

Summary of service provider complaint report

Austin Health

2022-23



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2022-23 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues are raised, and how the complaints are 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:



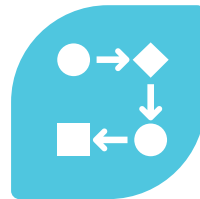
identify key themes
and emerging issues
across the sector



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? 2022-23

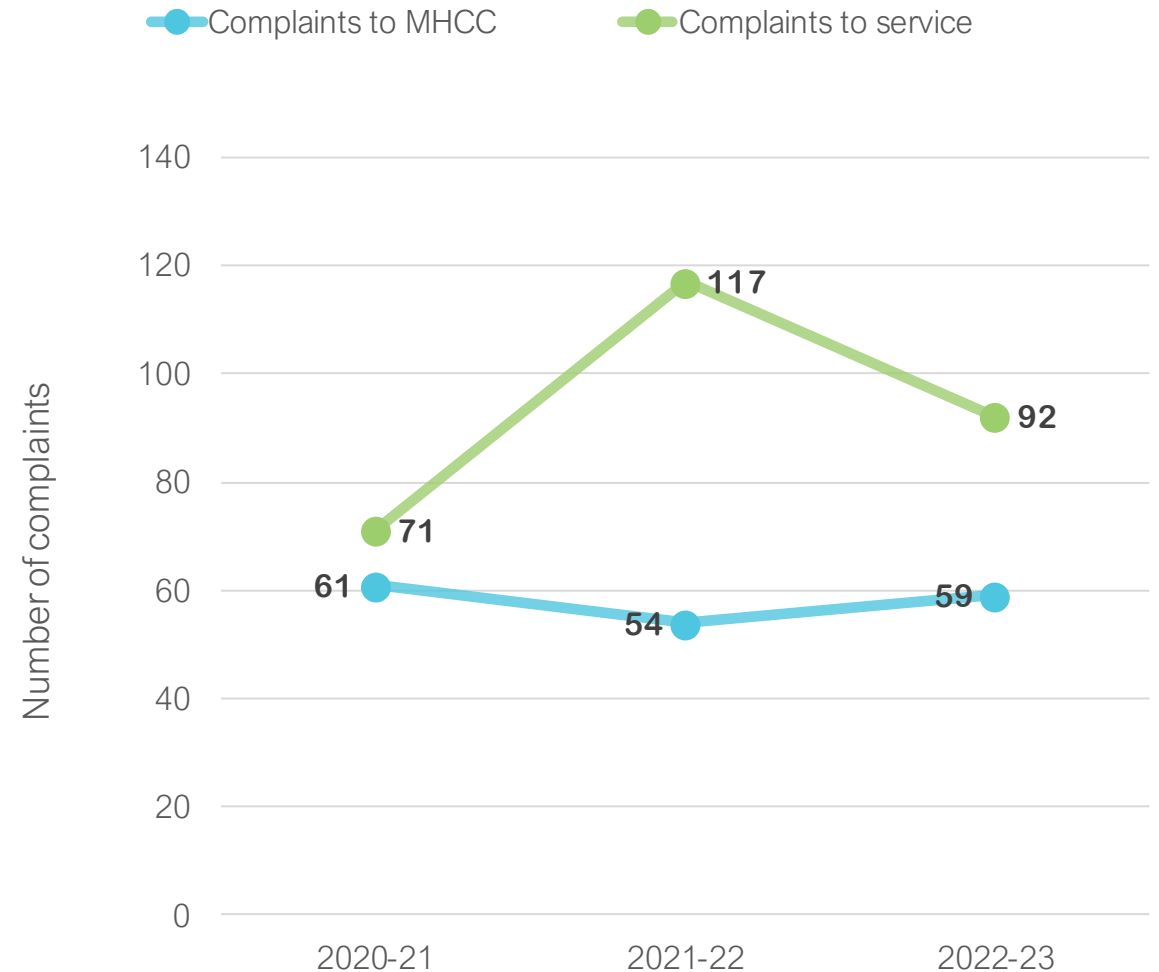
59

Complaints to MHCC
about Austin Health

92

Complaints to Austin
Health

- The number of complaints made to the MHCC about Austin Health increased slightly from that recorded in 2021-22, staying roughly the same since 2020-21.
- The number of complaints made directly to the service decreased between 2021-22 and 2022-23.
- In line with the previous years, the number of complaints made to the MHCC about Austin Health was lower than complaints directly to the service.



Complaint and compliment rates

2022-23

- 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 complaint and compliment rates below the sector median.
- The rate of complaints received by the MHCC about Austin Health has declined since 2021-22, though remains above the sector median.
- The rate of complaints directly to the service also declined between 2021-22 and 2022-23, though it similarly remains significantly above the sector median.
- Compliments made directly to the service were given at a much higher rate than the sector median, up from the previous year.

Complaints about Austin Health

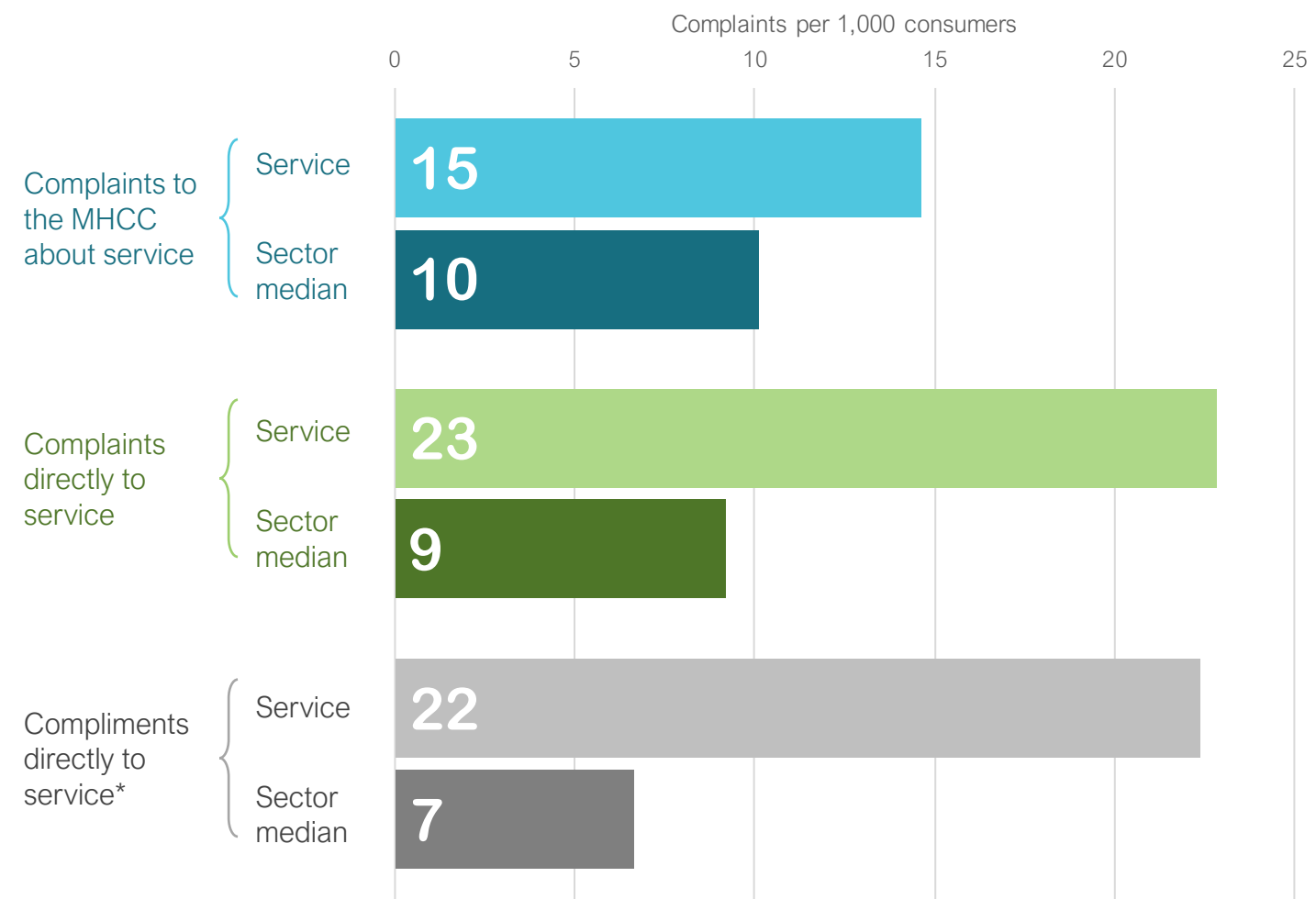
- to the MHCC (n=59)
- to the service (n=92)

Compliments to Austin Health (n=90)

Sector-wide complaint

- to the MHCC (n=1442)
- to the service (n=1671)

Compliments to services sector-wide (n=1041)

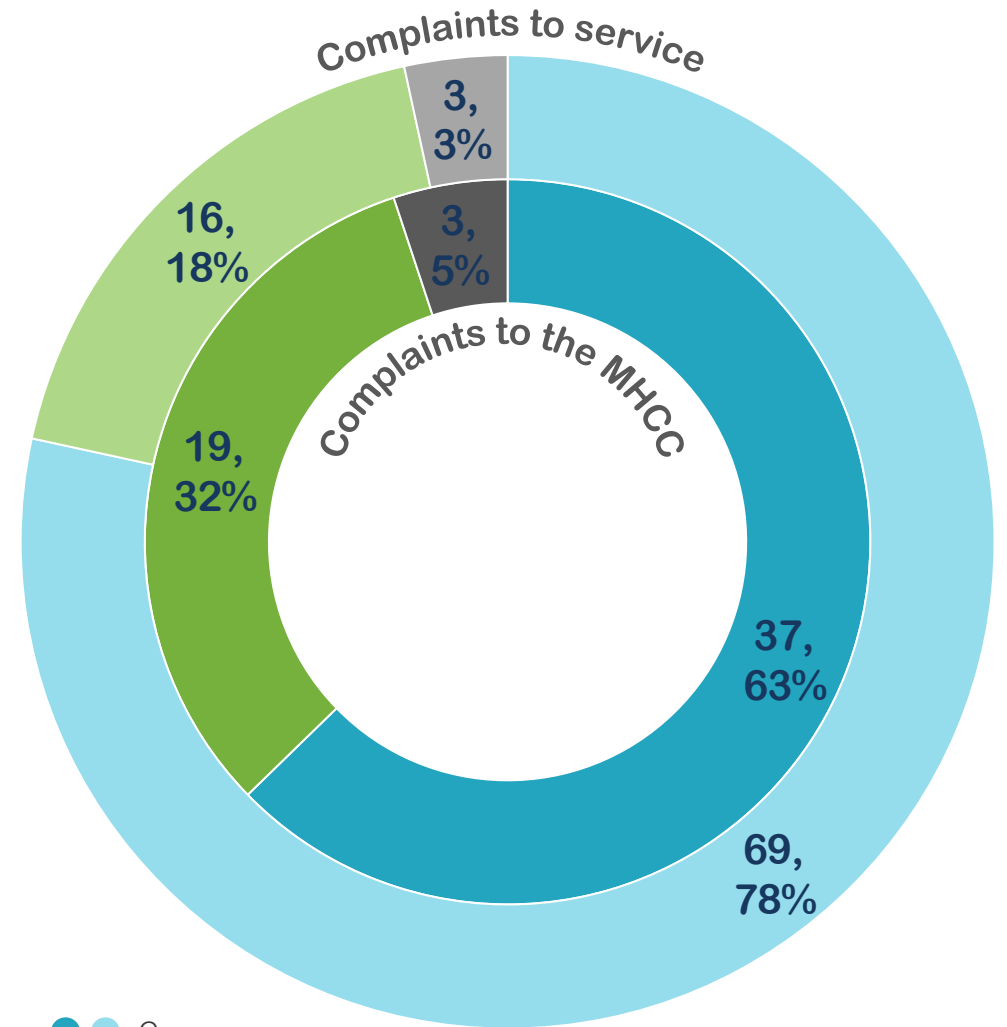


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Austin Health

- Consumers made the most of complaints to the MHCC about Austin Health and complaints to the service directly.
- In contrast, family members / carers made a third of complaints to the MHCC about Austin Health and just under a fifth of complaints directly to the service.



- Consumer
- Family member/carer
- Other

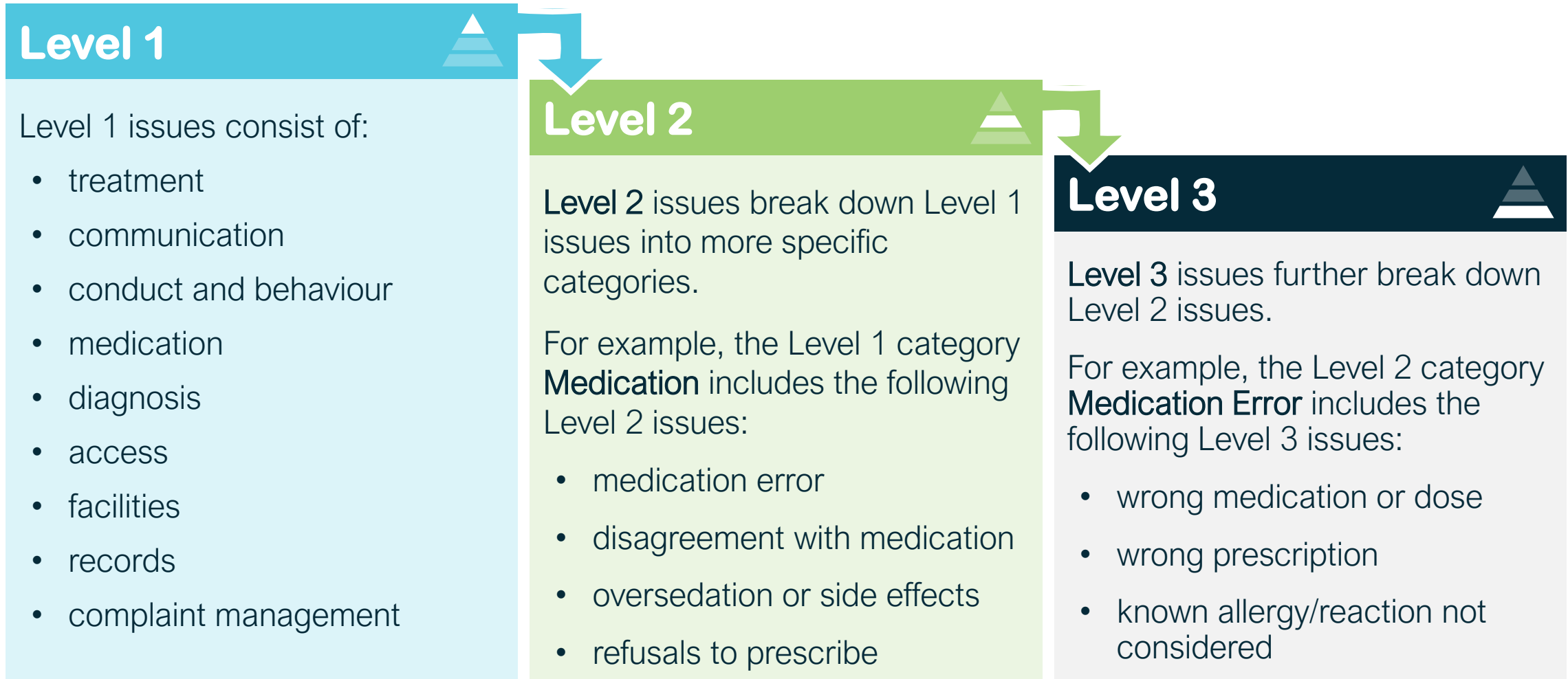
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaint

How does the MHCC categorise issues?

the MHCC uses three levels of issue categories to classify complaints.



What were complaints about? 2022-23

Level 1 issues raised about Austin Health

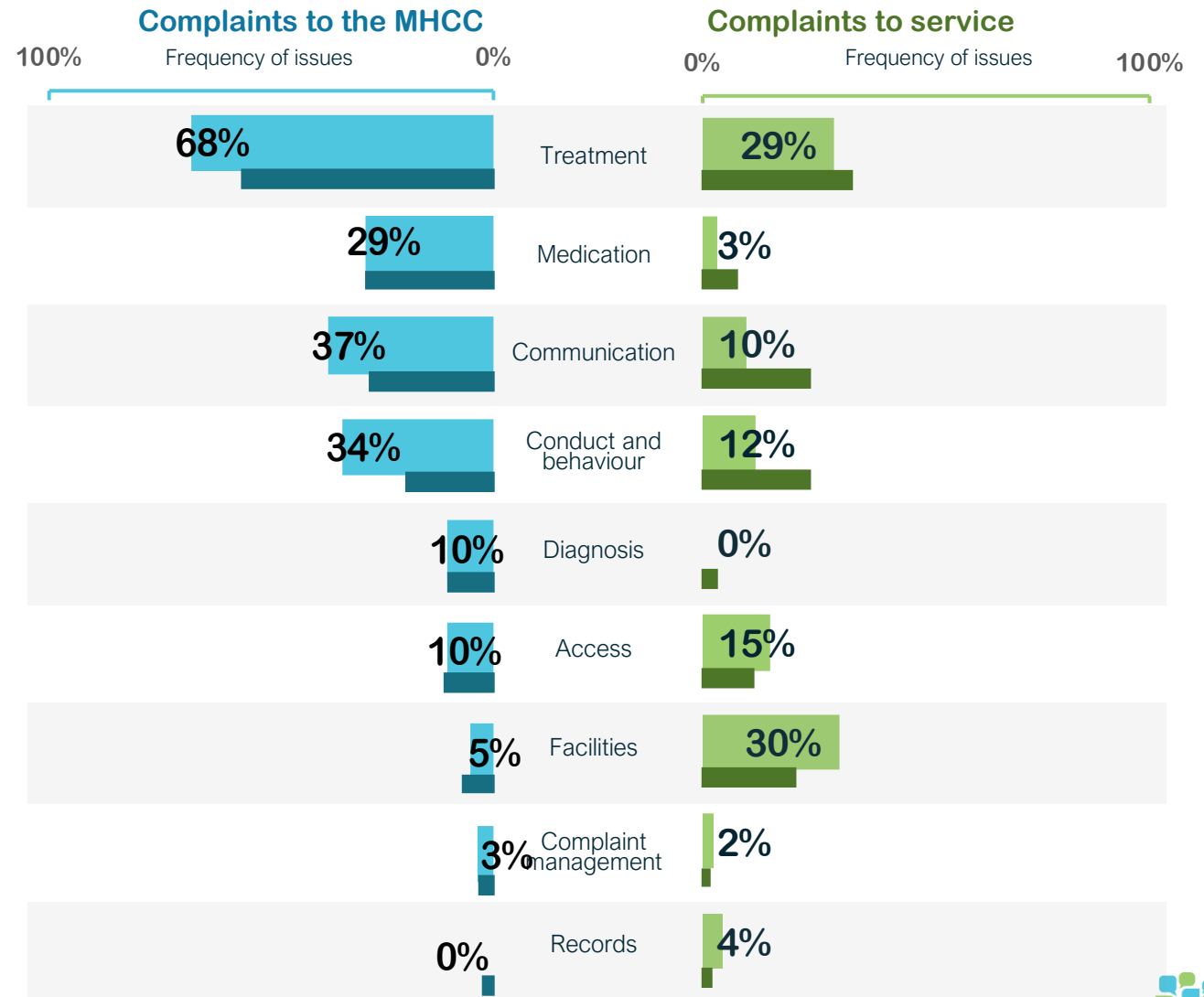
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Austin Health were consistent with those raised the sector, with Treatment, Communication and Conduct & behaviour proving the most common.
- Issues raised in complaints directly to the service commonly related to Treatment, Facilities and Access issues.

Complaints about Austin Health

- to the MHCC (n=59)
- to the service (n=92)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)

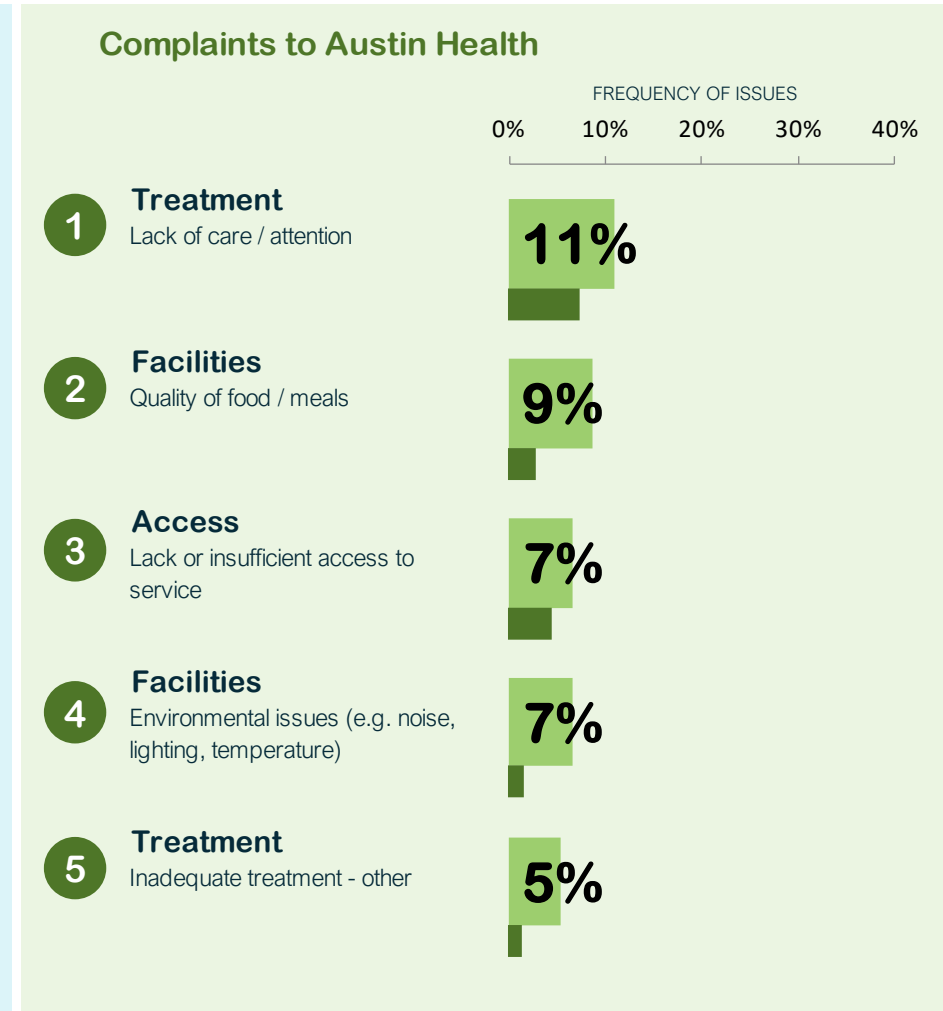
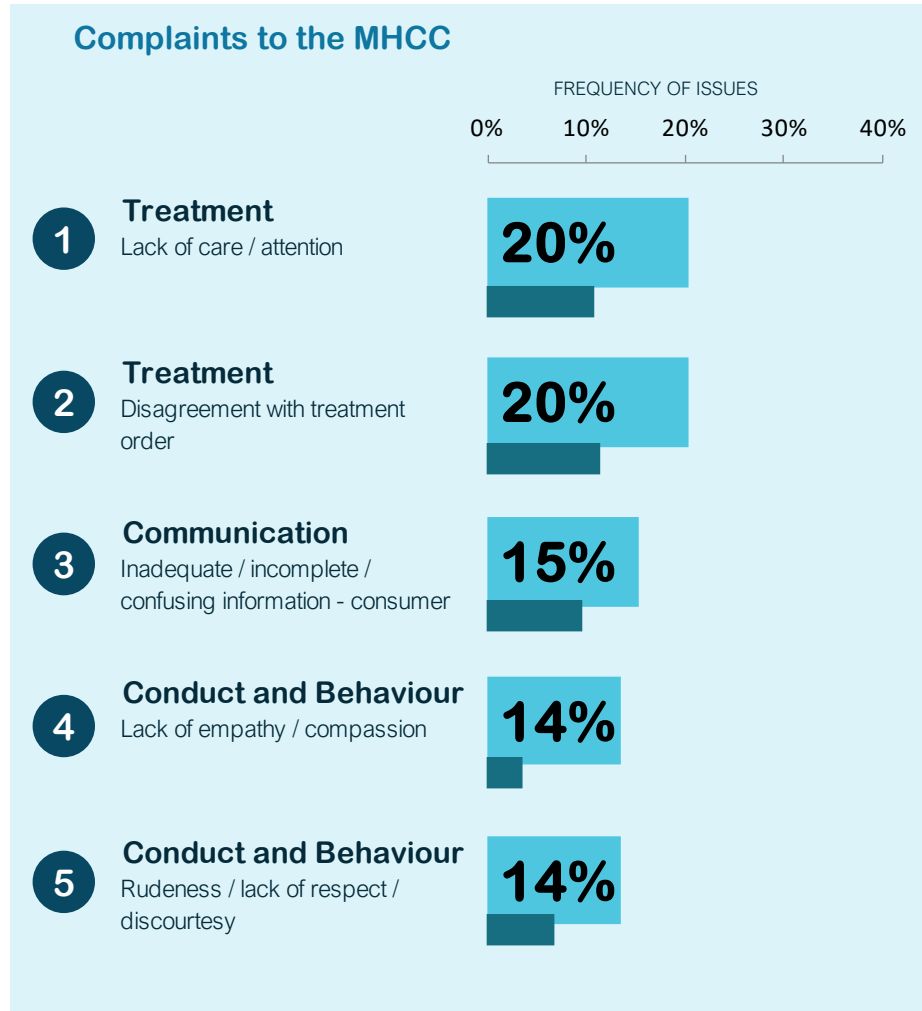


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Austin Health

Complaints about Austin Health		Sector-wide complaints	
●	to the MHCC (n=59)	●	to the MHCC (n=1442)
●	to the service (n=92)	●	to the service (n=1671)

- The issues most frequently raised in complaints made to the MHCC about Austin Health were Treatment related, including lack of care / attention and disagreements with treatment orders, each occurring at a higher frequency than across the sector.
- The most frequently raised issues among complaints made directly to the service included a lack of care / attention and poor quality of food / meals.

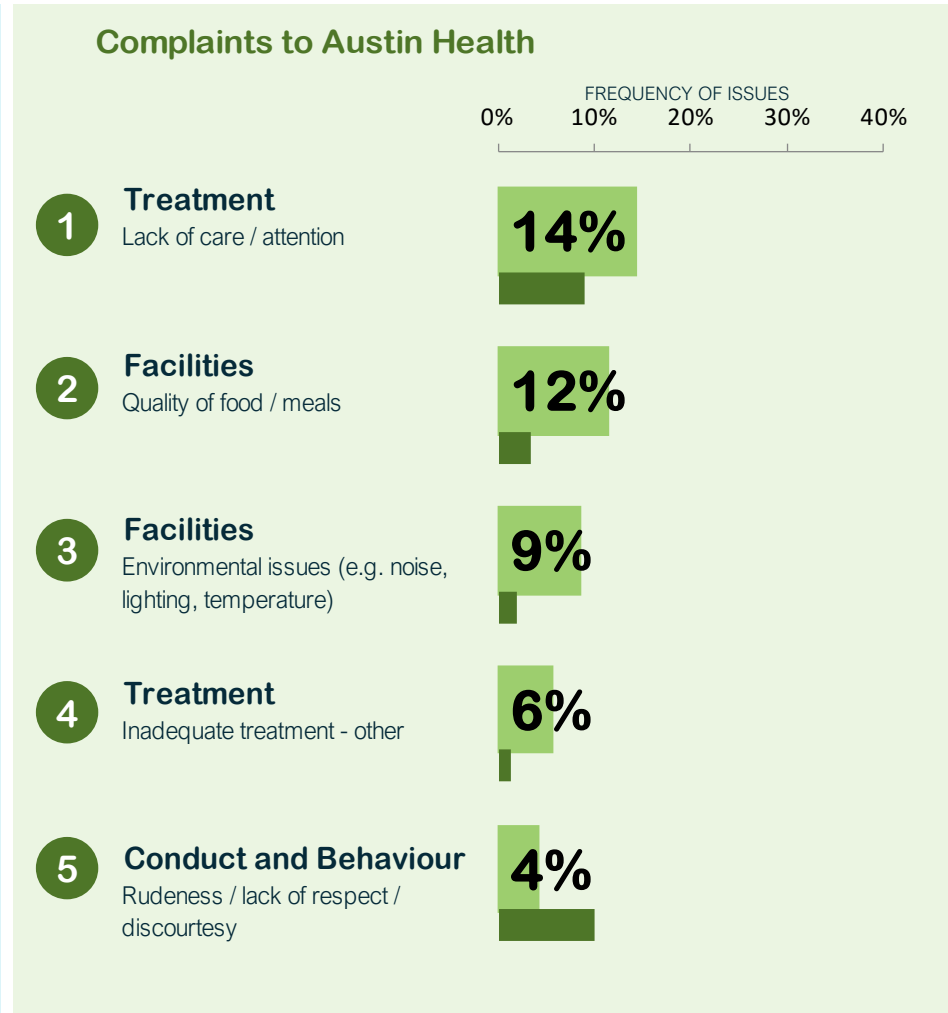
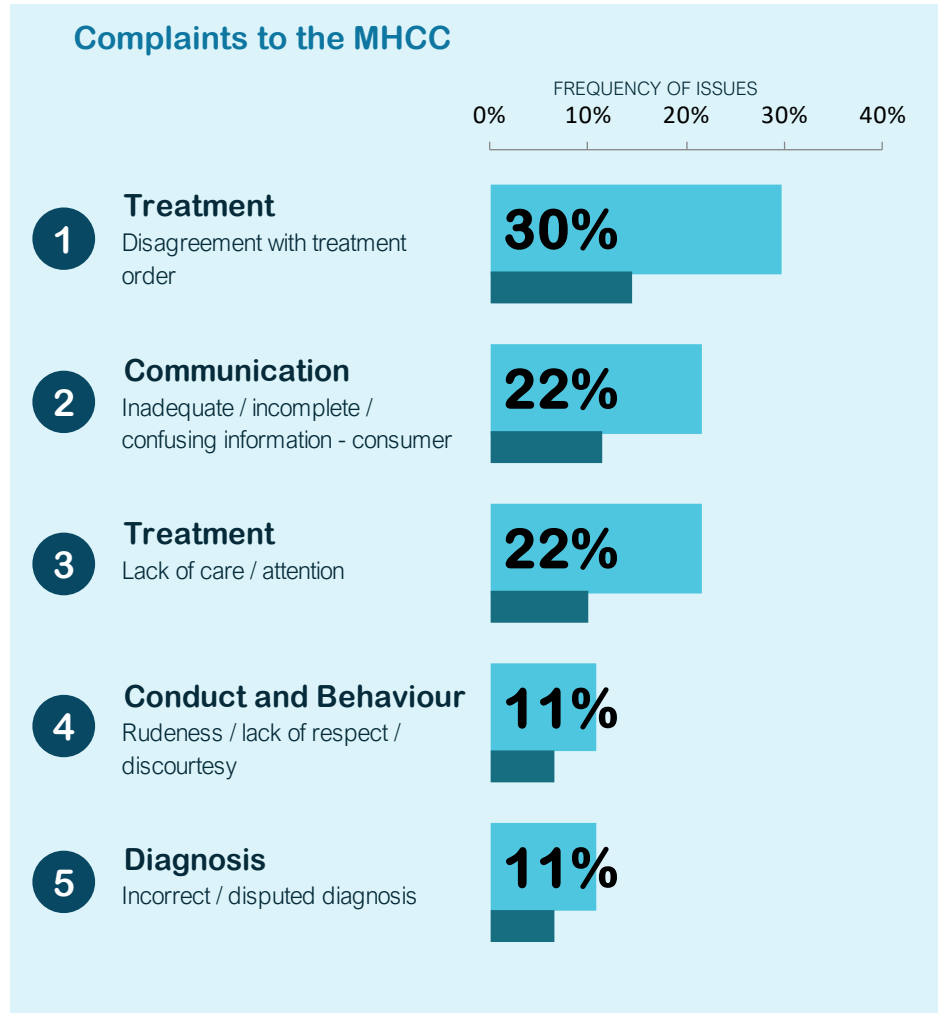


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Austin Health

Complaints about Austin Health		Sector-wide complaints	
●	to the MHCC (n=37)	●	to the MHCC (n=1074)
●	to the service (n=69)	●	to the service (n=1039)

- Disagreement with treatment orders, inadequate / incomplete / confusing information, and lack of care / attention were the most commonly occurring issues in complaints made by consumers to the MHCC about Austin Health.
- Lack of care / attention, poor quality of food / meals, and environmental problems were frequently occurring issues in complaints made by consumers directly to the service.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Austin Health

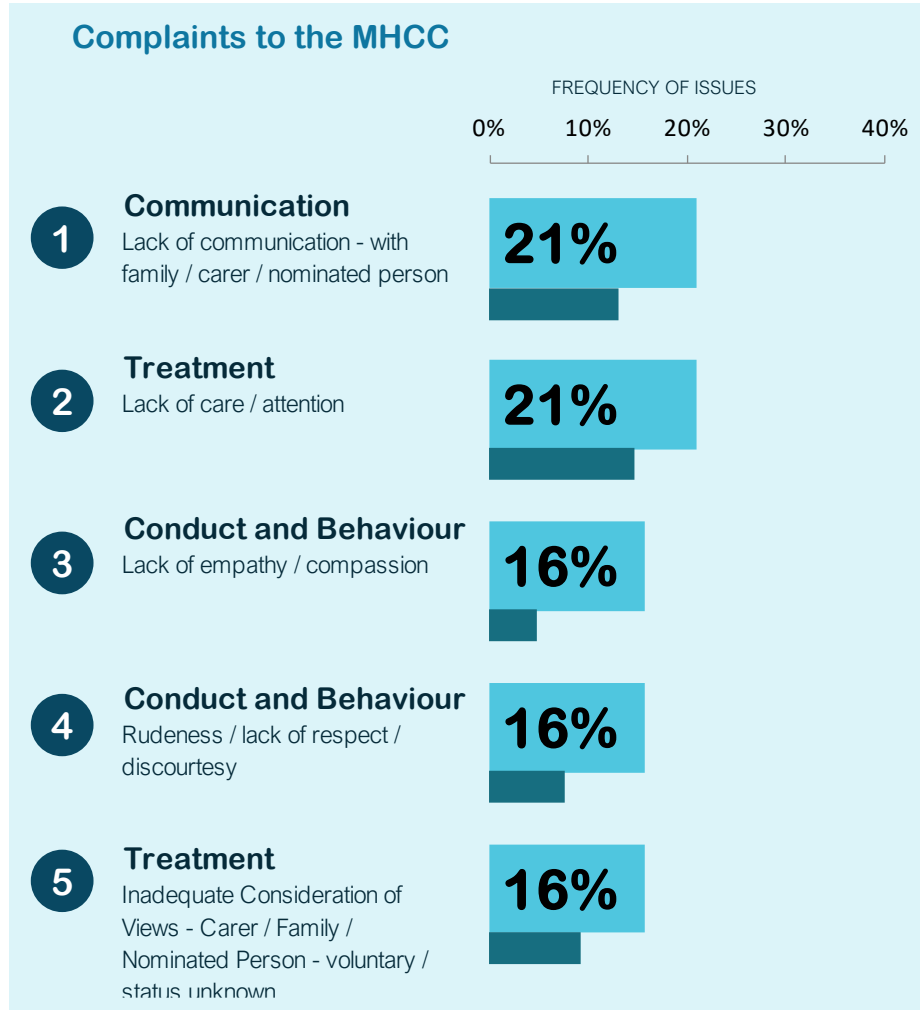
Complaints about Austin Health

- to the MHCC (n=19)
- to the service (n=16)

Sector-wide complaints

- to the MHCC (n=320)
- to the service (n=380)

- The issues most frequently raised in complaints by carers to the MHCC about Austin Health were a lack of communication and care / attention.
- The issues most frequently raised in complaints by carers directly to Austin Health were a lack or insufficient access to a service, lack of communication, and a generally unsafe environment.



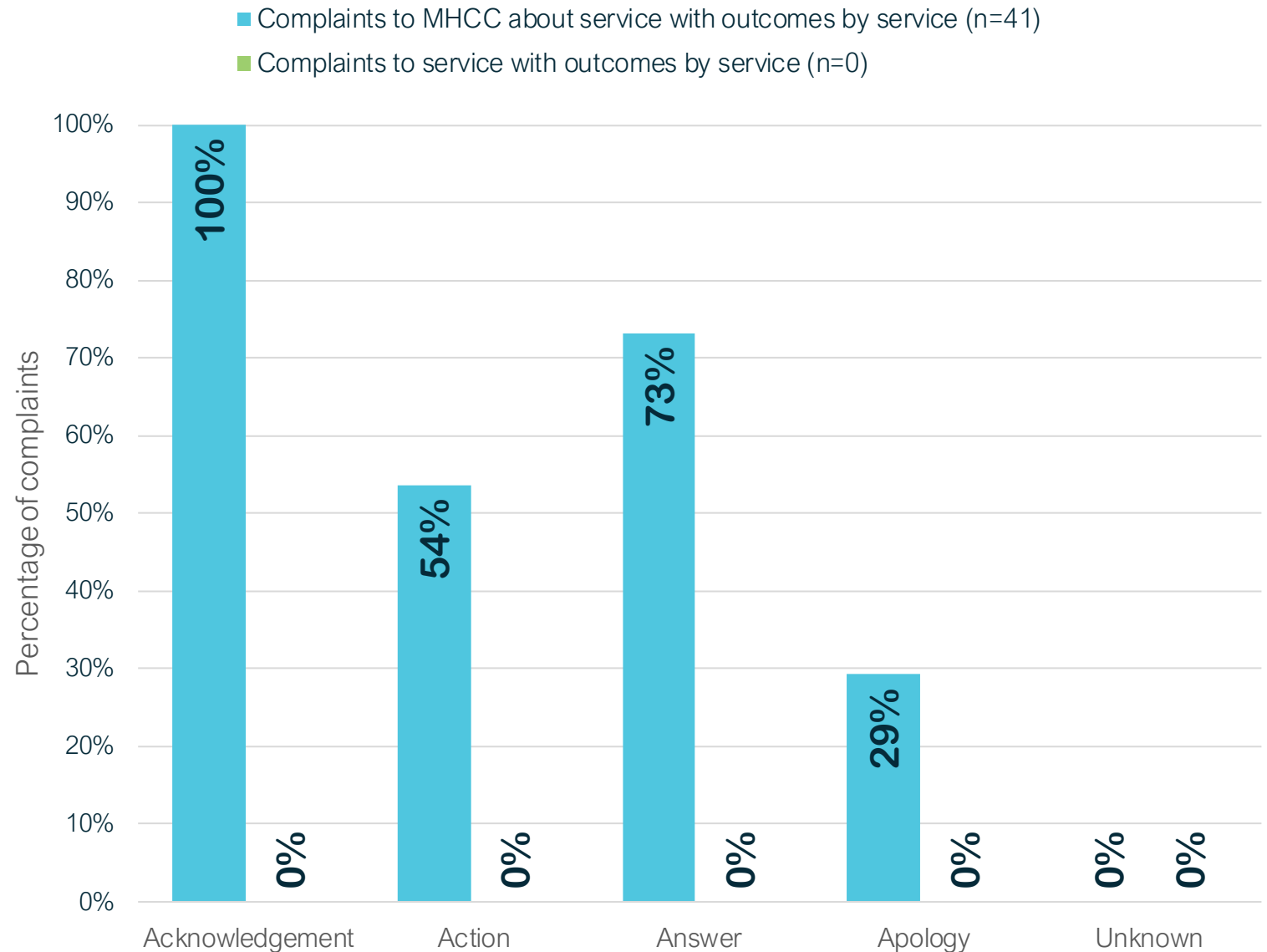


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Austin Health

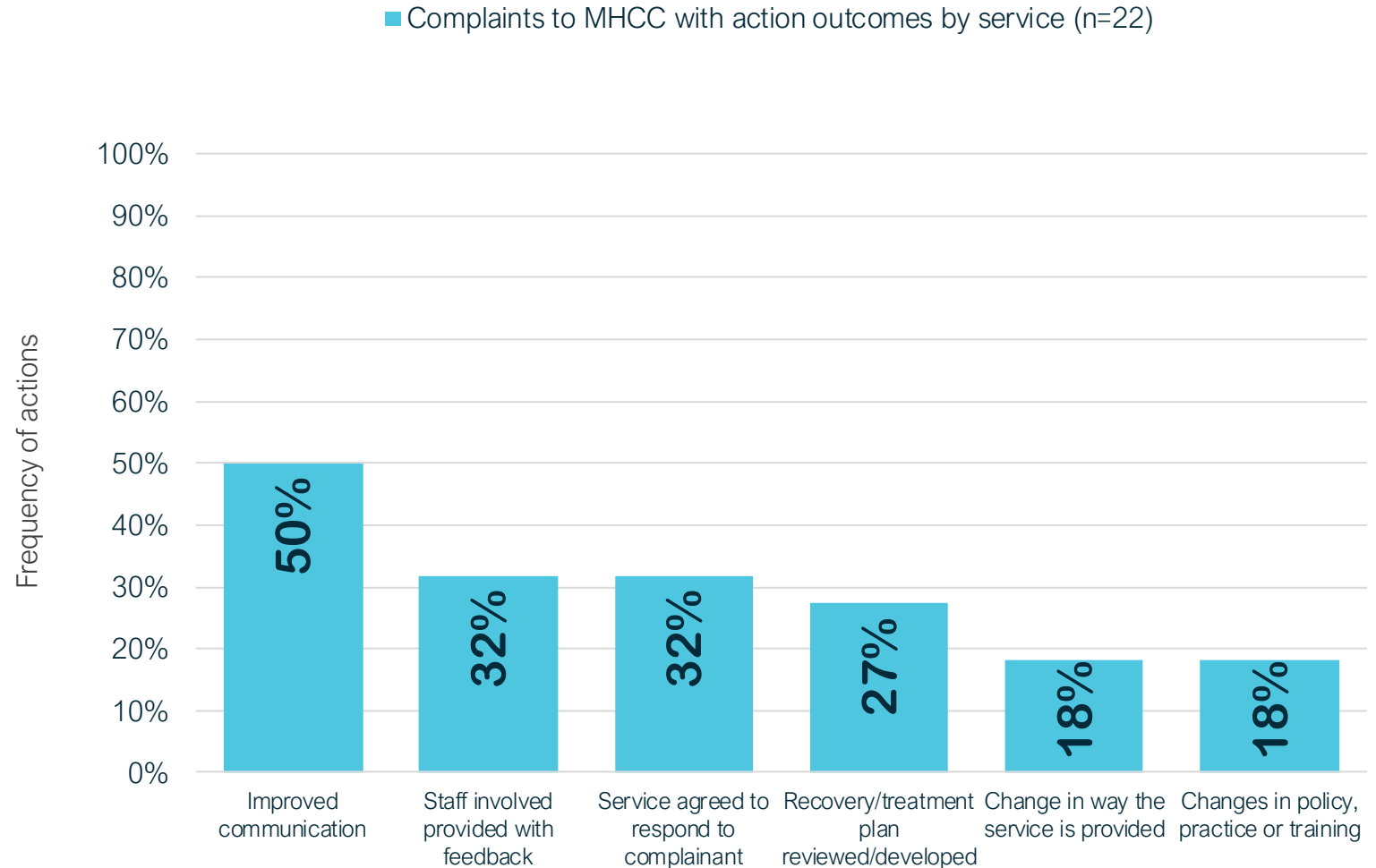
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Austin Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to the complaint and a responsive action.



What actions were taken by the service? 2022-23

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

- Actions most frequently undertaken by Austin Health in response to complaints to the MHCC included:
 - improving communication
 - staff involved provided with feedback
 - agreeing to respond to the complainant





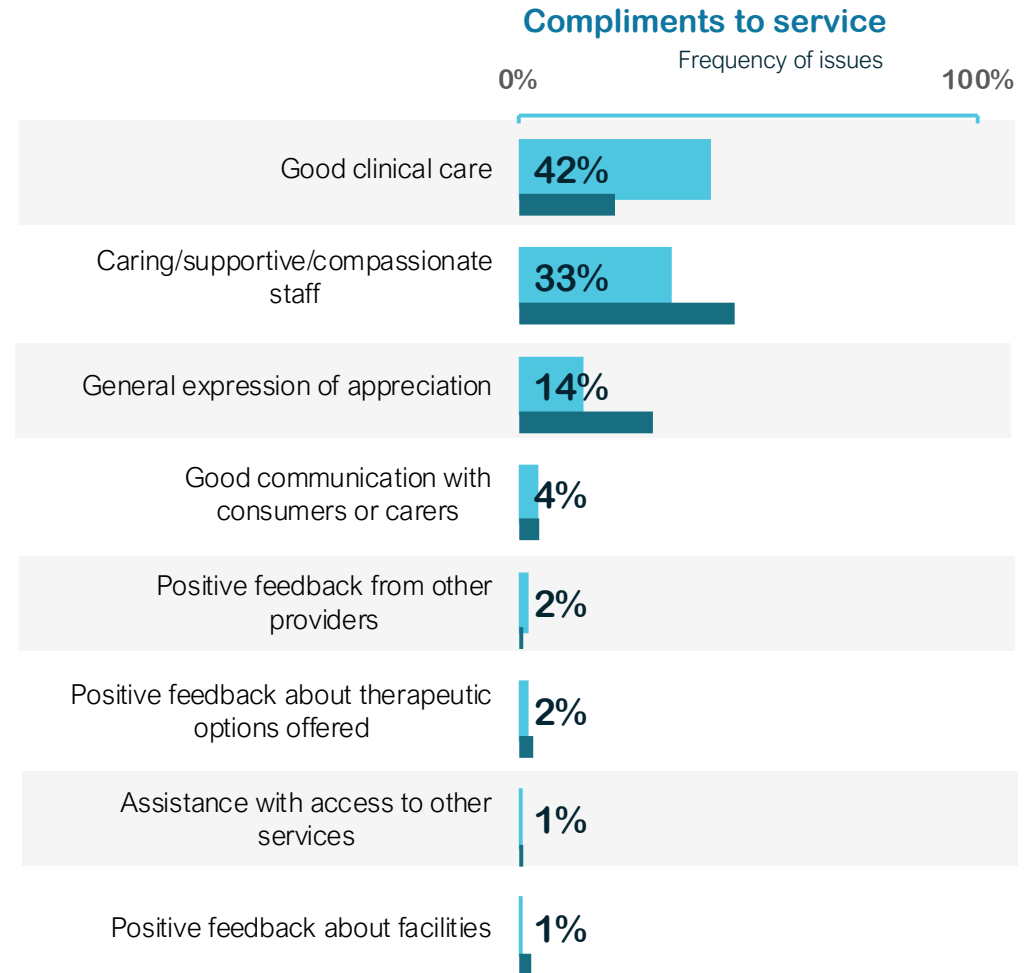
Themes in compliments

What were compliments about? 2022-23

● Compliments to Austin Health (n=90) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Austin Health

- The most frequently raised compliment issue was good clinical care.
- Other notable compliment issues included caring / supportive / compassionate staff and general expressions of appreciation.
- A considerable level of detail was provided by Austin Health about their compliments data that enabled the MHCC to identify more specific themes



Key points to consider



Complaint numbers

- In line with the previous years, the number of complaints made to the MHCC about Austin Health was lower than complaints directly to the service.
- Consumers made the most of complaints to the MHCC about Austin Health and complaints to the service directly.



Issues raised

- Issues raised in complaints to the MHCC about Austin Health were consistent with those raised the sector, with Treatment, Communication and Conduct & behaviour proving the most common.
- Issues raised in complaints directly to the service commonly related to Treatment, Facilities and Access issues.



Outcomes

- The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to the complaint and a responsive action.
- The most common action undertaken by Austin Health in response to complaints to the MHCC was improving communication.