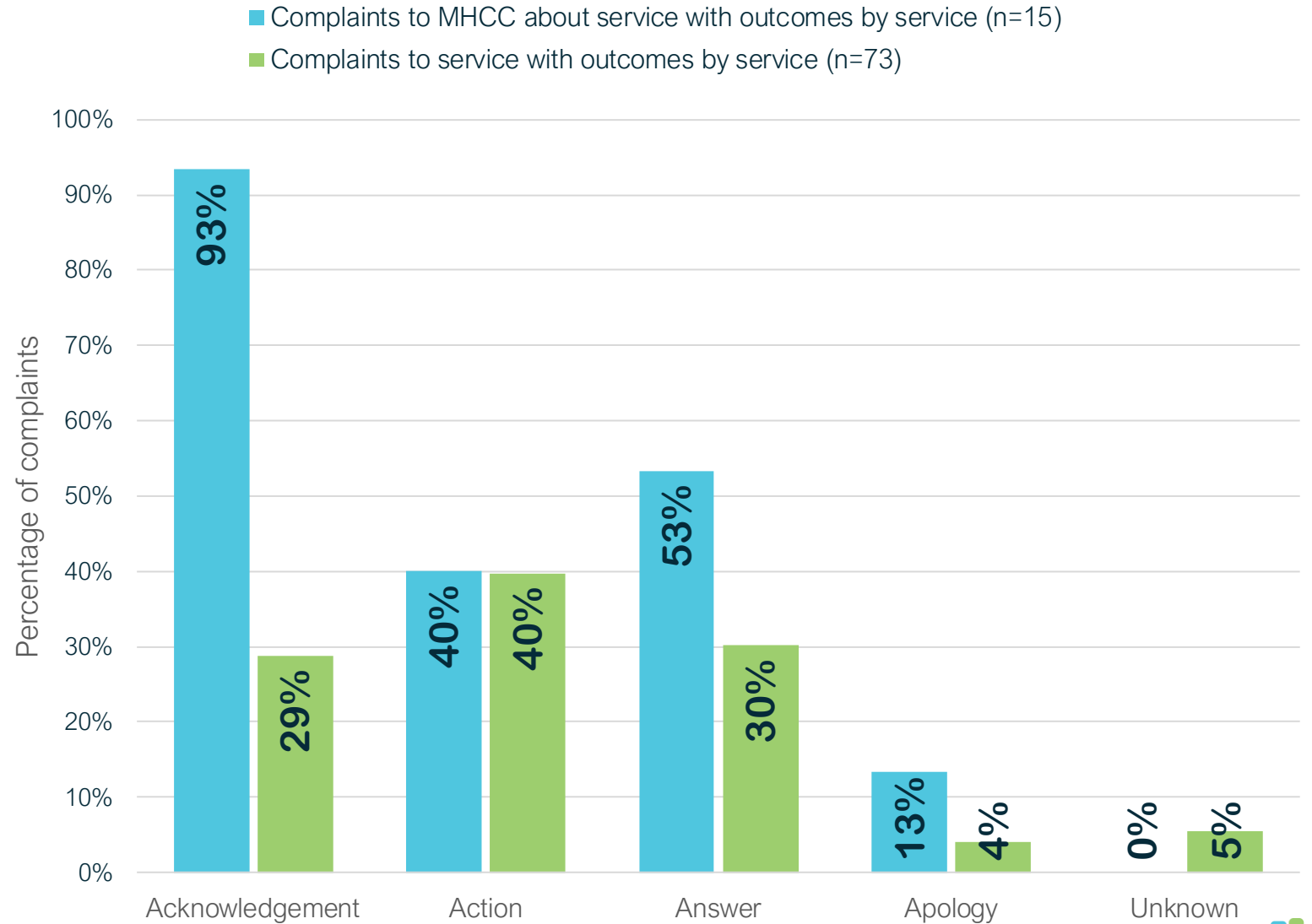


# Outcomes of complaints

# What were the outcomes of complaints? 2021-22

Closed complaints about Latrobe Regional Hospital

- 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 made 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 outcomes of these complaints was acknowledging the concerns raised, followed by the service providing an answer to the complainant.
- In contrast, the most common outcome of complaints made directly to the service was to take action in response to the issues raised by the complainant.



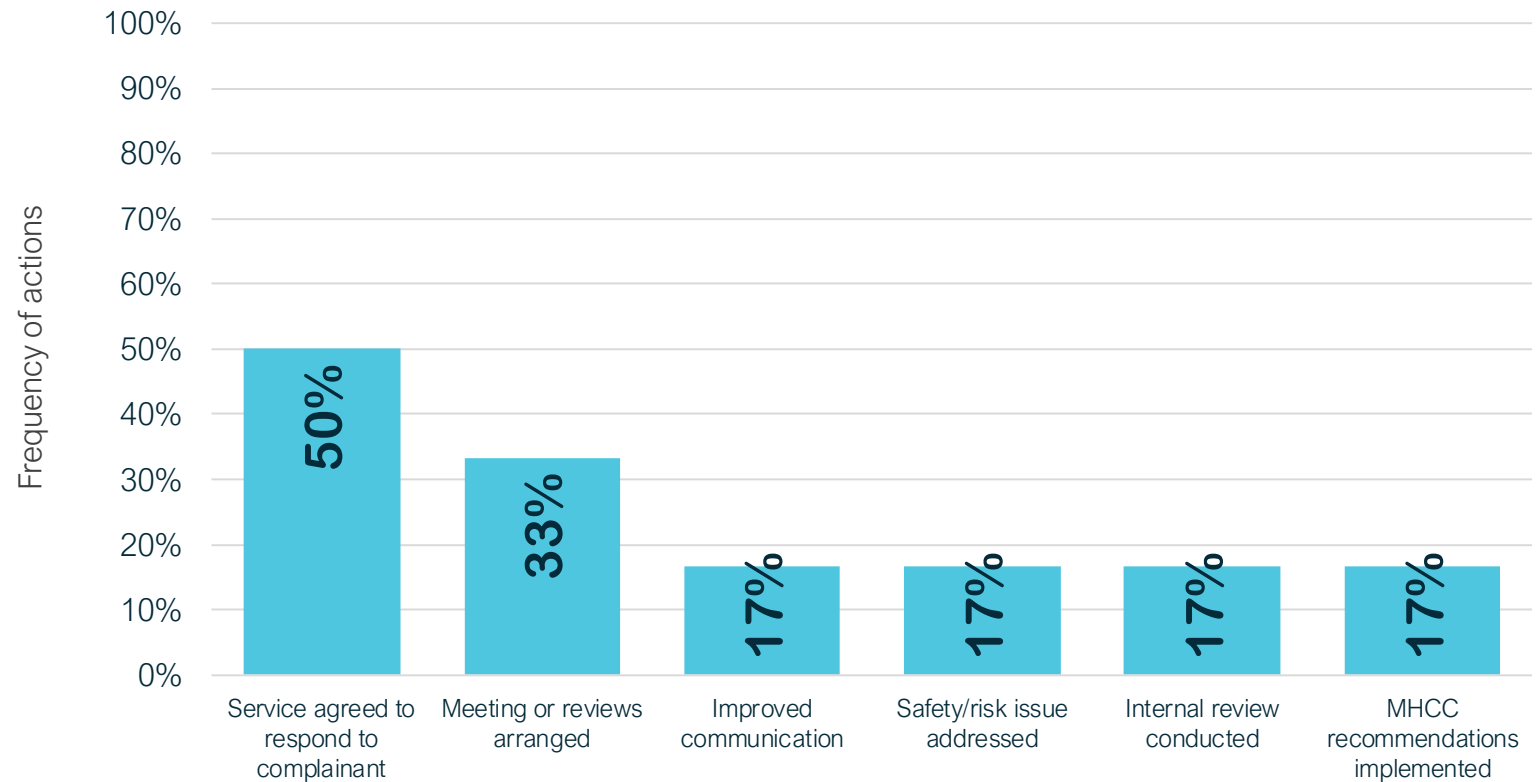
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# What actions were taken by the service? 2021-22

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

- Actions undertaken by Latrobe Regional Health in response to complaints to the MHCC included:
  - responding to the complainant or consumer directly
  - arranging meetings or reviews to discuss concerns with complainant/ consumer

■ Complaints to MHCC with action outcomes by service (n=6)





# Key points to consider



## Complaint numbers

- The number of complaints made to the MHCC about Latrobe Regional Hospital decreased in 2021-22, while the number of complaints made directly to the service increased steadily since 2019-20.
- Overall, more complaints were made directly to Latrobe Regional Hospital compared to those made to the MHCC about Latrobe Regional Hospital.



## Issues raised

- Lack of care / attention regarding treatment and inadequate, incomplete or confusing information provided to the consumer were the most commonly raised issues in complaints to the MHCC about Latrobe Regional Health, raised in a higher proportion than of complaints made to the MHCC across the sector.
- The most commonly raised issues by consumers in complaints made directly to Latrobe Regional Hospital included insufficient access to the service and alleged privacy breach / information released by staff without consent.



## Outcomes

- The most common outcome of complaints made to the MHCC about Latrobe Regional Hospital was acknowledging the concerns raised, followed by the service providing an answer to the complainant.
- In contrast, the most common outcome of complaints made directly to the service was actions being taken in response to the issues raised by the complainants.