

Results of mental health and addiction staff survey

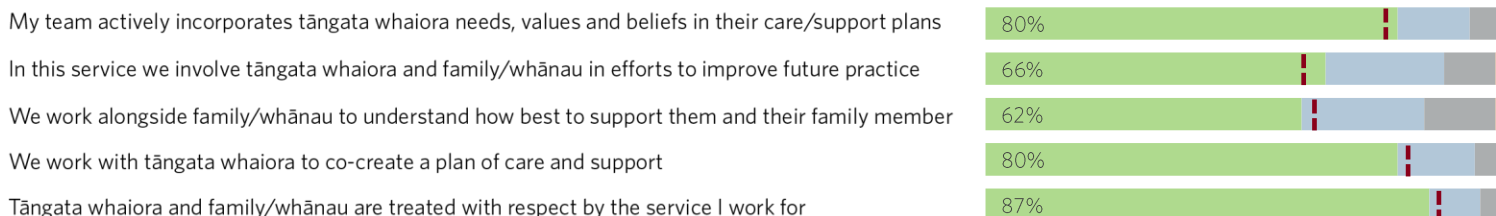
Ngā Poutama Oranga Hinengaro: Quality in Context

NGO Midland Region

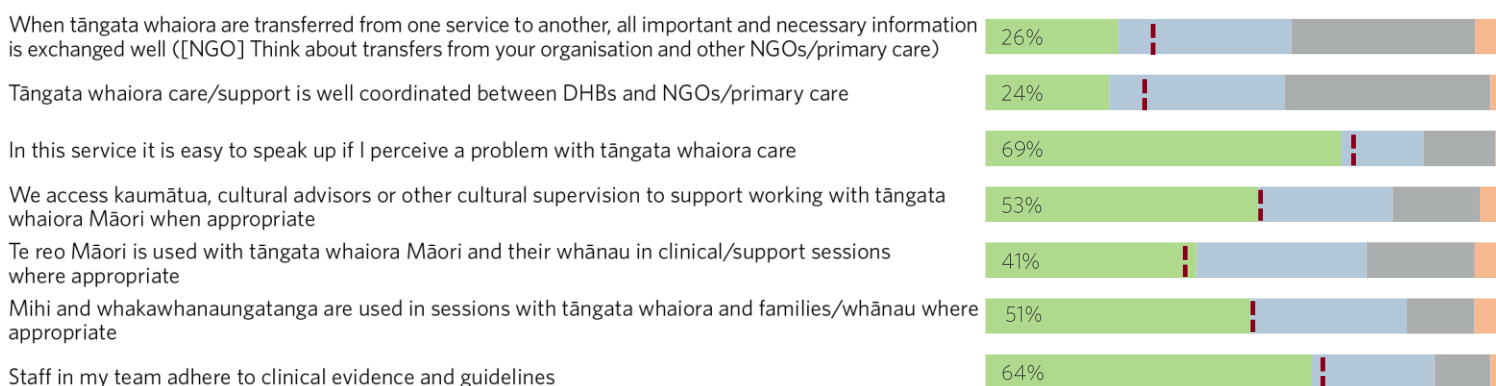
Ngā Poutama Oranga Hinengaro: Quality in Context was a national survey of quality culture in mental health and addiction services. The survey was conducted in August 2018.

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

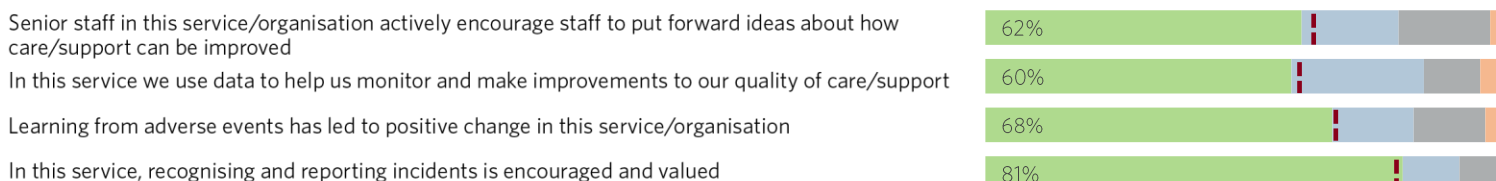
Engagement with tāngata whaiora and family/whānau



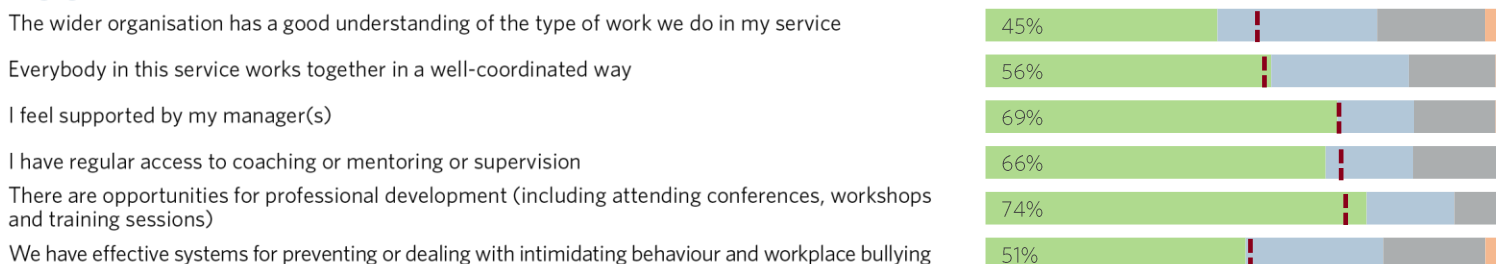
Care and support provided



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 Midland 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 Midland Region:

- 87 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
- 24 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.

In words – what would make things better for tāngata whaiora



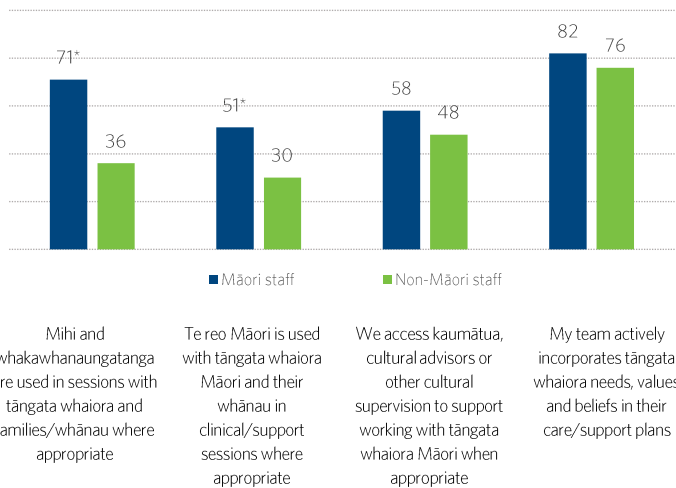
In words – what currently works well for tāngata whaiora



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

- 'Continue to support the advocacy and peer support drive and determination throughout the culture of the DHB'
- 'More available funding for holistic approaches to facilitate overall wellness for tāngata whaiora'
- 'Working collaboratively with other services/organisations'
- 'More options in relation to spaces for sessions, eg, we need more counselling-only rooms'
- 'More flexibility in where and how we work with tāngata whaiora. Less paperwork'

Questions relating to cultural competency – comparing responses from Māori and non-Māori staff



* Indicates a statistically significant difference
 Data in these graphs is the percentage of people who gave a positive response
 Comparisons between Māori and non-Māori are shown only where there is a minimum of 20 people in each category

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 NGO completed the survey?

The results in this document are based on 179 responses from your NGO. This number of responses for your NGO means there is a margin of error of 7 percent for each of the quality and culture survey questions.

Significant differences

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