

Summary of service provider complaint report

Mercy 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:



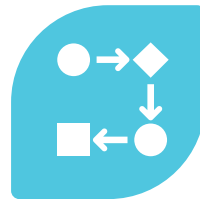
identify key themes
and emerging issues
across the sector



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

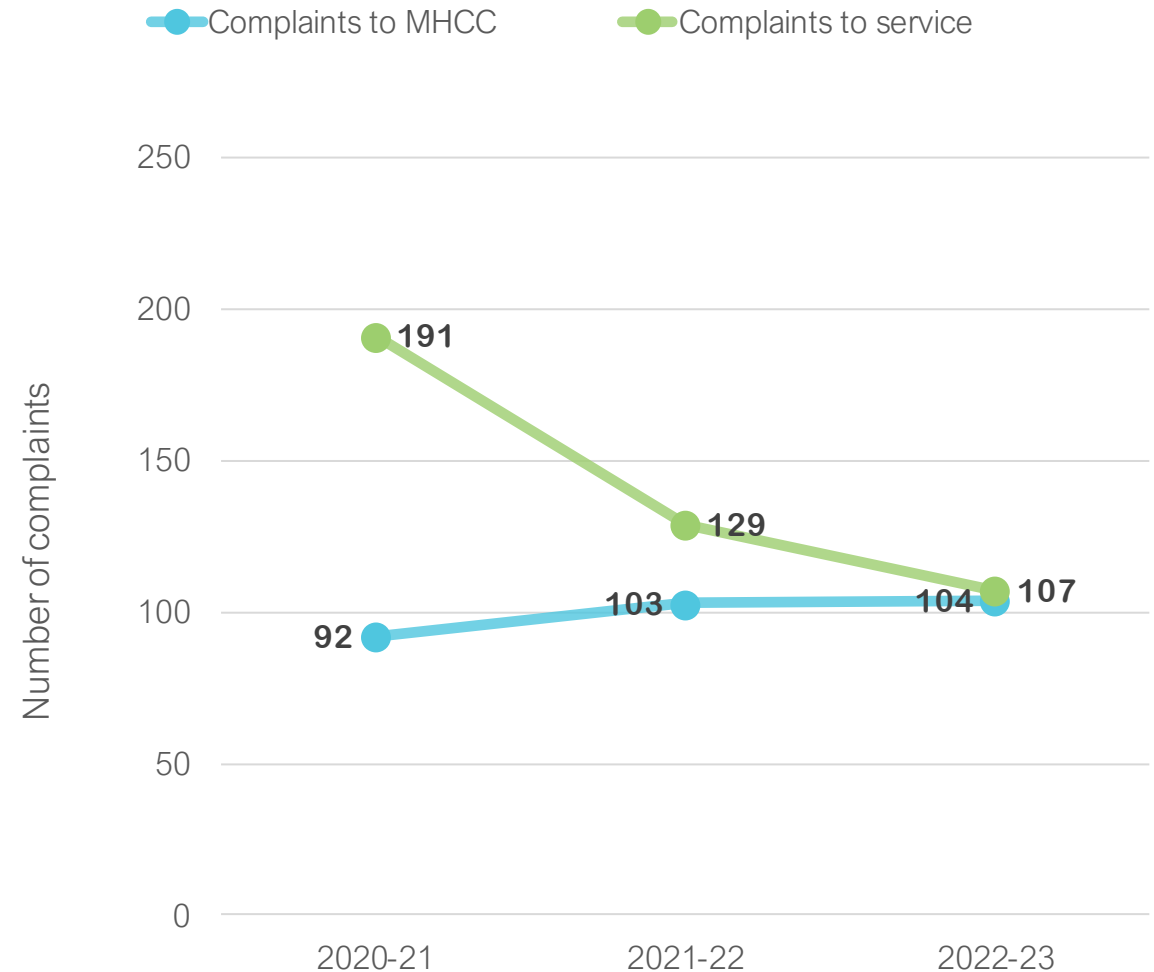
104

Complaints to MHCC
about Mercy Health

107

Complaints to Mercy
Health

- The number of complaints made to MHCC about Mercy Health saw a marginal decrease from 2021-22 to 2022-23, while the number of complaints made directly to the service increased slightly. This follows the trend shown in previous years.
- Having been significantly separated in 2020-21, the number of complaints made to MHCC about Mercy Health and the number of complaints made directly to the service are nearly identical in 2022-23.



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 MHCC about Mercy Health and complaints made directly to the service were each significantly higher than the sector median, but lower than that recorded in the previous year.
- The rate of compliments made directly to the service was higher than the sector median, but lower than the previous year.

Complaints about Mercy Health

- to the MHCC (n=104)
- to the service (n=107)

Compliments to Mercy Health

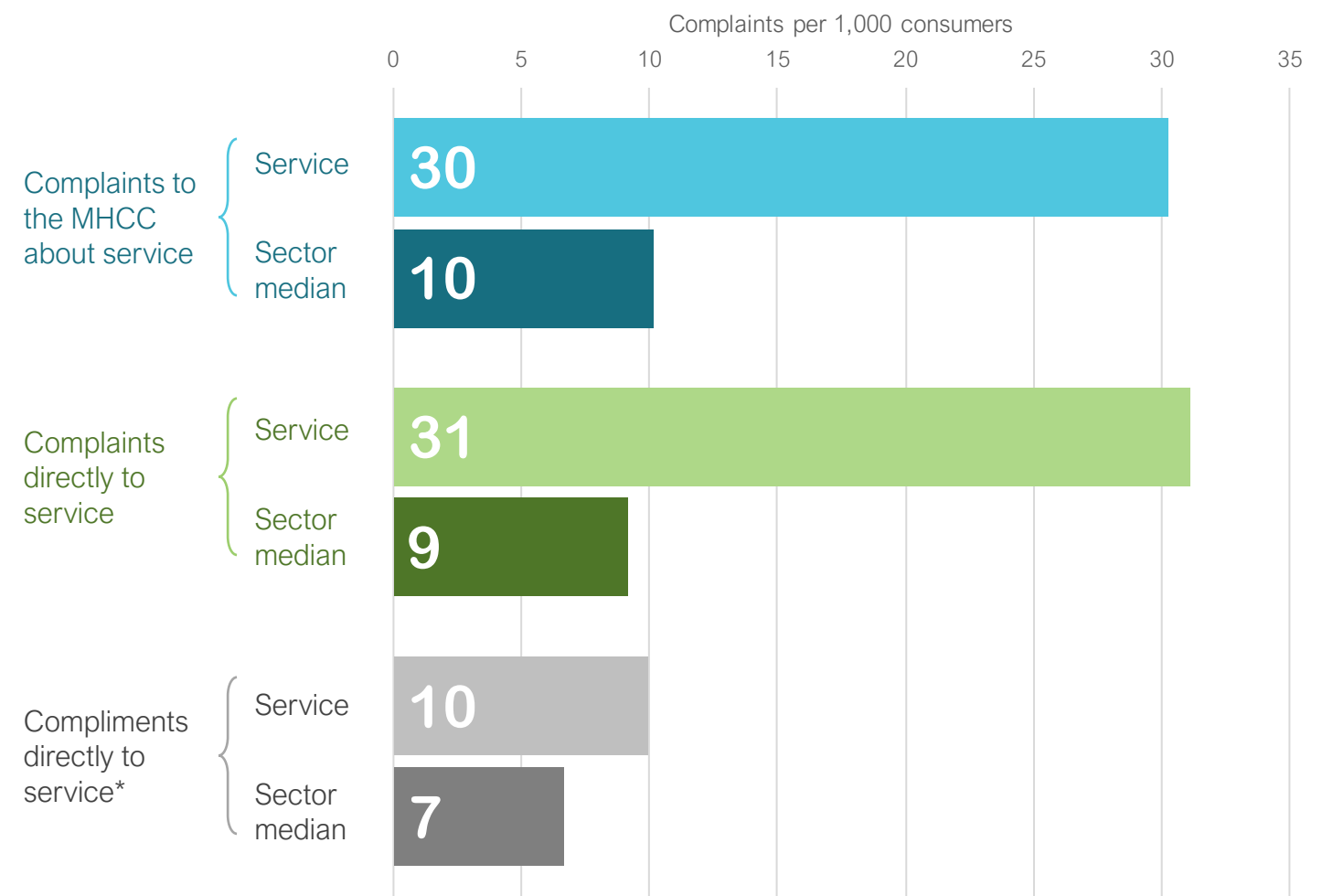
- (n=34)

Sector-wide complaint

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

Compliments to services sector-wide

- (n=1041)

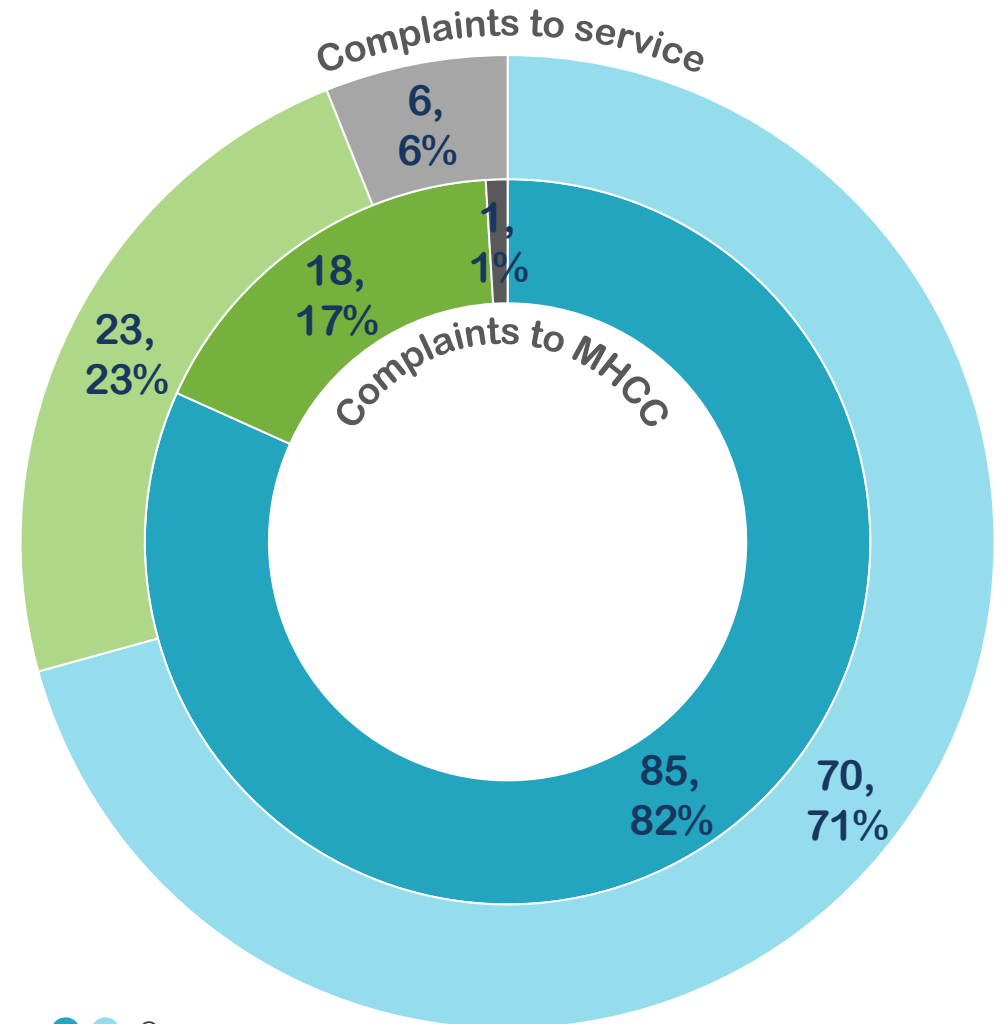


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Mercy Health

- Consumers made the majority of complaints to the MHCC about Mercy Health and complaints to the service itself.
- In contrast, family members / carers made just under one fifth of complaints to the MHCC about Mercy Health (17%) and over a fifth of complaints directly to the service (23%).



- Consumer
- Family member/carer
- Other

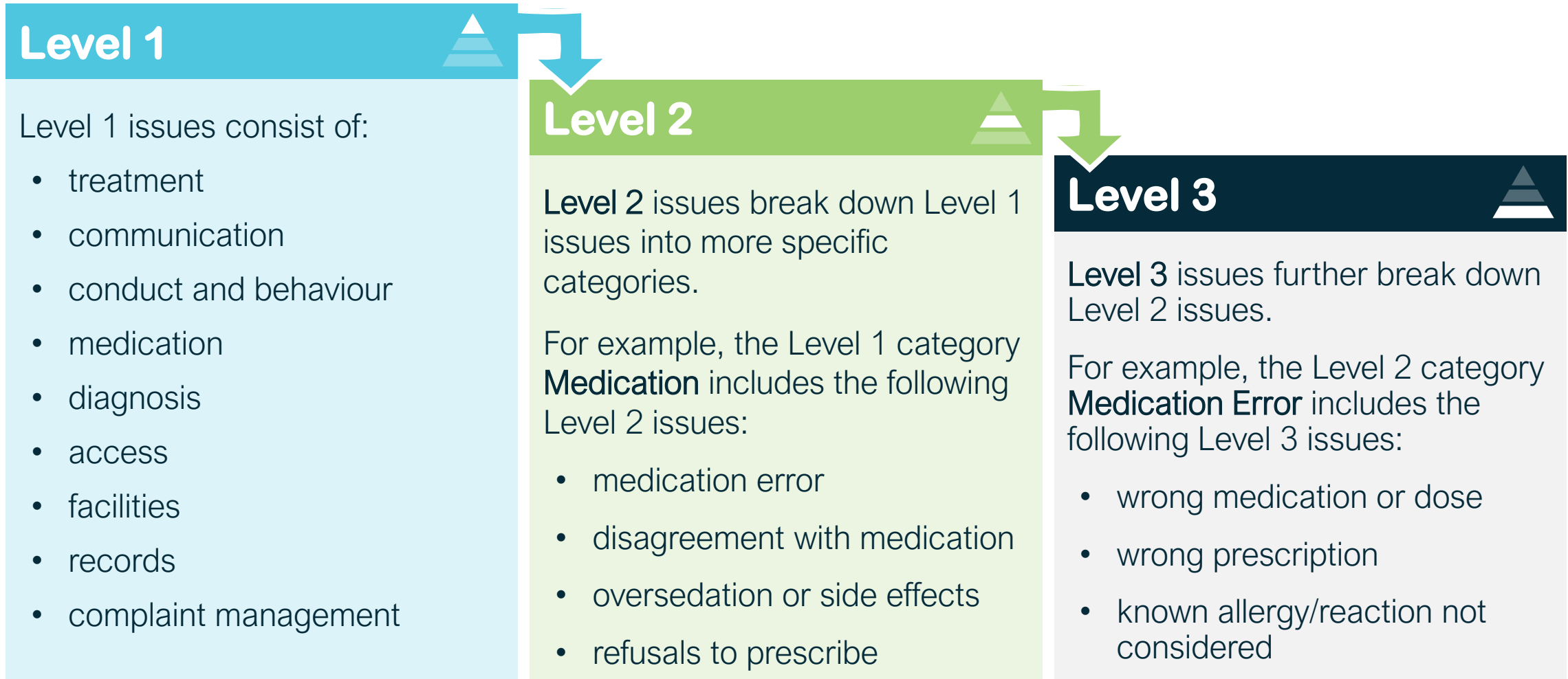
Note: this graphic does not include complaints where the complainant status was unknown.



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 Mercy Health

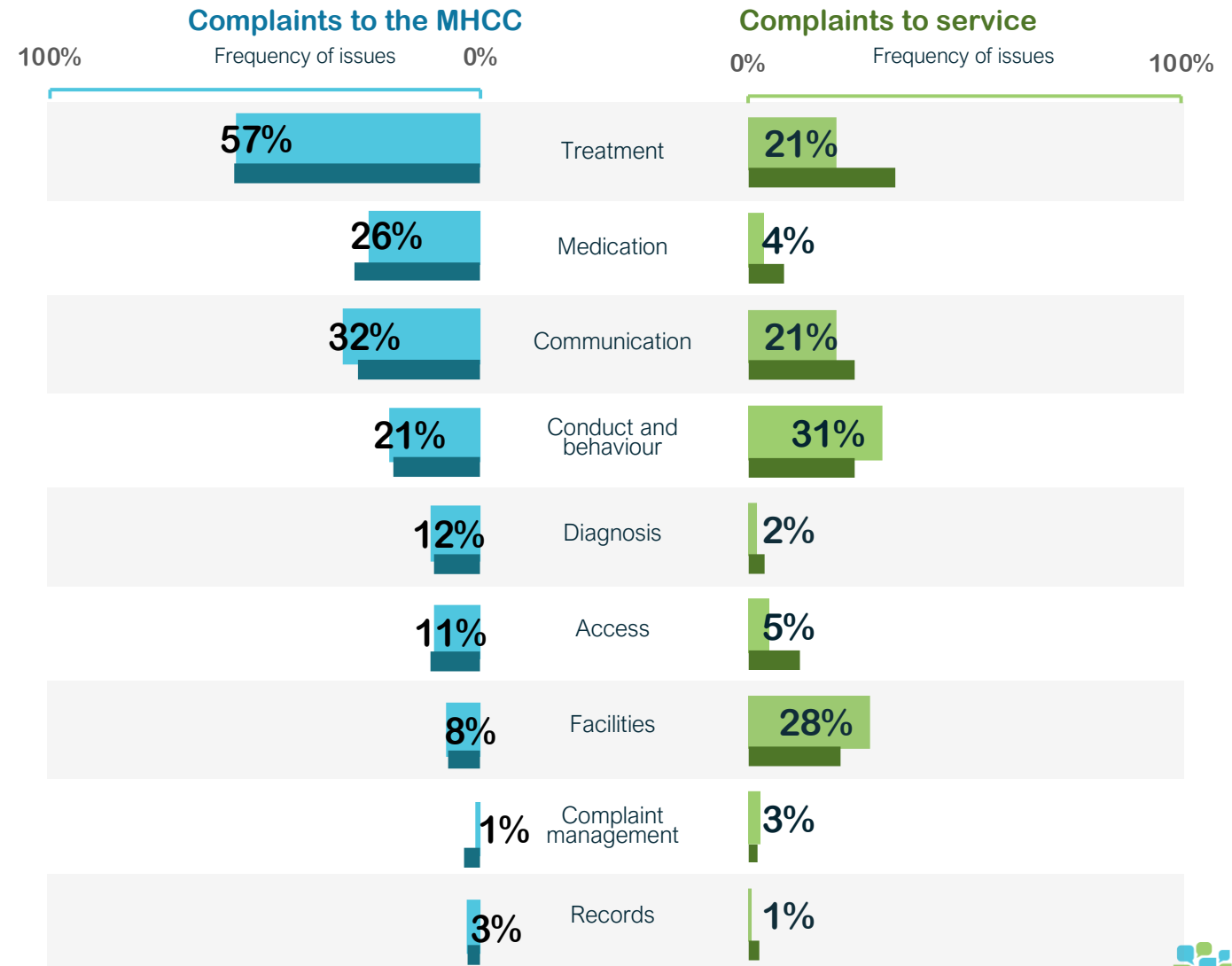
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Mercy Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being the most commonly mentioned issues.
- Issues raised in complaints made directly to the service were also broadly consistent with those raised in complaints to services for the sector, with Conduct and behaviour, Facilities, Communication and Treatment being the common issues.

Complaints about Mercy Health

- to the MHCC (n=104)
- to the service (n=107)

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 Mercy Health

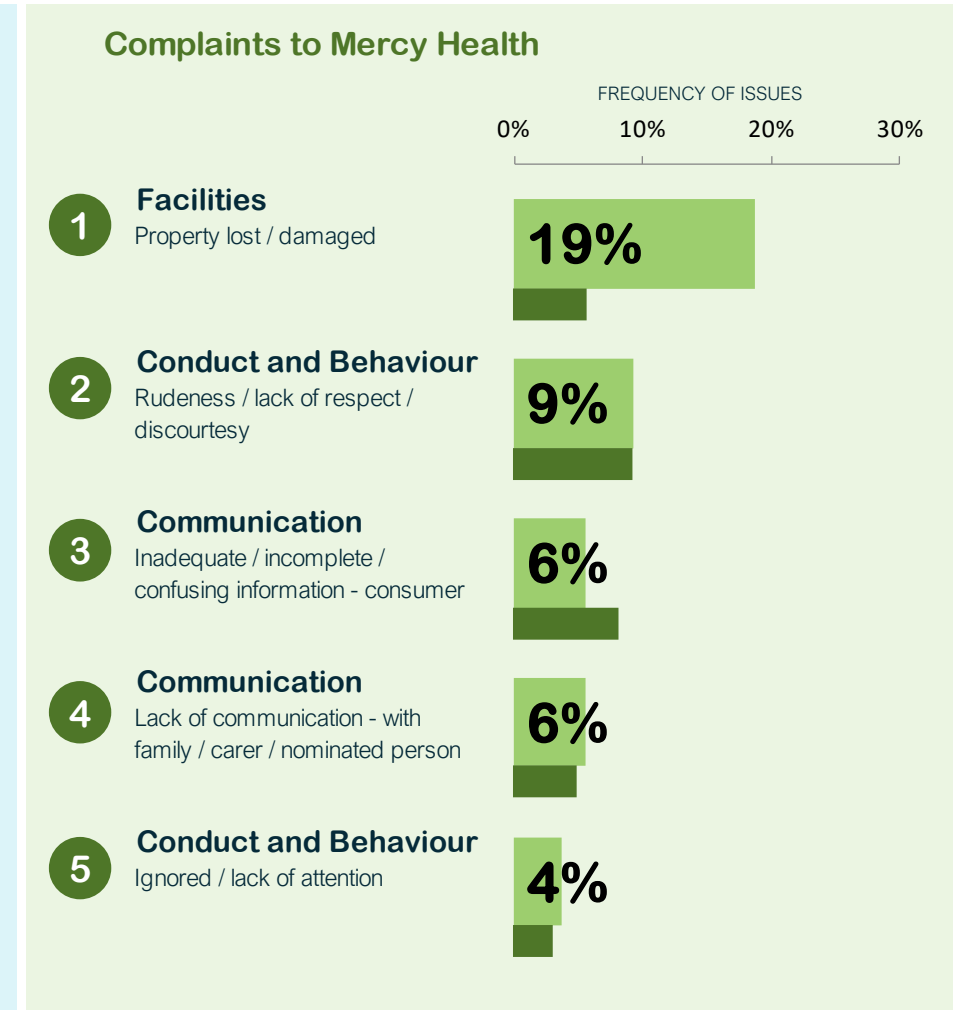
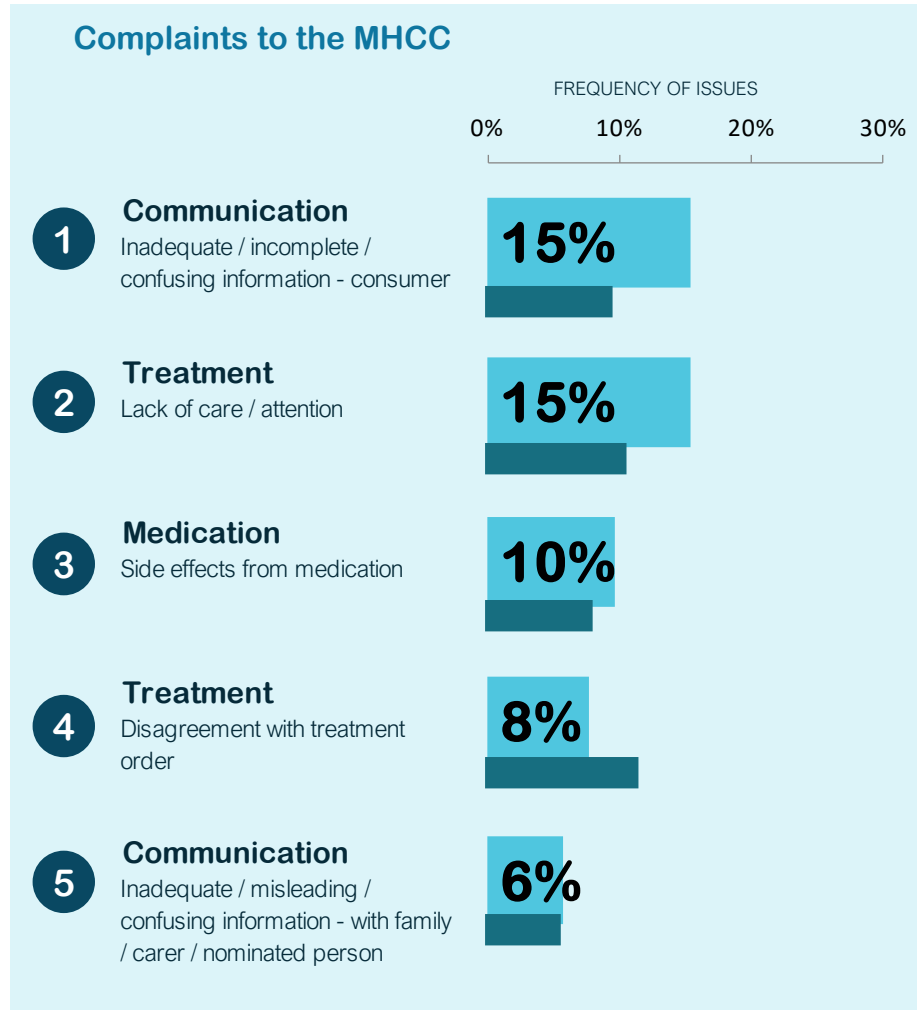
Complaints about Mercy Health

- to the MHCC (n=104)
- to the service (n=107)

Sector-wide complaints

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

- The issues most frequently raised in complaints made to MHCC about Mercy Health were inadequate / incomplete / confusing information, and lack of care / attention.
- Property lost / damaged was the most frequently raised issues in complaints made directly to the service, occurring at a higher rate than that recorded across the sector.

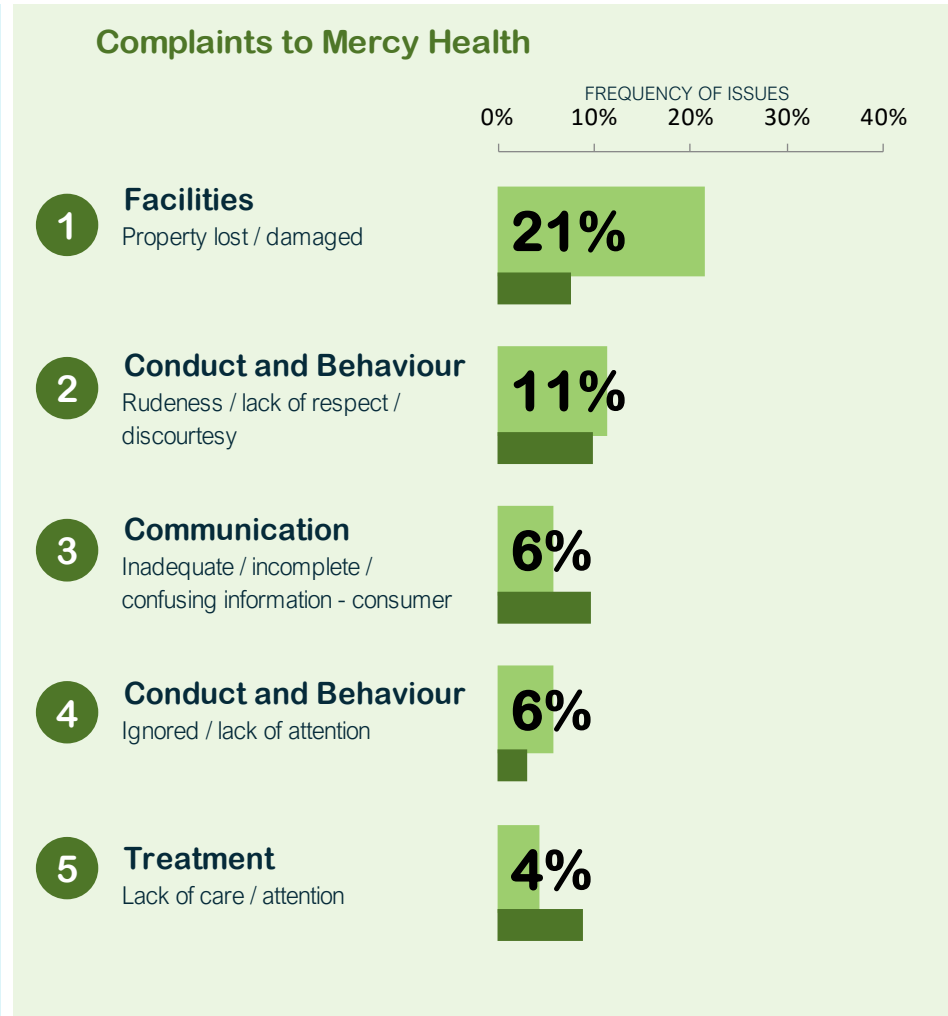
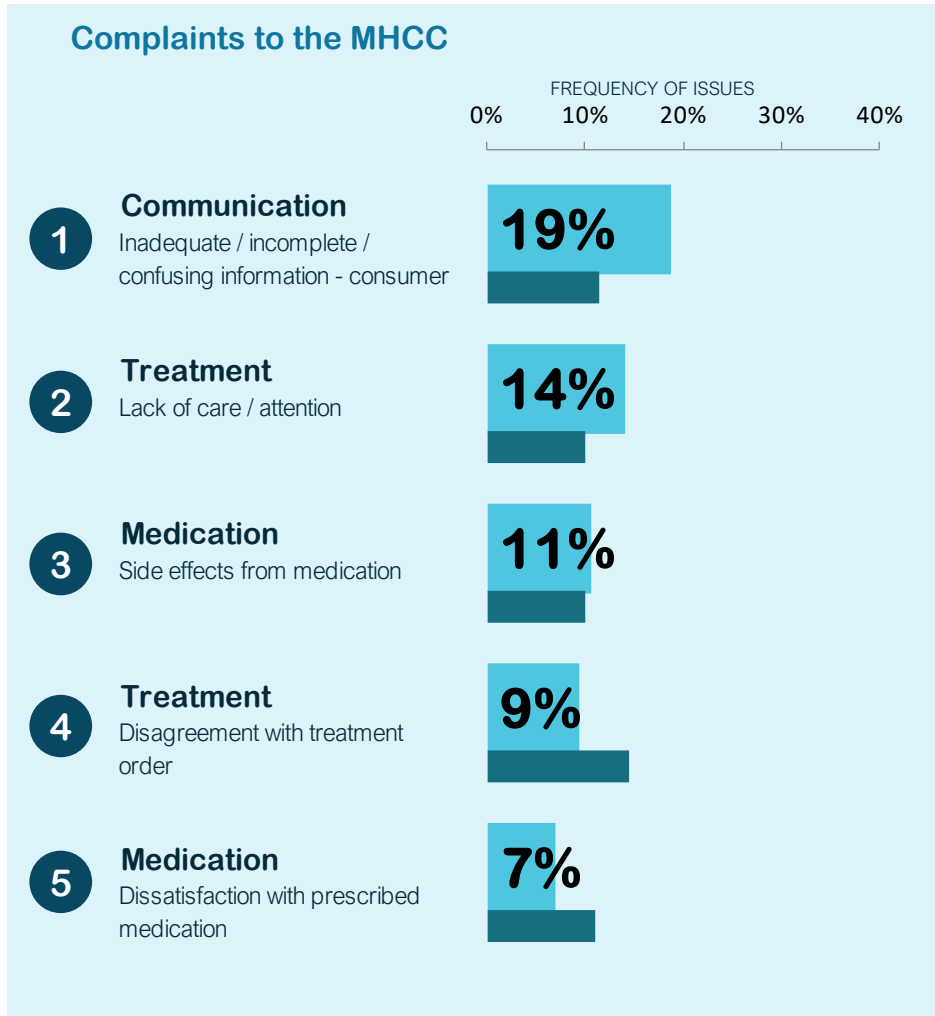


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Mercy Health

- Inadequate / incomplete or confusing information, lack of care / attention and side effects from medication were the most frequently occurring issues in complaints made by consumers to MHCC about Mercy Health.
- Property lost / damaged was the most frequently occurring issue in complaints made by consumers directly to the service, occurring above the frequency across the sector.

| | |
|--------------------------------------|-------------------------------|
| Complaints about Mercy Health | Sector-wide complaints |
| ● to the MHCC (n=85) | ● to the MHCC (n=1074) |
| ● to the service (n=70) | ● to the service (n=1039) |



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Mercy Health

- The most frequently occurring issues in complaints made by carers to MHCC about Mercy Health included inadequate / misleading / confusing information, lack of communication, and lack of care / attention.
- The most frequently occurring issues in complaints made by carers directly to the service included a lack of communication, property lost / damaged, and inadequate treatment planning.

Complaints about Mercy Health

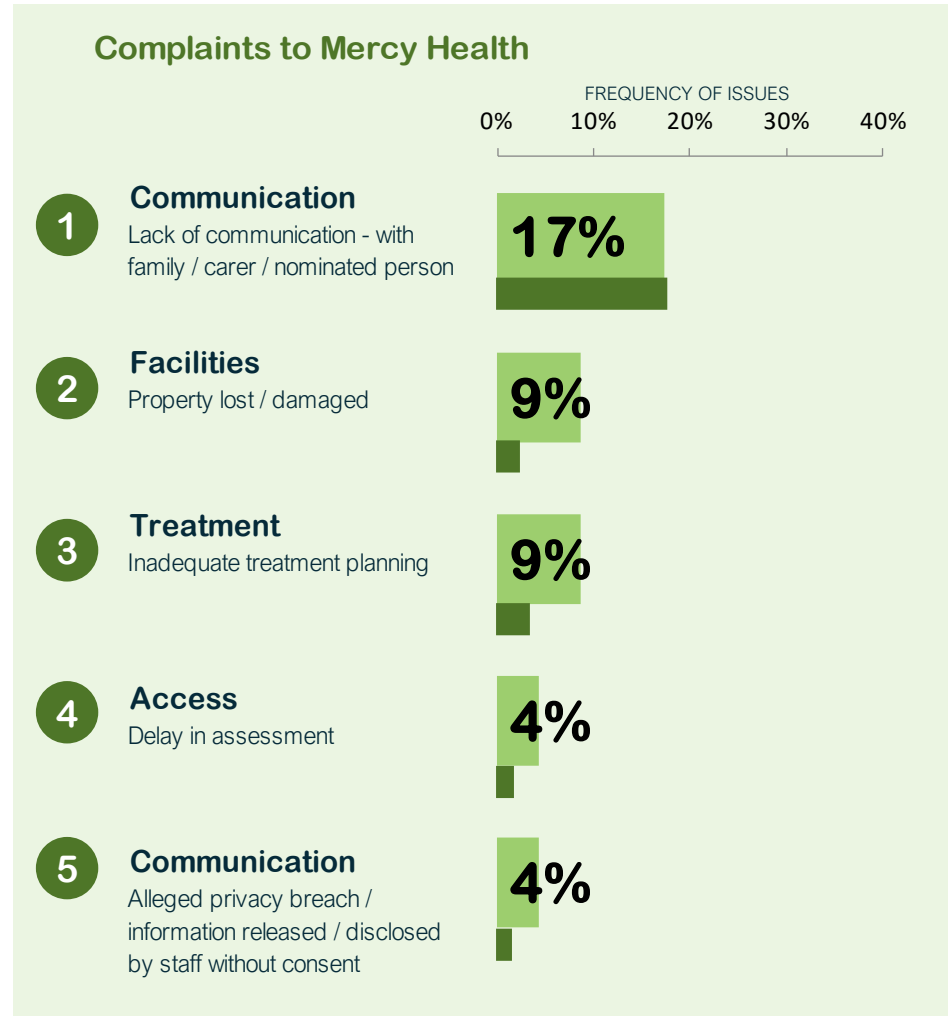
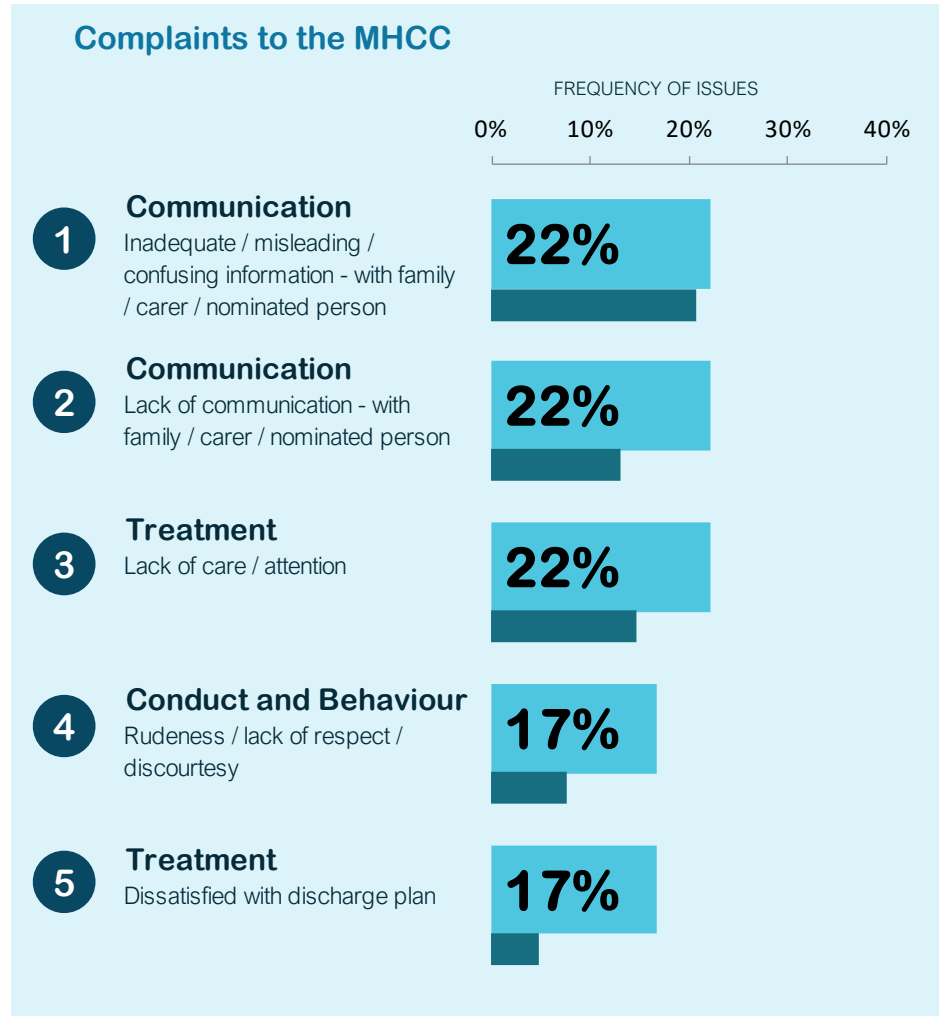
● to the MHCC (n=18)

● to the service (n=23)

Sector-wide complaints

● to the MHCC (n=320)

● to the service (n=380)



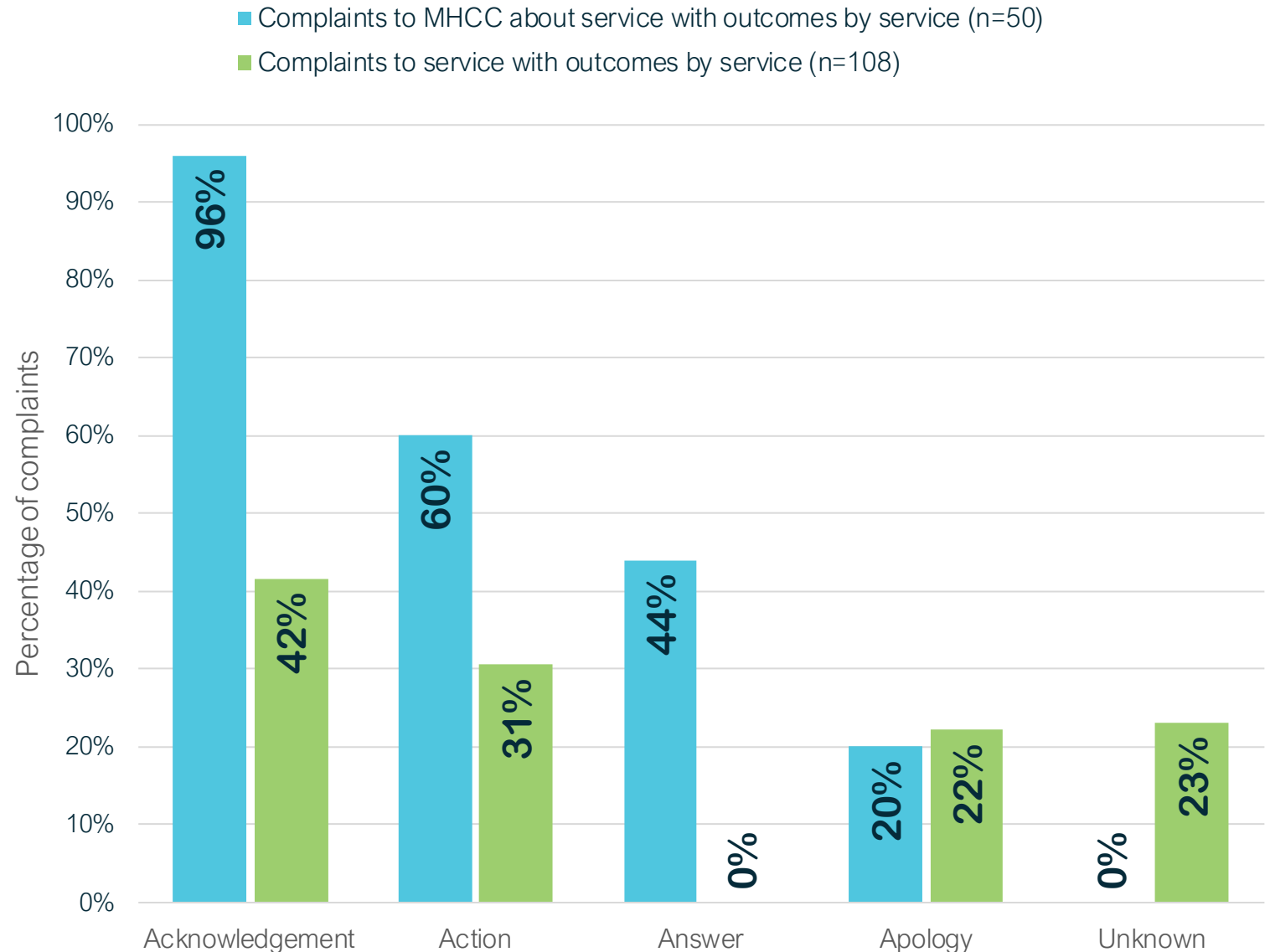


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Mercy Health

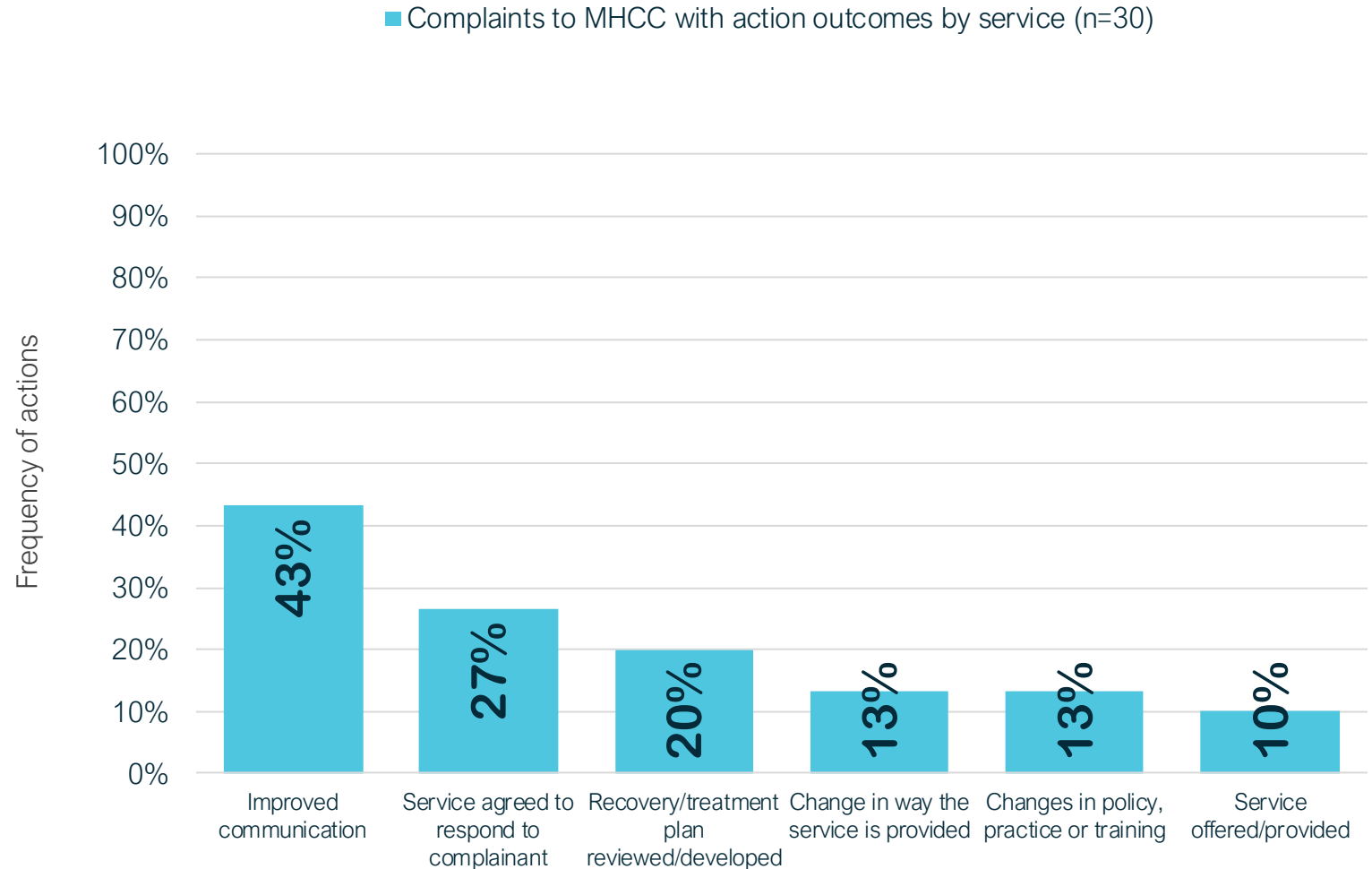
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Mercy Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- The most common outcome of complaints made directly to Mercy Health was acknowledgement of the issue(s) raised by the complainant 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 Mercy Health in response to complaints to the MHCC included:
 - improving communication
 - responding to the complainant directly
 - recovery / treatment plan reviewed or developed





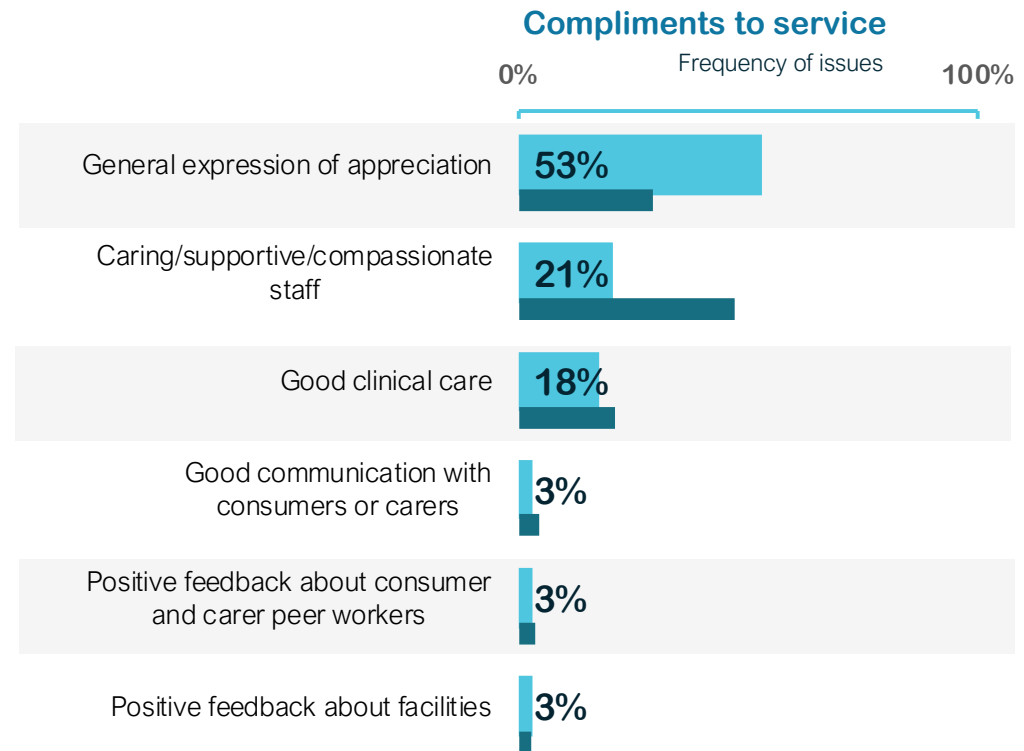
Themes in compliments

What were compliments about? 2022-23

● Compliments to Mercy Health (n=34) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Mercy Health

- The most frequently raised compliment issue was a general expression of appreciation for the service.
- Other notable compliment topics were caring / supportive / compassionate staff (21%) and good clinical care (18%).
- A considerable level of detail was provided by Mercy Health about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- The number of complaints made to MHCC about Mercy Health saw a marginal decrease from 2021-22 to 2022-23, while the number of complaints made directly to the service increased slightly. This follows the trend shown in previous years.
- Consumers made the majority of complaints to the MHCC about Mercy Health and complaints to the service itself.



Issues raised

- Issues raised in complaints to the MHCC about Mercy Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being the most commonly mentioned issues.
- Issues raised in complaints made directly to the service were also broadly consistent with those raised in complaints to services for the sector, with Conduct and behaviour, Facilities, Communication and Treatment being the common issues.



Outcomes

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