

Results of mental health and addiction staff survey

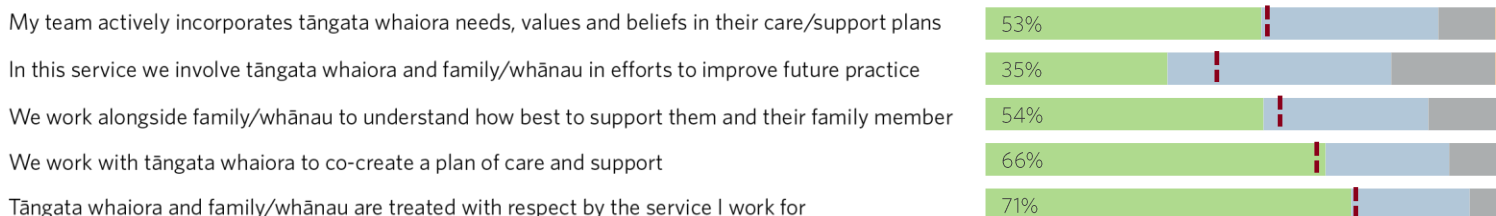
Ngā Poutama Oranga Hinengaro: Quality in Context

Hawke's Bay DHB

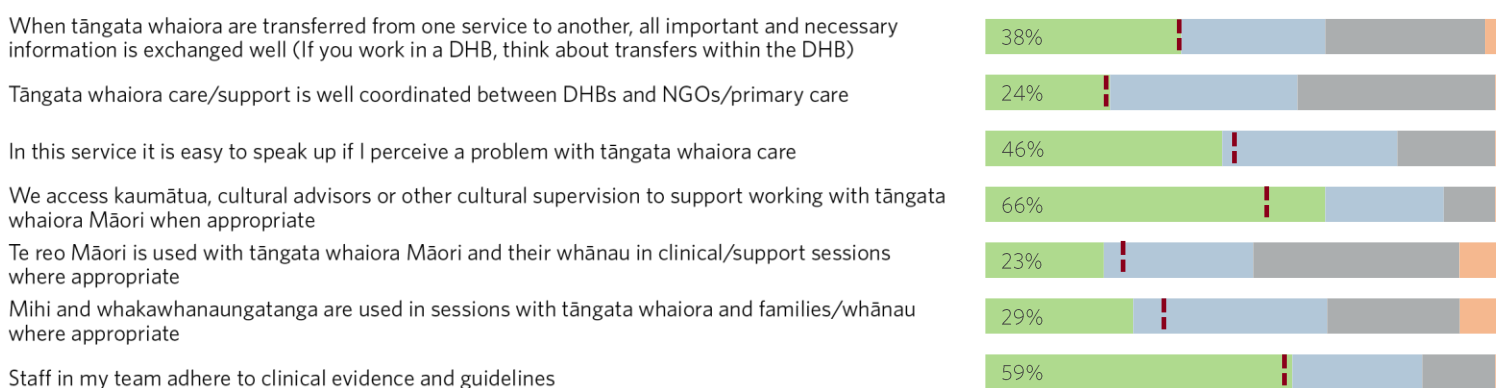
Ngā Poutama Oranga Hinengaro: Quality in Context was a national survey of quality culture in mental health and addiction services. The survey was conducted in August 2018.

Thank you to the over 2,500 people around the country who participated in the survey. Here are the results for your DHB.

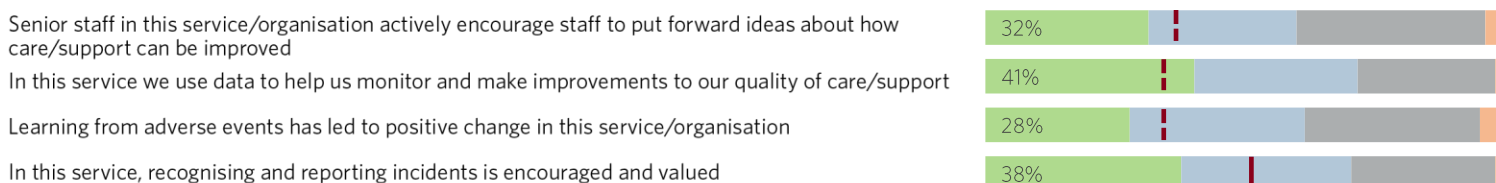
Engagement with tāngata whaiora and family/whānau



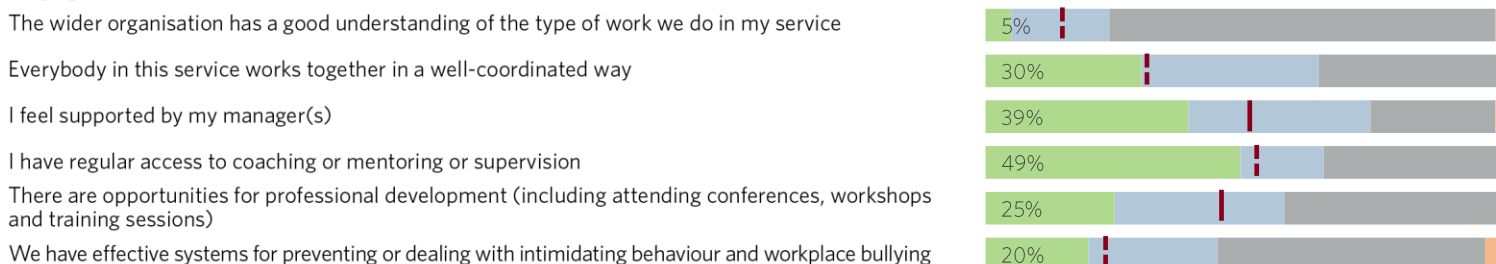
Care and support provided



Learning and changing the care/support provided



Engaged, effective workforce



■ % Positive
 ■ % Neutral
 ■ % Negative
 ■ % Don't know
 All-DHBs % positive
 — Statistically significant difference
 - - - No evidence of difference

How to use these survey results

These survey results can be used to support quality improvement in your organisation.

We encourage frontline staff to use the results to support quality improvement projects, by:

- displaying the results in staff areas
- talking about the results in team meetings and with colleagues
- using the results to develop change ideas and test changes, as part of the plan-do-study-act cycle.

Key findings for my DHB

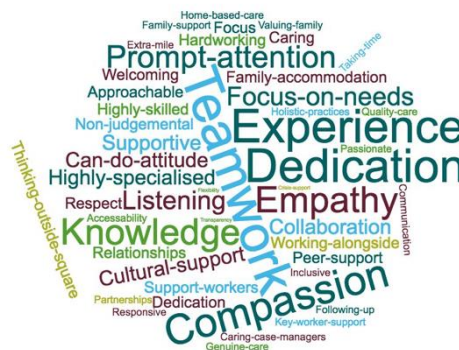
Most of the results for Hawke's Bay DHB were consistent with the combined results across all DHBs. However, staff at this DHB were less likely to agree (ie, less likely to give a positive response) that:

- recognising and reporting of incidents is encouraged and valued
- there are opportunities for professional development, and
- they feel supported by their manager(s).

In words – what would make things better for tāngata whaiora



In words – what currently works well for tāngata whaiora



These word-clouds summarise the key themes from the range of responses around the country. Below are some examples of responses from your DHB:

'We need more staff and more consulting rooms. The whole physical environment is old, tired, cramped, too hot or too cold and needs to be updated'

'Listen to them! Provide more staff so that staff are not forced to provide limited services. HBDHB have less crisis staff than they did 15 years ago! Also have a place to see them in crisis rather than an ED corridor'

'Encouragement (in time and finances) to help us learn te reo'

'In team meetings we have our complete team and are able to seek support where needed'

'I think some clinicians are good at getting alongside whānau and understanding their needs'

'We have good expertise in almost all areas to identify mental health problems correctly and have reasonable treatment available for almost all'
'Independently minded clinicians that teach resilience to the client'

Why was the survey conducted?

This survey underpins the national mental health and addiction quality improvement programme, funded by DHBs and coordinated by the Health Quality & Safety Commission.

The survey was run to help identify where knowledge, culture or communication may impact the quality and safety of mental health and addiction services. The survey findings intend to be used to inform local quality improvement initiatives.

The survey was open for the month of August 2018.

The survey was conducted by Mobius Research Ltd on behalf of the Health Quality & Safety Commission.

Where can I find more information?

This report does not present all the information from the survey. There are a range of other reporting resources. You can find all of these resources on the Health Quality & Safety Commission website www.hqsc.govt.nz/our-programmes/mental-health-and-addiction-quality-improvement/projects/quality-in-context

Information not contained in these other resources is available by request. Refer to the above link for contact details.

How many people in my DHB completed the survey?

The results in this document are based on 79 responses from your DHB. This number of responses for your DHB means there is a margin of error of 10 percent for each of the quality and culture survey questions.

Significant differences

Difference between groups (such as Māori compared to non-Māori, or the DHB to the national average) are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated on the graphs.