

Results of mental health and addiction staff survey

Ngā Poutama Oranga Hinengaro: Quality in Context

Lakes 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

My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans



In this service we involve tāngata whaiora and family/whānau in efforts to improve future practice



We work alongside family/whānau to understand how best to support them and their family member



We work with tāngata whaiora to co-create a plan of care and support



Tāngata whaiora and family/whānau are treated with respect by the service I work for



Care and support provided

When tāngata whaiora are transferred from one service to another, all important and necessary information is exchanged well (If you work in a DHB, think about transfers within the DHB)



Tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care



In this service it is easy to speak up if I perceive a problem with tāngata whaiora care



We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate



Te reo Māori is used with tāngata whaiora Māori and their whānau in clinical/support sessions where appropriate



Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate



Staff in my team adhere to clinical evidence and guidelines



Learning and changing the care/support provided

Senior staff in this service/organisation actively encourage staff to put forward ideas about how care/support can be improved



In this service we use data to help us monitor and make improvements to our quality of care/support



Learning from adverse events has led to positive change in this service/organisation



In this service, recognising and reporting incidents is encouraged and valued



Engaged, effective workforce

The wider organisation has a good understanding of the type of work we do in my service



Everybody in this service works together in a well-coordinated way



I feel supported by my manager(s)



I have regular access to coaching or mentoring or supervision



There are opportunities for professional development (including attending conferences, workshops and training sessions)



We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying



■ % 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 Lakes DHB were consistent with the combined results across all DHBs. However, staff at this DHB were less likely to agree that they access kaumātua/other cultural supervision to support work with tāngata whaiora Māori when appropriate.

Within this DHB:

- 74 percent of MHA staff who took part agreed that tāngata whaiora and whānau are treated with respect; this measure had the highest percentage of positive scores
- 11 percent agreed the work of their MHA service is well-understood by their organisation. This measure had the lowest percentage of positive scores.

