

Summary of service provider complaint report

Casey AMHS

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:



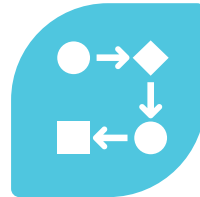
identify key themes and emerging issues across the sector



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

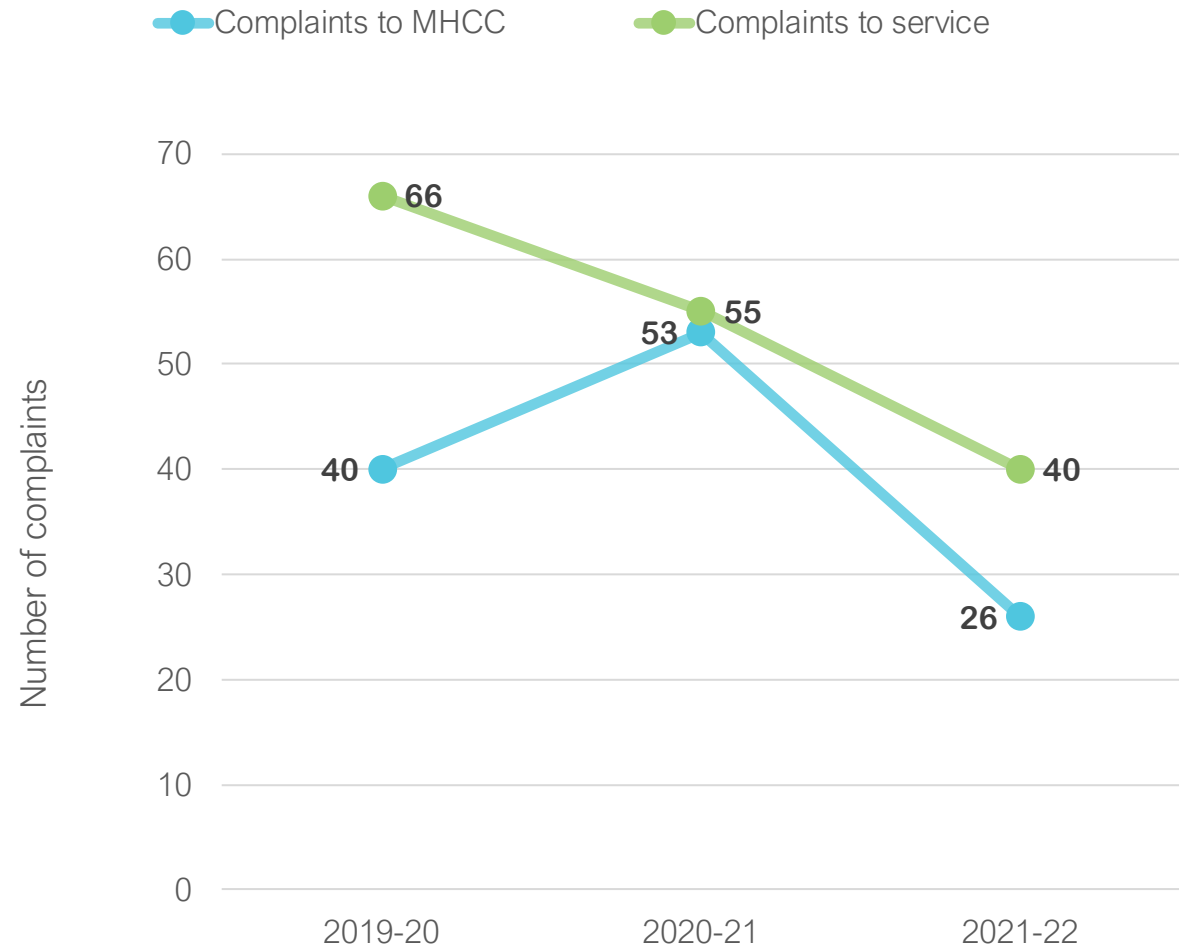
26

Complaints to MHCC
about Casey AMHS

40

Complaints to Casey
AMHS

- The number of complaints made to both the MHCC about Casey AMHS and to the service directly decreased in 2021-22 compared to the previous year.
- Overall, more complaints were made to Casey AMHS directly than to the MHCC.
- While the number of complaints made to the MHCC about Casey AMHS increased in 2020-2021, it has decreased to a level below 2019-20. The number of complaints made directly to the service has steadily decreased since 2019-20.



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, rates of complaints made both to the MHCC about Casey AMHS and to Casey AMHS directly were lower. Similarly, the rate of compliments made to Casey AMHS was lower compared to the sector.

Complaints about Casey AMHS

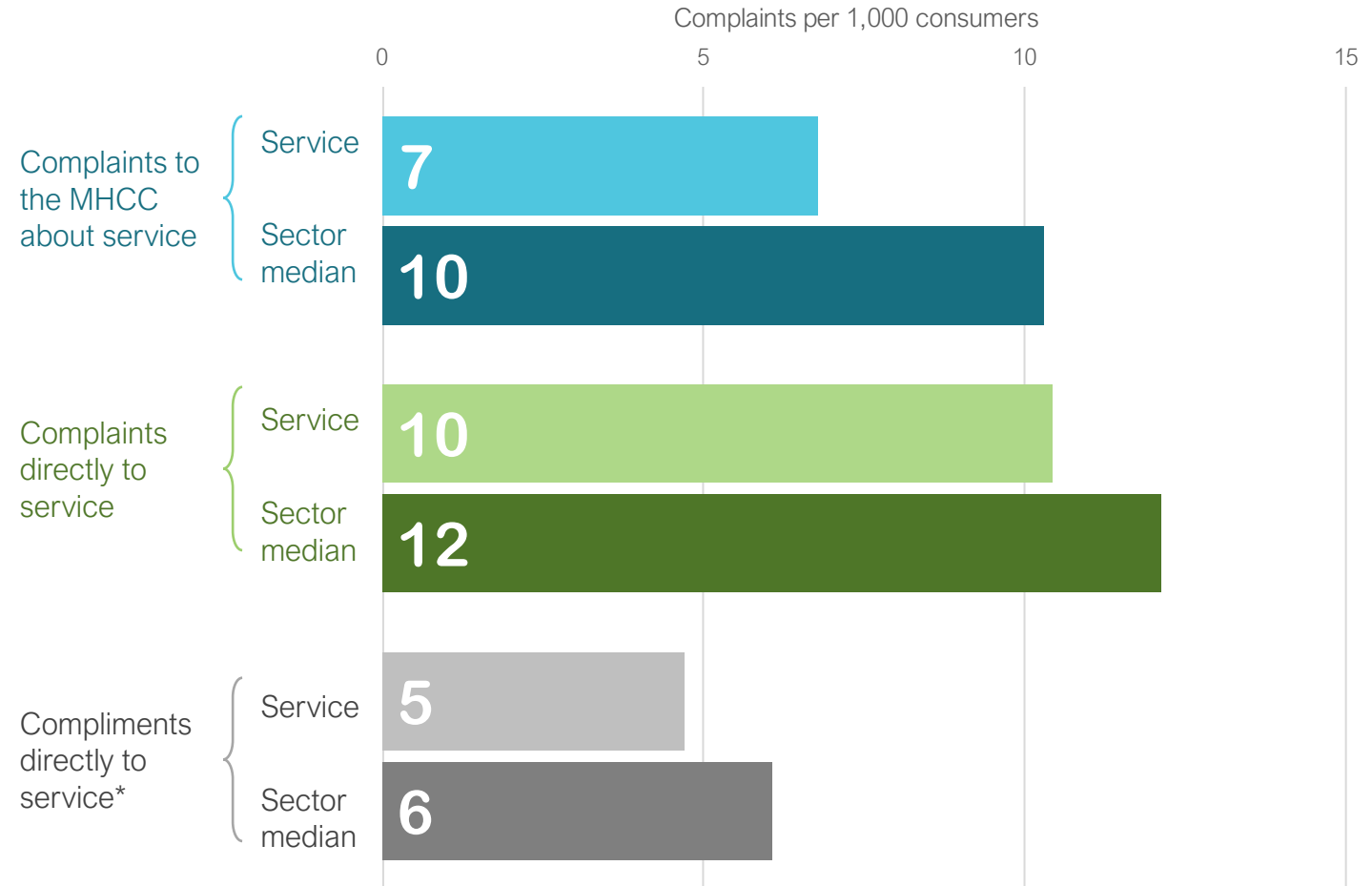
- to the MHCC (n=26)
- to the service (n=40)

● Compliments to Casey AMHS (n=18)

Sector-wide complaints

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

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

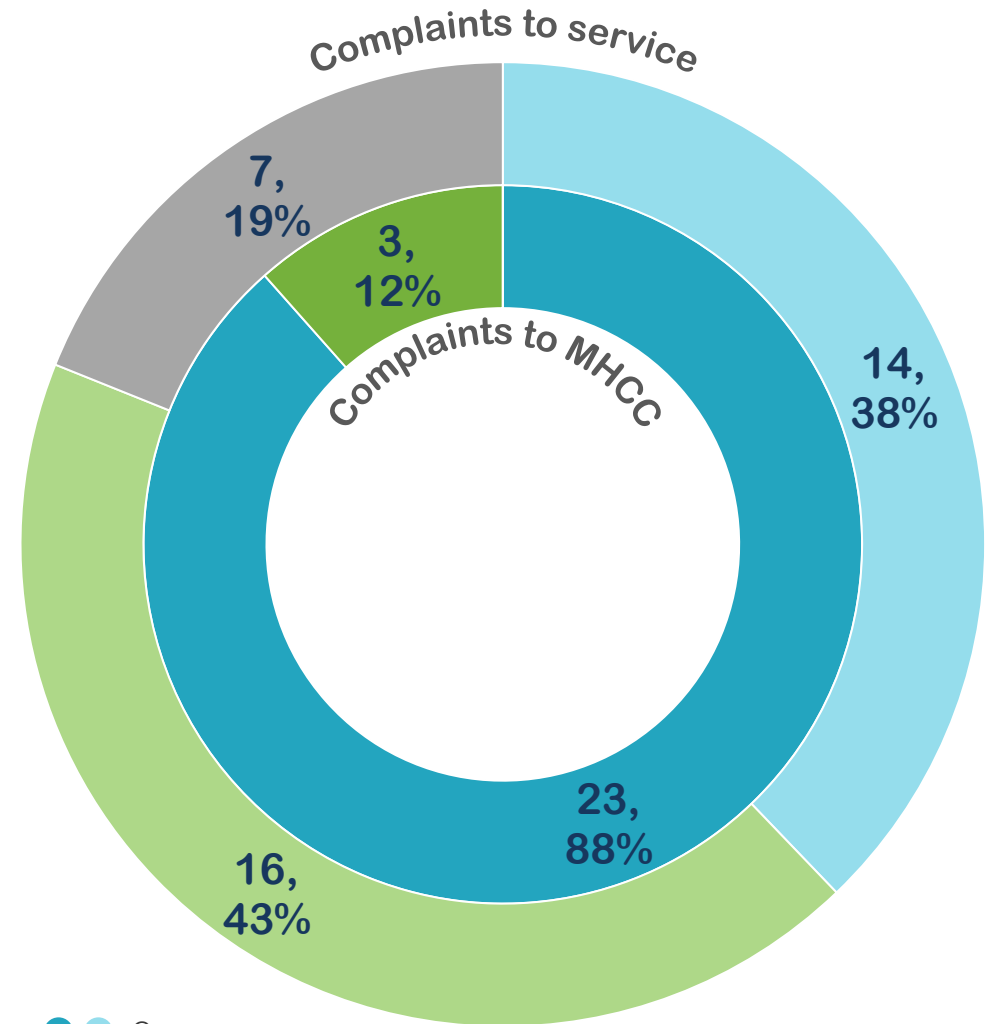


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints made about Casey AMHS

- Consumers made the majority of complaints to the MHCC about Casey AMHS while accounting for slightly under two fifths of complaints made directly to Casey AMHS.
- In contrast, family members / carers only accounted for slightly above a tenth of complaints made to MHCC about Casey AMHS while making up over two fifths of complaints made to Casey AMHS directly.
- Others, including advocates, supporters and/ or staff have made a fifth of the complaints made directly to the service.



- Consumer
- Family member/carer
- Other

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



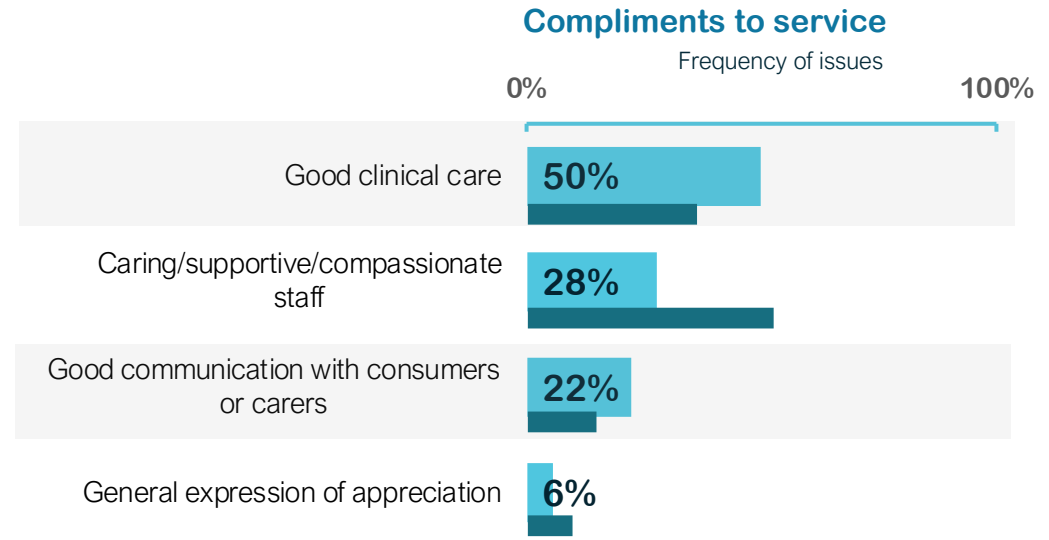
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Casey AMHS (n=18) ● Compliments to services sector-wide (n=891)

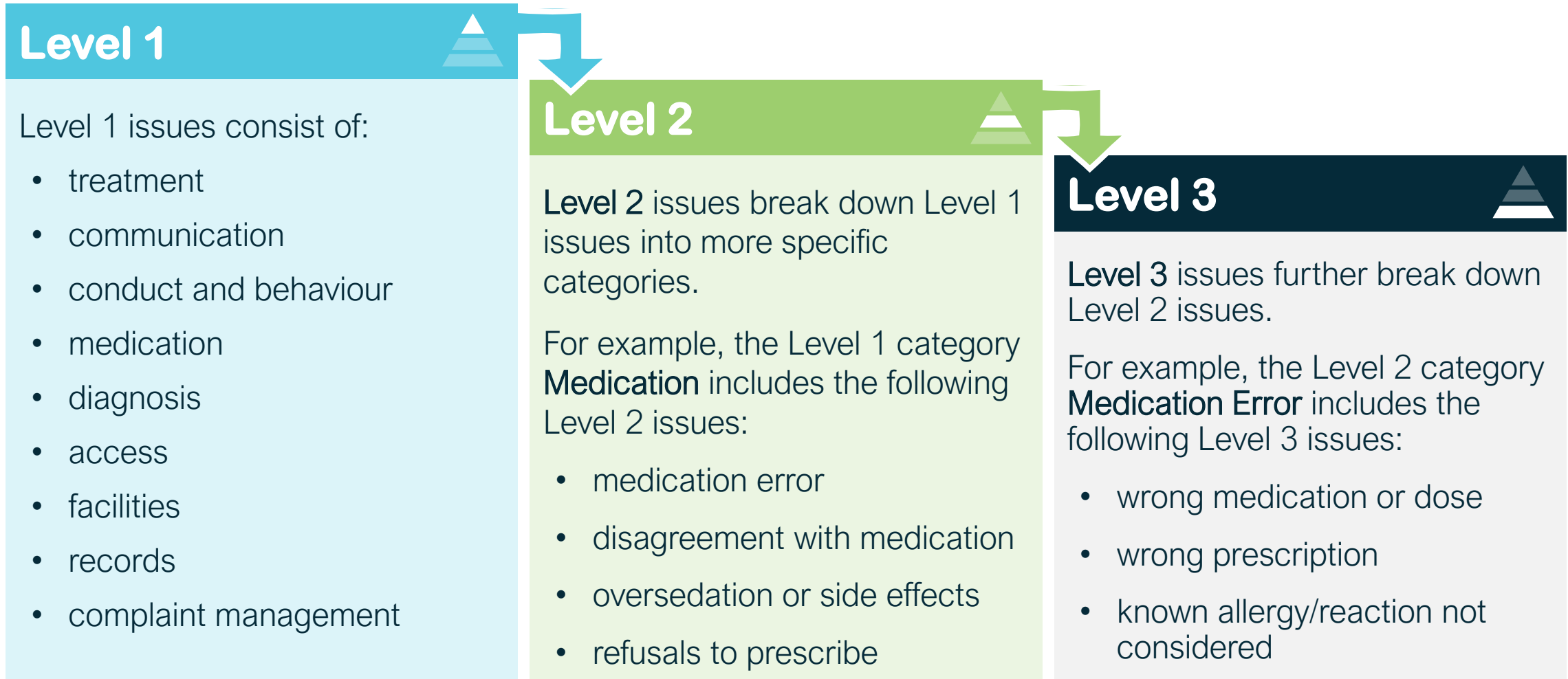
Themes in Compliments made to Casey AMHS

- Compliments made to Casey AMHS were most commonly positive feedback about good clinical care, and caring, supportive, and compassionate staff.
- Good communication with consumers and/or carers, was another theme that appeared in compliments made to Casey AMHS.
- Compliments about good clinical care and good communication were raised in a higher proportion of compliments when compared to the sector.



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 Casey AMHS

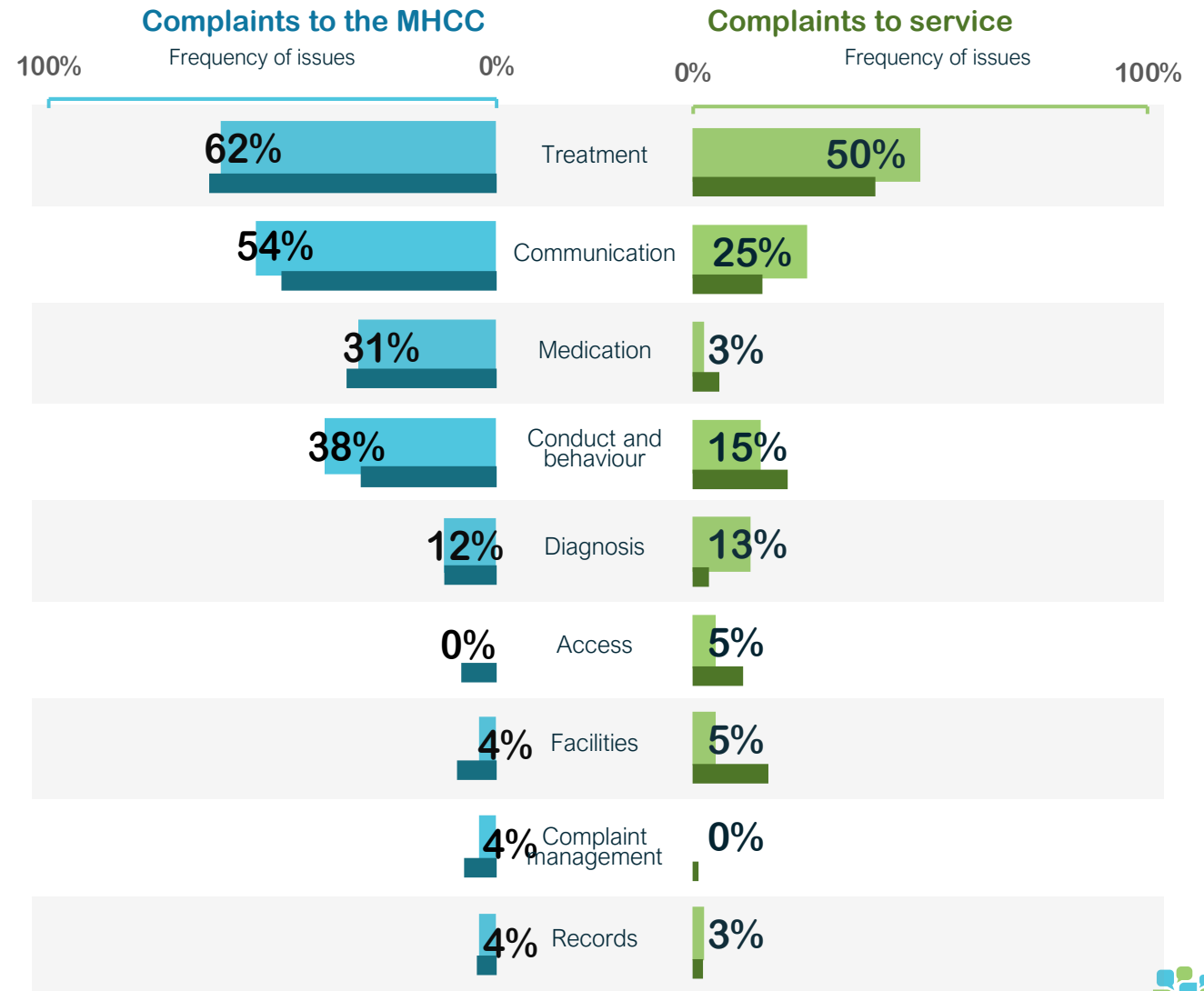
- The most common issues raised in complaints made to the MHCC about Casey AMHS were related to Treatment, Communication, Conduct and behaviour, and Medication issues, largely consistent with issues raised in complaints made across the sector.
- Issues raised in complaints made directly to Casey AMHS were frequently about Treatment and Communication. These were raised in a similar proportion of complaints made directly to services sector-wide.

Complaints about Casey AMHS

- to the MHCC (n=26)
- to the service (n=40)

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 Casey AMHS

Complaints about Casey AMHS

● to the MHCC (n=26)

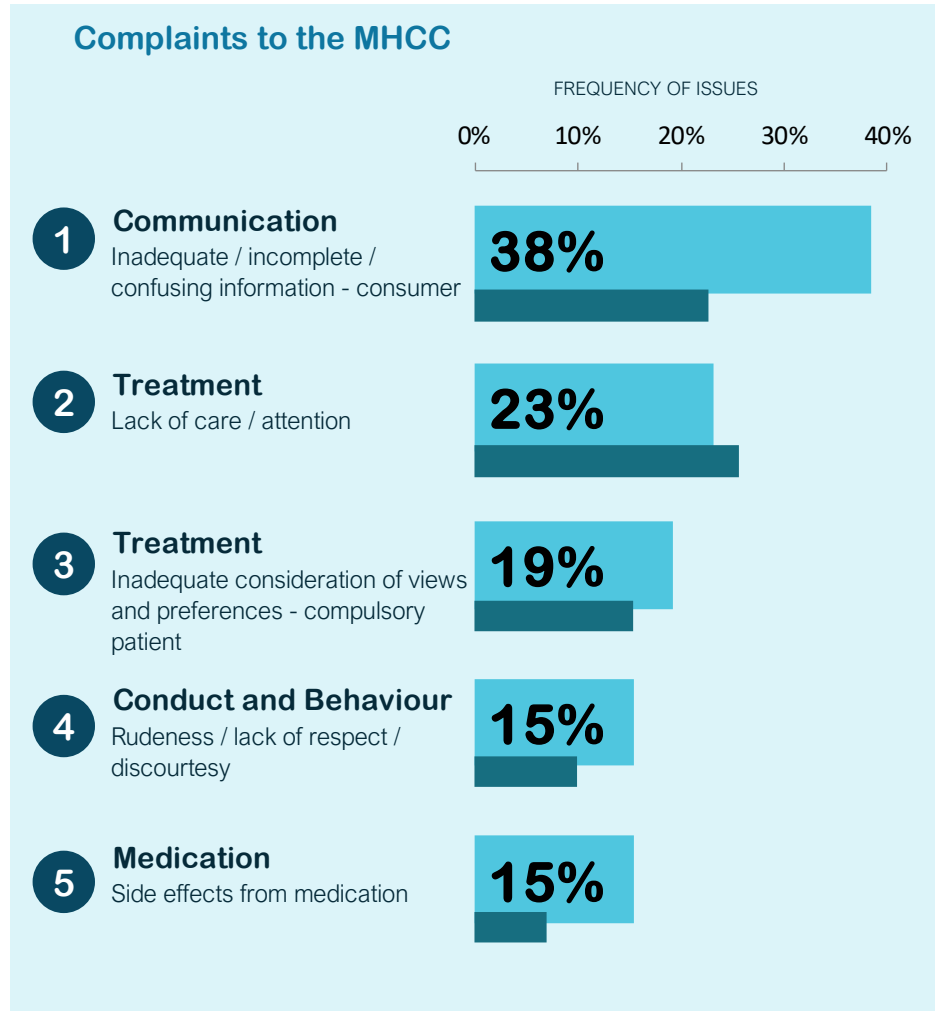
● to the service (n=40)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Inadequate, incomplete, or confusing information provided to consumers, and lack of care or attention were the most frequently occurring issues in complaints made to the MHCC about Casey AMHS, the first being raised at a higher proportion than complaints made across the sector.
- In complaints made directly to Casey AMHS, lack of communication with families and carers, and inadequate discharge information communicated were the most frequently occurring issues, both raised in higher proportions when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Casey AMHS

Complaints about Casey AMHS

● to the MHCC (n=23)

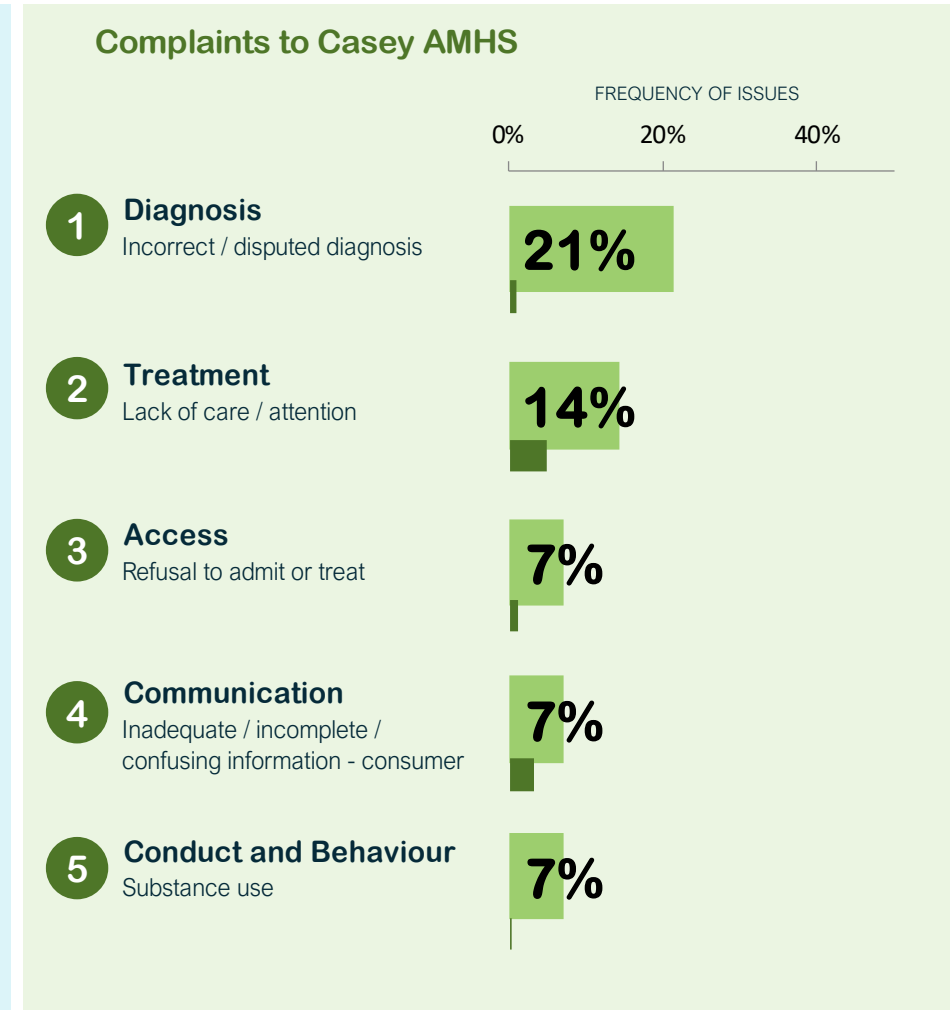
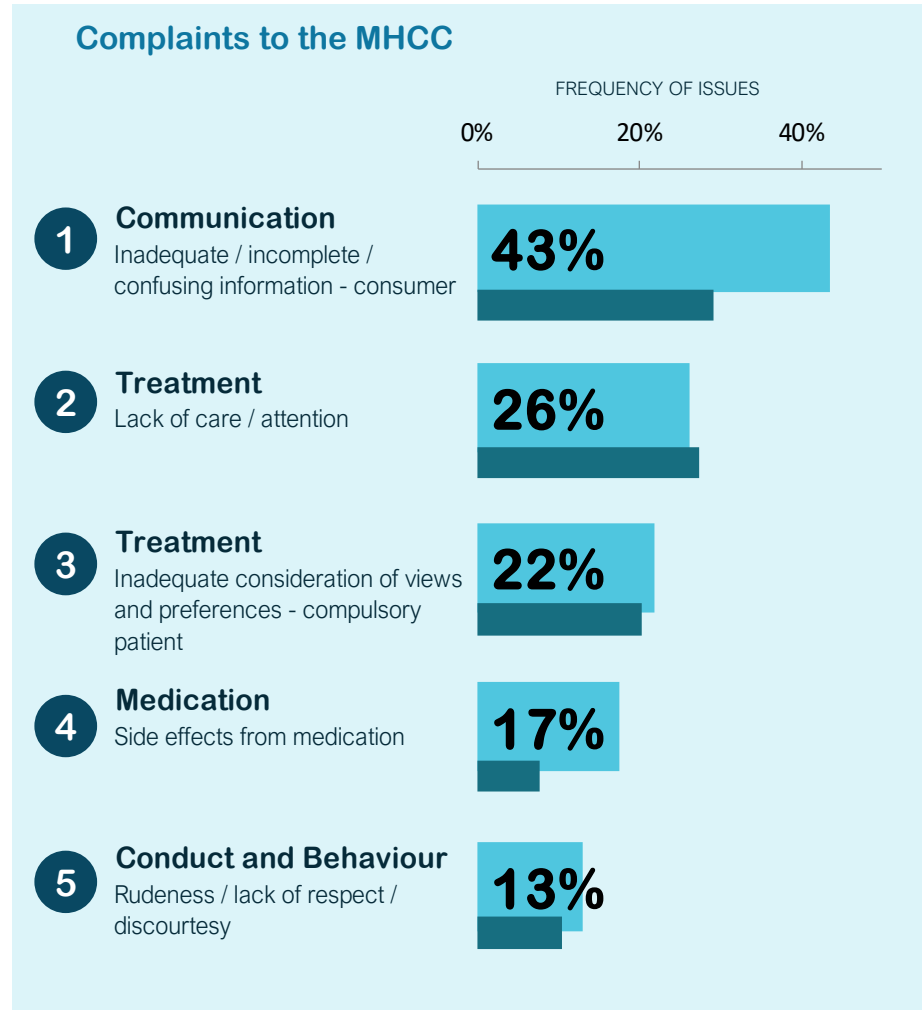
● to the service (n=14)

Sector-wide complaints

● to the MHCC (n=918)

● to the service (n=832)

- Among complaints made by consumers to the MHCC about Casey Health, inadequate, incomplete, or confusing information provided to consumers, lack of care or attention, and inadequate consideration of views and preferences of compulsory patients were the most commonly raised issues.
- The most frequently raised issues by consumers in complaints made directly to Casey AMHS were incorrect or disputed diagnosis and lack of care or attention, both raised at higher rates than in complaints across the sector.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Casey AMHS

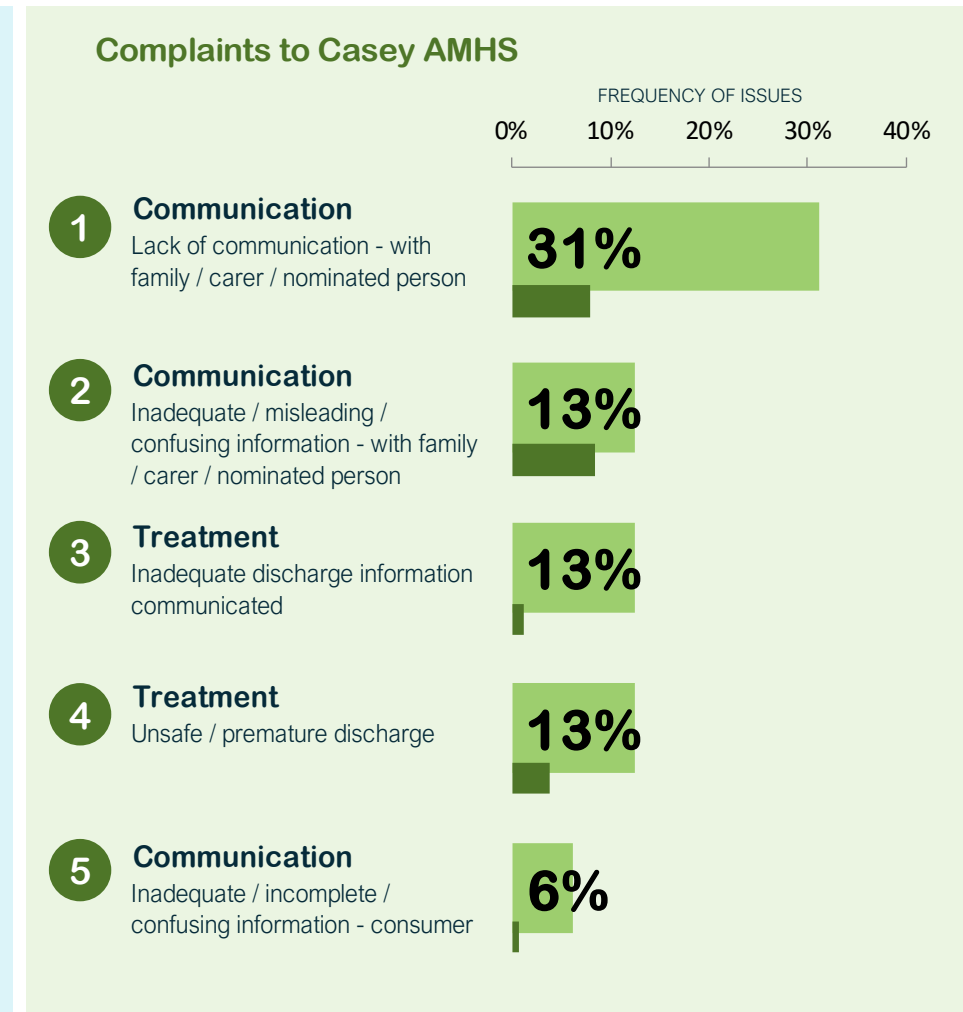
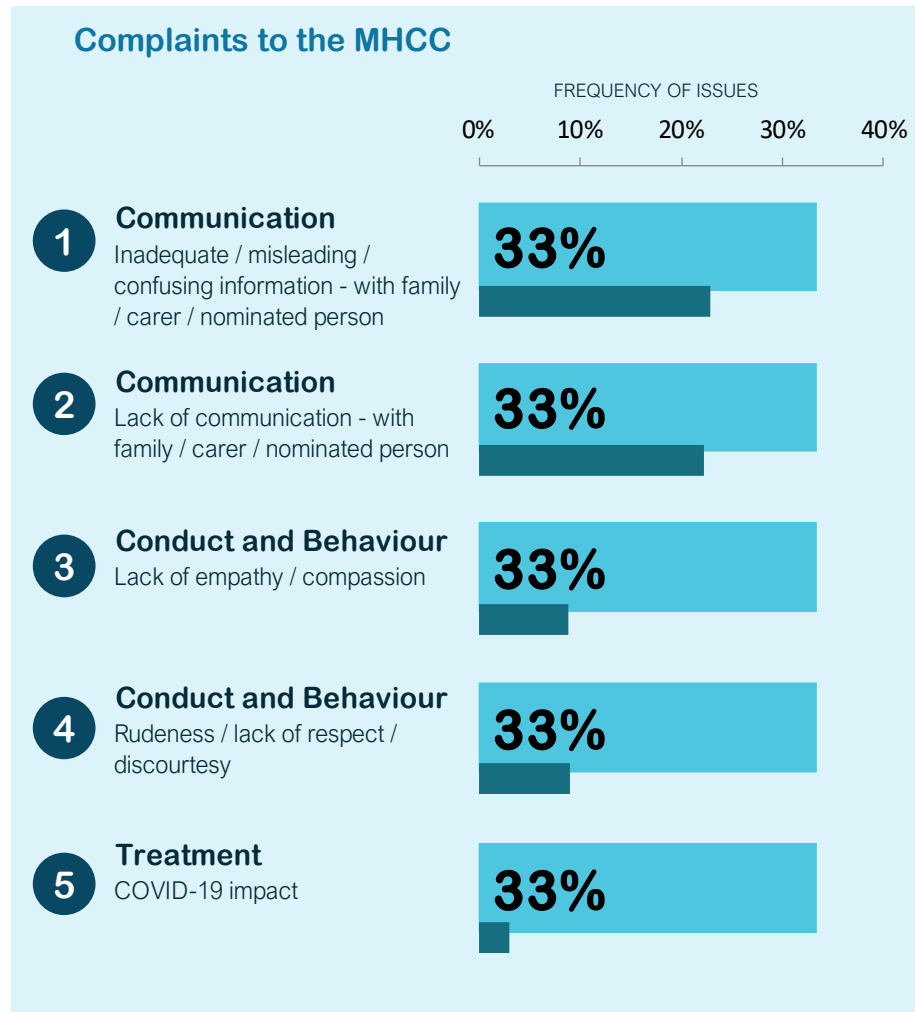
- Among the complaints made by carers / family members to the MHCC about Casey AMHS, issues raised were regarding inadequate, misleading, or confusing information provided and/or lack of communication with them, as well as about lack of empathy or compassion, rudeness, and the impacts of COVID-19.
- In complaints made by carers / family members directly to Casey AMHS, lack of communication with family and carers was the most frequently raised issue, raised in a higher proportion when compared to the sector.

Complaints about Casey AMHS

- to the MHCC (n=3)
- to the service (n=16)

Sector-wide complaints

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



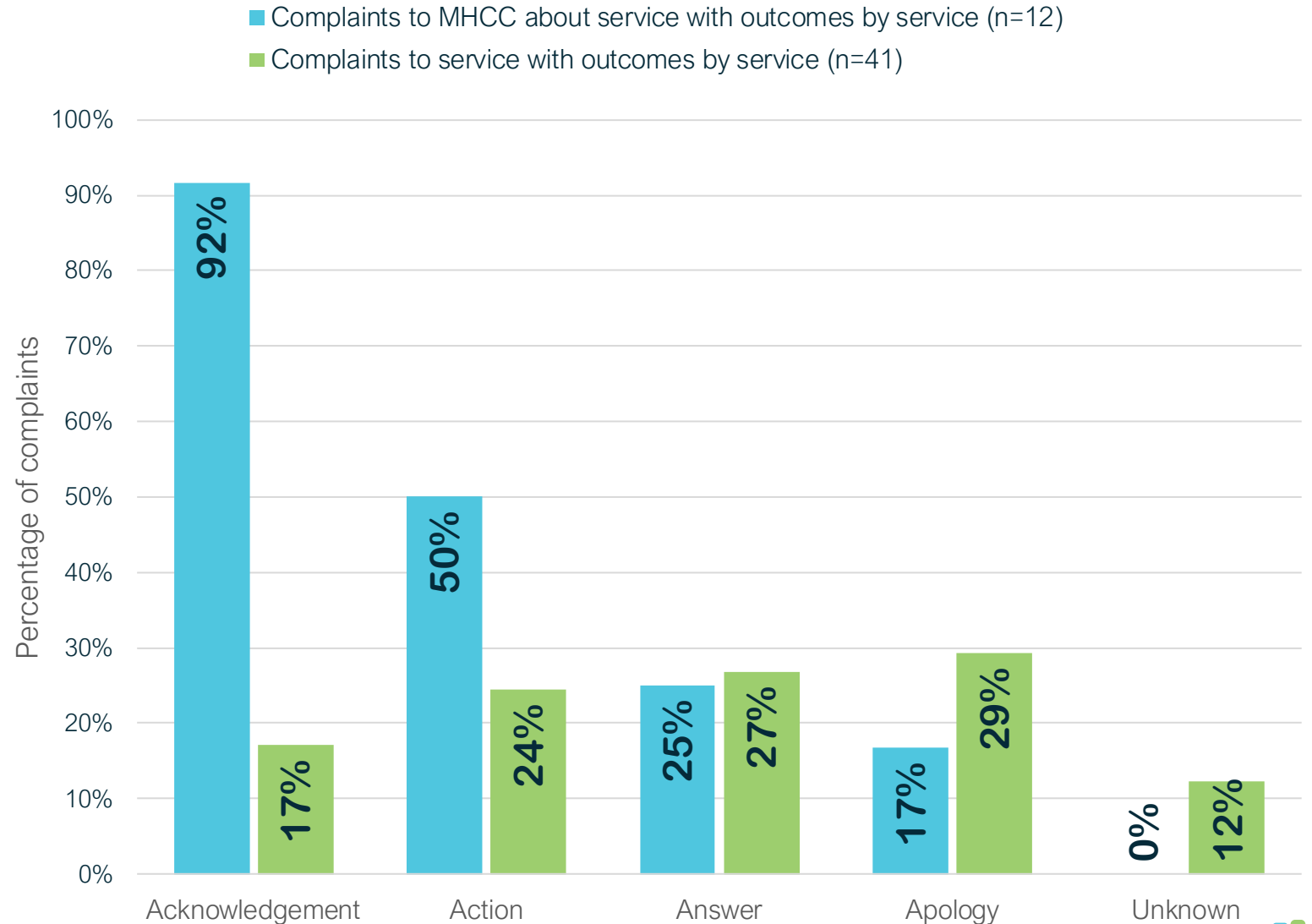


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Casey AMHS

- 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 Casey AMHS 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 actions taken by Casey AMHS in response to the issues raised by the complainant.
- Outcomes of complaints made directly to Casey AMHS were most frequently providing an apology in response to concerns raised and providing an answer to the complainant.

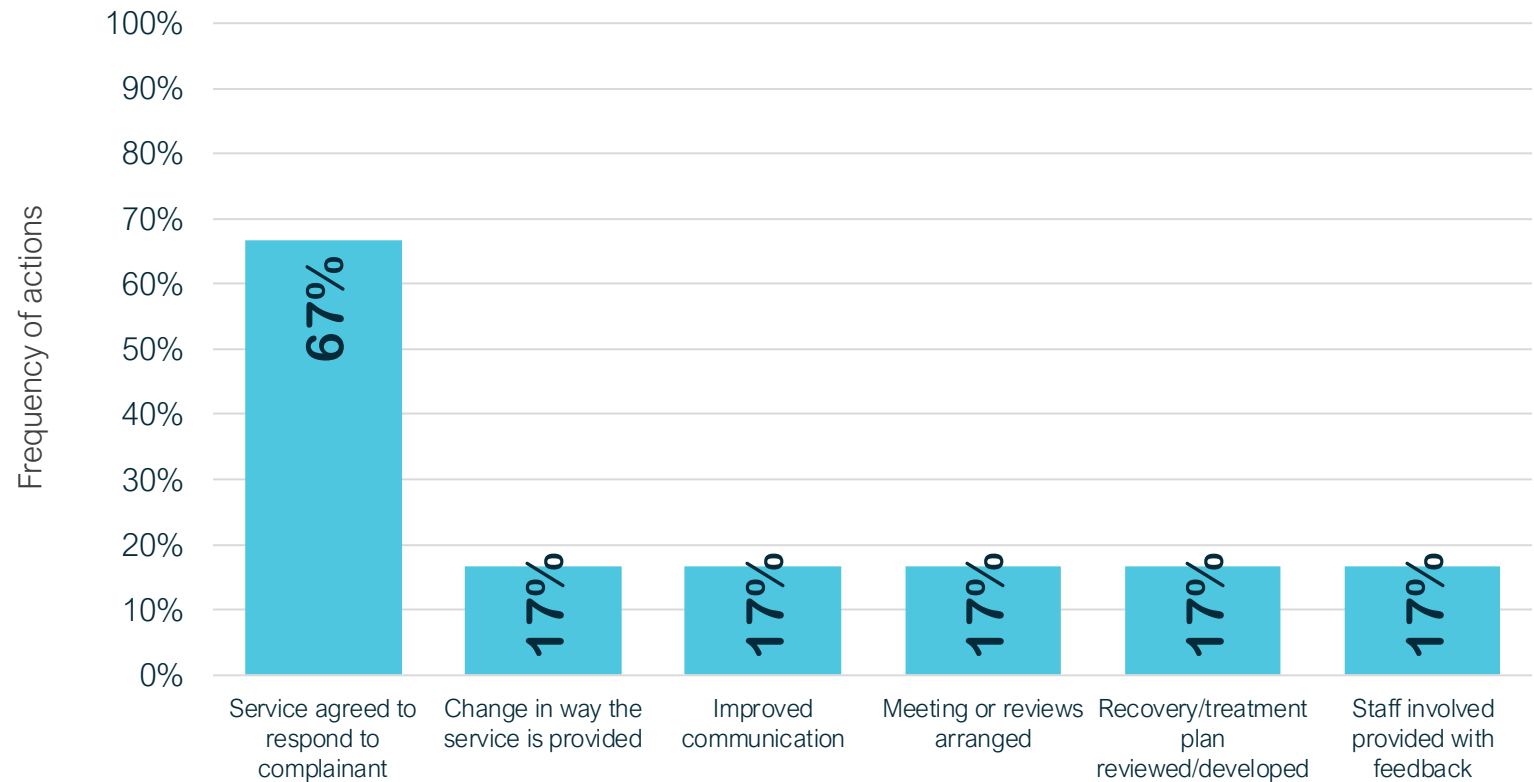


What actions were taken by the service? 2021-22

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

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

- The action most frequently undertaken by Casey AMHS in response to complaints to the MHCC was service agreeing to respond to complainant directly.
- Other Actions included:
 - Change in ways the service is provided
 - Improving communication/clarifying misunderstandings
 - Arranging meetings or reviews



Key points to consider



Complaint numbers

- The number of complaints made both to the MHCC about Casey AMHS and to the service directly decreased in 2021-22 compared to the previous year.
- Overall, more complaints were made to Casey AMHS directly than to the MHCC.
- Consumers made the majority of complaints to the MHCC about Casey AMHS while accounting for slightly under two fifths of complaints made to Casey AMHS directly.



Issues raised

- Inadequate, incomplete, or confusing information provided to consumers, and lack of care or attention were the most frequently occurring issues in complaints made to the MHCC about Casey AMHS.
- In complaints made directly to Casey AMHS, lack of communication with families and carers, and inadequate discharge information communicated were the most frequently occurring issues, both raised in higher proportions when compared to the sector.



Outcomes

- The most common outcome of complaints made to MHCC about Casey AMHS was acknowledgement of the concerns raised, followed by actions taken by Casey AMHS in response to the issues raised by the complainant.
- Action most frequently undertaken by Casey AMHS in response to complaints to the MHCC was service agreeing to respond to complainant directly.