# Results of mental health and addiction staff survey
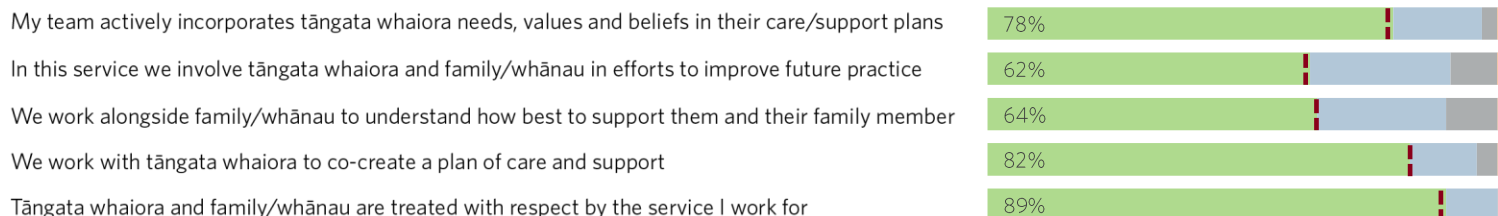## Ngā Poutama Oranga Hinengaro: Quality in Context
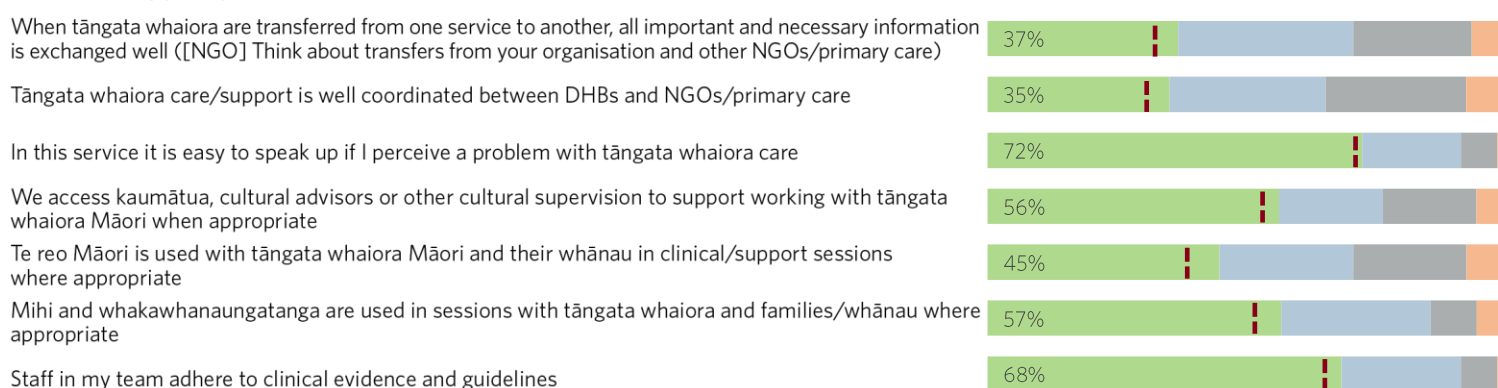
### NGO Northern Region

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.
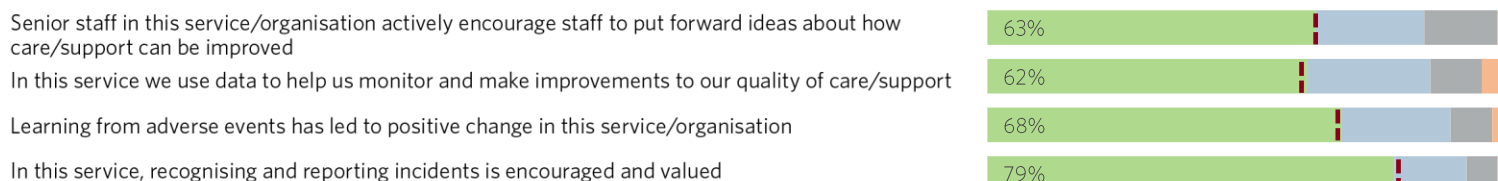
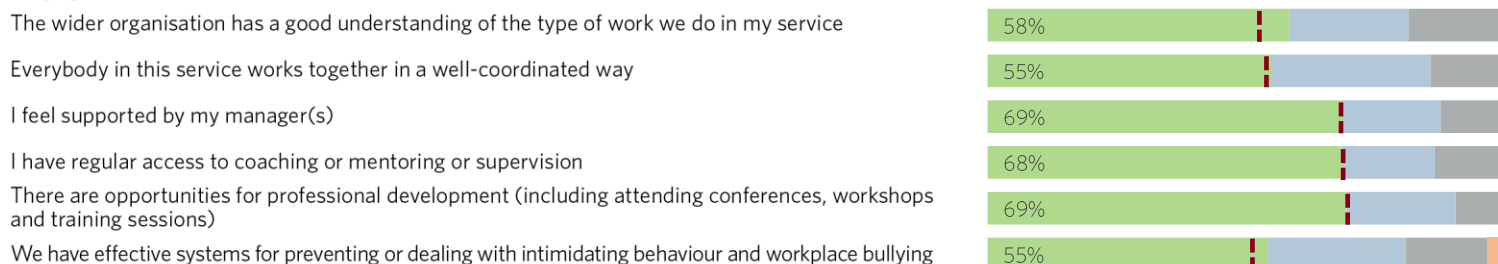## Engagement with tāngata whaiora and family/whānau

| Statement | % Positive |
|---|---|
| My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans | 78% |
| In this service we involve tāngata whaiora and family/whānau in efforts to improve future practice | 62% |
| We work alongside family/whānau to understand how best to support them and their family member | 64% |
| We work with tāngata whaiora to co-create a plan of care and support | 82% |
| Tāngata whaiora and family/whānau are treated with respect by the service I work for | 89% |

## Care and support provided

| Statement | % Positive |
|---|---|
| When tāngata whaiora are transferred from one service to another, all important and necessary information is exchanged well ([NGO] Think about transfers from your organisation and other NGOs/primary care) | 37% |
| Tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care | 35% |
| In this service it is easy to speak up if I perceive a problem with tāngata whaiora care | 72% |
| We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate | 56% |
| Te reo Māori is used with tāngata whaiora Māori and their whānau in clinical/support sessions where appropriate | 45% |
| Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate | 57% |
| Staff in my team adhere to clinical evidence and guidelines | 68% |

## Learning and changing the care/support provided

| Statement | % Positive |
|---|---|
| Senior staff in this service/organisation actively encourage staff to put forward ideas about how care/support can be improved | 63% |
| In this service we use data to help us monitor and make improvements to our quality of care/support | 62% |
| Learning from adverse events has led to positive change in this service/organisation | 68% |
| In this service, recognising and reporting incidents is encouraged and valued | 79% |

## Engaged, effective workforce

| Statement | % Positive |
|---|---|
| The wider organisation has a good understanding of the type of work we do in my service | 58% |
| Everybody in this service works together in a well-coordinated way | 55% |
| I feel supported by my manager(s) | 69% |
| I have regular access to coaching or mentoring or supervision | 68% |
| There are opportunities for professional development (including attending conferences, workshops and training sessions) | 69% |
| We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying | 55% |

**Legend:** % 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 Northern 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 Northern Region:

- 89 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
- 35 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.

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Kupu Taurangi Hauora o Aotearoa

## 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:

'As an NGO we still struggle to work alongside the DHB, not from trying on our side. It's really frustrating and doesn't lead to a great experience for our whaiora'

'Better access without the red tape. Better information sharing of critical client information'

'Encourage people with mental health issues to reconnect with whānau whenever possible'

'A more accessible residential programme'

'Collaboration, inclusion, they have a voice that is listened to and considered, the whole care plan includes whānau supporters'

'I acknowledge the strong support from my colleagues (strong team work)'

'Our open-door policy where family can communicate, visit and engage with staff'

'The open communication that we have with the tāngata whaiora to put forward ideas about what they would like to see in their care plan'

'Sharing personal experiences'

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



| | Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate | Te reo Māori is used with tāngata whaiora Māori and their whānau in clinical/support sessions where appropriate | We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate | My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans |
|---|---|---|---|---|
| Māori staff | 64 | 55 | 68* | 92* |
| Non-Māori staff | 53 | 41 | 50 | 75 |

* 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