

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 MHWC and complaints and compliments directly to your service, largely focusing on the 2023-24 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 MHWC, reflecting that people feel confident to raise their concerns with the service.

The role of the MHWC



The MHWC collects 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

The MHWC also has a role in system oversight, including monitoring the quality, safety, and performance of the sector. It is expected that this report will continue to adjust to align to the MHWC's system monitoring and oversight functions over time.



Trends in complaints and compliments

OFFICIAL

How many complaints were made?



The MHWC received	12	complain	ts about Mil	dura Base Hospital	14		
Mildura Base Hospital receiv	• 0	complain	ts directly		21 01 8 01 0 0 0 0 0 0		12
	2021-22	2022-23	2023-24	Change to 23-24	s com		7
To the MHWC	(0 1	0 12	2 +20%		/	
To the service		0	7 () -100%		/	
					_ Jaquar 4		
					_		
					0	0 0	2022-23 2023-24
Compleinte coross ell com	ieee						
Complaints across all servi			50/				
Complaints to the MHWC in	crosod b						
	icreased b	y:	5%		2 000		
	icreased b	y:	5%		2,000		1,857-
Complaints to service provid		-	5% 11%		1,800	1.582	71
		-			1,800	1,582	71
		-		Change to 23-24	1,800	1,582 1,6	71
	ders increa	ased by: 2022-23	11% 2023-24		1,800 1,600 1,400 1,200 0 1,000 1,000	1,582	71
Complaints to service provid	ders increa 2021-22	ased by: <u> 2022-23</u> 2 1,44	11% <u>2023-24</u> 2 1,521	+5%	1,800 1,600 1,400 1,200 0 1,000 5 1,000 5 800	1,582	71
Complaints to service provid	ders increa <u>2021-22</u> 1,28	ased by: <u> 2022-23</u> 2 1,44	11% <u>2023-24</u> 2 1,521	+5%	1,800 1,600 1,400 1,200 0 1,000 5 1,000 5 800	1,582	1001
Complaints to service provid	ders increa <u>2021-22</u> 1,28	ased by: <u> 2022-23</u> 2 1,44	11% <u>2023-24</u> 2 1,521	+5%	1,800 1,600 1,400 1,200 0 1,000 5 800	1,582	71

Complaint rates Complaints per 1,000 consumers

This chart shows complaint and compliment rates per 1,000 consumers, compared to sector medians. Sector medians are shown to avoid particular service types providing a skewed picture of inter-service performance. Half of all services have complaint and compliment rates below the sector median.

	Complaints per	
Complaints to MHWC about service	1,000 consumers	Sample size
Mildura Base Hospital	4.9	12
Sector median	10.0	1,514
Complaints directly to service		
Mildura Base Hospital	0.0	0
Sector median	13.0	1,857





Who is making complaints? Complainant relationship to consumer

This chart shows who made complaints about Mildura Base Hospital. For complaints to the MHWC the most complaints were made by Consumers. #DIV/0!

Complaints about Mildura Base Hospital

		Family members	Other	
	Consumers	/ carers	complainants	Unknown
Complaints to MHWC	75%	25%	0%	0%
Complaints directly to service	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

This chart shows who made complaints about all service providers sector-wide. For complaints to the MHWC the most complaints were made by Consumers. For complaints directly to the service the most complaints were made by Consumers.

Complaints about all service providers

	F	amily members	Other	
	Consumers	/ carers	complainants	Unknown
Complaints to MHWC	73%	24%	3%	0%
Complaints directly to service	57%	26%	7%	10%









Issues raised in complaints

OFFICIAL



How does the MHWC categorise issues? The MHWC uses three levels of categories to classify complaints

Level 1 Level 2 Level 1 issues consist of: treatment Level 3 Level 2 issues break down Level 1 communication issues into more specific categories. Level 3 issues further break down conduct and behaviour For example, the Level 1 category Level 2 issues. medication **Medication** includes the following For example, the Level 2 category Level 2 issues: diagnosis Medication Error includes the following Level 3 issues: medication error access disagreement with medication wrong medication or dose ٠ facilities oversedation or side effects wrong prescription records refusals to prescribe known allergy/reaction not complaint management • considered



What were complaints about? Level 1 issues raised about Mildura Base Hospital

This chart shows the proportion of complaints that related to each level 1 issue. It includes complaints made by all complainant types. Sector averages are the total proportion across all complaints across all services. The most commonly raised issues for complaints about Mildura Base Hospital to the MHWC were Treatment and Communication

	Mildura Base		Sector averages	
Proportions of complaints with		То		То
issue	To MHWC	Service	To MHWC	Service
	(n=12)	(n=0)	(n=1521)	(n=1857)
1 Treatment	67%	#DIV/0!	53%	26%
2 Communication	25%	#DIV/0!	31%	22%
3 Medication	25%	#DIV/0!	25%	7%
4 Conduct and Behaviour	8%	#DIV/0!	19%	20%
5 Diagnosis	8%	#DIV/0!	11%	3%
6 Access	25%	#DIV/0!	11%	11%
7 Facilities	8%	#DIV/0!	7%	20%
8 Complaint Management	8%	#DIV/0!	4%	1%
9 Records	0%	#DIV/0!	4%	3%



#DIV/0!

100%

What were complaints about? Level 3 issues raised about Mildura Base Hospital

Complaints to the MHWC

Rank	Level 1	Level 3	About Mildura Base (n=12)	Sector average (n=1521)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	17%	10%
2	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	17%	8%
3	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	8%	2%
4	Access	Delay in Assessment	8%	2%
5	Treatment	Disagreement with Treatment Order	8%	8%

Complaints directly to service

			Complaints		
			to Mildura	Sector	
Rank	Level 1	Level 3	Base	average	
			(n=0)	(n=1857)	
1	Facilities	Ability to Leave Without Agreement/Authority	#DIV/0!	0%	
2	Conduct and Behaviour	Aboriginal	#DIV/0!	0%	
3	Communication	Adequate Information to Make an Informed Decision not	#DIV/0!	0%	
4	Treatment	Advance Statements - Not Considered	#DIV/0!	0%	
5	Treatment	Advance Statements - Other Issues	#DIV/0!	0%	

Complainte

5

Advance Statements - Other Issues



Frequency of issues 20% 40% 60% 80% 100% **Complaints to the MHWC** 0% Communication 17% Inadequate \ Incomplete \ Confusing 1 Information - Consumer Treatment 17% 2 Lack of Care / Attention (eg. not feeling listened to/believed) Communication 8% 3 Alleged Privacy Breach \ Info Released \ Access 8% 4 Delay in Assessment Treatment 5 8% Disagreement with Treatment Order Frequency of issues 20% 40% 60% 80% 100% Complaints to Mildura Base Hospital^{0%} Facilities 0% Ability to Leave Without **Conduct and Behaviour** 0% 2 Aboriginal Communication 0% Adequate Information to Make an Informed Decision not Provided Treatment 0% Advance Statements - Not Considered Treatment

0%



Frequency of issues

60%

80%

100%

40%

What were consumer complaints about? Level 3 issues raised by consumers about Mildura Base Hospital

Complaints to the MHWC

Facilities

Treatment

Treatment

Conduct and Behaviour

Communication

			About Mildura	Sector
Rank	Level 1	Level 3	Base	average
			(n=9)	(n=1110)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	22%	13%
2	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	11%	3%
3	Access	Delay in Assessment	11%	2%
4	Treatment	Disagreement with Treatment Order	11%	10%
5	Medication	Dissatisfaction with Prescribed Medication	11%	11%
	Complaints directly to s	ervice	Complaints to Mildura	Sector
Rank	Level 1	Level 3	Base	average

Adequate Information to Make an Informed Decision not Provided

Ability to Leave Without Agreement/Authority

Advance Statements - Not Considered

Advance Statements - Other Issues

Aboriginal

	Inadequate \ Incomplete \ Confusing						
2	Communication Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent		11%				
ß	Access		11%				
	Delay in Assessment						
4	Treatment Disagreement with Treatment Order		11%				
5	Medication Dissatisfaction with Prescribed Medication		11%				
	Complaints to Mildura Base Hospital	%	20%	Frequency 40%	ofissues 60%	80%	100%
	Facilities						
1	Ability to Leave Without Agreement/Authority	0%					
2	Conduct and Behaviour Aboriginal	0%					
	Communication						
3	Adequate Information to Make an	0%					
	Treatment						
4	Advance Statements - Not Considered	0%					
	Treatment						
5	Advance Statements - Other Issues	0%					

0%

Complaints to the MHWC

Inadequate \ Incomplete \ Confusing

20%

22%

OFFICIAL

(n=0)

#DIV/0!

#DIV/0!

#DIV/0!

#DIV/0!

#DIV/0!

(n=1053)

0%

0%

0%

0%

0%

Thank you

Contact us

E: info@mhwc.vic.gov.au



