# Results of mental health and addiction staff survey

Ngā Poutama Oranga Hinengaro: Quality in Context

## NGO South Island 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 tangata whaiora and family/whanau

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

In this service we involve tangata whatora and family/whanau 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 tangata whaiora to co-create a plan of care and support

Tangata whater and family/whanau are treated with respect by the service I work for

## Care and support provided

When tangata 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)

Tangata whatora 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 tangata 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 tangata whaiora and families/whanau 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

% Negative

% Don't know All-NGO regions % positive —— Statistically significant difference – – No evidence of difference

## How to use these survey results

% Neutral

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.

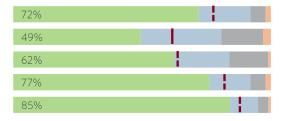
## Key findings for my NGO region

Compared to MHA staff results combined across all NGOs, staff in the South Island Region were less likely to agree (ie, less likely to give a positive response) that:

- they access kaumātua/other cultural supervision to support work with tangata whaiora Maori, and use whakawhanaungatanga, mihi and te reo Māori with tāngata whaiora, whānau and families, where appropriate
- their service involves tangata whaiora and families/whanau in efforts to improve future practice
- the wider organisation has a good understanding of the type of work done in their service.



newzealand.govt.nz







42%		
47%		
69%		
74%		
63%		
45%		

#### In words - what would make things better for tangata whaiora

#### In words - what currently works well for tangata 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:

'A van for group outings. Better addiction support'

'Training for staff to ensure we can engage well with all cultures'

'Consistent access to specialist care where needed'

'More clinical collaboration, appropriate budget'

'Allow key workers who have the best knowledge of the clients hopes and wishes to advocate for them and act on their behalf. Risk management is "out of control" and disallows clients' full participation in the community'

tāngata whaiora' 'Feedback and engagement is actively sought'

'We work together as a team, covering for each other's absences and are

up-to-date with all cases - which is often commented on positively by

'An environment that working collaboratively with other service providers in

'The empathy shown by the community support workers team' 'Our team works well together which in turn improves care for clients'

#### 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 <a href="http://www.hgsc.govt.nz/our-programmes/mental-health-and-addiction-guality-improvement/projects/guality-in-context">www.hgsc.govt.nz/our-programmes/mental-health-and-addiction-guality-improvement/projects/guality-in-context</a>

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 161 responses from your NGO. We estimate this as an approximate 17 percent response rate. This number of responses for your NGO means there is a margin of error of 8 percent for each of the quality and culture survey questions.

## Significant differences

my area is encouraged'

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.