

Results of mental health and addiction staff survey

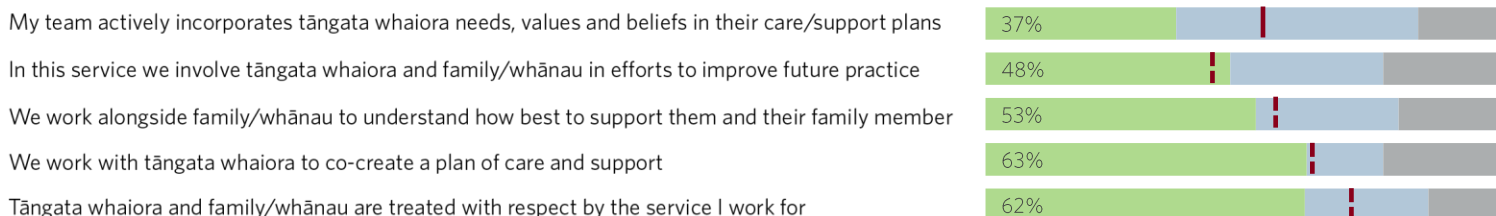
Ngā Poutama Oranga Hinengaro: Quality in Context

Tairāwhiti DHB

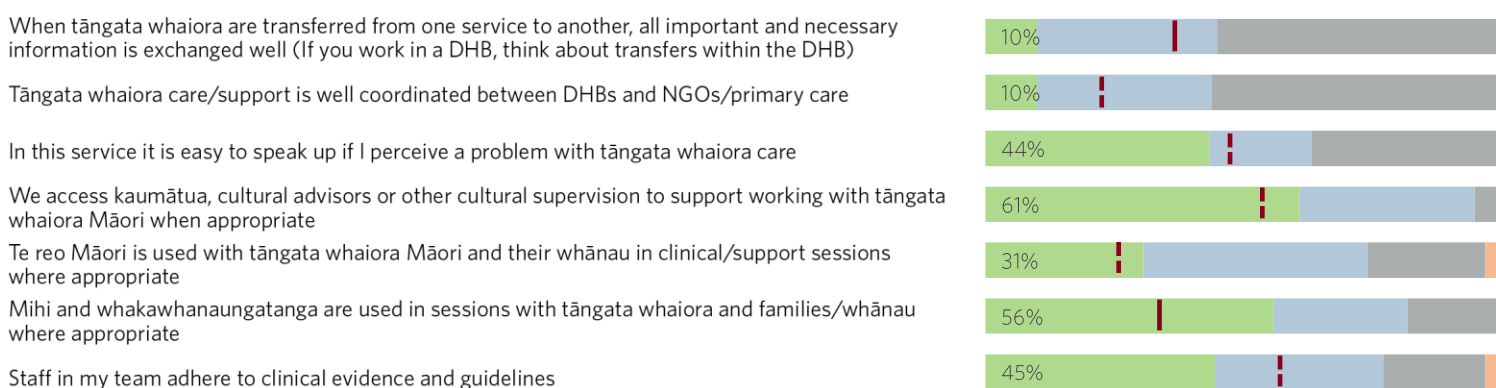
Ngā Poutama Oranga Hinengaro: Quality in Context was a national survey of quality culture in mental health and addiction services. The survey was conducted in August 2018.

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

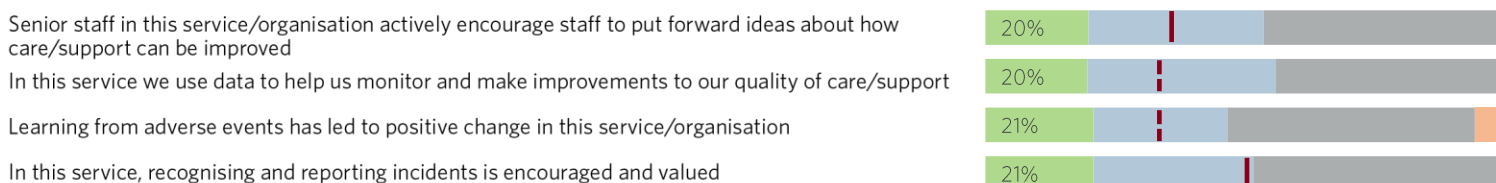
Engagement with tāngata whaiora and family/whānau



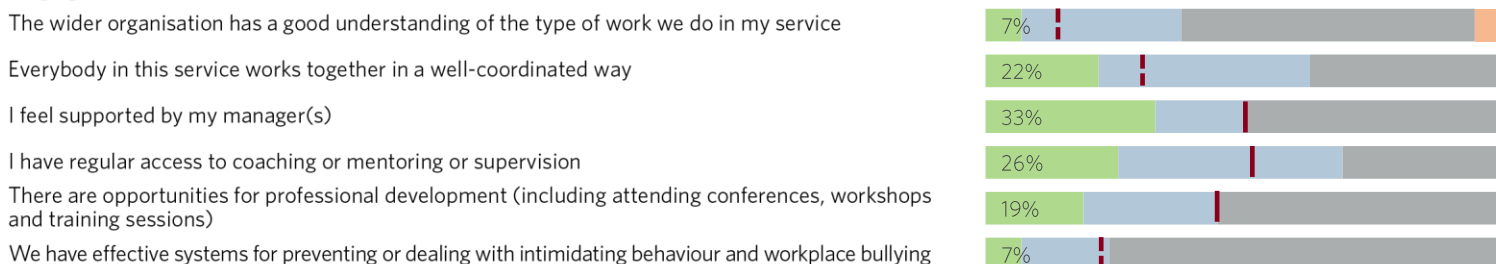
Care and support provided



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

Compared with the all-DHB results, MHA staff at this DHB were more likely to agree (respond positively) that mihi and whakawhanaungatanga are used with tāngata whaiora/whānau, but less likely to agree that:

- they have opportunities for professional development, access to coaching/mentoring/supervision, and feel supported by managers
- tāngata whaiora needs, values and beliefs are actively incorporated in care/support plans
- important information is exchanged well in transfers between services
- recognising/reporting incidents is encouraged and valued, and senior staff actively encourage ideas for improvement of care/support.

