

Results of mental health and addiction staff survey

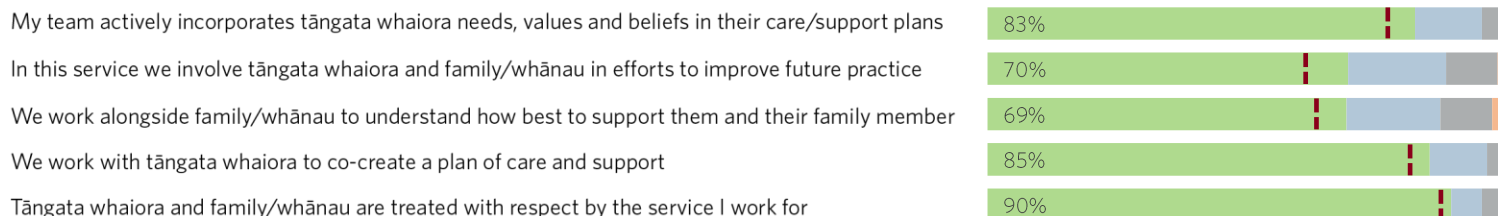
Ngā Poutama Oranga Hinengaro: Quality in Context

NGO Central Region

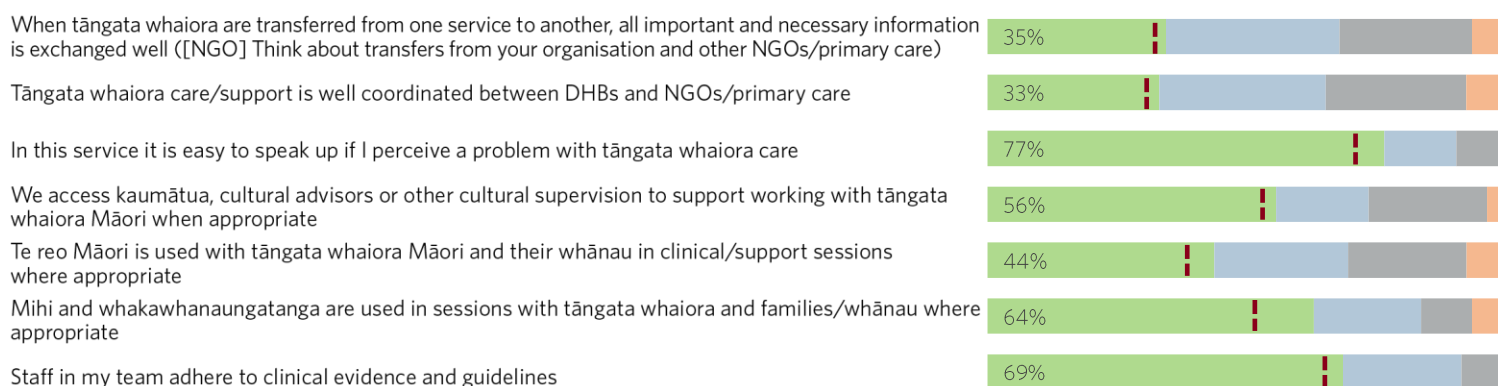
Ngā Poutama Oranga Hinengaro: Quality in Context was a national survey of quality culture in mental health and addiction services. The survey was conducted in August 2018.

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

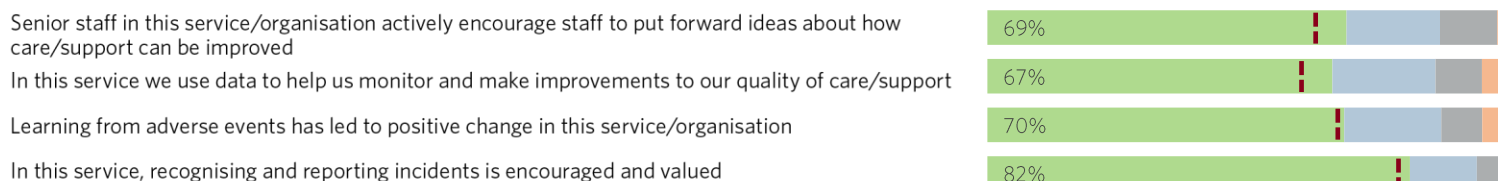
Engagement with tāngata whaiora and family/whānau



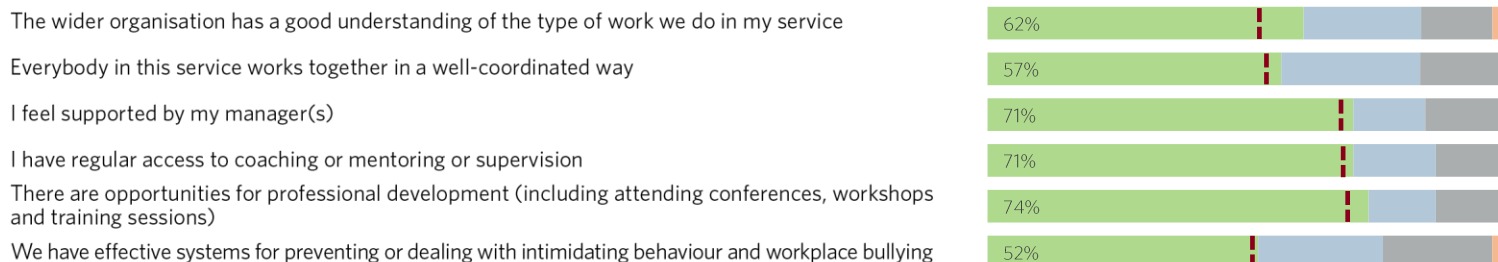
Care and support provided



Learning and changing the care/support provided



Engaged, effective workforce



■ % Positive
 ■ % Neutral
 ■ % Negative
 ■ % Don't know
 All-NGO regions % 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 NGO region

The results for the NGO Central Region were consistent with the combined results across all NGO regions; there were no statistically significant differences to the all-NGO regions results.

Within NGO Central Region:

- 90 percent of MHA staff who took part agreed (ie, gave a positive response) that tāngata whaiora and whānau are treated with respect; this measure had the highest percentage of positive scores
- 33 percent of staff agreed that tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care; this measure had the lowest percentage of positive scores.

