Summary of service provider complaint report

St Vincent's Hospital 2020-21



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

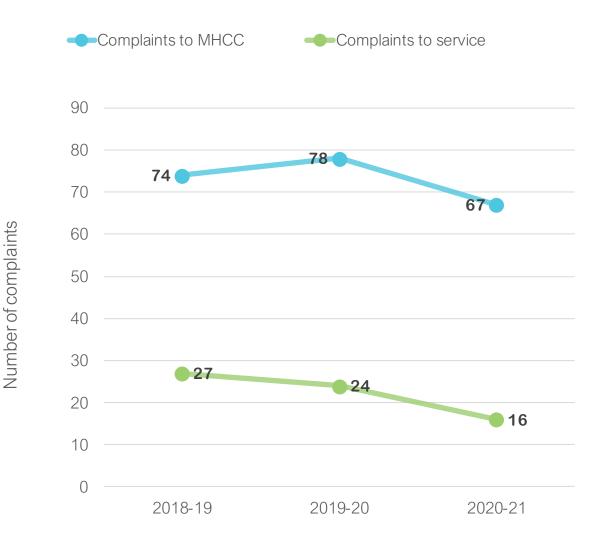


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How many complaints were made? 2020-21

Complaints to MHCC about St Vincent's Hospital Complaints to St Vincent's Hospital

- The number of complaints to both the MHCC about St Vincent's Hospital and to St Vincent's Hospital decreased in 2020-21.
- Overall, more complaints were made to the MHCC than directly to St Vincent's 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.





Complaint and complimen rates 2020-21

- Sector medians instead of averages ٠ 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 higher rate ۲ of complaints was made to the MHCC about St Vincent's Hospital, and a lower rate of complaints was made directly to the service.
- Data on compliments was not provided ٠ by the service to the MHCC for this analysis.

nent			nplaints about S pital to the MHCC (i to the service	n=67) (n=16)	Sector-wide complaints to the MHCC (n=1641) to the service (n=1679) 		
		•	Compliments Hospital (n=0)		 Compliment sector-wide 	s to services (n=1109)	
	0	5		ints per 1,000 co		0	
Complaints to the MHCC	Service 20)					
about service	Sector median	5					
Complaints to directly to	Service 5						
service	Sector median	5					
Compliments to directly to service*	Service Sector						
	median 6	Note: not all	services reno	rted complimen	ts and services		

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



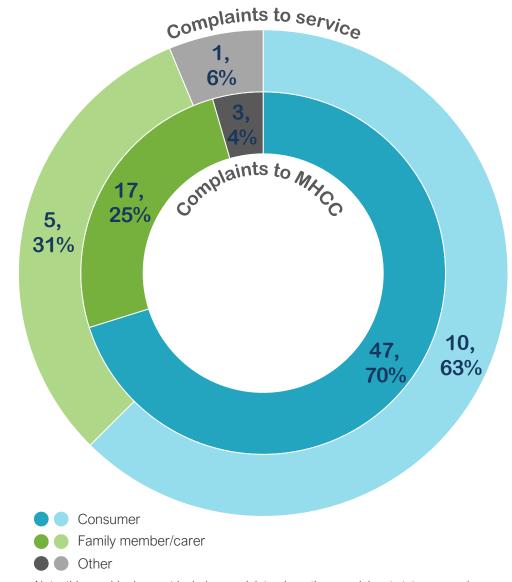
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Who is making complaints? 2020-21

Complaints raised about St Vincent's Hospital

- Consumers made the majority of complaints to the MHCC about St Vincent's Hospital. Meanwhile, family members / carers made a quarter of complaints to the MHCC about St Vincent's Hospital.
- Consumers also made the majority of complaints directly to St Vincent's Hospital and family members/ carers made roughly one third of the complaints to the service.





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:

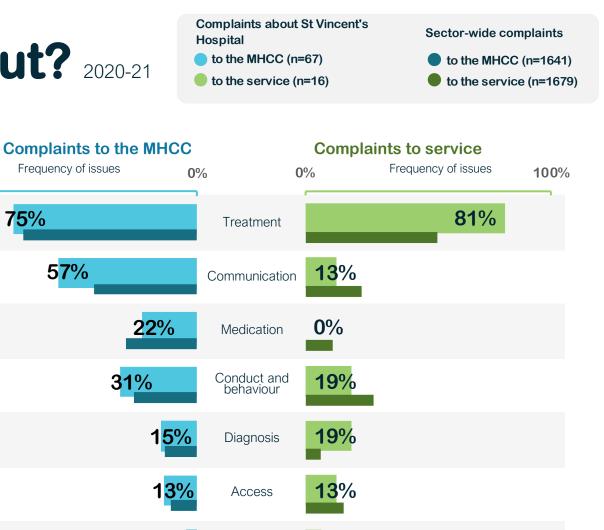
- wrong medication or dose
- wrong prescription
- known allergy/reaction not considered



What were complaints about? 2020-21

Level 1 issues raised about St Vincent's Hospital

- Issues raised in complaints to the MHCC about St Vincent's Hospital were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Conduct and Behaviour, and Medication being the most commonly raised issues. Issues around communication were raised in a higher proportion when compared with the sector.
- Issues raised in complaints made directly to ۲ St Vincent's Hospital were also broadly consistent with those raised in complaints to services for the sector, with Treatment being raised most commonly and in a higher proportion to the sector. Issues regarding Conduct and Behaviour, and Diagnosis were also commonly raised.



6%

0%

0%

4% Facilities

Complaint

manadement

1% Records

10

100%

75%

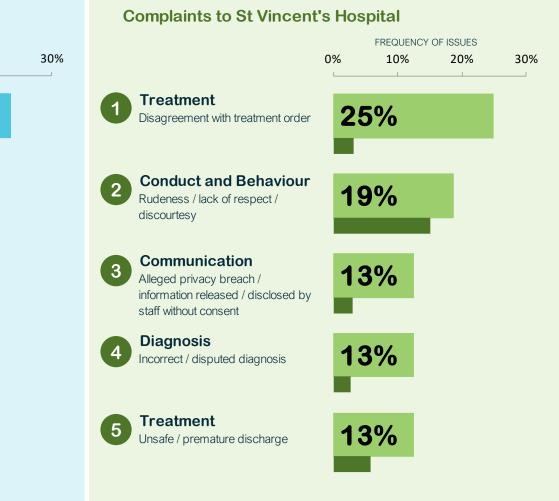
What were complaints about? 2020-21

Most frequent Level 3 issues raised about St Vincent's Hospital

- Inadequate, incomplete or confusing information provided to patients was the most frequently occurring issue in complaints to the MHCC about St Vincent's Hospital, raised in a higher proportion of complaints than the sector
- In complaints made directly to St Vincent's Hospital, disagreement with a treatment order was the most frequently occurring issue, raised in a higher proportion of complaints when compared with the sector. Rudeness, lack of respect, discourtesy was also commonly raised consistent with the sector.

С	omplaints to the MHCC)				C	Compla
			FREQUENCY C	F ISSUES			
		0%	10%	20%	30%		
1	Communication Inadequate / incomplete / confusing information - consumer		1%			1	Treatı Disagree
2	Treatment Inadequate consideration of views and preferences - compulsory patient	16	6%			2	Condu Rudenes discourte
3	Treatment Lack of care / attention	18	5%			3	Comm Alleged p information staff with
4	Medication Dissatisfaction with prescribed medication	12	2%			4	Diagn Incorrect
5	Treatment Inadequate Consideration of View - Carer / Family / Nominated Person - voluntary / status unknown	s 12	2%			5	Treat Unsafe /

Complaints about St Vincent's
HospitalSector-wide complaintsto the MHCC (n=67)to the MHCC (n=1641)to the service (n=16)to the service (n=1679)





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Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about St Vincent's Hospital

The top five issues raised by consumers in complaints to the MHCC about St Vincent's Hospital were broadly consistent with the top five issues raised in complaints to the MHCC overall. Although inadequate, incomplete or confusing information provided to the patient was raised in a slightly higher proportion compared with the sector.

 The most frequently raised issue by consumers in complaints directly to St Vincent's Hospital was disagreement with treatment order, raised in a considerably higher proportion when compared with the sector.

omplaints to the MHCC	2					C	omplaints to
	0%	FREQUE	NCY OF ISSI 20%	UES 30%	40%		
Communication Inadequate / incomplete / confusing information - consumer		2%				1	Treatment Disagreement wit
Treatment Inadequate consideration of views and preferences - compulsory patient	s 2	1%				2	Conduct and Rudeness / lack of discourtesy
Treatment Lack of care / attention	2	1%				3	Communica Alleged privacy b information releas staff without conse
Medication Dissatisfaction with prescribed medication	1	7%				4	Treatment Inadequate considerand preferences patient
Treatment Inadequate Consideration of View and Preferences - Consumer - voluntary / status unknown	vs 1	<mark>3%</mark>				5	Access Lack or insufficien service
	Communication Inadequate / incomplete / confusing information - consumer Treatment Inadequate consideration of view and preferences - compulsory patient Treatment Lack of care / attention Medication Dissatisfaction with prescribed medication Treatment Inadequate Consideration of View and Preferences - Consumer -	Communication Inadequate / incomplete / confusing information - consumer3Treatment Inadequate consideration of views and preferences - compulsory patient2Treatment Lack of care / attention2Medication medication1Dissatisfaction with prescribed medication1Treatment Inadequate Consideration of Views and Preferences - Consumer1	PREQUE 0%10%<	FREQUENCY OF ISS 0%0%10%20%10%20%10%20%10%32%10%32%10%32%10%21%10%21%10%21%10%21%10%21%10%21%10%	PREQUENCY OF ISSUES0%10%20%30%10%20%30%10%20%30%10%32%32%10%32%32%10%32%32%10%21%10%10%21%10%10%21%10%10%21%10%10%11%10%10%11%11%10%113%113%	FREQUENCY OF ISSUES0%10%20%30%40%Communication32%32%Inadequate / incomplete / confusing information - consumer32%Treatment Inadequate consideration of views and preferences - compulsory patient21%Jage 4021%Inadequate consideration of views and preferences - compulsory patient21%Image 4010%Image 4010%Image 4010%Image 4010%Image 4010%Image 4011%Image 40	FREQUENCY OF ISSUES0%10%20%30%40%Communication Inadequate / incomplete / confusing information - consumer32%1132%12Treatment and preferences - compulsory patient21%2121%33Kedication medication17%313%40%40%132%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%40%40%11%1%40%11%1%40%11%1%40%11%1%40%11%1%40%11%1%1%11%1%1%11%1%1%11%1%1%11%1%1%11%1%1%11%1%1% </td

Complaints about St Vincent's
HospitalSector-wide complaintsto the MHCC (n=47)to the MHCC (n=1149)to the service (n=10)to the service (n=1033)





Issues raised by carers 2020-21

Most frequent Level 3 issues raised about St Vincent's Hospital

Inadequate consideration of their
views and preferences was the
most frequently raised issue by
family members / carers in
complaints to the MHCC about
St Vincent's Hospital, as well as
refusal to admit or treat and
unsafe / premature discharge.

Similar issues were also raised by
family members / carers in
complaints directly to St
Vincent's Hospital, as well as
inadequate treatment and
concerns about leaving and
having the ability to leave without
agreement, which were raised in
a higher proportion of complaints
compared to the sector.

	Complaints to the MHCC	Complaints to St Vincent's Hospital				
	FREQUENCY OF ISSUES 0% 20% 40%	FREQUENCY OF ISSUES 0% 20% 40				
у	 Treatment Inadequate Consideration of Views - Carer / Family / Nominated Person - voluntary / status unknown Access Refusal to admit or treat Ten the other 	 Treatment Inadequate Consideration of Views - Carer / Family / Nominated Person - voluntary / status unknown Facilities Ability to leave without agreement / authority Treatment 				
	3 Unsafe / premature discharge 24%	3 Unsafe / premature discharge 20%				
ıt 1	4 Communication Inadequate / misleading / confusing information - with family / carer / nominated person	4 Treatment Inadequate treatment - other 20%				
S	5 Communication Lack of communication - with family / carer / nominated person	5 Treatment Leave concerns 20%				

Complaints about St Vincent's
HospitalSector-wide complaintsto the MHCC (n=17)to the MHCC (n=426)to the service (n=5)to the service (n=529)

40%

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Outcomes of complaints



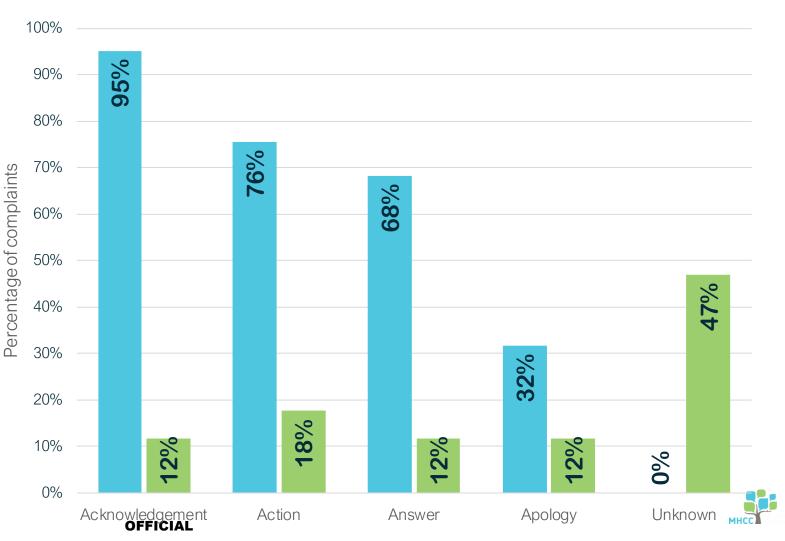
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What were the outcomes of complaints? 2020-21

Closed complaints about St Vincent's 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 St Vincent's Hospital 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 St Vincent's Hospital of the issues raised by the complainant.
- For the complaints that were made directly to St. Vincent's Hospital, where an outcome was reported, the most common outcome was action taken by the service to respond to issues raised by the complainant.

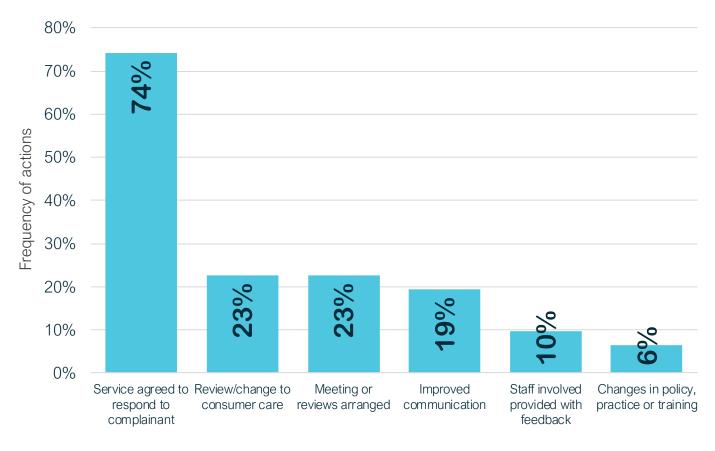
- Complaints to MHCC about service with outcomes by service (n=41)
- Complaints to service with outcomes by service (n=17)



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 St Vincent's Hospital in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - change/review of treatment/care for individual consumers
 - o meeting or reviews arranged





Key points to consider

H Complaint numbers

- Overall, more complaints were made to the MHCC than directly to St Vincent's 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.
- Consumers made the majority of complaints to the MHCC about St Vincent's Hospital and to St Vincent's Hospital Directly

Issues raised

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- Inadequate, incomplete or confusing information provided to patients was the most frequently occurring issue in complaints to the MHCC about St Vincent's Hospital, raised in a higher proportion of complaints than the sector.
- In complaints made directly to St Vincent's Hospital, disagreement with a treatment order was the most frequently occurring issue, raised in a higher proportion of complaints when compared with the sector. Rudeness, lack of respect, discourtesy was also commonly raised consistent with the sector.



- The most common outcome of these complaints was acknowledgement by St Vincent's Hospital of the issues raised by the complainant.
- The most common outcome of complaints made directly to St Vincent's Hospital was unknown, followed by action taken.
- For the complaints that were made directly to St. Vincent's Hospital, where an outcome was reported, the most common outcome was action taken by the service to respond to issues raised by the complainant.

