

# Summary of service provider complaint report

## Mercy 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:



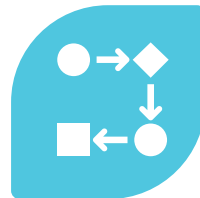
identify key themes and emerging issues across the sector



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

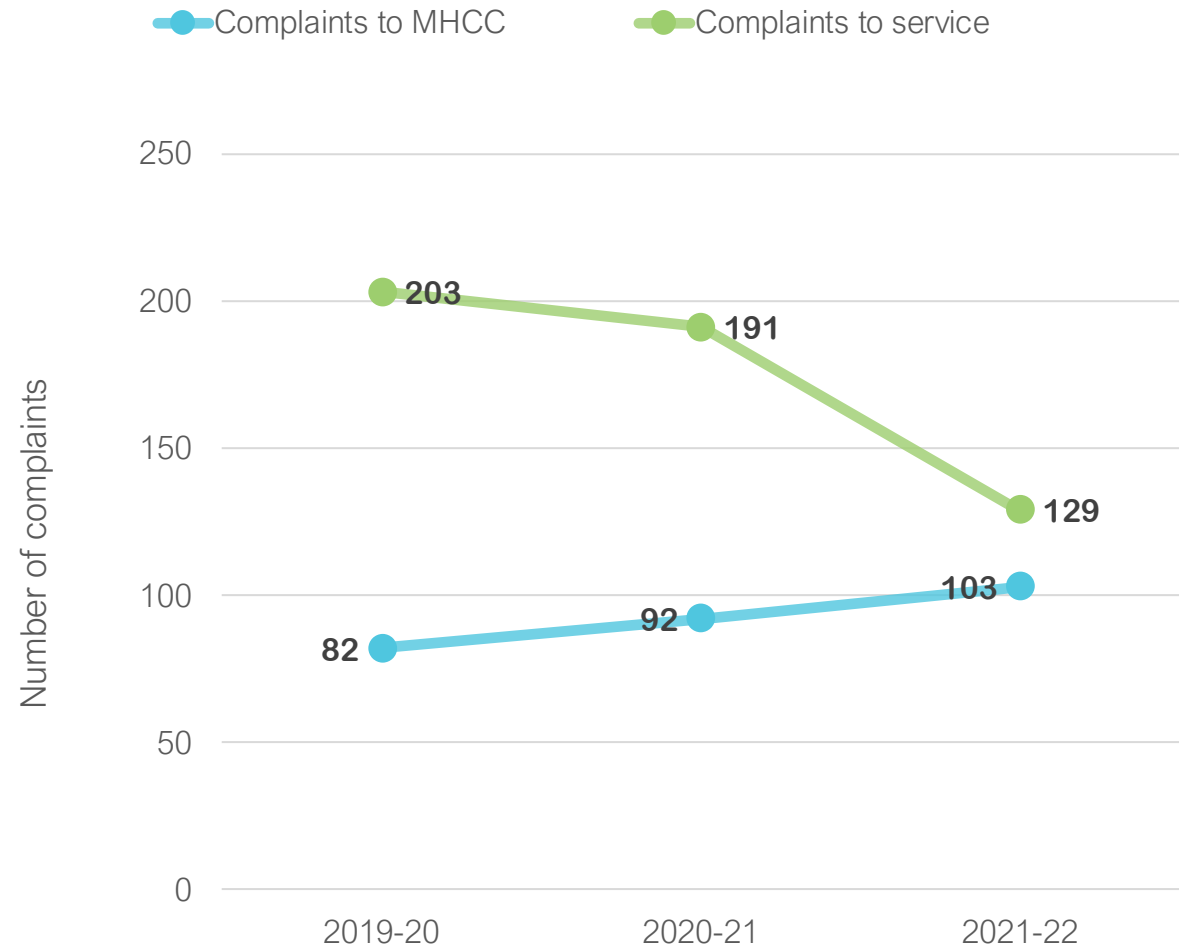
103

Complaints to MHCC  
about Mercy Health

129

Complaints to Mercy  
Health

- The number of complaints made to the MHCC about Mercy Health increased in 2021-22, while the number of complaints made directly to Mercy Health decreased. This continues the trend shown in previous years.
- Overall, while decreasing, more complaints were made directly to Mercy Health than to the MHCC in 2021-22.



# 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, there were significantly more complaints made both to the MHCC about Mercy Health, as well as to the service directly. Additionally, Mercy Health reported receiving a substantially higher rate of compliments when compared to the sector.

## Complaints about Mercy Health

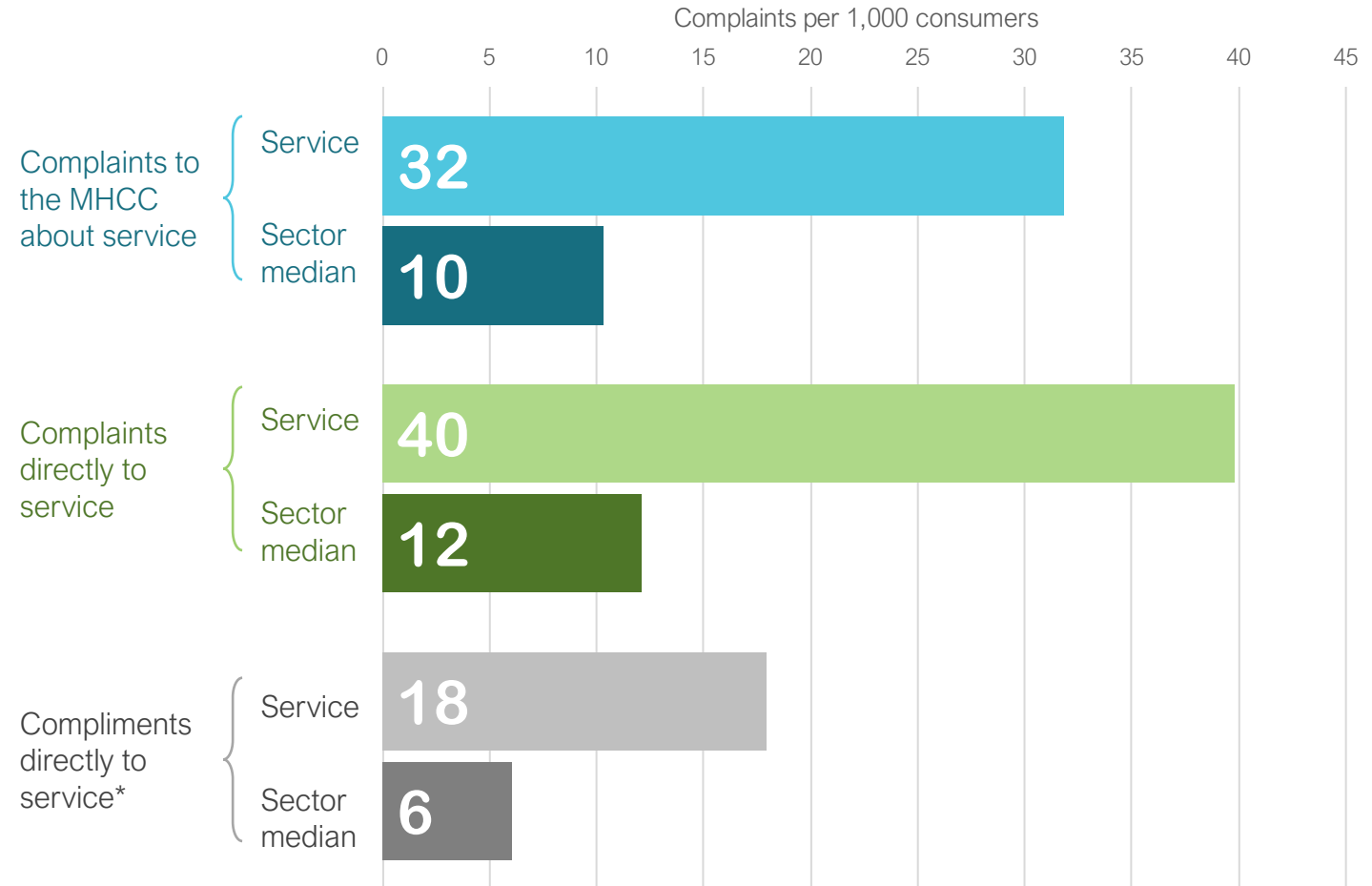
- to the MHCC (n=103)
- to the service (n=129)

## Sector-wide complaints

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

## Compliments to Mercy Health (n=58)

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

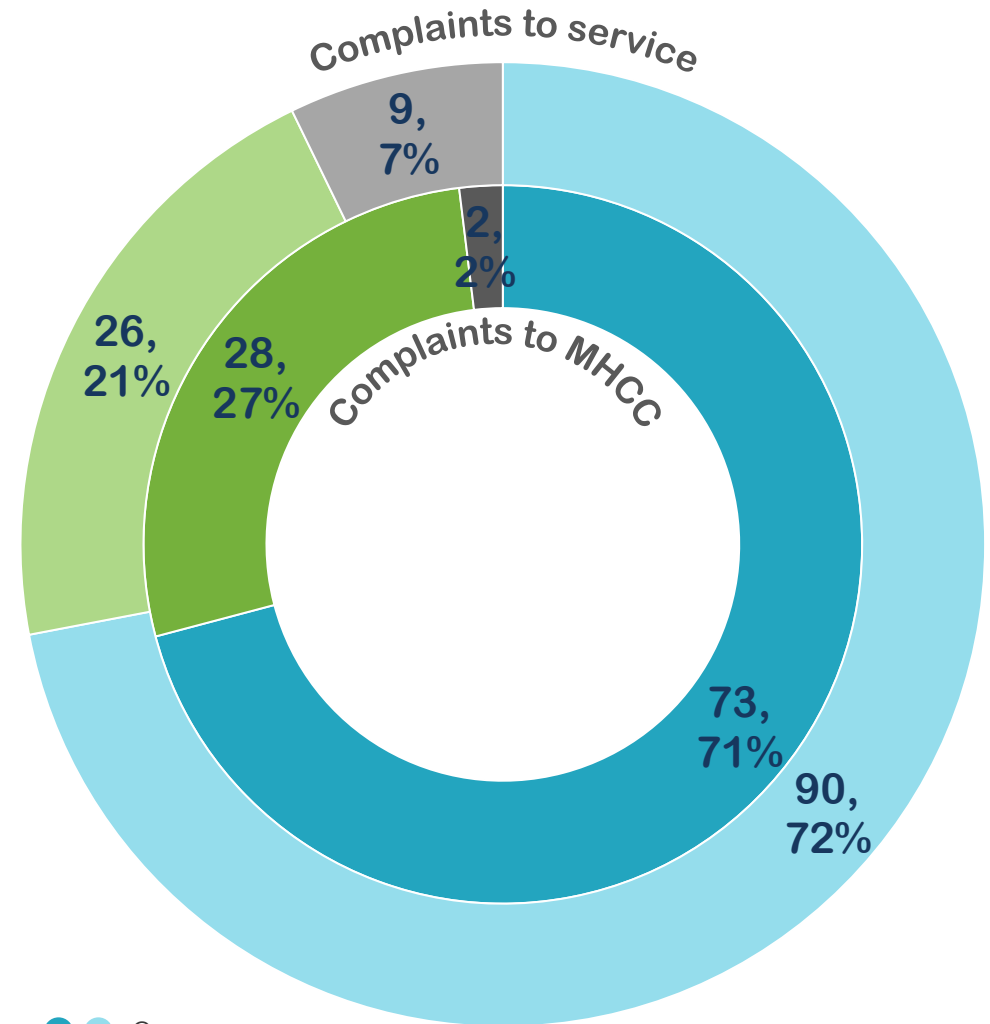


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2021-22

Complaints raised about Mercy Health

- Consumers made the majority of complaints to the MHCC about Mercy Health and to Mercy Health directly, making about two thirds of complaints which is consistent with the sector.
- In contrast, family members / carers made around one quarter of the complaints both to the MHCC about Mercy Health and to the service directly.



- Consumer
- Family member/carer
- Other

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



# Issues raised in complaints and compliments

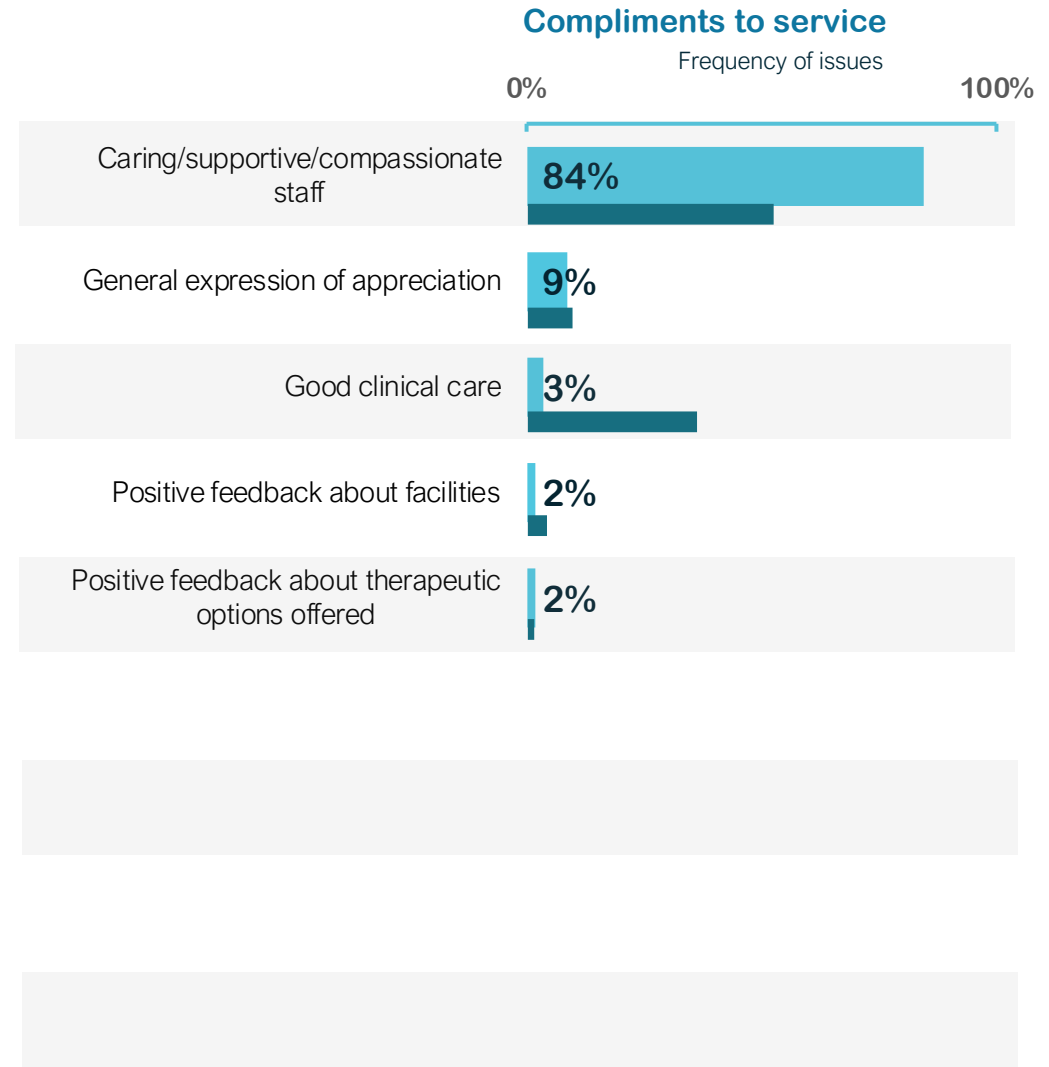


# What were compliments about? 2021-22

● Compliments to Mercy Health (n=58) ● Compliments to services sector-wide (n=891)

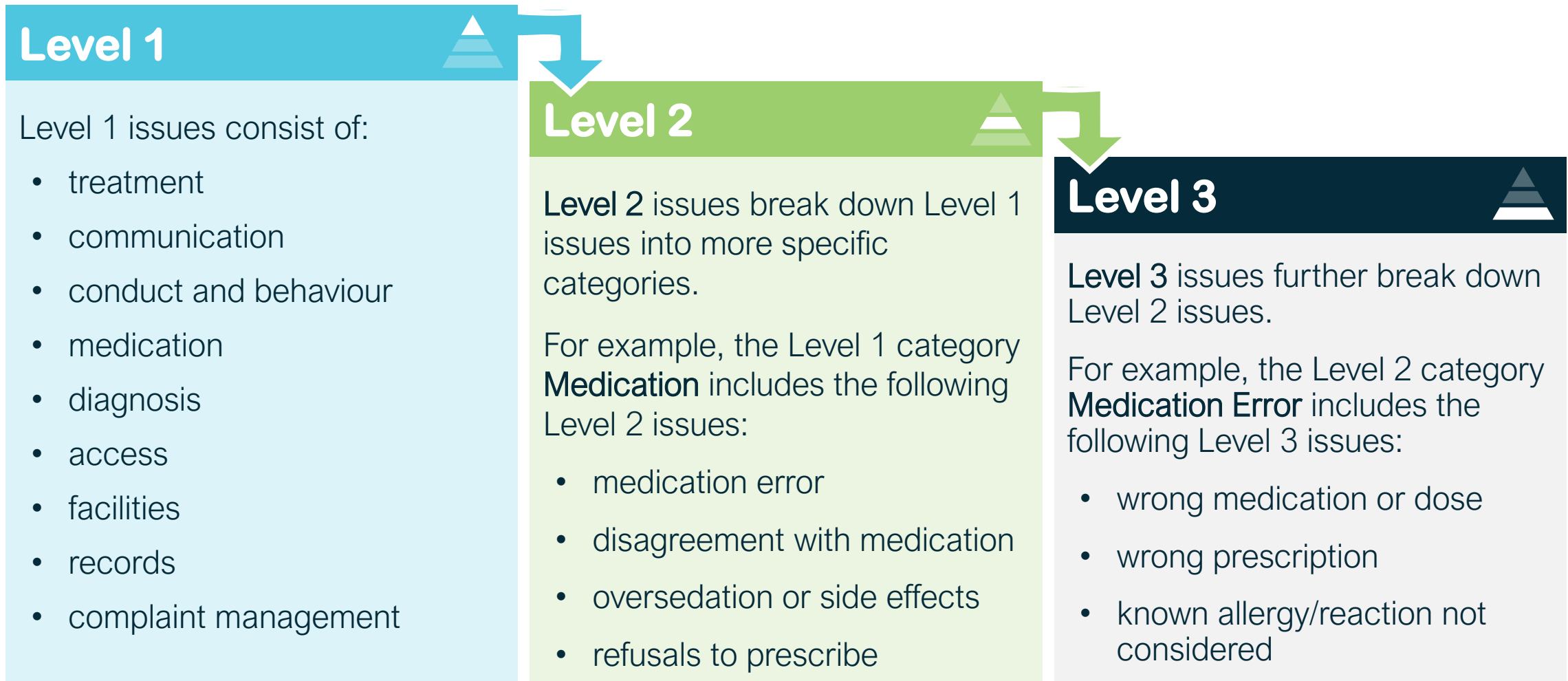
Themes raised in compliments about Mercy Health

- Compliments made to Mercy Health were most commonly positive feedback about caring/ supportive and compassionate staff, which were made in a higher proportion of compliments when compared with the sector.
- Other compliments made about Mercy Health included general expressions of appreciation and good clinical care.



# 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 Mercy Health

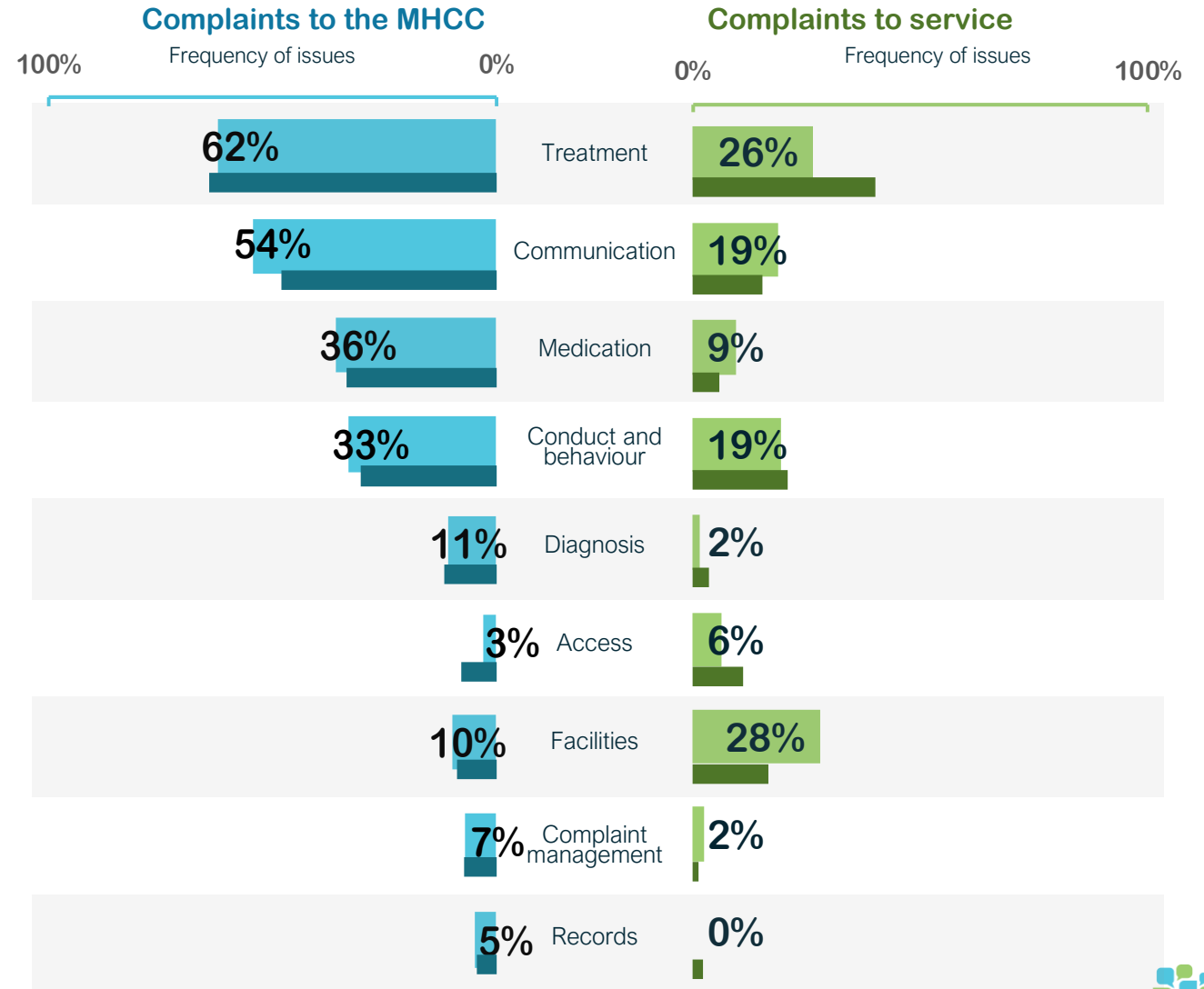
- Issues raised in complaints to the MHCC about Mercy Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Mercy Health were commonly related to Treatment, Facilities, Communication, and Conduct and behaviour. Treatment issues were raised at a lower rate when compared to the sector, while issues related to Facilities were raised at a higher rate.

**Complaints about Mercy Health**

- to the MHCC (n=103)
- to the service (n=129)

**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 Mercy Health

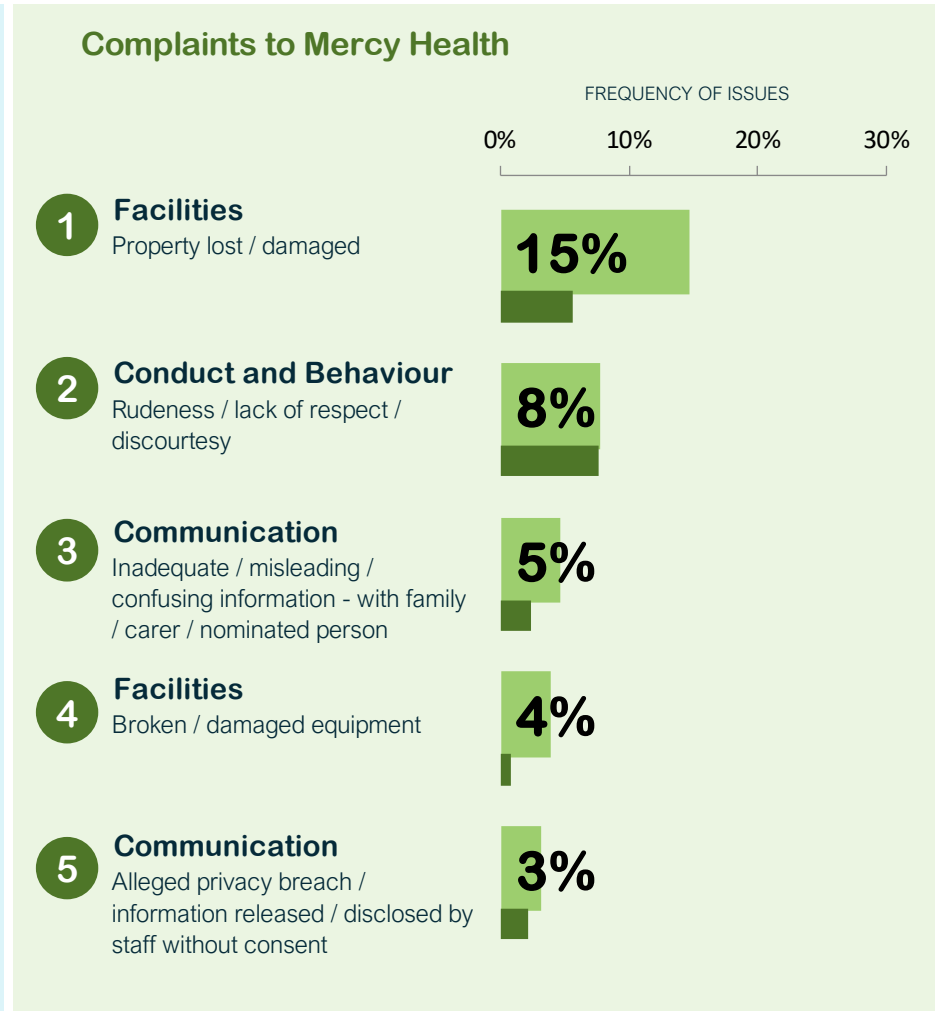
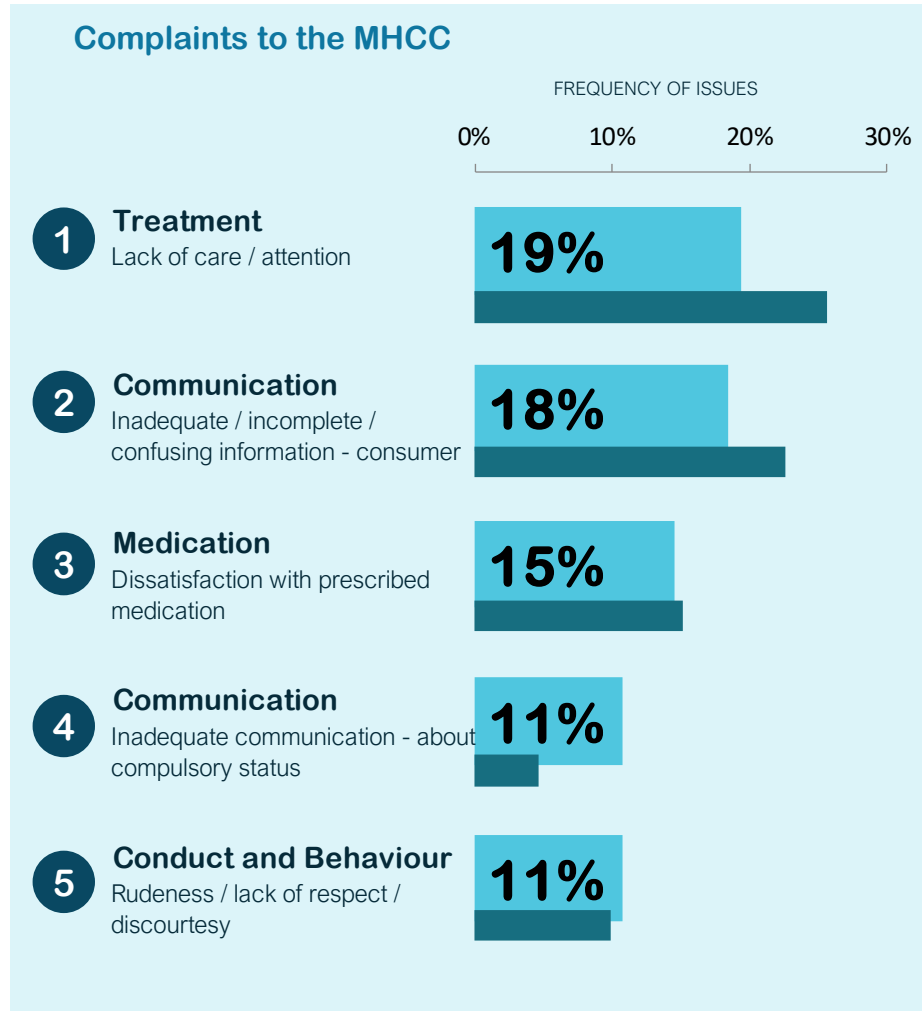
Complaints about Mercy Health

- to the MHCC (n=103)
- to the service (n=129)

Sector-wide complaints

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

- Lack of care / attention regarding treatment, as well as inadequate, incomplete, or confusing information provided to consumers were the most frequently occurring issues in complaints made to the MHCC about Mercy Health – both were raised in a slightly lower proportion when compared to the sector.
- In complaints made directly to Mercy Health, property loss or damage was the most frequently occurring issue, raised in a higher proportion when compared to the sector. Rudeness, lack of respect, or discourtesy was another commonly raised issue.



# Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Mercy Health

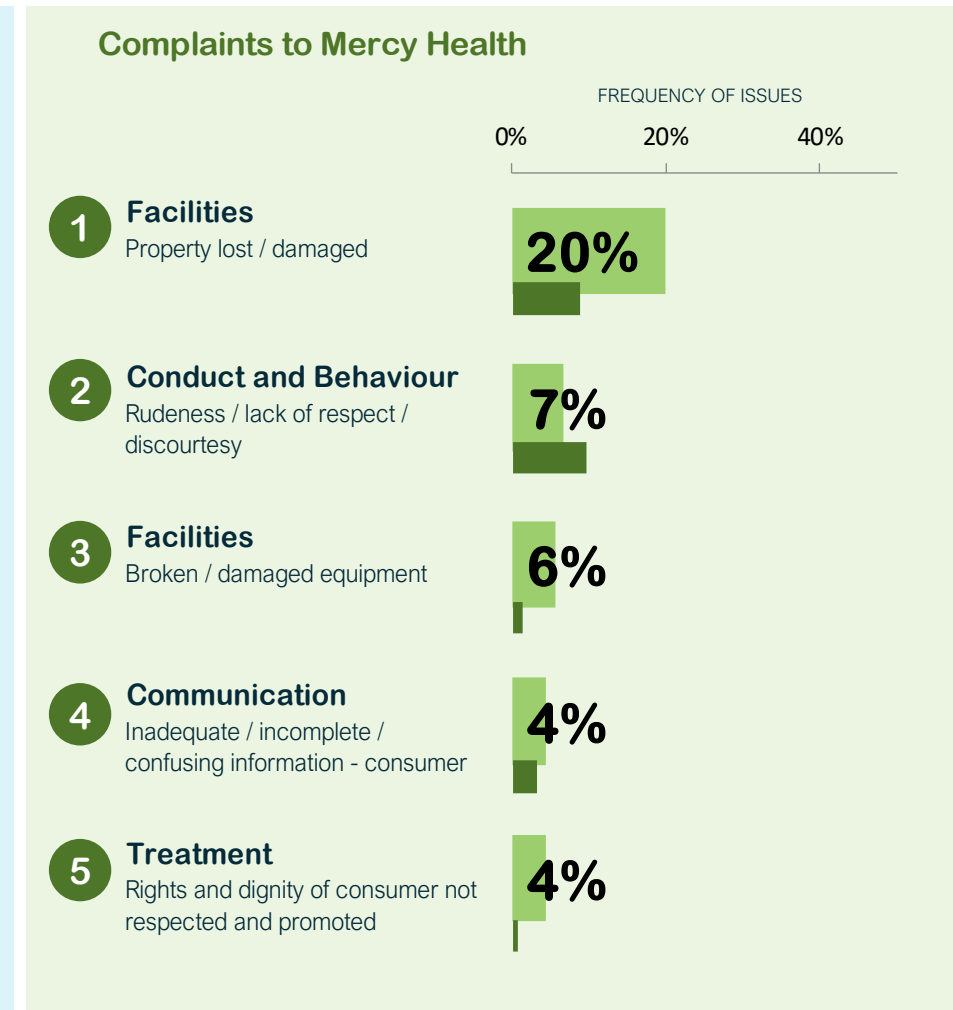
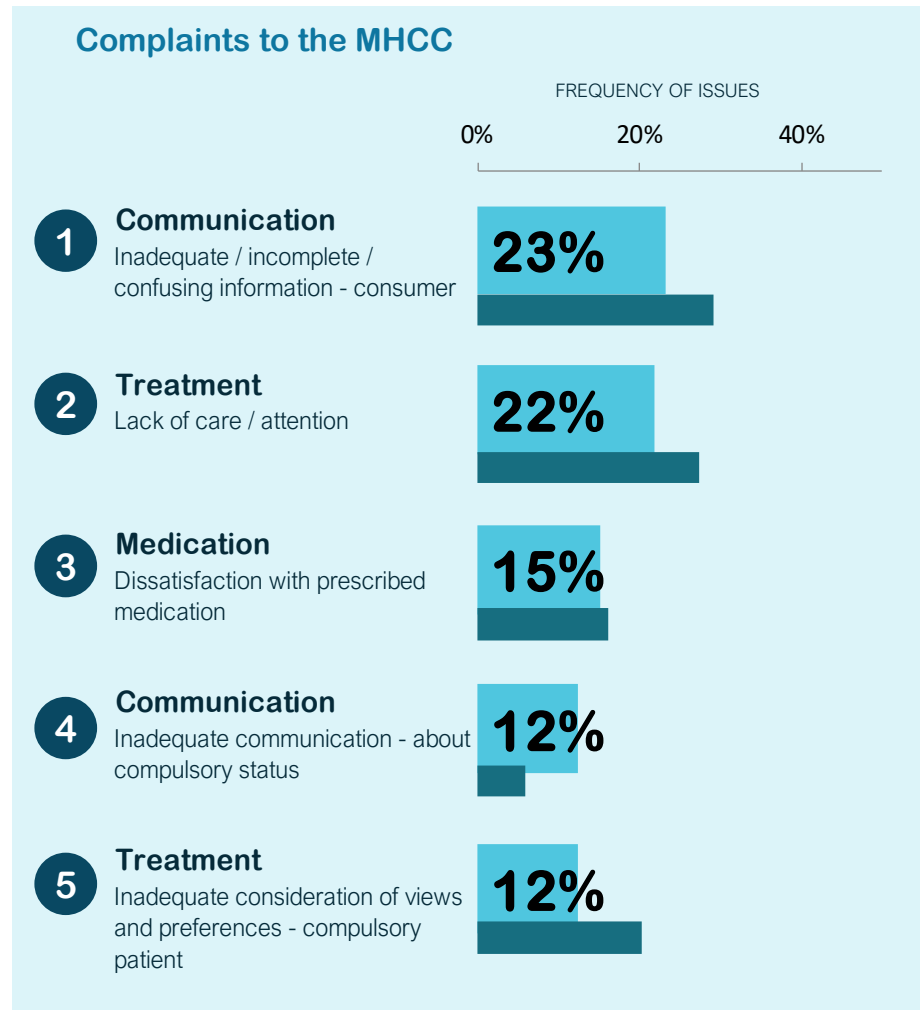
Complaints about Mercy Health

- to the MHCC (n=73)
- to the service (n=90)

Sector-wide complaints

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

- Inadequate / incomplete or confusing information, lack of care / attention, and dissatisfaction with prescribed medication were the most commonly raised issues in complaints made by consumers to the MHCC about Mercy Health, which each occurred at a slightly lower proportion compared to the sector.
- The most frequently raised issue by consumers in complaints directly to the service related to lost / damaged property, which was raised at a higher proportion compared with complaints across the sector.



# Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Mercy Health

Complaints about Mercy Health

● to the MHCC (n=28)

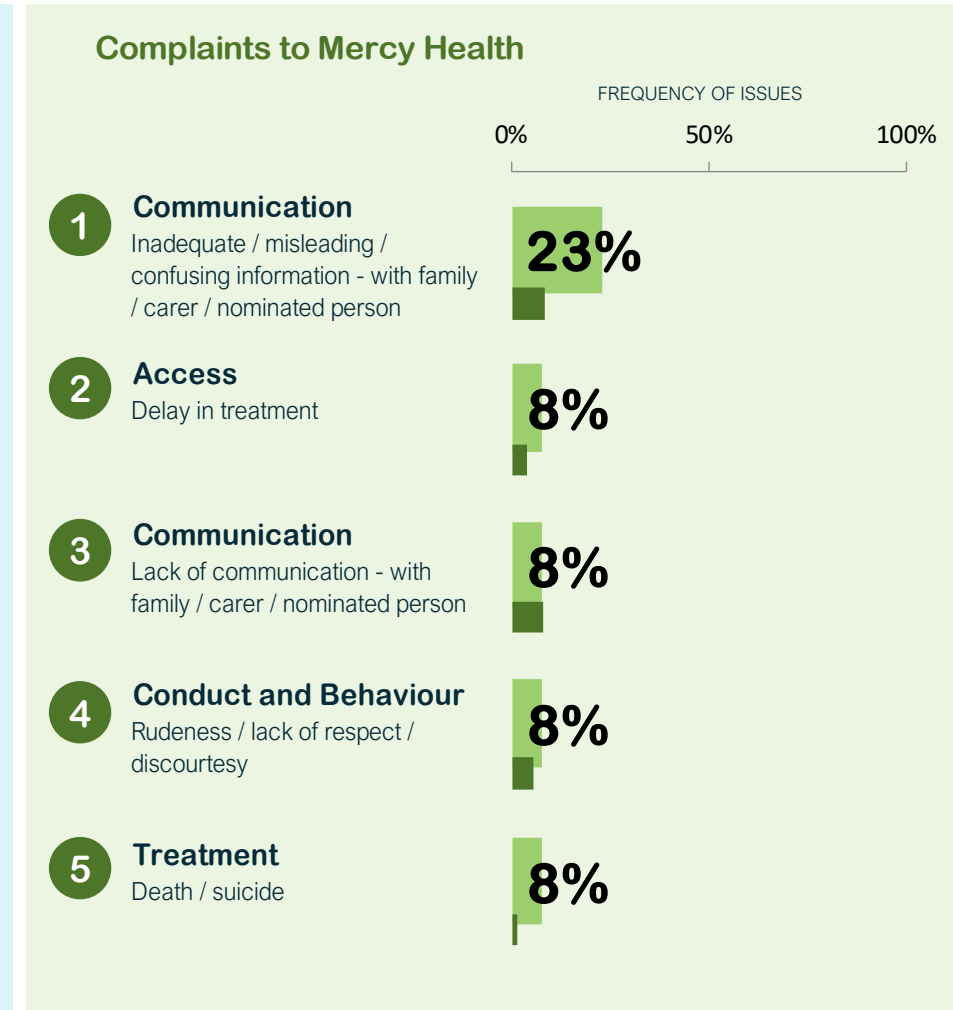
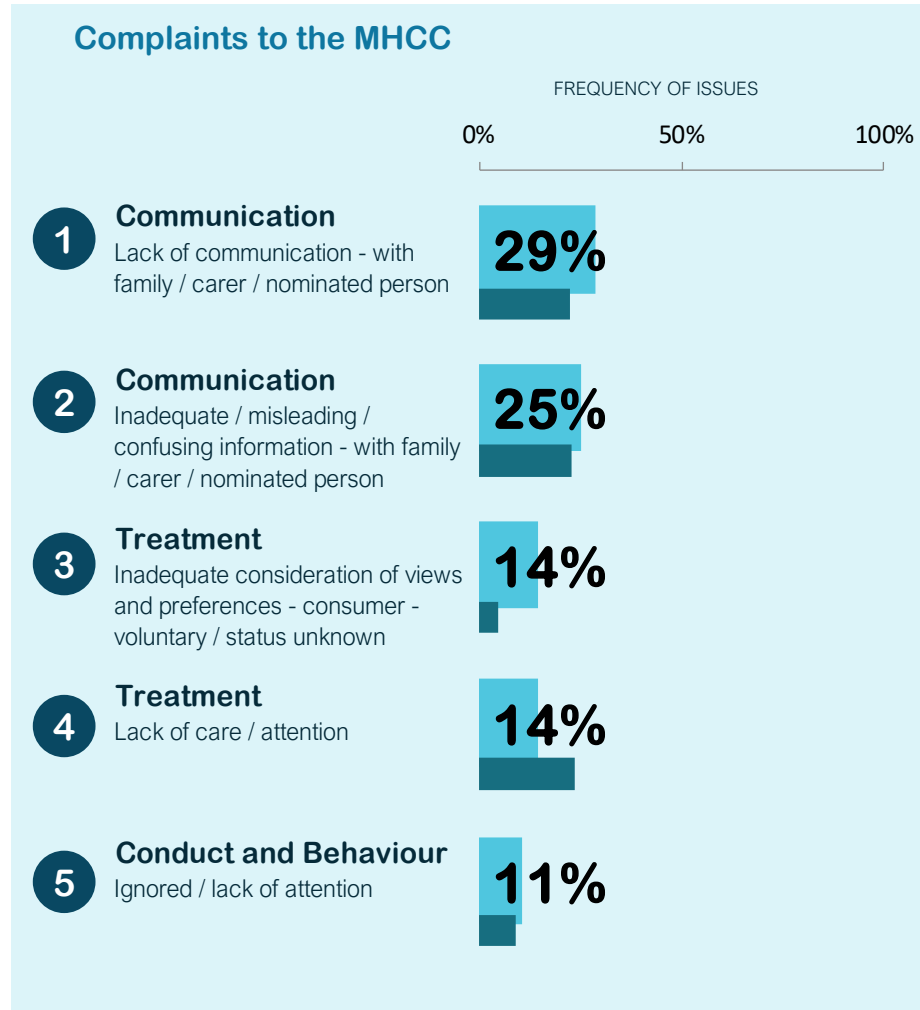
● to the service (n=26)

Sector-wide complaints

● to the MHCC (n=341)

● to the service (n=427)

- Lack of communication and inadequate, misleading, or confusing information provided to families / carers were the most commonly raised in complaints made to the MHCC about Mercy Health by family members / carers.
- Inadequate, misleading, or confusing information provided to the family / carer was also the most frequently raised issue in complaints made directly to the service, which occurred at a higher rate compared to the sector.



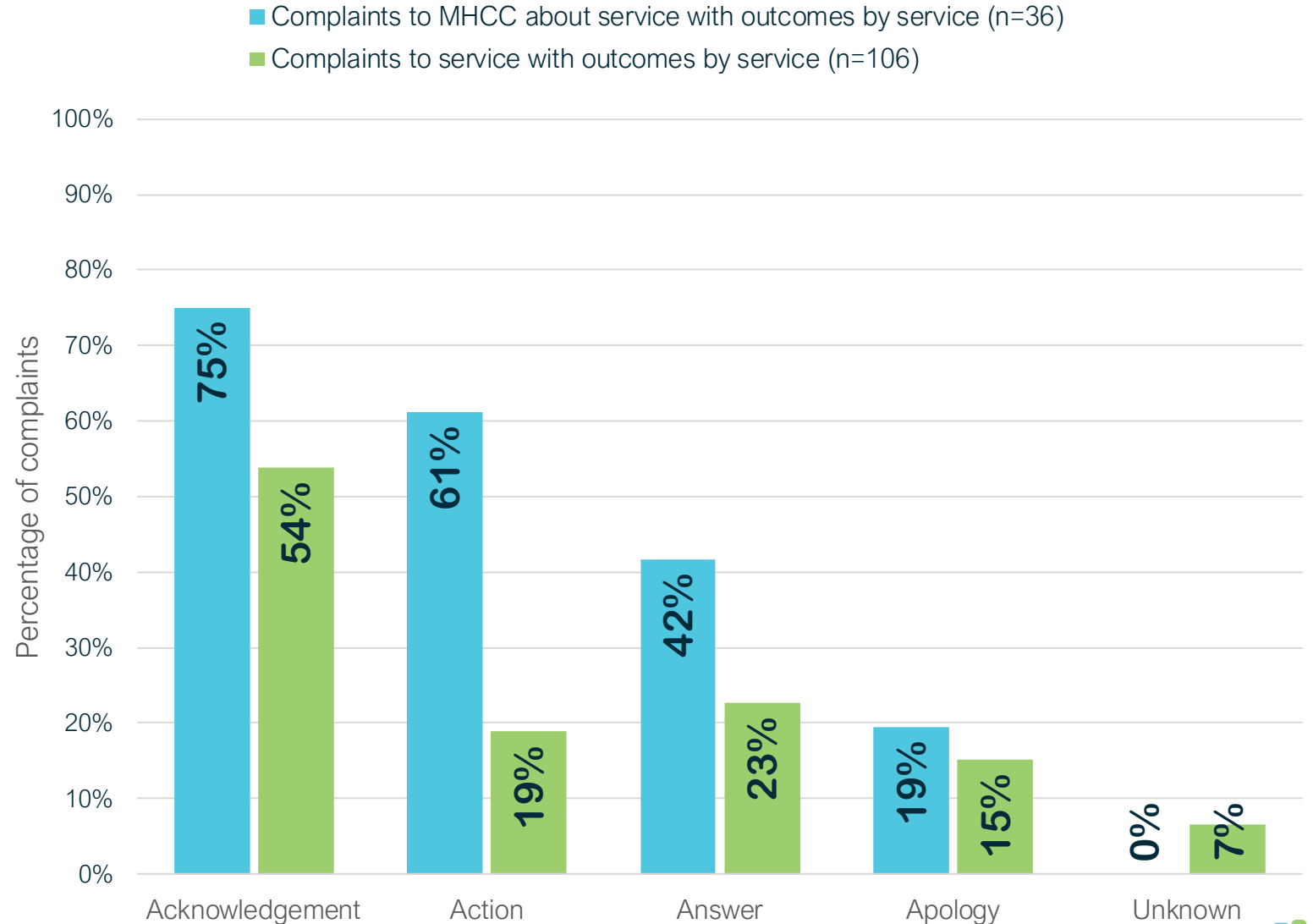


# Outcomes of complaints

# What were the outcomes of complaints? 2021-22

## Closed complaints about Mercy 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 made to the MHCC about Mercy 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 Mercy Health of the issues raised by the complainant, followed by actions taken in response to the complainant's concerns.
- More than half of the outcomes of complaints made directly to Mercy Health resulted in the service acknowledging the issues raised, followed by providing an answer to the complainant.



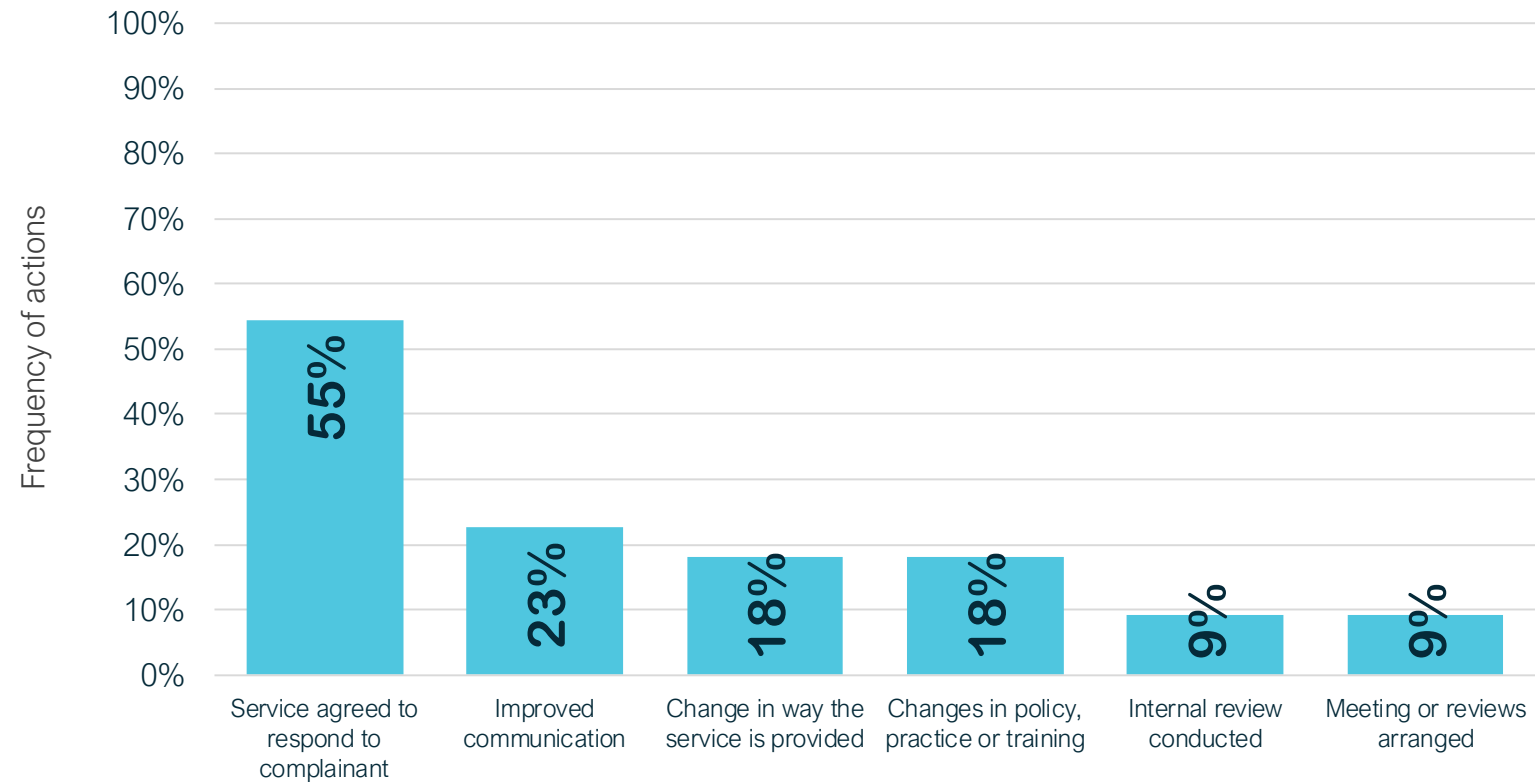


# What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Mercy Health in response to complaints made to the MHCC included:
  - responding to the complainant or consumer directly
  - improved communication / resolution of misunderstandings
  - Changes in ways the service is provided or in policies, practice, or training.

■ Complaints to MHCC with action outcomes by service (n=22)



# Key points to consider



## Complaint numbers

- The number of complaints made to the MHCC about Mercy Health increased in 2021-22, while the number of complaints made directly to Mercy Health decreased. This continues the trend shown in previous years.
- Overall, more complaints were made directly to Mercy Health than to the MHCC.
- Consumers made most complaints to the MHCC about Mercy Health and to Mercy Health directly.



## Issues raised

- Lack of care or attention regarding treatment, as well inadequate or confusing information provided to the consumer, were the most frequently occurring issues in complaints made to the MHCC about Mercy Health – both were raised in a slightly lower proportion than in complaints across the sector.
- In complaints made directly to Mercy Health, property loss or damage was the most frequently occurring issue, raised in a higher proportion when compared to the sector.



## Outcomes

- The most common outcome of complaints made to the MHCC about Mercy Health was acknowledgement by Mercy Health of the issues raised by the complainant.
- More than half of the outcomes of complaints made directly to Mercy Health resulted in the service acknowledging the issues raised.
- Responding to the complainant or consumer directly was the action most frequently undertaken by Mercy Health.