

# Results of mental health and addiction staff survey

## Ngā Poutama Oranga Hinengaro: Quality in Context

### South Island NGOs

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 NGO region.

#### 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

Significant differences shown next to national average score\*

Highest positive scores:

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

Lowest positive scores:

Coordination between DHB/NGO/primary care, transfers between services

#### Engagement with tāngata whaiora and family/whānau

My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans (82% national NGO average)	2018	73%
	2022	82%
In this service we involve tāngata whaiora and family/whānau in efforts to improve future practice (66%)	2018	50%
	2022	69%
We work alongside family/whānau to understand how best to support them and their family member (67%)	2018	63%
	2022	69%
We work with tāngata whaiora to co-create a plan of care and support (84%)	2018	77%
	2022	87%
Tāngata whaiora and family/whānau are treated with respect by the service I work for (89%)	2018	86%
	2022	92%

#### Care and support provided

When tāngata whaiora are transferred from one service to another, all important and necessary information is exchanged well (Think about transfers from your organisation and other NGOs/primary care) (29%)	2018	32%
	2022	29%
Tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care (27%)	2018	27%
	2022	29%
In this service it is easy to speak up if I perceive a problem with tāngata whaiora care (69%)	2018	67%
	2022	67%
We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate (50%)	2018	44%
	2022	46%
Te reo Māori is used with tāngata whaiora Māori and their whānau in clinical/support sessions where appropriate (42%)	2018	21%
	2022	42%
Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate (57%)	2018	29%
	2022	54%
Staff in my team adhere to clinical evidence and guidelines (68%)	2018	64%
	2022	72%

■ % 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 (63%)	2018	62%
	2022	58%
In this service we use data to help us monitor and make improvements to our quality of care/support (54%)	2018	56%
	2022	48%
Learning from adverse events has led to positive change in this service/organisation (62%)	2018	64%
	2022	63%
In this service, recognising and reporting incidents is encouraged and valued (76%)	2018	79%
	2022	76%

## Engaged, effective workforce

Everybody in this service works together in a well-coordinated way (58%)	2018	48%
	2022	57%
I feel supported by my manager(s) (73%)	2018	69%
	2022	68%
I have regular access to coaching or mentoring or supervision (69%)	2018	74%
	2022	71%
There are opportunities for professional development (including attending conferences, workshops and training sessions) (70%)	2018	64%
	2022	66%
We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying (53%) *	2018	46%
	2022	44%

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

## In words – what would make things better for tāngata whaiora



- "Have tāngata whaiora representation on the Board, and an advisory role within the organisation"
- "Accessibility to other services that maybe more appropriate given our service is short term and mild to moderate mental health"
- "Realistic outcomes for tāngata whaiora. Providing a service more in line with meeting the housing and financial demands for tāngata whaiora when they do move on in the community so are then well prepared"

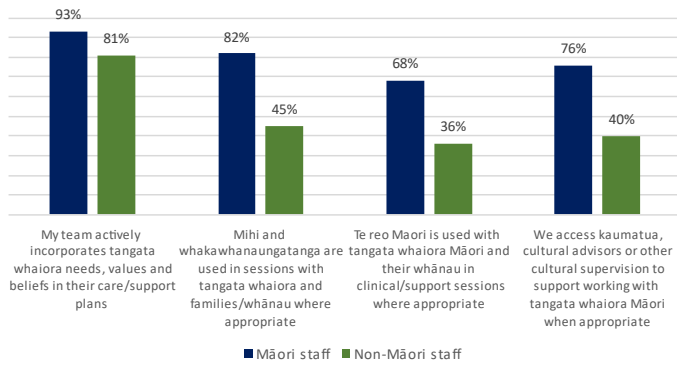
## In words – what has been the impact of COVID-19 on quality improvement initiatives

- "Caused massive time and focus attention - sucking it away from progressing our quality development programme"
- "Makes the challenge of improvement slower"
- "It has taken longer to implement things and not as easy to share ideas working remotely"
- "It's impacted on everything we do. We still undertake our feedback processes with tāngata whaiora but It's been harder to develop new initiatives"

## In words – what is one thing that currently works well

- "A good referral system in place helps better access to tāngata whaiora care/support"
- "We ask tāngata whaiora how they want the work to take place, it is client led"
- "Their whānau get support and knowledge to be a stronger part of their recovery journey"
- "We live in a small community where all health/NGO services connect regularly and are known to one another"

## Questions relating to cultural competency – comparing responses from Māori and non-Māori 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/](http://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 NGO region completed the survey?

The results in this document are based on 138 responses from NGOs in the Southern Region.

### 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.