

# Results of mental health and addiction staff survey

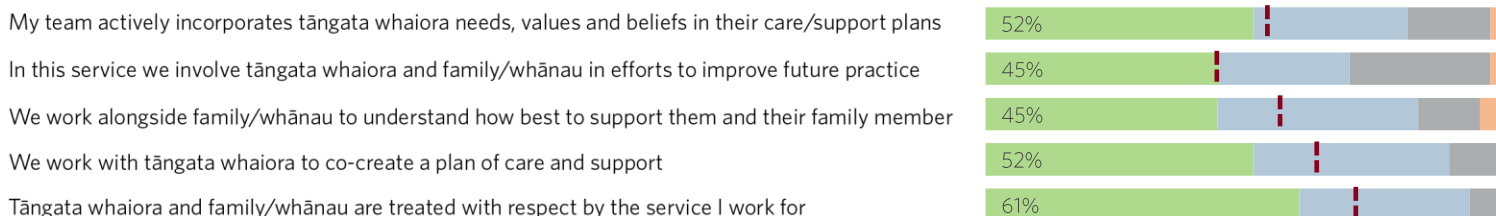
## Ngā Poutama Oranga Hinengaro: Quality in Context

Northland DHB

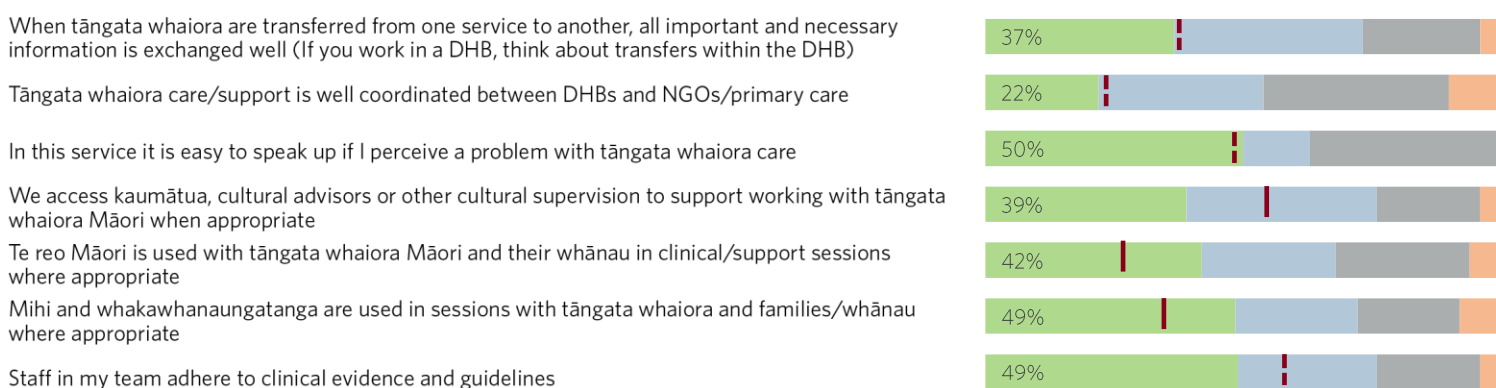
Ngā Poutama Oranga Hinengaro: Quality in Context was a national survey of quality culture in mental health and addiction services. The survey was conducted in August 2018.

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

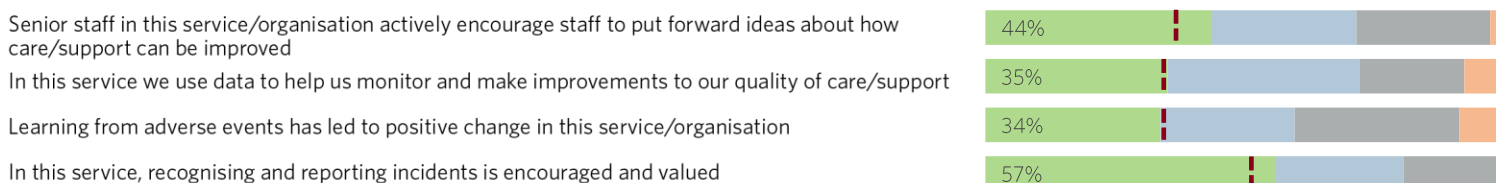
### Engagement with tāngata whaiora and family/whānau



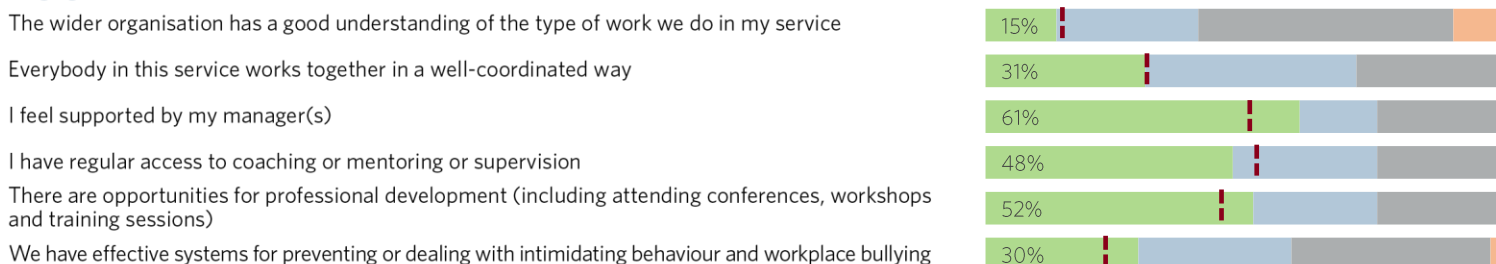
### Care and support provided



### Learning and changing the care/support provided



### Engaged, effective workforce



■ % 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

Overall, the results for Northland DHB were consistent with the combined results across all DHBs. However, MHA staff at this DHB were more likely to agree (ie, to give a positive response) that:

- te reo Māori is used with tāngata whaiora Māori and their families/whānau when appropriate
- mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate.

Staff were less likely to agree that they access kaumātua or other cultural supervision were accessed to support their work with tāngata whaiora Māori.

## 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 DHB:

- 'More access to options for providing cultural support'
- 'Manaakitanga where we as Māori workers are able to work with our people how we do it best. Not a two-minute job'
- 'Understand the overall wellness process and ensure a positive approach (not deficit focus)'
- 'Adequately trained practitioners in evidenced-based practice and techniques, and using feedback from tangata whaiora sessions, to improve service delivery and accountability'

- 'The communication and programmes that are being delivered to tangata whaiora are working well. The group information is specific to mental health and addictions'
- 'Having one-on-one care and discussions about their journey'
- 'Having NGO providers as part of our team'
- 'Emerging increased engagement of family, earlier in SEA investigation process'
- 'Passionate committed clinicians'

### 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](http://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 DHB completed the survey?

The results in this document are based on 54 responses from your DHB. This number of responses for your DHB means there is a margin of error of 13 percent for each of the quality and culture survey questions.

### Significant differences

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