

Results of mental health and addiction staff survey

Ngā Poutama Oranga Hinengaro: Quality in Context

Bay of Plenty 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 June 2022.

Thank you to the over 1,800 people around the country who participated in the survey. Here are the results for your DHB.

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 Bay of Plenty DHB

No significant differences compared to the national results

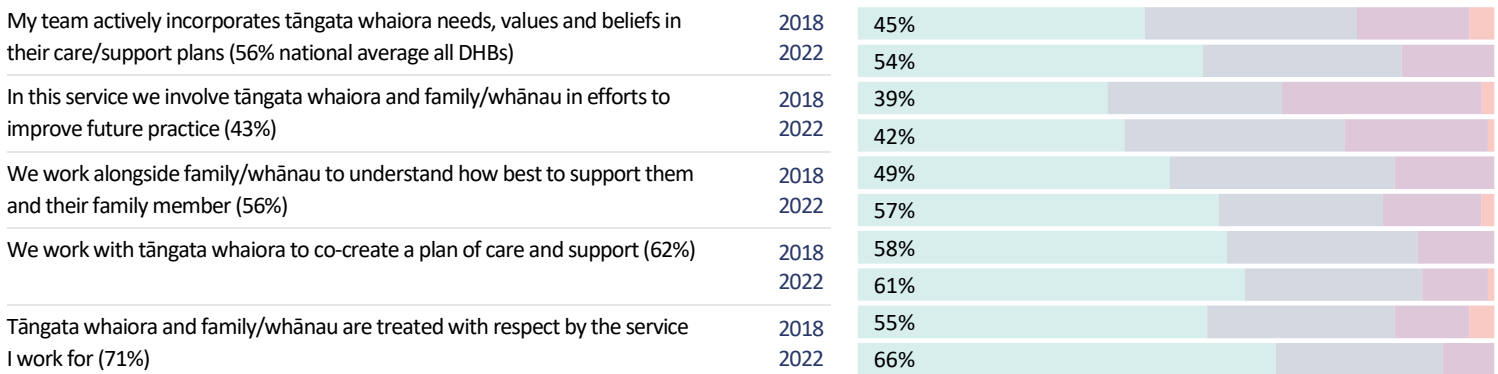
Highest positive scores:

Tāngata whaiora & family/whānau treated with respect, co-create a plan of care and support

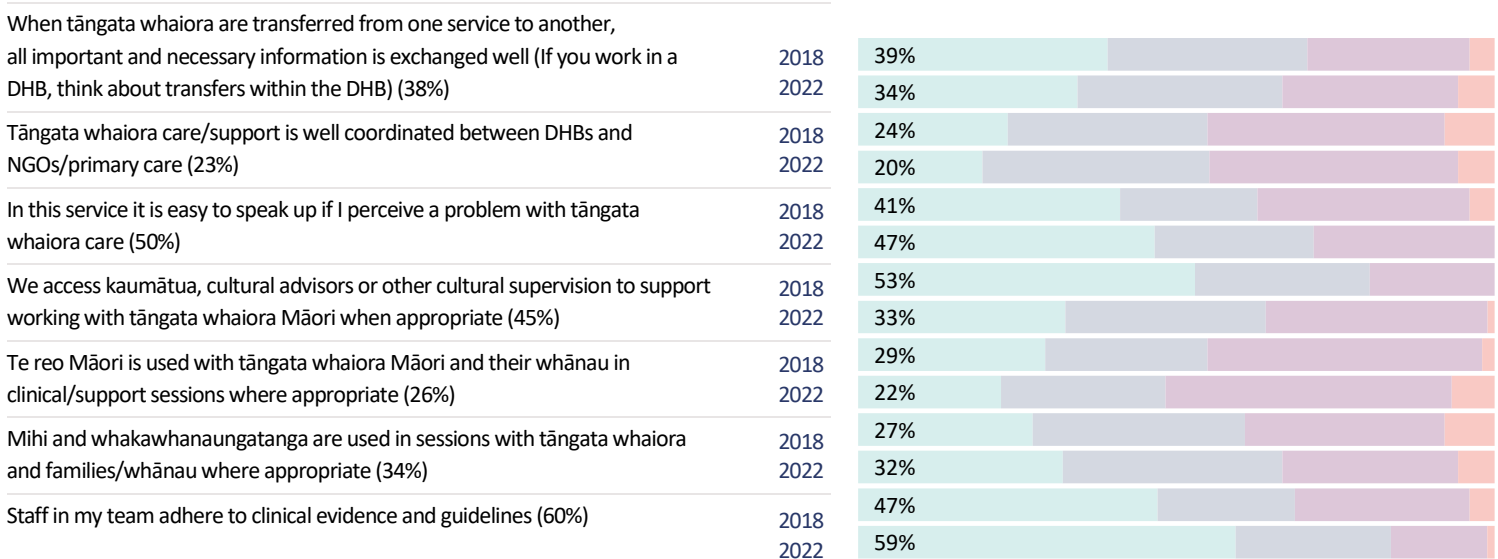
Lowest positive scores:

Use of te reo, co-ordination between DHB/NGO/primary care.

Engagement with tāngata whaiora and family/whānau



Care and support provided



■ % Positive ■ % Neutral ■ % Negative ■ % Don't know

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 (37% national average)	2018	37%
	2022	33%
In this service we use data to help us monitor and make improvements to our quality of care/support (34%)	2018	27%
	2022	25%
Learning from adverse events has led to positive change in this service/organisation (36%)	2018	31%
	2022	33%
In this service, recognising and reporting incidents is encouraged and valued (52%)	2018	47%
	2022	44%

Engaged, effective workforce

Everybody in this service works together in a well-coordinated way (35%)	2018	27%
	2022	36%
I feel supported by my manager(s) (54%)	2018	49%
	2022	50%
I have regular access to coaching or mentoring or supervision (53%)	2018	52%
	2022	58%
There are opportunities for professional development (including attending conferences, workshops and training sessions) (43%)	2018	33%
	2022	53%
We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying (24%)	2018	20%
	2022	25%

■ % Positive
 ■ % Neutral
 ■ % Negative
 ■ % Don't know

In words – what would make things better for tāngata whaiora



- "Adequate resource. Nothing has been added to specialist teams for years"
- "More cultural training for staff"
- "Better visiting facilities so that more family/whānau members could come and visit at a time"
- "Respite for mental health. Better ED for mental health understanding and trained staff"
- "Involve allied health team's perspective with discharge plans"

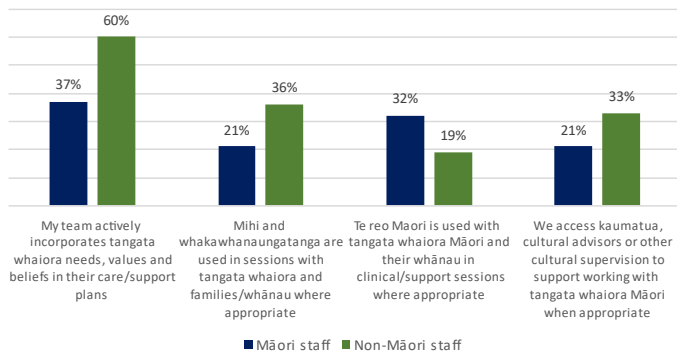
In words – what has been the impact of COVID-19 on quality improvement initiatives

- "It has made team members more focused on their organisation and delivery of service due to the impact"
- "Restrictive practice, feel clients lost a lot of face-to-face support"
- "Most training has been put on hold for two years"
- "Low staffing levels due to sickness meant that most courses cancelled. Ward initiatives are still and have been active"
- "Everything has been focused on COVID at the expense of all else"
- "It has slowed things down, created huge staff deficits"

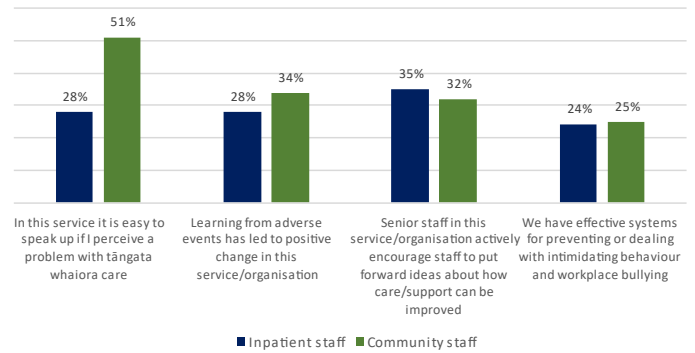
In words – what is one thing that currently works well

- "Services from cultural and whānau advisors, and chaplain services"
- "Multi-disciplinary approach"
- "The authenticity of the staff to help people. Supportive Team Leader"
- "Staff are all generally genuinely passionate and hard working with what they do and go the extra-mile for people"
- "Access to expertise, psychiatrists, professional staff"

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



Questions with the largest difference between inpatient and community staff



Why was the survey conducted?

This survey underpins the national mental health and addiction quality improvement programme, funded by DHBs and coordinated by Te Tāhū Hauora 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 June 2022.

The survey was conducted by Mobius Research Ltd on behalf of Te Tāhū Hauora 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 Te Tāhū Hauora Health Quality & Safety Commission website www.hqsc.govt.nz/our-work/mental-health-and-addiction-quality-improvement/projects/quality-in-context-survey-of-mental-health-and-addiction/

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 99 responses from your DHB.

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.