

Summary of service provider complaint report

Orygen

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:



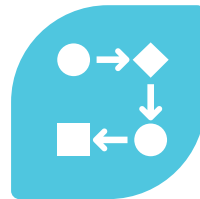
identify key themes
and emerging issues
across the sector



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

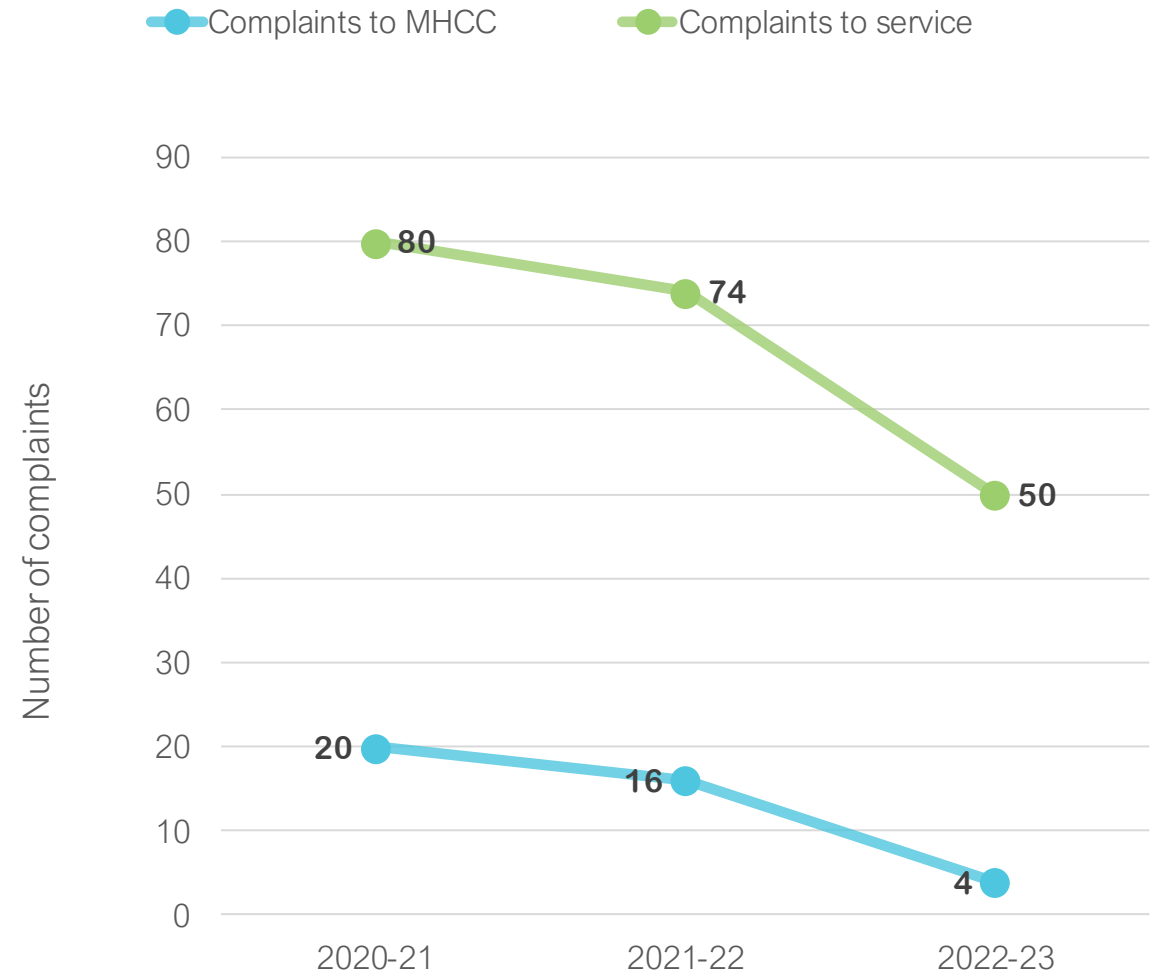
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Complaints to MHCC
about Orygen

50

Complaints to
Orygen

- Both the number of complaints made to the MHCC about Orygen and the number of complaints made directly to the service declined between 2021-22 and 2022-23.
- Similar with the previous year, the number of complaints made directly to Orygen was higher than complaints made via the MHCC in 2022-23.
- Since 2020-21, both complaints to the MHCC about Orygen and complaints to the service itself has declined.

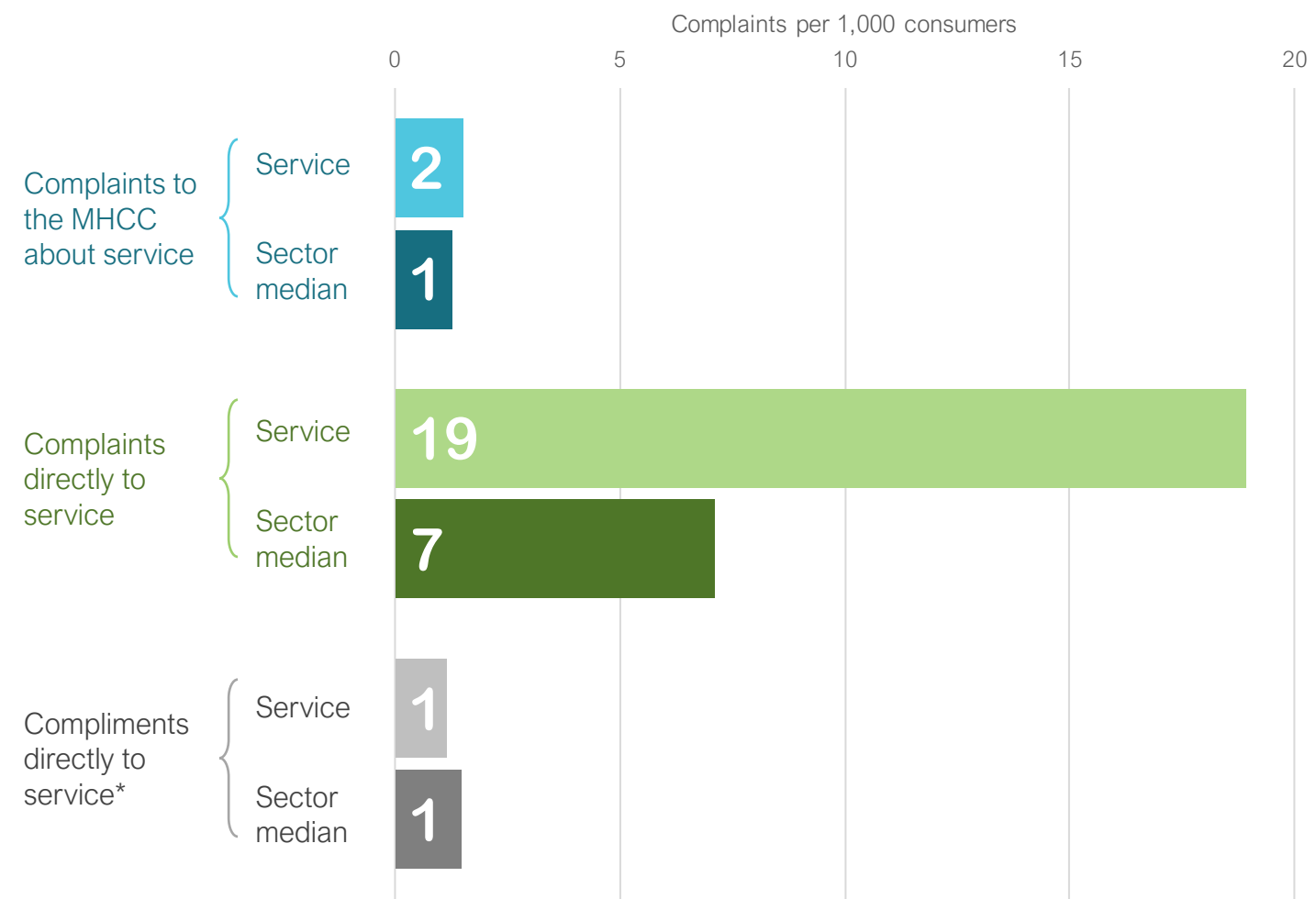


Complaint and compliment rates

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.
- Note that the sector in this report refers to other services that primarily provide services to children, adolescence and youth.
- The rate of complaints received by the MHCC about Orygen and complaints made directly to the service were each higher than the sector median while lower than the previous year.
- The rate of compliments made directly to the service was in line with the sector median, though lower than the rate recorded last year.

Complaints about Orygen		Sector-wide complaint	
●	to the MHCC (n=4)	●	to the MHCC (n=63)
●	to the service (n=50)	●	to the service (n=169)
●	Compliments to Orygen (n=3)	●	Compliments to services sector-wide (n=138)

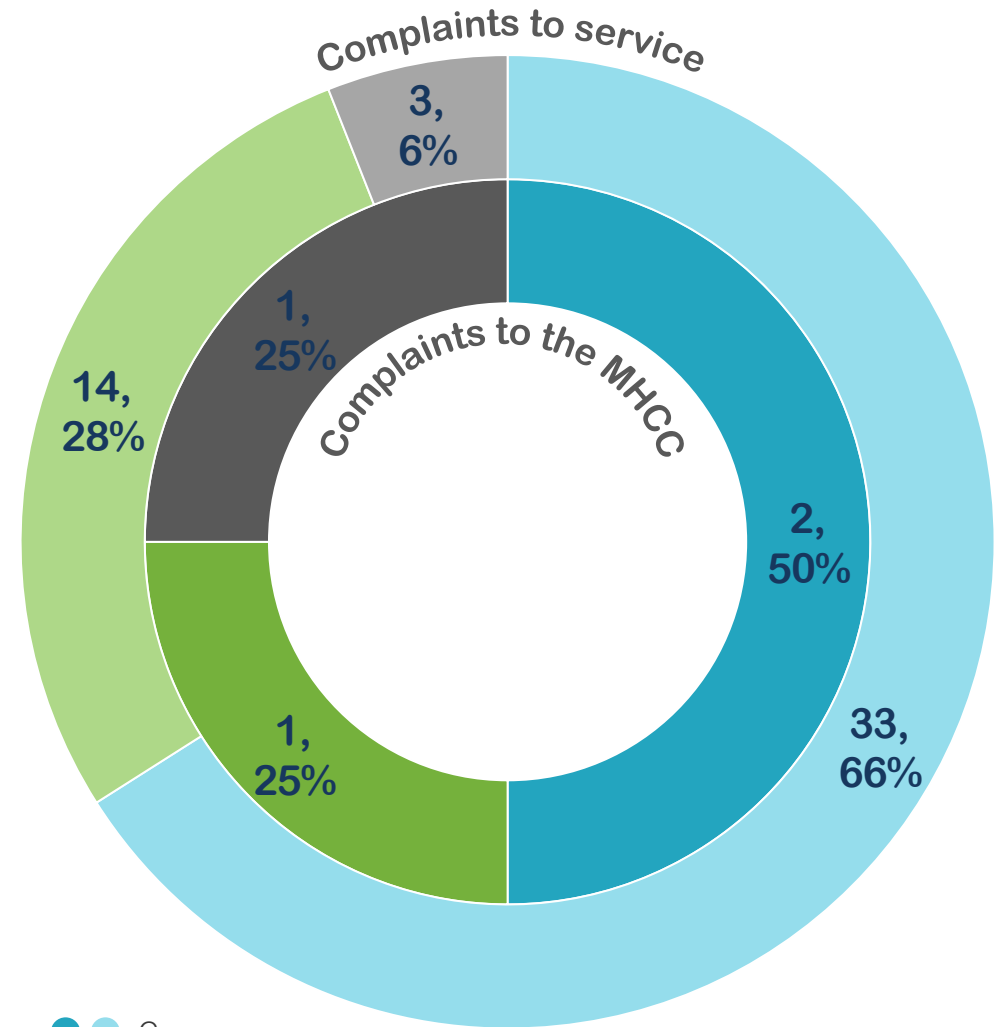


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Orygen

- Consumers made half of the complaints to the MHCC about Orygen and two thirds of the complaints to the service itself.
- In contrast, family members / carers made a quarter of all complaints to the MHCC about Orygen and just over a quarter of complaints directly to the service.



- Consumer
- Family member/carer
- Other

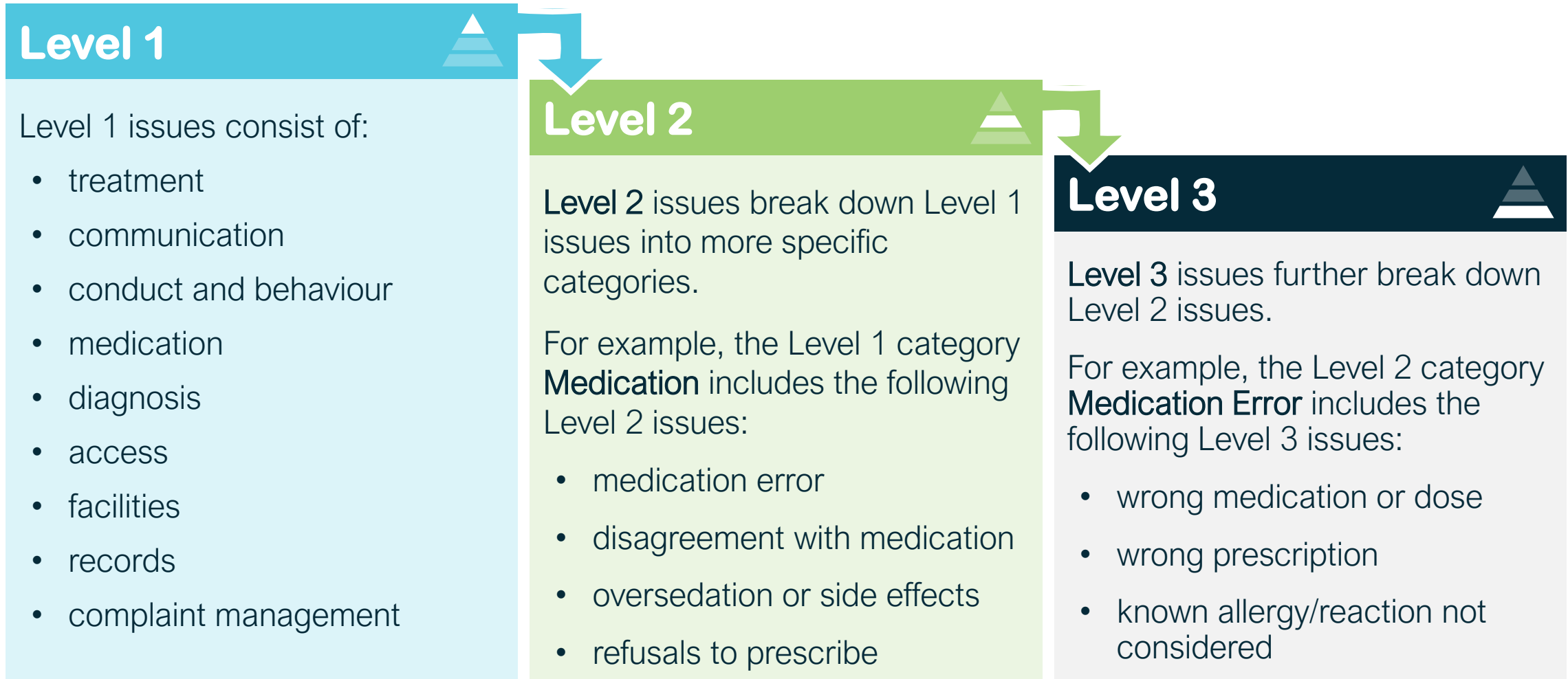
Note: this graphic does not include complaints where the complainant status was unknown.



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 Orygen

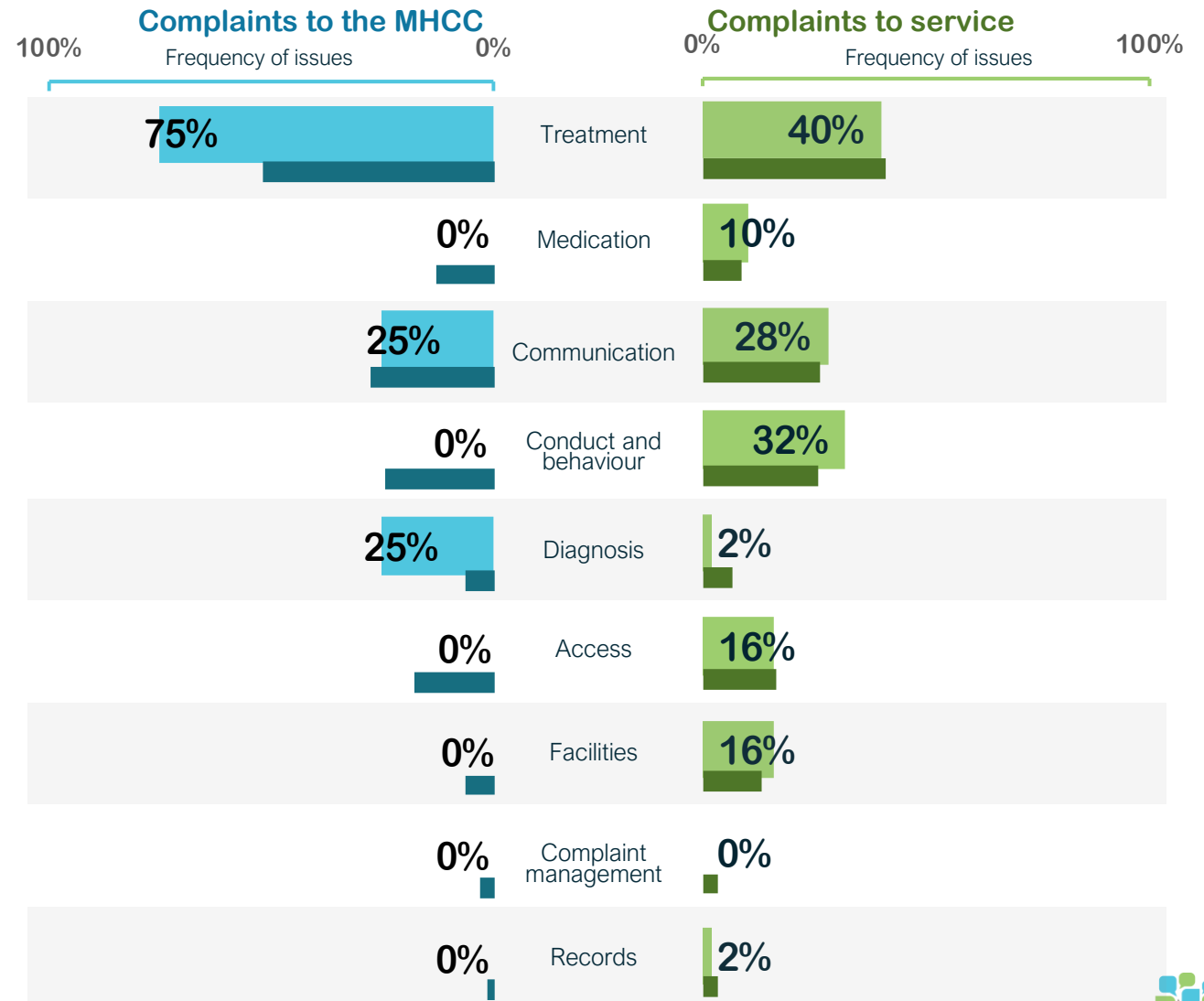
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Orygen were commonly about Treatment, Communication and diagnosis.
- Issues raised in complaints made directly to the service were mostly about Treatment, Conduct & behaviour and Communication.

Complaints about Orygen

- to the MHCC (n=4)
- to the service (n=50)

Sector-wide complaints

- to the MHCC (n=63)
- to the service (n=169)

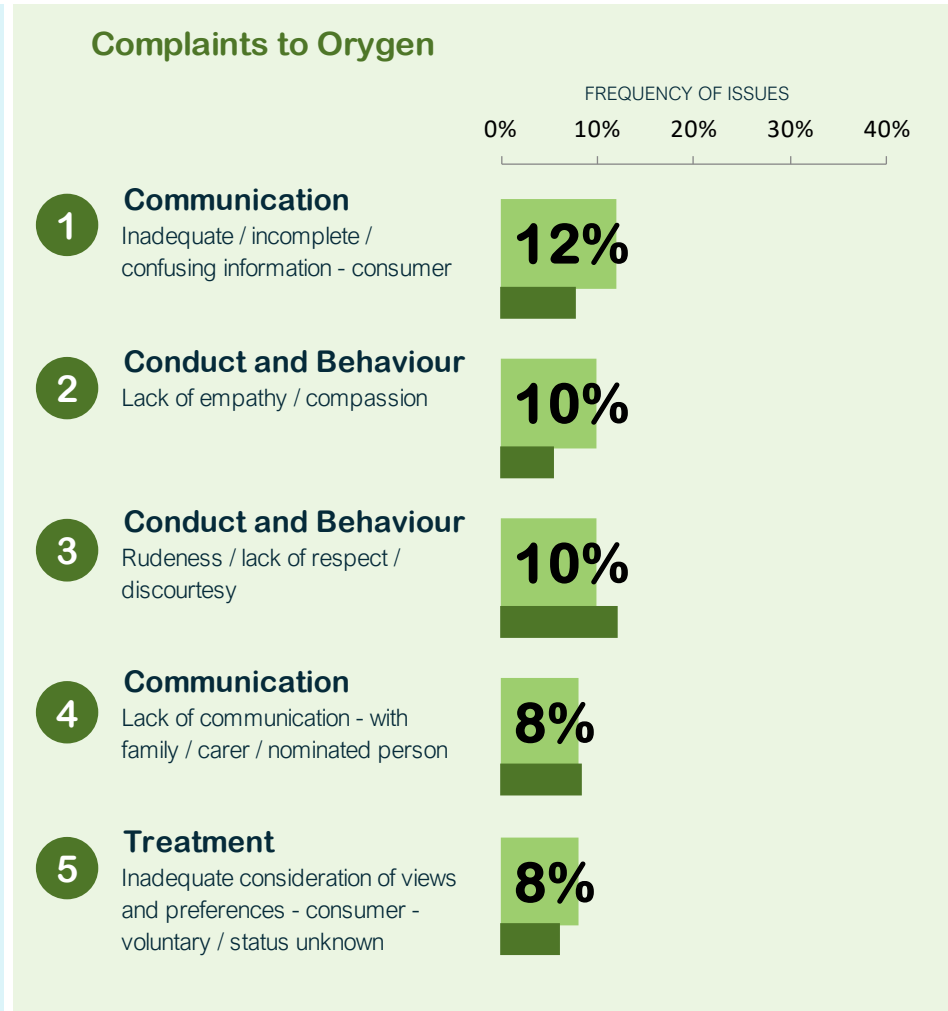
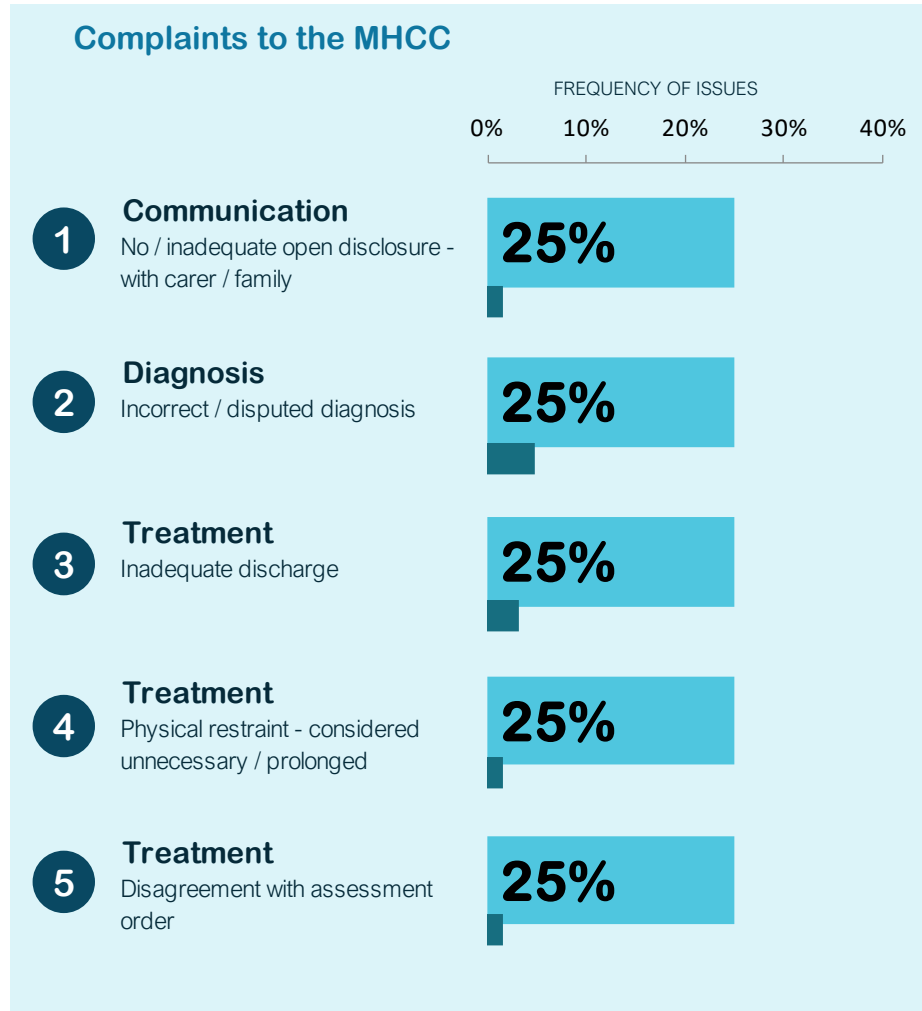


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Orygen

Complaints about Orygen	Sector-wide complaints
● to the MHCC (n=4)	● to the MHCC (n=63)
● to the service (n=50)	● to the service (n=169)

- A range of issues were raised in the four complaints made to the MHCC about Orygen, with several relating to Treatment issues.
- Inadequate / incomplete / confusing information, lack of empathy / compassion and rudeness / lack of respect / discourtesy were the most frequently raised issues in complaints made directly to the service.

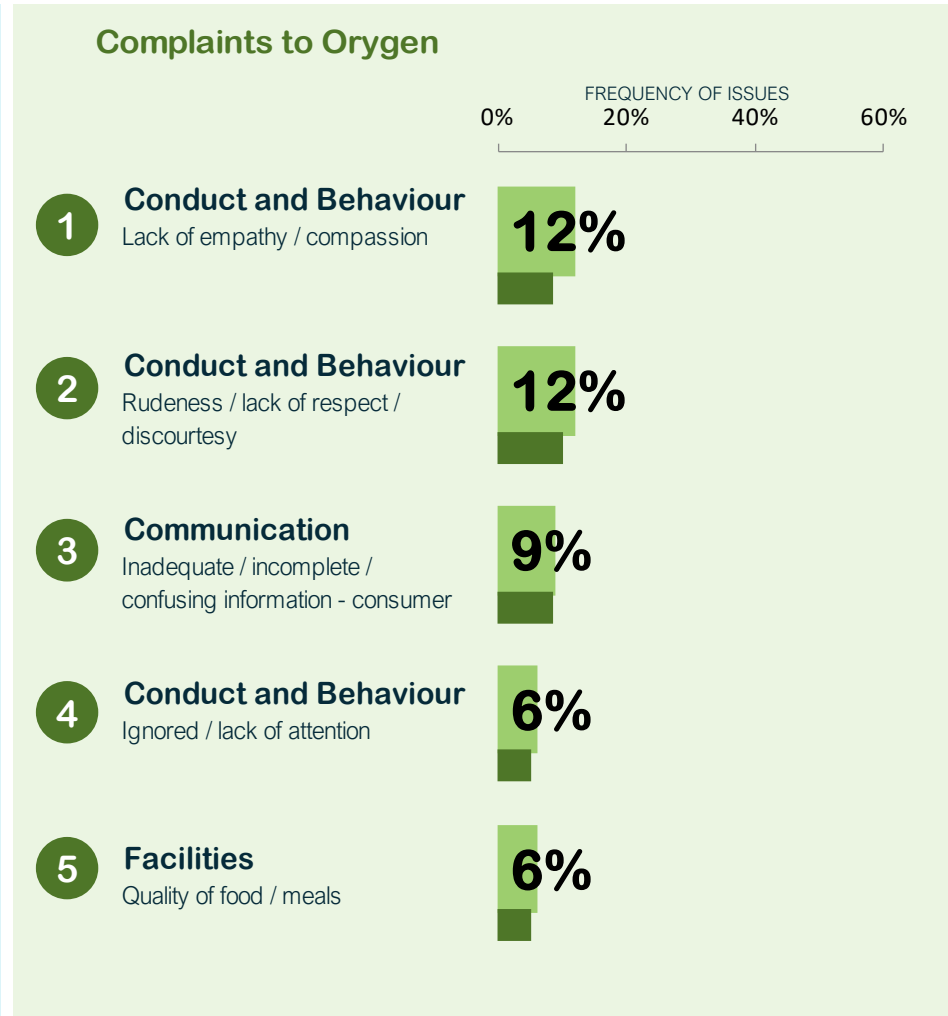
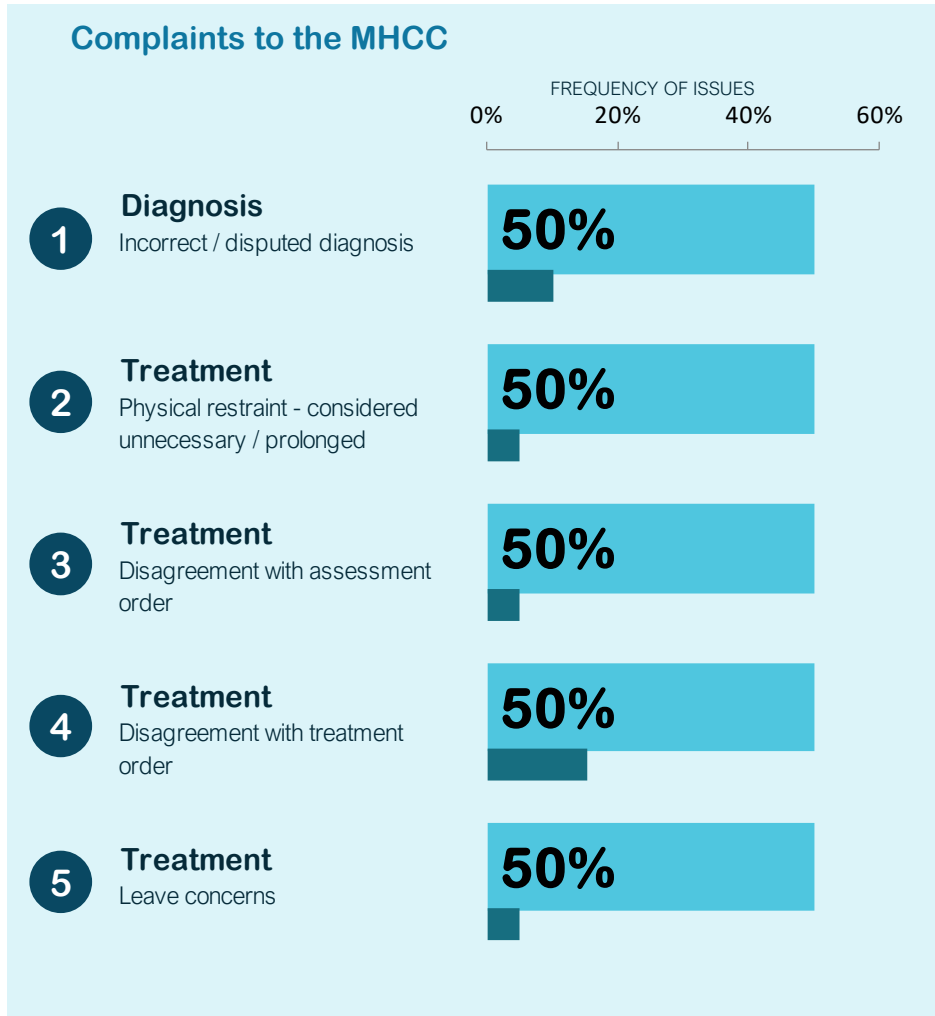


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Orygen

- There were no standout issues in the two complaints made by consumers to the MHCC about Orygen.
- A lack of empathy / compassion, and rudeness / lack of respect / discourtesy were the most frequently occurring issue in complaints made by consumers directly to the service.

Complaints about Orygen	Sector-wide complaints
● to the MHCC (n=2)	● to the MHCC (n=20)
● to the service (n=33)	● to the service (n=60)

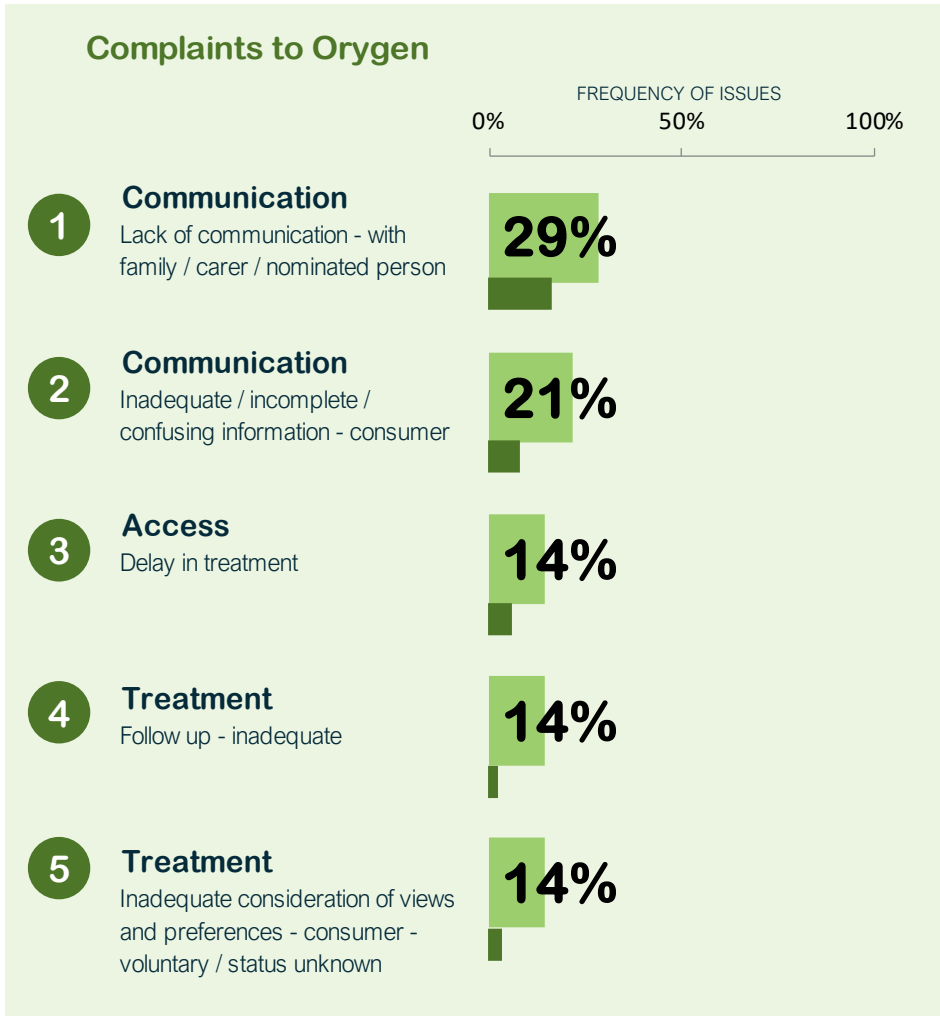
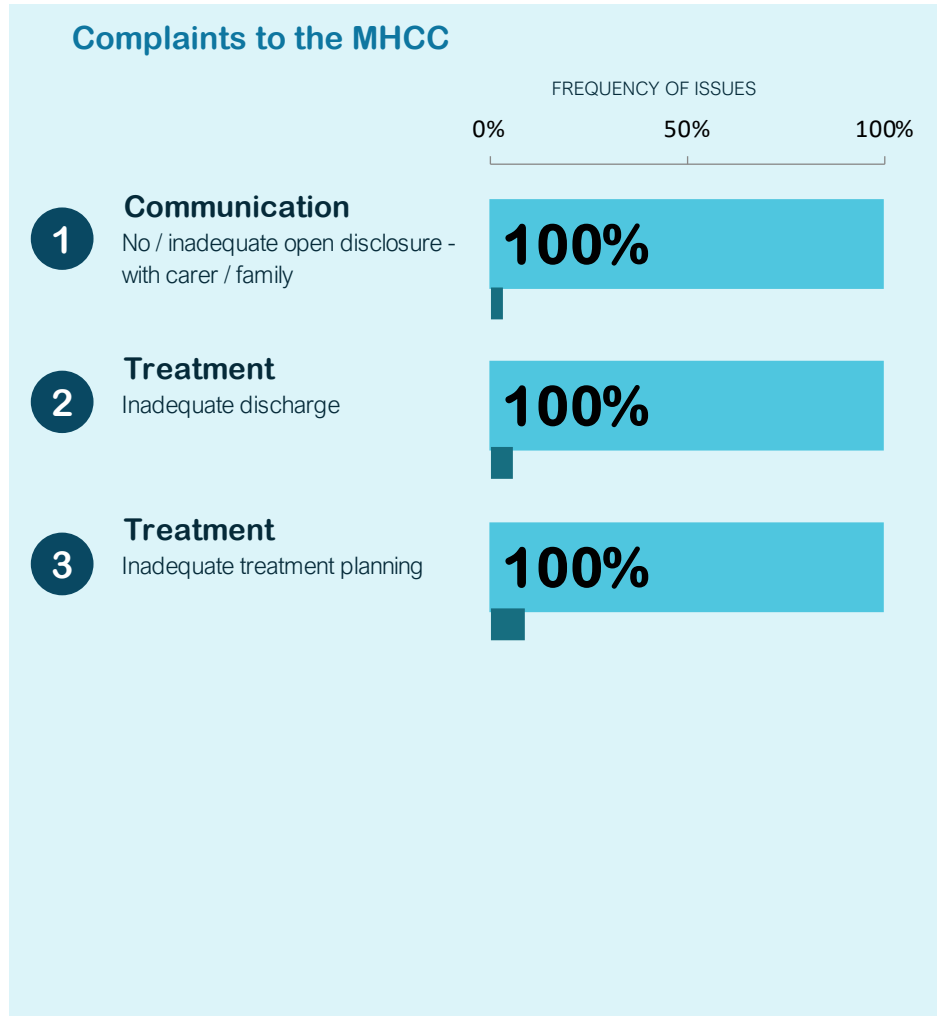


Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Orygen

- The single complaint made by a carer to the MHCC about Orygen raised issues about no / inadequate open disclosure with carer, inadequate discharge, and inadequate treatment planning.
- The most common issues in complaints made by carers directly to the service related to communication, including a lack of communication and inadequate / incomplete / confusing information.

Complaints about Orygen	Sector-wide complaints
● to the MHCC (n=1)	● to the MHCC (n=36)
● to the service (n=14)	● to the service (n=87)



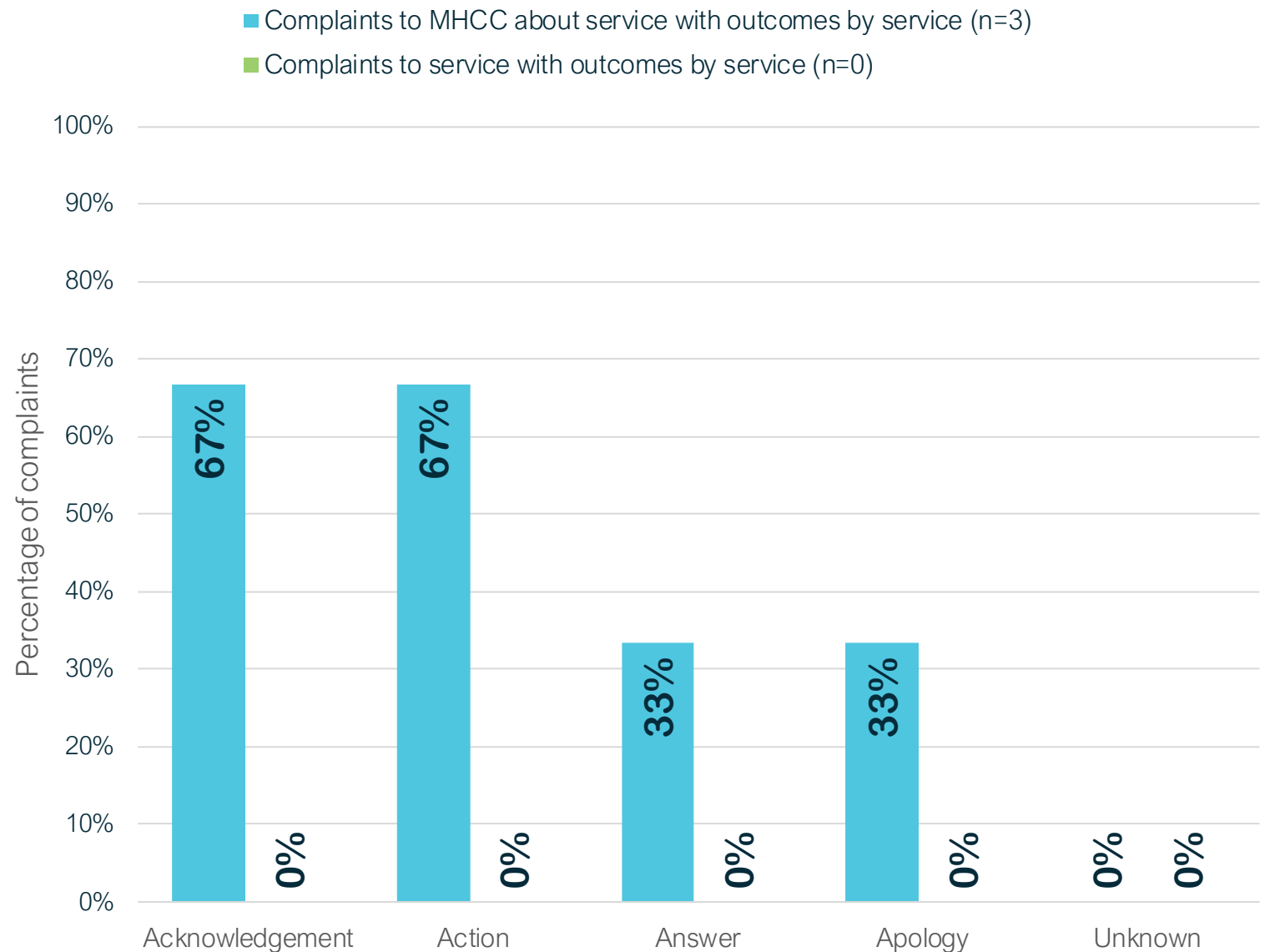


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Orygen

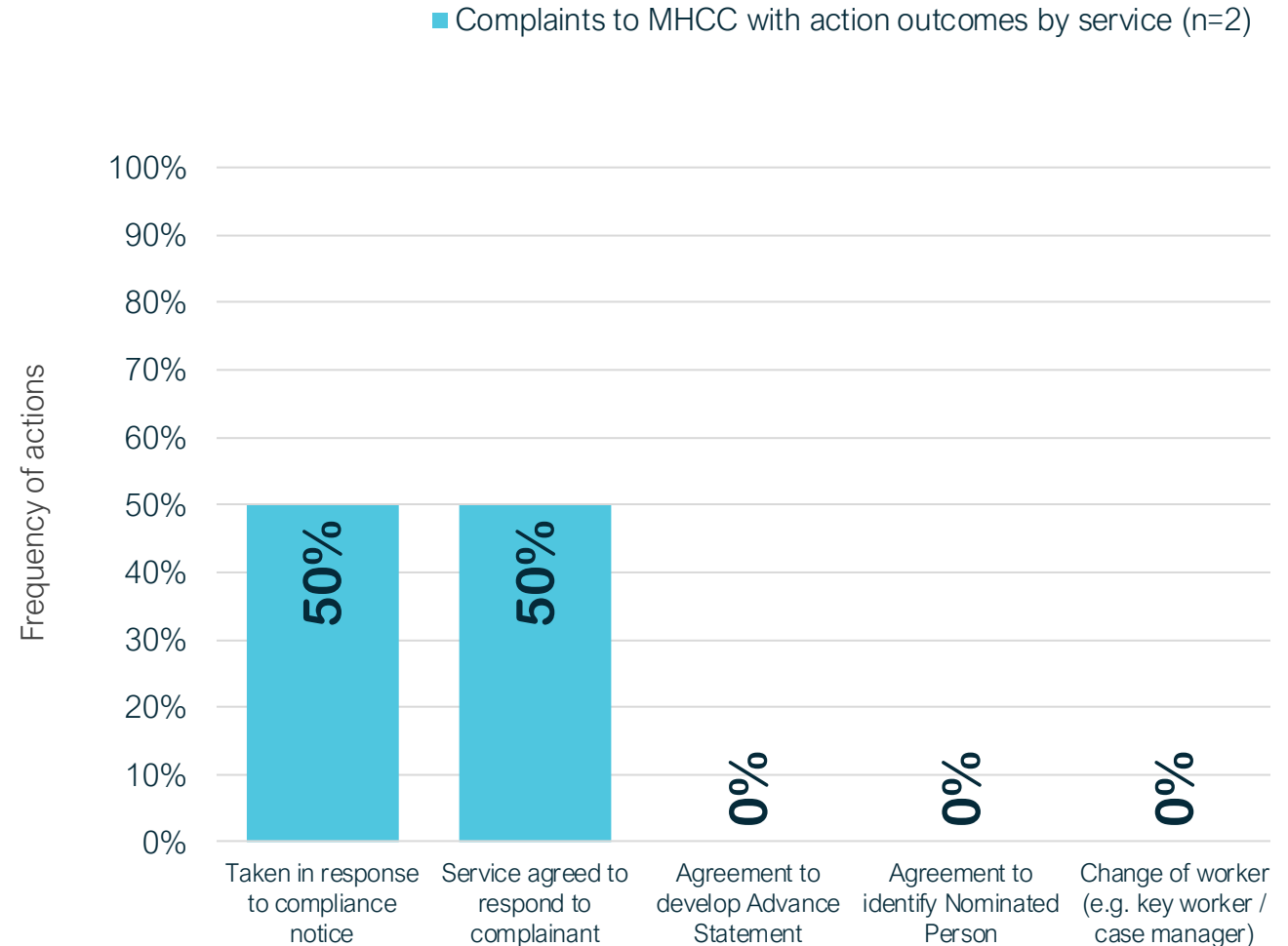
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Orygen that were assessed as being in scope for resolution or having a known service outcome. The most common outcomes for these complaints were 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 undertaken by Orygen in response to the two complaints to the MHCC included:
 - actions taken in response to compliance notices
 - responding to the complainant directly





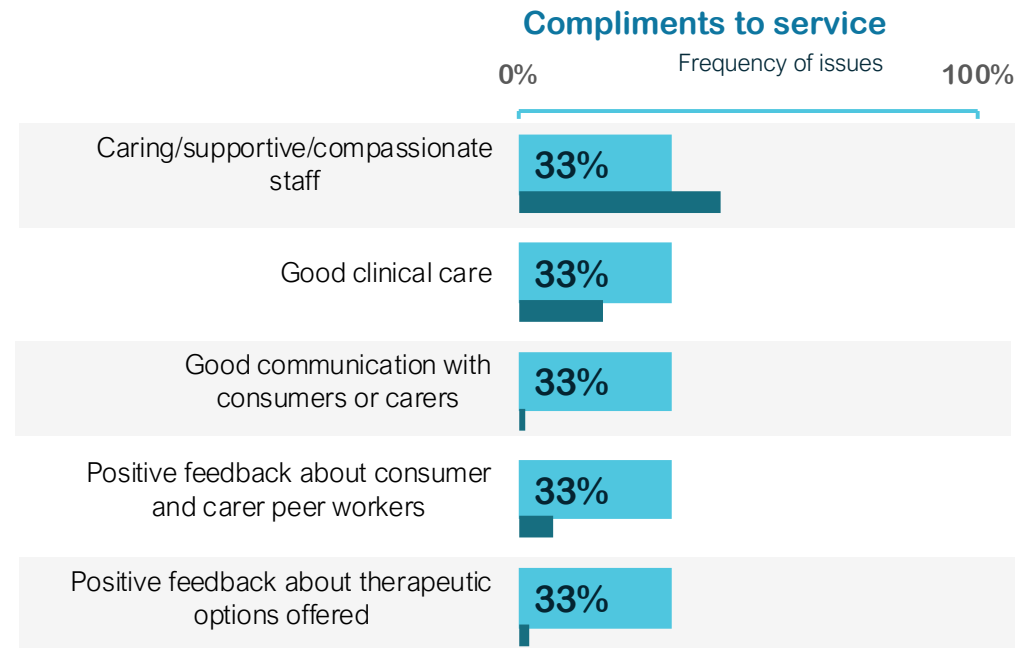
Themes in compliments

What were compliments about? 2022-23

● Compliments to Orygen (n=3) ● Compliments to services sector-wide (n=138)

Issues raised in compliments about Orygen

- There was an even spread of areas highlighted in compliments to the service, including caring / supportive / compassionate staff, good clinical care, good communication with consumers or carers and positive feedback about therapeutic options offered.
- A considerable level of detail was provided by Orygen about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- Both the number of complaints made to the MHCC about Orygen and the number of complaints made directly to the service declined between 2021-22 and 2022-23.
- Since 2020-21, both complaints to the MHCC about Orygen and complaints to the service itself has declined.
- Consumers made half of the complaints to the MHCC about Orygen and two thirds of the complaints to the service itself.



Issues raised

- Issues raised in complaints to the MHCC about Orygen were commonly about Treatment, Communication and diagnosis.
- Issues raised in complaints made directly to the service were mostly about Treatment, Conduct & behaviour and Communication.



Outcomes

- The most common outcomes for complaints to the MHCC were acknowledgement of the issue(s) raised by the complainant and a responsive action.
- The most common actions undertaken by Orygen in response to complaints to the MHCC were taking actions in response to compliance notices and responding to the complainant directly.