

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1261. Hon. C.L. Edwardes to the Minister for Health

I refer to the report of the Auditor General No 9, October 2001, entitled Righting the Wrongs: Complaints Management in the Western Australian Public Sector and ask -

- (a) which of your agencies or departments have in place and operating a Complaints Management System (CMS);
- (b) how many of your agencies or departments have not got a CMS in place;
- (c) of those agencies or departments that have got a CMS in place, does the CMS comply with the essential elements of the Australian Standard on Complaints Handling;
- (d) if not, which elements are not being complied with;
- (e) since the operation of the CMS have audits been undertaken of individual complaint files;
- (f) since the operation of the CMS, have surveys of staff, consumers and complaints been undertaken; and
- (g) since the operation of the CMS what assessment has been undertaken of the database?

Mr KUCERA replied:

Department of Health

- (a) Avon Health Service, Armadale Health Service, Bentley Health Service, Bunbury Health Service, Central Great Southern Health Service, Central Wheatbelt Health Service, East Pilbara Health Service, Narembeen Hospital and Merredin Hospital, Fremantle Hospital, Geraldton Health Service, Graylands Selby-Lemnos & Special Care Health Services, Harvey-Yarloop Health Service, Kalamunda Health Service, Kimberley Health Service, King Edward Memorial Hospital/Princess Margaret Hospital, Lower Great Southern Health Service, Midwest Health Service, North Metropolitan Health Service, PathCentre, Peel and Rockingham Kwinana Health Service, Perth Dental and Community Dental Services, Royal Perth Hospital, Sir Charles Gairdner Hospital, South East Coastal Health Service, Swan Health Service, Upper Great Southern Health Service, Vasse Leeuwin Health Service, Warren Blackwood Health Service, Western Health Service, Wellington Health Service, West Pilbara Health Service.
- (b) Kellerberrin Hospital, Southern Cross Hospital, Kununoppin Hospital, Mukinbudin Nursing Post, Wyalkatchem Hospital, Gascoyne Health Service, Northern Goldfields Health Service

Murchison Health Service has a draft Handling Customer Complaints Policy, however, it would be incorrect to call it a CMS. It requires review to ensure it complies with AS 4269-1995.

The Department of Health does not have a CMS as described in the Report of the Auditor General No. 9 October 2001. Public Complaints are centrally managed by the Corporate Management Branch where complaints relating to health services are forwarded to the Office of Health Review. Any complaints relating specifically to the Department would be managed by the Freedom of Information and Complaints Officer.
- (c)-(d) The following do not comply with the essential elements of the Australian Standard on Complaints Handling –

Central Great Southern Health Service – data collection, systemic and recurring problems, accountability and reviews.

Central Wheatbelt Health Service – Accountability

Merredin Hospital – Resources, Systemic and Recurring Problems, Accountability, Reviews

Kimberley Health Service – Visibility, Access, Assistance, Data Collection, Systemic and Recurring Problems, Accountability and Reviews

Midwest Health Service – Data Collection, Systemic and Recurring Problems, Accountability and Reviews. However, processes have begun to address these issues

South East Coastal Health Service – Visibility, Access, Data Collection, Accountability and Reviews

Vasse Leeuwin Health Service – Visibility, Access, Responsiveness, Systemic and Recurring Problems, Accountability and Reviews

Warren Blackwood Health Service – Accountability, Data Collection, Systemic and Recurring Problems and Reviews

West Pilbara Health Service – Visibility, Access, Assistance, Data Collection, Systemic and Recurring Problems, Accountability and Reviews

- (e) Yes - Avon Health Service, Bunbury Health Service, East Pilbara Health Service, Geraldton Health Service, King Edward Memorial Hospital/Princess Margaret Hospital, North Metropolitan Health Service, Peel and Rockingham Kwinana Health Service, Upper Great Southern Health Service,

No - Armadale Health Service, Central Great Southern Health Service, Central Wheatbelt Health Service, Narembeen Hospital and Merredin Hospital (the progress of complaints is reviewed at Merredin Hospital), Graylands Selby-Lemnos & Special Care Health Services, Harvey-Yarloop Health Service, Midwest Health Service, Perth Dental and Community Dental Services, Sir Charles Gairdner Hospital, South East Coastal Health Service, Vasse Leeuwin Health Service, Warren Blackwood Health Service, Wellington Health Service, West Pilbara Health Service

Bentley Health Service – since November 1999, all individual complaints are reviewed for completeness of procedure and documentation prior to closure.

Fremantle Hospital – an internal audit was conducted by Fremantle Hospital and Health Service's Performance Review Unit in September 2000 during which individual files were accessed

Kalamunda Health Service – complaints are entered into a database management system and quarterly reports are made, with any incomplete or unresolved complaints/actions identified. The Executive and the Community Advisory Council review the reports

Kimberley Health Service – a statewide patient satisfaction survey is conducted on an annual basis

Lower Great Southern Health Service – all complaints are investigated and then reviewed prior to the response to the complaint being sent to the complainant

PathCentre – system requires quarterly audits which occur on schedule

Royal Perth Hospital –No internal audits have been conducted on individual files, however, the Auditor General's Office conducted a random audit of files.

Swan Health Service – details of individual complaints are referred/reported to the Executive and Community Advisory Committee and Department of Health on a quarterly basis.

Western Health Service – some of the hospitals have

- (f) Yes - Avon Health Service, Bentley Health Service, Bunbury Health Service, East Pilbara Health Service, Fremantle Hospital, King Edward Memorial Hospital/Princess Margaret Hospital, PathCentre, Peel and Rockingham Kwinana Health Service, Perth Dental Hospital and Community Dental Services, Upper Great Southern Health Service, Warren Blackwood Health Service

No - Central Great Southern Health Service, Narembeen Hospital and Merredin Hospital, Graylands Selby-Lemnos & Special Care Health Services, Harvey-Yarloop Health Service, Midwest Health Service, North Metropolitan Health Service, Wellington Health Service

Armadale Health Service - a staff survey was conducted in September 2000 and will continue to be undertaken every two years. Constant feedback is also received from customers through 'Customer Feedback Forms' which are located throughout the health service and also through the redevelopment newsletters which are circulated on a regular basis to the community.

Central Wheatbelt Health Service - Surveys of consumers have been conducted.

Geraldton Health Service - Surveys of staff and customers are undertaken.

Kalamunda Health Service - Annual consumer surveys are conducted by the Department of Health. Comments/suggestion leaflets also provide for consumer feedback. Kalamunda Health Service has not conducted a staff satisfaction survey since 1997.

Kimberley Health Service - A Statewide Patient Satisfaction Survey is conducted on an annual basis.

Lower Great Southern Health Service - regular customer surveys are undertaken. Summary data on complaints is prepared annually. Staff surveys are conducted.

Royal Perth Hospital – a survey of consumers was conducted in 1999 by the Metropolitan Health Service Board, however, the response rate was not good. Royal Perth Hospital did get mentioned. Royal Perth Hospital also contacts 5 days post letter to ascertain if the complainant is happy with the way the complaint was dealt with.

Sir Charles Gairdner Hospital - No. However, some surveys were done in the early 1990s.

South East Coastal Health Service - Staff and consumers surveys are regularly undertaken.

Swan Health Service - On introduction of the system follow-up letters were sent to complainants to see if they were happy with outcome. There is a general question in the Department of Health survey, which asks whether consumers are aware of the process for making a complaint.

Vasse Leeuwin Health Service - Yes – consumers.

Western Health Service - Most, but not all have undertaken an assessment.

West Pilbara Health Service – a statewide Patient Satisfaction Survey is conducted on an annual basis.

- (g) None - Central Great Southern Health Service, Narembeen Hospital, Merredin Hospital, Graylands Selby-Lemnos & Special Care Health Services, Harvey-Yarloop Health Service, Kimberley Health Service, Midwest Health Service, South East Coastal Health Service, Wellington Health Service, West Pilbara Health Service.

Avon Health Service - Each complaint is individually examined and both the number and broad reason for the complaints is summarised. This summary data is published in the Annual Report each year and identifies any trends.

Armadale Health Service - Assessment is not undertaken of the database itself, however, the information contained on the database is trended and reported on, on a quarterly basis, to management team leaders and the Medical Advisory Committee.

Bentley Health Service - The database used is constantly assessed at a local level in terms of reporting capability and accuracy of data entry on a regular basis.

Bunbury Health Service - Database implemented to capture information. Three monthly reporting is also completed.

Central Wheatbelt Health Service - No electronic database records kept, manual paper records only kept due to low volume of complaints. No formal assessment, however, managers responsible for complaints analyse complaints on an ongoing basis for system faults.

East Pilbara Health Service - The assessment being undertaken is to examine whether the data base is compliant; cost effective and provides information to allow comprehensive review i.e. extended previous experience comparison, provides a focus on trends; clarifies, or is capable of clarifying, specific issues/areas/outcomes; assesses risks, identified controls; and provides the Health Service with an opportunity to increase efficiency and improve its services.

Fremantle Hospital - The assessment and use of the database is continuous.

Geraldton Health Service - The database has been reviewed by the Quality Committee for trends and usefulness of information. Modifications have been made.

Kalamunda Health Service - the suitability of the database, policy and processes are being reviewed by a working party consisting of members from the Health Complaints Network who meet with representatives of the Office of Health Review. This review has been ongoing since February 2001.

King Edward Memorial Hospital/Princess Margaret Hospital - Regular assessment is undertaken on a weekly, monthly and quarterly basis of the information contained in the database. The Customer Service Unit is currently undertaking a review of the structure of the database to ensure it reflects current organisational structure. Ernst & Young audited the complaints and compliments processes and the management reporting process in June 2001.

Lower Great Southern Health Service - Not applicable – paper based system.

North Metropolitan Health Service - Status of all complaints reviewed on a monthly basis by Health Service Management Team.

PathCentre - Six monthly executive management review.

Peel and Rockingham Kwinana Health Service - Reviewed by the Health Service Executive on a monthly basis in relation to complaint trends and causes.

Perth Dental Hospital and Community Dental Services - Quarterly review of complaint trends.

Royal Perth Hospital - Respond 3 database (computer package for complaints) is used which works well and generates reports. No further assessment has been undertaken.

Sir Charles Gairdner Hospital - Some modifications to the CMS database have been undertaken in order to customise it to the hospital's needs in the area of complaints reports.

Swan Health Service - The Quality Coordinator has been involved in a working party updating of the Complaints Management Policy, which includes the assessment of the database.

Upper Great Southern Health Service - Independent audit.

Vasse Leeuwin Health Service - The system is immature with insufficient data collected to enable analysis.

Warren Blackwood Health Service - There is no complaints database and hence, no assessment has been undertaken.

Western Health Service - Assessments of complaints are handled through Quality Improvement Program. Systems are continuously revised and evaluated.

Office of Health Review

- (a) Office of Health Review.
- (b) Not applicable.
- (c) Yes.
- (d) Not applicable.
- (e) No, but complainants have the right to complain in turn to the State Ombudsman.
- (f) Yes.
- (g) The database is upgraded on an ongoing basis.

Healthway

- (a) Healthway maintains an operating CMS
- (b) N/A
- (c) Yes
- (d) N/A
- (e) Complaints are individually reviewed by senior management and where appropriate referred to Healthway's Advisory Committees.
- (f) An independent Health Promotion Unit at UWA conducts surveys of Healthway funded organisations
- (g) Nil.