Summary of service provider complaint report

Mildura Base Hospital



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 2020-21 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



inform our projects and recommendations



understand the **status of complaint processes** and reporting across the sector





Number of complaints and compliments



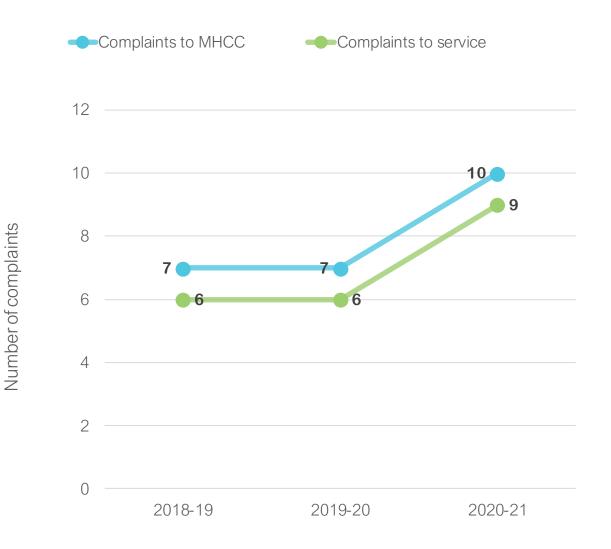
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How many complaints were made? 2020-21

10 Complaints to MHCC about Mildura Base Hospital

Complaints to Mildura Base Hospital

- The number of complaints to both the MHCC about Mildura Base Hospital and to Mildura Base Hospital directly rose in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Mildura Base Hospital. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.
- However, the MHCC notes the increase in complaints made directly to Mildura Base Hospital, suggesting that improvements have been made in this regard.



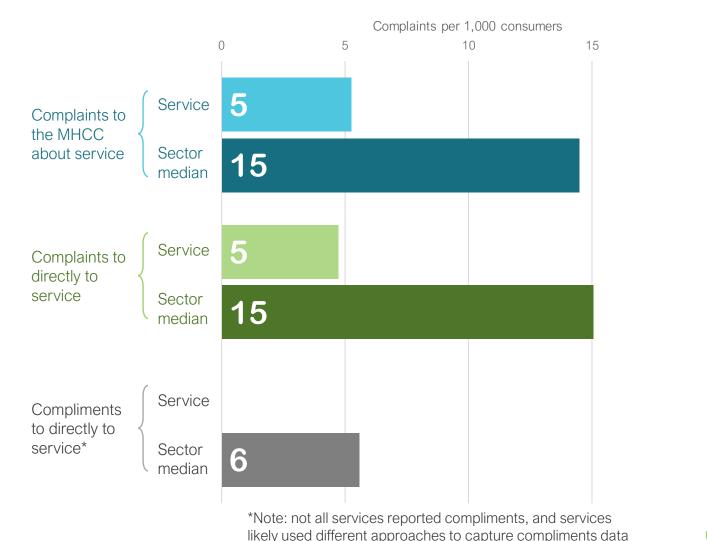


Complaint and compliment rates 2020-21

- 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.
- Compared to the sector, a lower rate of complaints was made to the MHCC about Mildura Base hospital, and a lower rate of complaints was made directly to the service. Mildura Base Hospital did not report compliments made to the service for 2020-21.



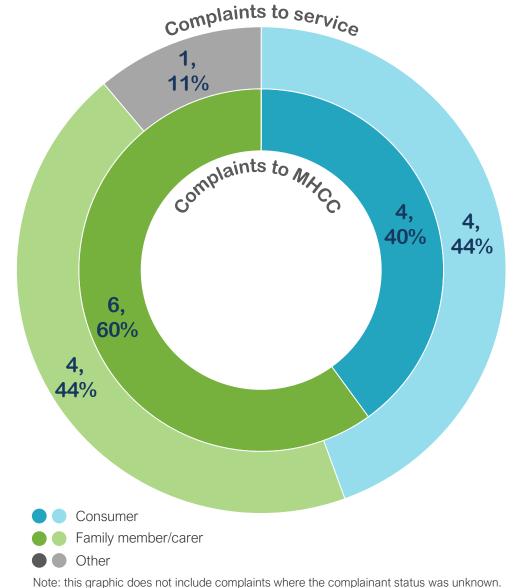
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Who is making complaints? 2020-21

Complaints raised about Mildura Base Hospital

- Family members/ carers made the majority of complaints to the MHCC about Mildura Base Hospital. Consumers made the remaining 40%.
- In contrast, consumers and family members / carers made roughly half of all complaints each directly to Mildura Base Hospital.





Issues raised in complaints



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How does the MHCC categorise issues?

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

Level 1

Level 1 issues consist of:

- treatment
- communication
- conduct and behaviour
- medication
- diagnosis
- access
- facilities
- records
- complaint management

Level 2

Level 2 issues break down Level 1 issues into more specific categories.

For example, the Level 1 category **Medication** includes the following Level 2 issues:

- medication error
- disagreement with medication
- oversedation or side effects
- refusals to prescribe

Level 3

Level 3 issues further break down Level 2 issues.

For example, the Level 2 category Medication Error includes the following Level 3 issues:

- wrong medication or dose
- wrong prescription
- known allergy/reaction not considered

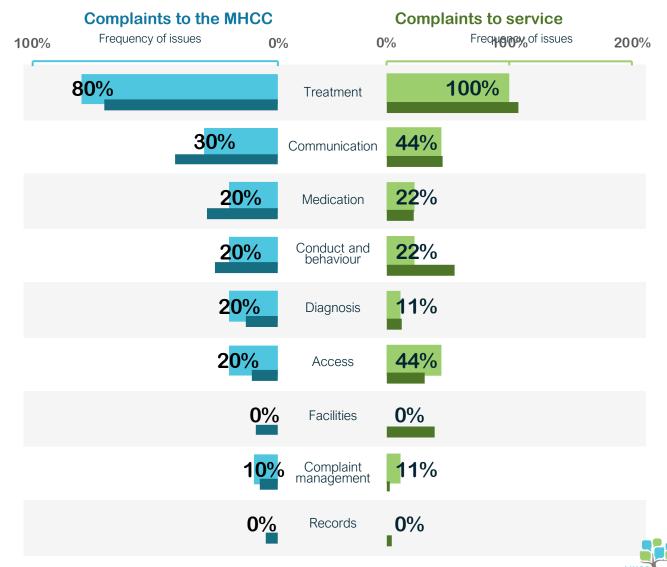


What were complaints about? 2020-21

Level 1 issues raised about Mildura Base Hospital

- Issues raised in complaints to the MHCC about Mildura Base Hospital were most commonly regarding Treatment and Communication. Issues about Treatment were raised in a slightly higher proportion when compared with the sector, whereas Communication issues were raised in a slightly lower proportion.
- Issues raised in complaints made directly to Mildura Base Hospital were predominantly about Treatment, Communication and Access. Issues regarding Conduct and behaviour were raised in a lower proportion of complaints compared to the sector.

Complaints about Mildura
Base HospitalSector-wide complaintsto the MHCC (n=10)to the MHCC (n=1641)to the service (n=9)to the service (n=1679)



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Mildura Base Hospital

Refusal to admit or treat, lack of communication with family/ carer, dissatisfaction with medication, unsafe or premature discharge and inadequate consideration of the views and preferences of the carer/family were the most frequently occurring issues in complaints to the MHCC about Mildura Base Hospital, raised in a higher proportion of complaints than the sector

 In complaints made directly to Mildura Base Hospital, lack of care/ attention was the most frequently occurring issue, raised in a higher proportion when compared with the sector.

(Complaints to the MHC	C		Complaints to Mildura Base Hospital						
		FR 0%	EQUENCY OF ISS	SUES 40%			0%	FREQUENCY OF I	SSUES 4(
1	Access Refusal to admit or treat	20%	6		1	Treatment Lack of care / attention	44	%		
2	Communication Lack of communication - with family / carer / nominated perso	20%	6		2	Communication Inadequate / misleading / confusing information - with family / carer / nominated person	33	%	I,	
3	Medication Dissatisfaction with prescribed medication	20%	6		3	Treatment Inadequate Consideration of Views - Carer / Family / Nominated Person - voluntary / status	33	%		
4	Treatment Unsafe / premature discharge	20%	/0		4	unknown Access Lack or insufficient access to service	22	%		
5	Treatment Inadequate Consideration of Vie - Carer / Family / Nominated Person - voluntary / status unknown	ews 209	6		5	Conduct and Behaviour Rudeness / lack of respect / discourtesy	22	%		

Sector-wide complaints

Complaints about Mildura

to the MHCC (n=10)
 to the service (n=9)

Base Hospital

to the MHCC (n=1641)
to the service (n=1679)

40%

Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Mildura Base Hospital

Complaints about Mildura
Base HospitalSector-wide complaintsto the MHCC (n=4)to the MHCC (n=1149)to the service (n=4)to the service (n=1033)

Among the top five issues
raised by consumers in
complaints to the MHCC about
Mildura Base Hospital,
dissatisfaction with prescribed
medication was the most
commonly raised issue in a
higher proportion when
compared with the sector.

The most frequently raised
issues by consumers in
complaints directly to Mildura
Base Hospital were lack or
insufficient access to service
and psychological injury
sustained, in a substantially
higher proportion when
compared to the sector.

Complaints to the MHCC				Complaints to Mildura Base Hospital					
		FREQ	JENCY OF ISSUE	S				FREQUENCY OF	ISSUES
	09	%	20%	40%			0%	20%	40%
1	Medication Dissatisfaction with prescribed medication	50%			1	Access Lack or insufficient access to service	50	%	
2	Communication Alleged privacy breach / information released / disclosed by staff without consent	25%			2	Treatment Injury sustained - psychological	50	%	
3	Communication Inadequate / incomplete / confusing information - consumer	25%			3	Access Inaccessible due to distance / public transport	25	%	
4	Complaint Management Local complaints process - dissatisfied with outcome	25%			4	Communication Inadequate / incomplete / confusing information - consumer	25	%	
5	Conduct and Behaviour Verbal abuse by staff - clinical	25%			5	Communication Inadequate / misleading / confusing information - with family / carer / nominated person	25	%	



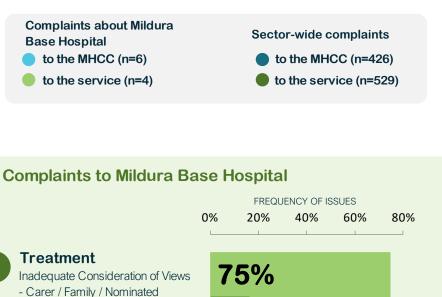
Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Mildura Base Hospital

Refusal to admit or treat, lack of communication with family members / carers, unsafe or premature discharge, inadequate consideration of their views and preferences, and inadequate risk assessment issues were equally raised by family members / carers in complaints to the MHCC about Mildura Base Hospital.

Inadequate consideration of the views and preferences of carers/ family members of voluntary patients and lack of care / attention were the issues most commonly raised by consumers directly to Mildura Base Hospital.

С	omplaints to the MHCC							
		0 (FREQUENCY OF ISSUES					
		0%	20%	40%	60%	80%		
1	Access Refusal to admit or treat	3	3%					
2	Communication Lack of communication - with family / carer / nominated person	3	3%					
3	Treatment Unsafe / premature discharge	3	3%					
4	Treatment Inadequate Consideration of View - Carer / Family / Nominated Person - voluntary / status	s 3	3%					
5	Inadequate risk assessment	3	3%					



75%

Person - voluntary / status

Lack of care / attention

Refusal to admit or treat

Communication

Inadequate / misleading /

carer / nominated person

Local complaints process -

inadequate / no response

unknown Treatment

Access





Outcomes of complaints



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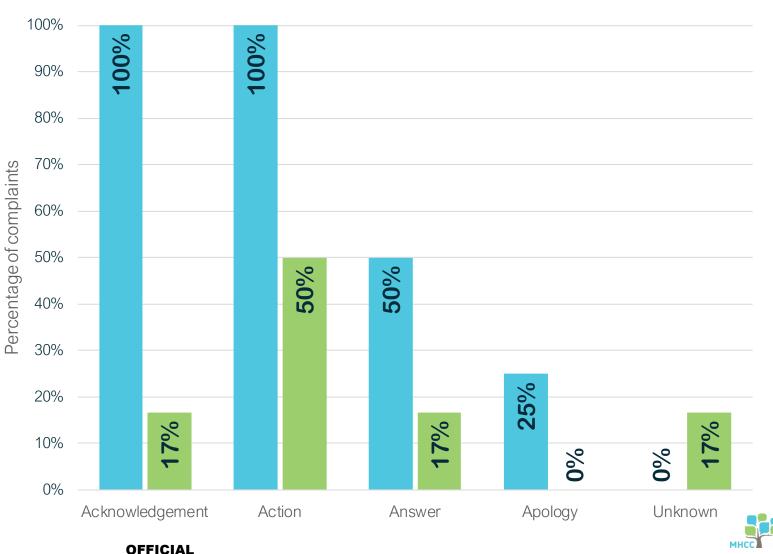
What were the outcomes of complaints? 2020-21

Closed complaints about Mildura Base Hospital

- 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 Mildura Base Hospital that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints were acknowledgement and action taken by Mildura Base Hospital in response to the issues raised.
- The most common outcome of complaints made directly to Mildura Base Hospital was action taken in response to the issues raised.

Complaints to MHCC about service with outcomes by service (n=4)

Complaints to service with outcomes by service (n=6)

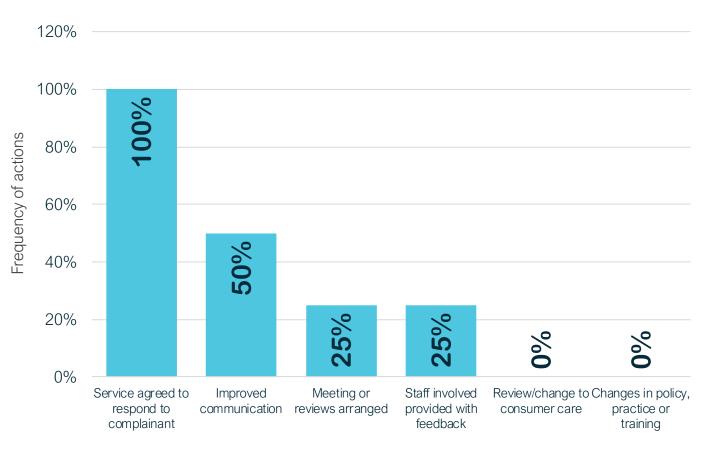


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What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Mildura Base Hospital in response to complaints made to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - meetings or reviews arranged with the consumer
 - Providing feedback to staff involved in the complaints





Key points to consider

Complaint numbers

- Overall, more complaints were made to the MHCC than directly to Mildura Base Hospital. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.
- However, the MHCC notes the increase in complaints made directly to Mildura Base Hospital, suggesting that improvements have been made in this regard.

Issues raised

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- Refusal to admit or treat, lack of communication with family/ carer, dissatisfaction with medication, unsafe or premature discharge and inadequate consideration of the views and preferences of the carer/family were the most frequently occurring issues in complaints to the MHCC about Mildura Base Hospital, raised in a higher proportion of complaints than the sector
- In complaints made directly to Mildura Base Hospital, lack of care/ attention was the most frequently occurring issue, raised in a higher proportion when compared with the sector.

Outcomes

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- The most common outcomes of complaints raised to the MHCC about Mildura Base Hospital were acknowledgement and action taken by Mildura Base Hospital in response to the issues raised by the complainant.
- The most common action undertaken by Mildura Base Hospital in response to complaints to the MHCC was to respond to the consumer or complainant directly.



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