

Summary of service provider complaint report

Monash 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:



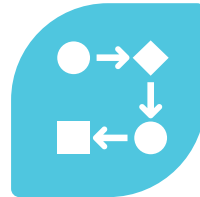
identify key themes and emerging issues across the sector



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

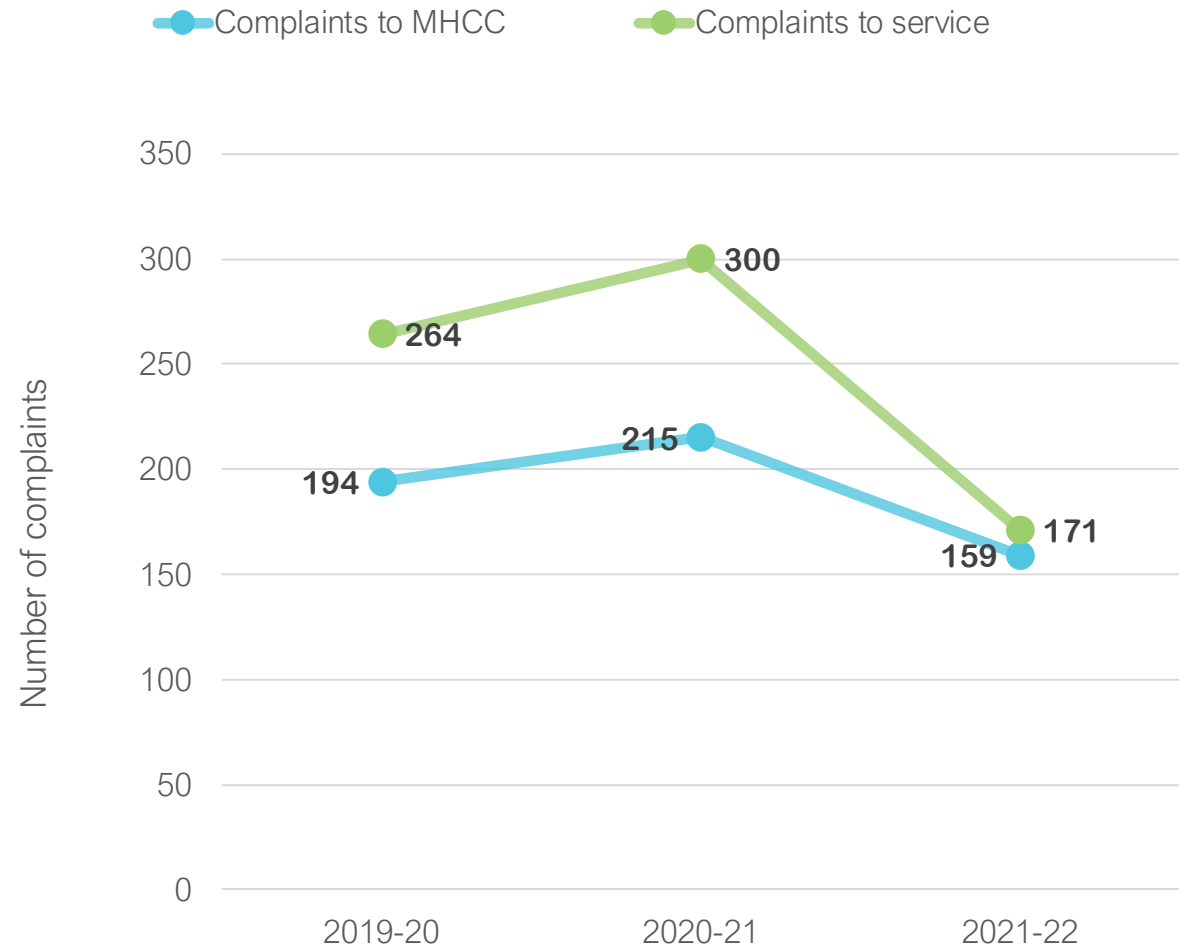
159

Complaints to MHCC
about Monash Health

171

Complaints to
Monash Health

- The number of complaints made both to the MHCC about Monash Health and directly to the service decreased in 2021-22.
- The number of complaints about Monash Health is lower than the number of complaints recorded in 2019-20.
- Overall, slightly more complaints were made directly to Monash Health than to the MHCC.



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 both to the MHCC about Monash Health and to the service directly. A greater rate of compliments were made to Monash Health compared to the sector median.

Complaints about Monash Health

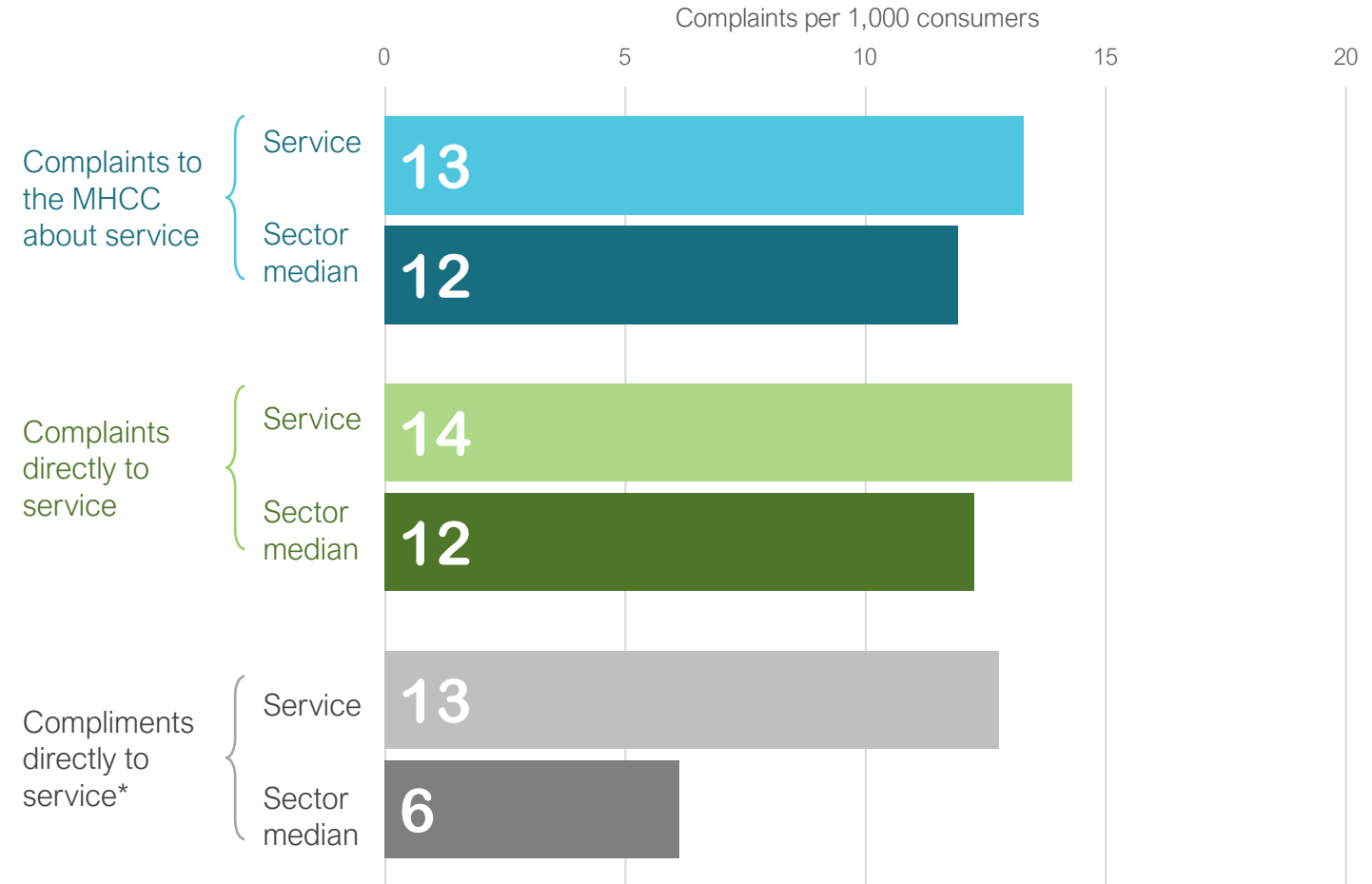
- to the MHCC (n=159)
- to the service (n=171)

● Compliments to Monash Health (n=153)

Sector-wide complaints

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

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

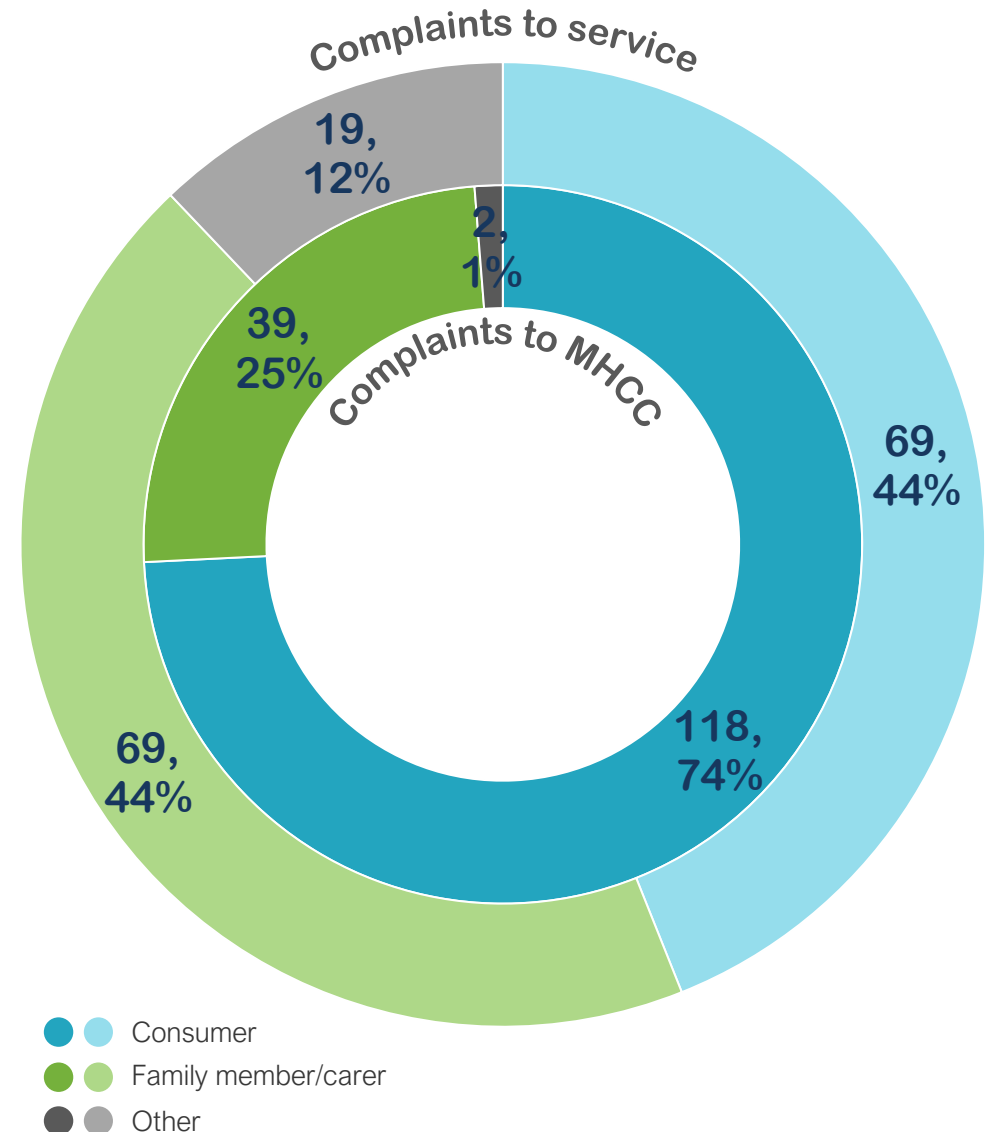


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints made about Monash Health

- Three quarters of the complaints made to the MHCC about Monash Health were from consumers, consumers accounted for half of the complaints directly to the service.
- In contrast, family members / carers made a quarter of complaints to the MHCC, and under half of complaints to the service.
- Others, including advocates, supporters and/ or staff have also made complaints directly to Monash Health.



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



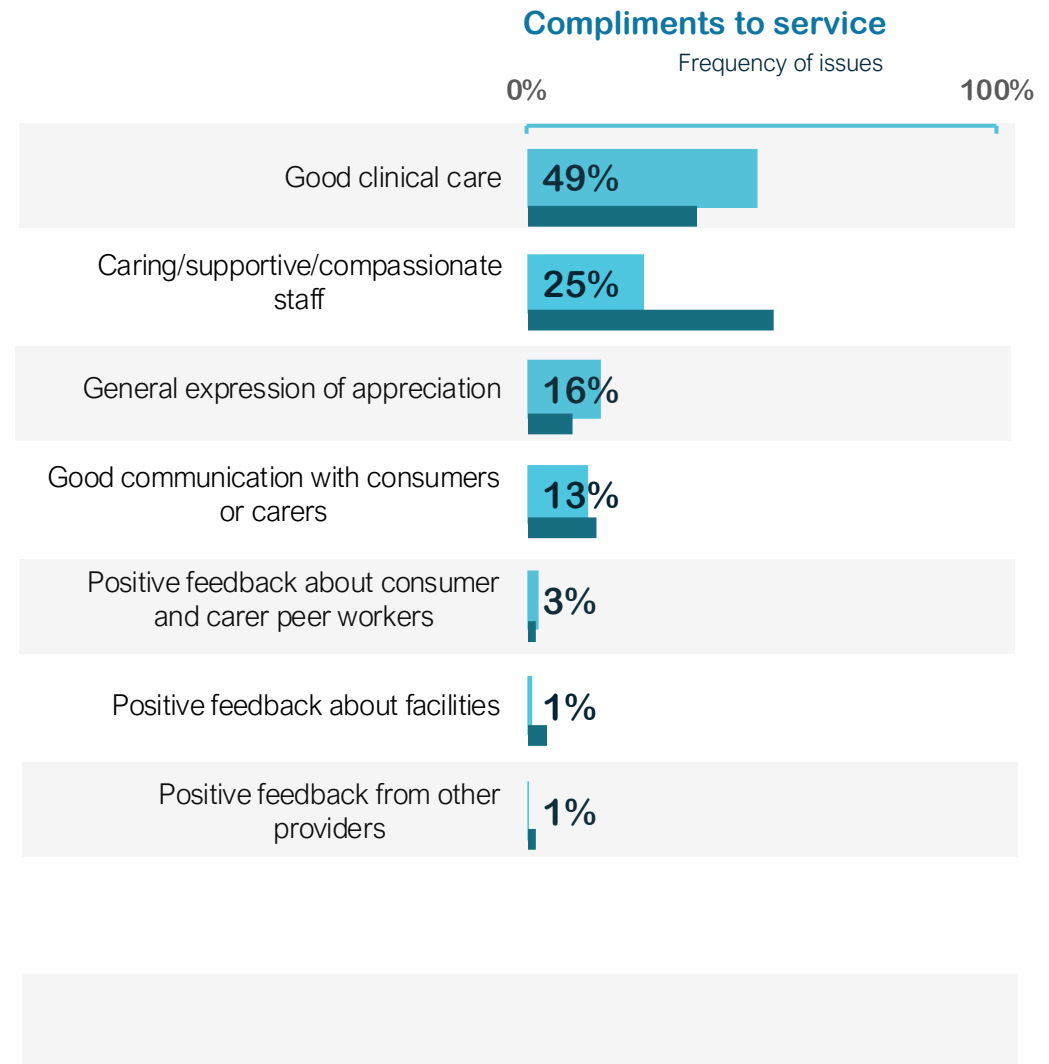
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Monash Health (n=153) ● Compliments to services sector-wide (n=891)

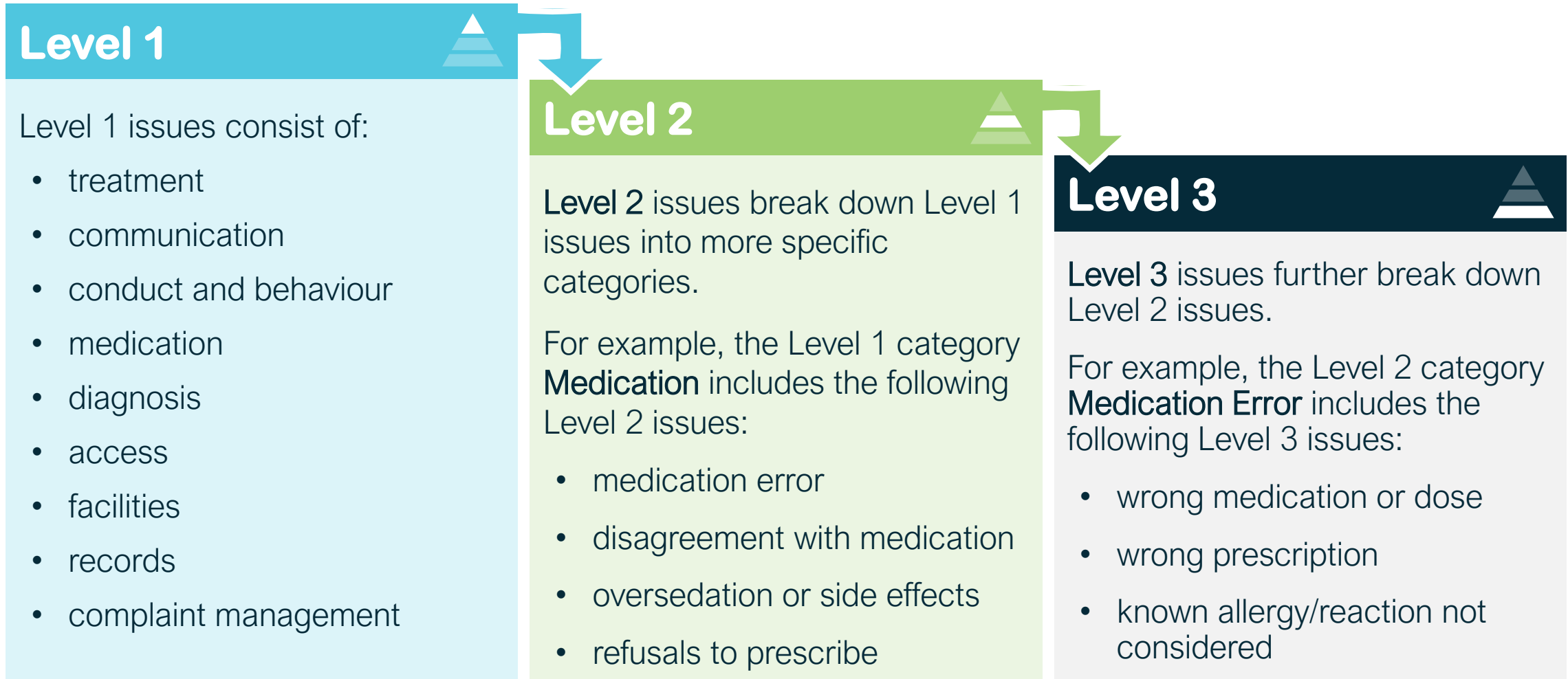
Themes in Compliments to Monash Health

- Compliments made to Monash Health were most commonly positive feedback about good clinical care, which appeared in higher percentages than compliments made to services sector-wide.
- Positive feedback about caring, supportive, and compassionate staff were also common, but were made in a lower proportion when compared to compliments made to services sector-wide.
- A considerable level of detail was provided by Monash Health about their compliments data that enabled the MHCC 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? 2021-22

Level 1 issues raised in complaints about Monash Health

Complaints about Monash Health

● to the MHCC (n=159)

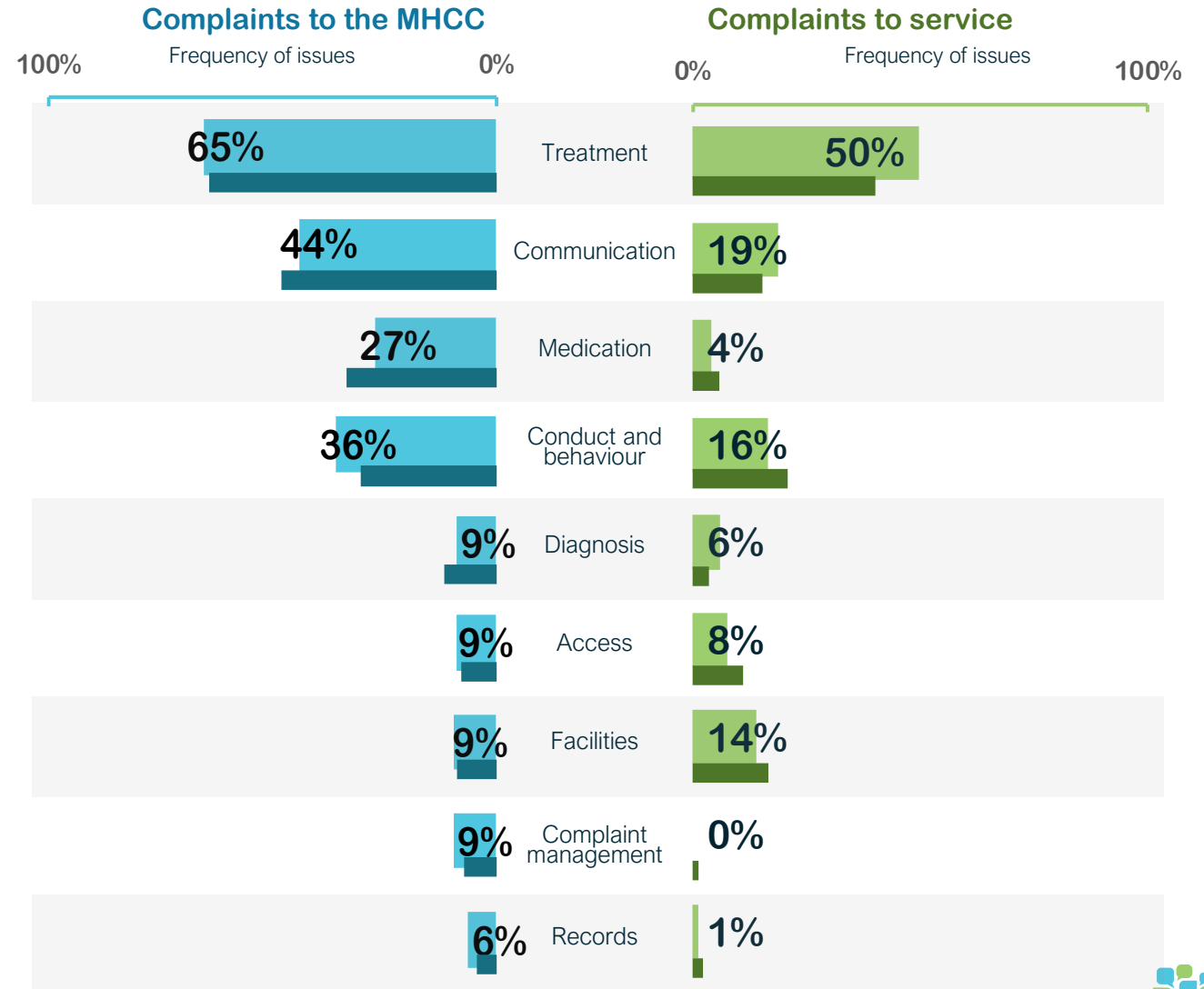
● to the service (n=171)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Issues raised in complaints made to the MHCC about Monash Health were consistent with those raised in complaints made to the MHCC sector-wide, with Treatment, Communication, Conduct and behaviour, and Medication being the most frequently raised issues.
- Issues raised in complaints made directly to Monash Health were also broadly consistent with those raised in complaints made to services across the sector, with Treatment, Communication, and Conduct and behaviour being the most commonly raised issues.



What were complaints about? 2021-22

Complaints about Monash Health

- to the MHCC (n=159)
- to the service (n=171)

Sector-wide complaints

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

Most frequent Level 3 issues raised about Monash Health

- Lack of care or attention, and inadequate, incomplete or confusing information provided to consumers were the most frequently occurring issues in complaints made to the MHCC about Monash Health. These issues were raised in similar proportions when compared to complaints made to the MHCC sector-wide.
- Complaints made directly to Monash Health commonly mentioned rudeness, lack of respect, or discourtesy as the most common issue, which was raised in a slightly higher proportion when compared to the sector.

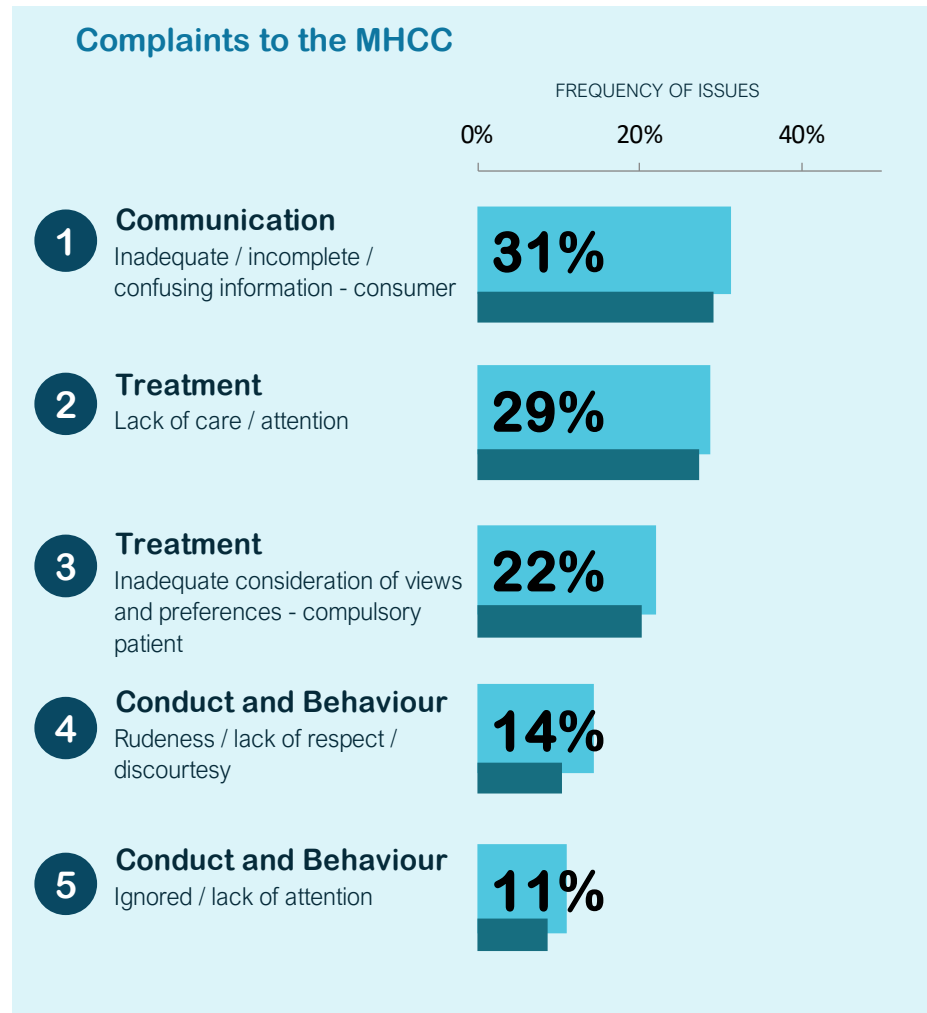


Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Monash Health

- Inadequate, incomplete or confusing information provided to consumers, lack of care or attention, and inadequate consideration of the views and preferences of compulsory patients were the three most common issues raised by consumers in complaints made to the MHCC about Monash Health.
- The most frequently raised issue by consumers in complaints made directly to the service was rudeness, lack of respect, or discourtesy, broadly consistent with the rate recorded across the sector.

Complaints about Monash Health	Sector-wide complaints
● to the MHCC (n=118)	● to the MHCC (n=918)
● to the service (n=69)	● to the service (n=832)



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Monash Health

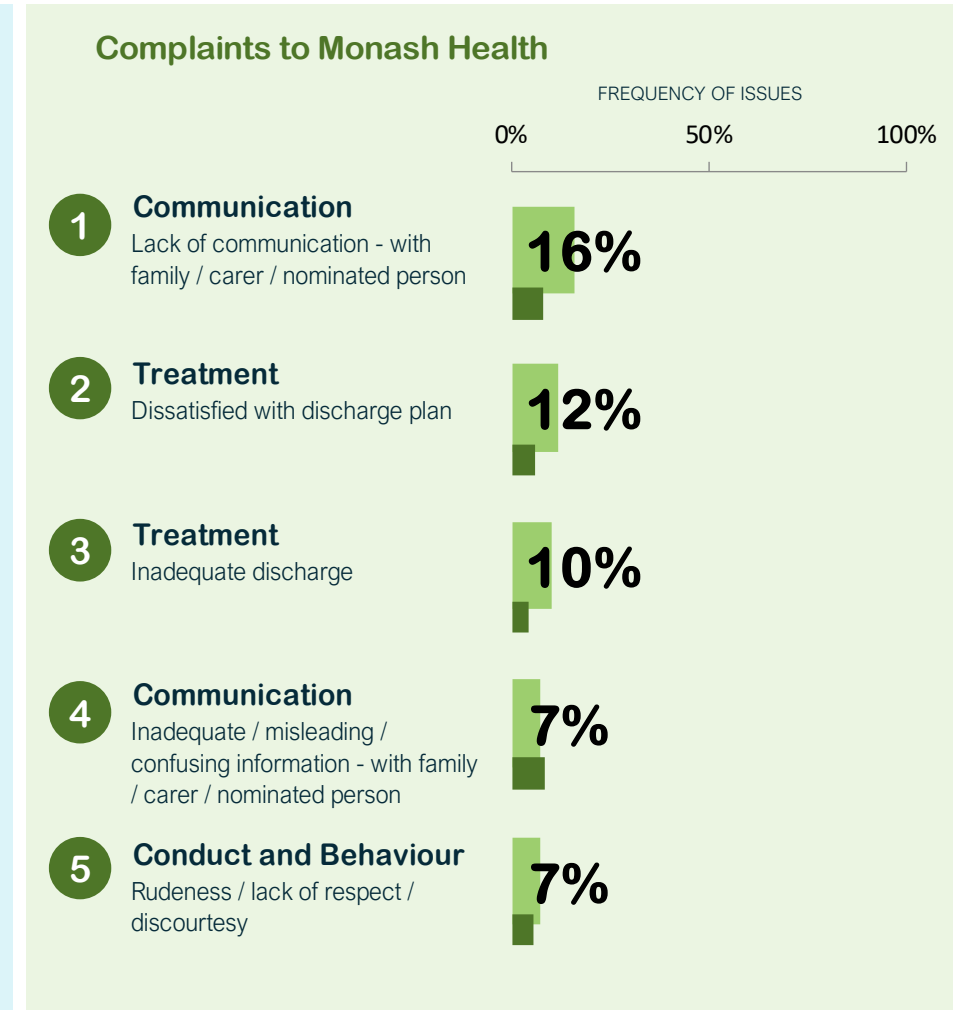
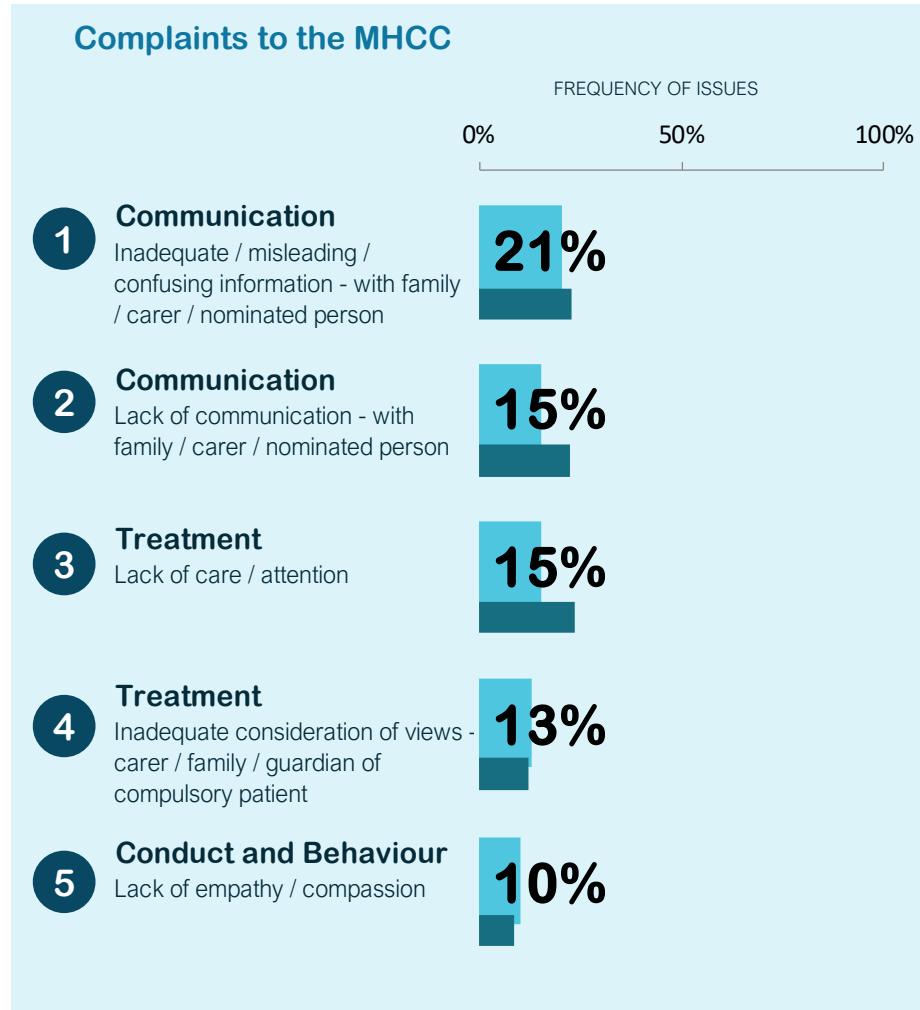
- Inadequate, misleading, or confusing information provided to carers / family members, as well as a general lack of communication were the most common issues raised by carers / family members in complaints made to the MHCC about Monash Health.
- In complaints made by carers / family directly to the service, lack of communication with family and carers was also the issue that was frequently raised.

Complaints about Monash Health

- to the MHCC (n=39)
- to the service (n=69)

Sector-wide complaints

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



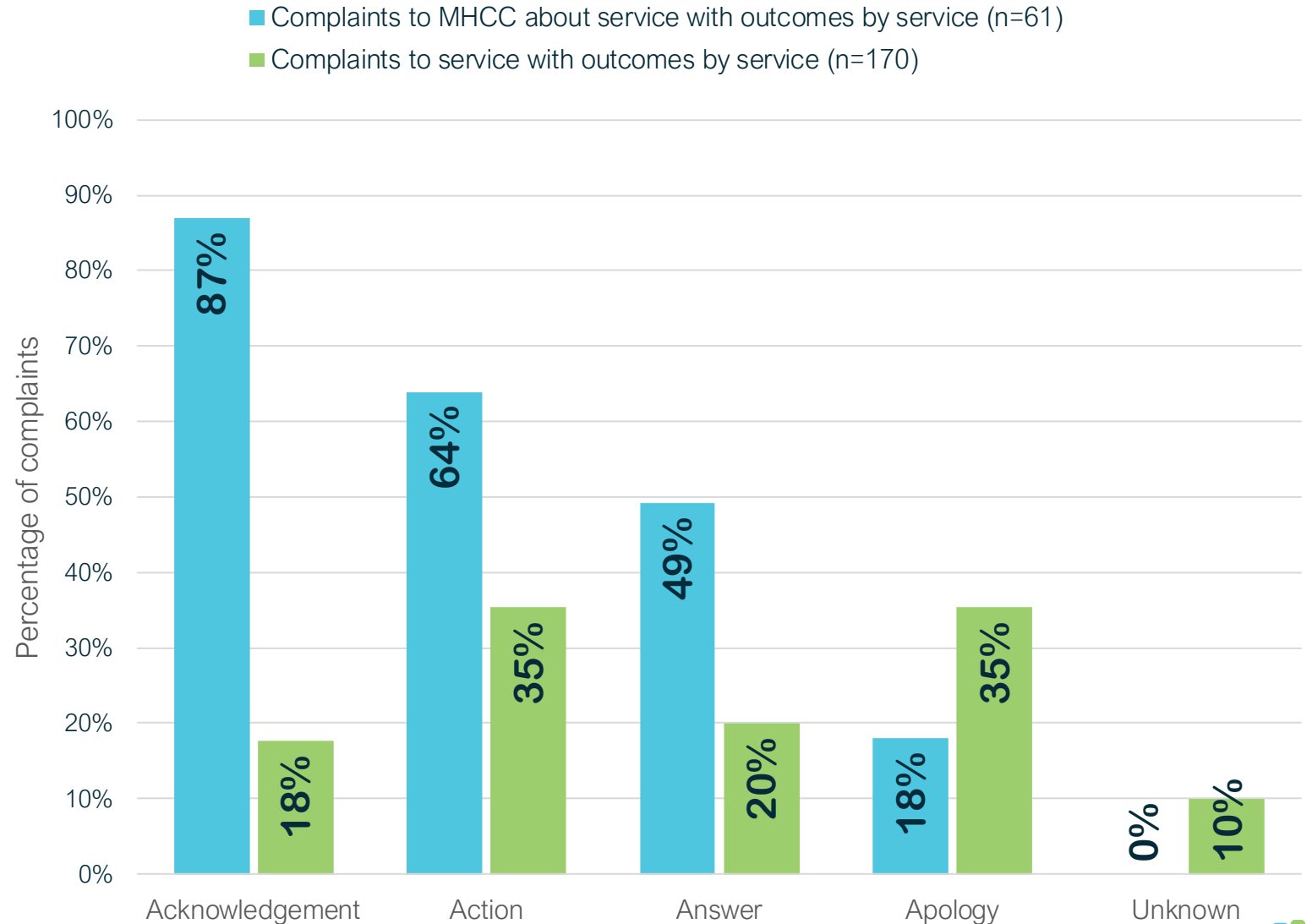


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Monash 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 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 the service of the concerns raised by the complainant, followed by actions taken in response to the issues raised.
- The most common outcomes of complaints made directly to Monash Health were actions taken in response to the issues raised and an apology issued by the service.

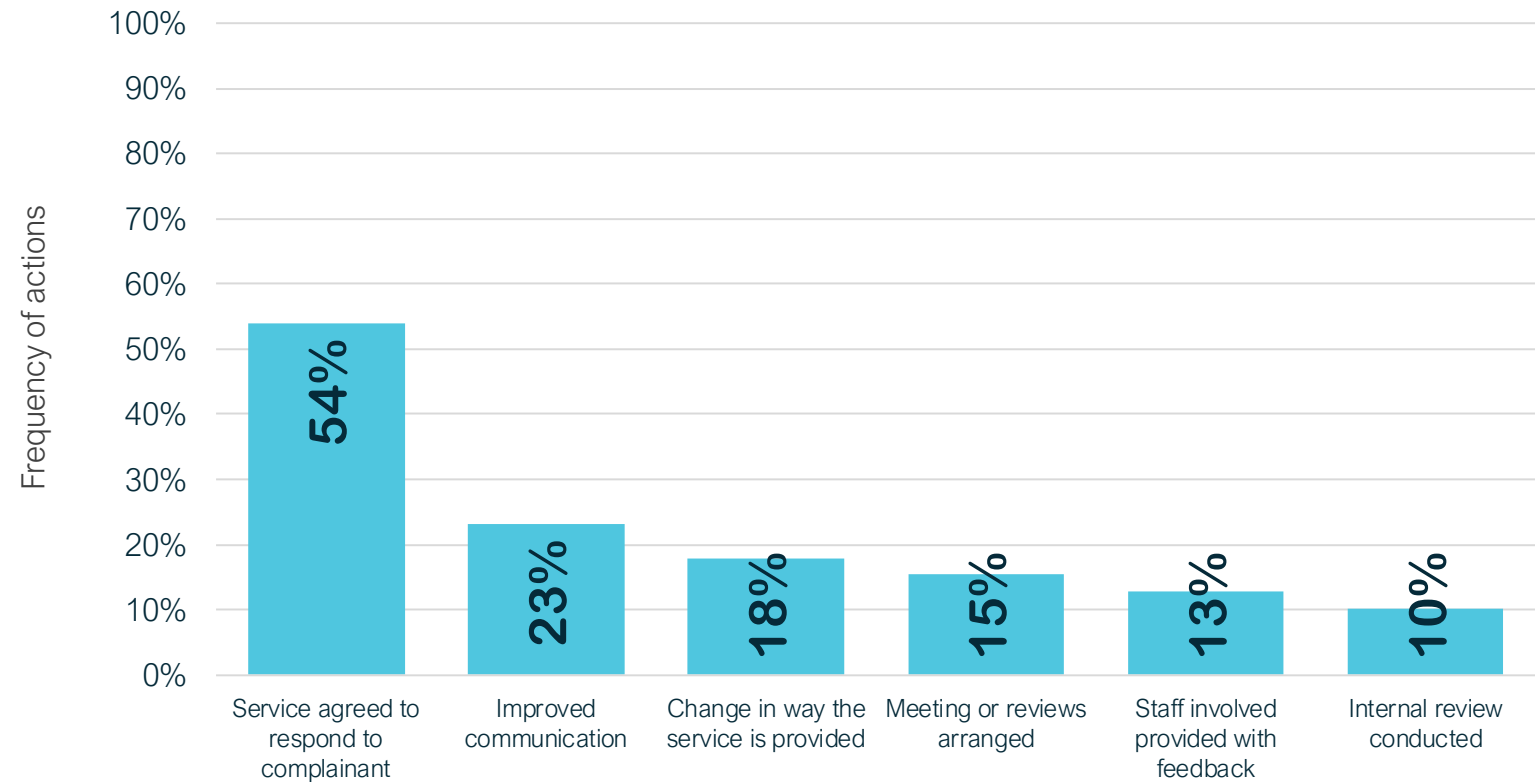


What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Monash Health in response to complaints made to the MHCC included:
 - responding to the complainant or consumer directly
 - improving communication / clarifying misunderstandings
 - changing / reviewing of service provision

■ Complaints to MHCC with action outcomes by service (n=39)



Key points to consider



Complaint numbers

- The number of complaints made both to the MHCC about Monash Health and directly to the service decreased in 2021-22. The number of complaints about Monash Health was lower than that the number in 2019-20.
- Overall, slightly more complaints were made directly to Monash Health than to the MHCC.
- Three quarters of complaints made to the MHCC about Monash Health were from consumers, compared to half of the complaints made directly to the service.



Issues raised

- Lack of care or attention, and inadequate, incomplete, or confusing information provided to consumers were the most frequently occurring issues in complaints made to the MHCC about Monash Health. These were raised in similar proportions to complaints made to the MHCC about services sector-wide.
- Complaints made directly to Monash Health related to rudeness, lack of respect, or discourtesy as the most common, which was raised in a slightly higher proportion when compared to the sector.



Outcomes

- The most common outcome of complaints made to the MHCC about Monash Health was acknowledgement by the service of the concerns raised by the complainant, followed by action taken in response to the issues raised.
- The most common outcomes of complaints made directly to Monash Health were actions taken in response to the issues raised and an apology issued by the service.