

Results of mental health and addiction staff survey

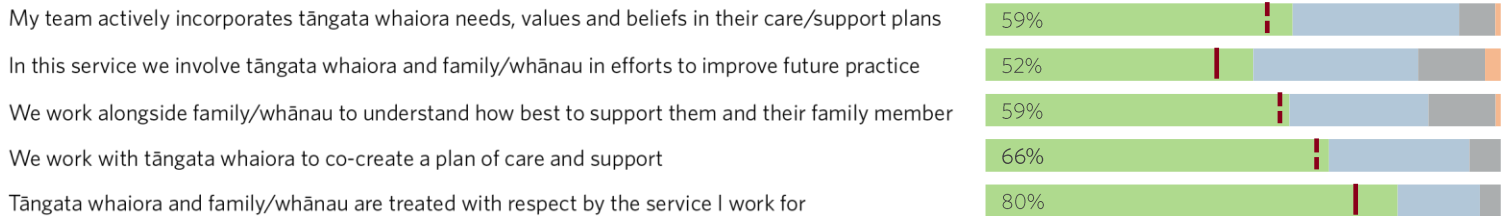
Ngā Poutama Oranga Hinengaro: Quality in Context

Waitemata DHB

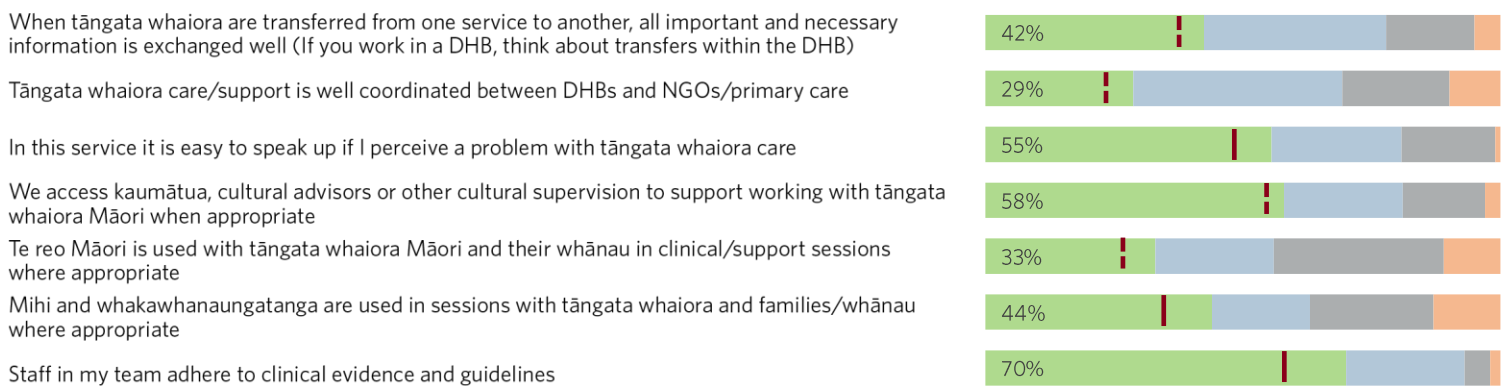
Ngā Poutama Oranga Hinengaro: Quality in Context was a national survey of quality culture in mental health and addiction services. The survey was conducted in August 2018.

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

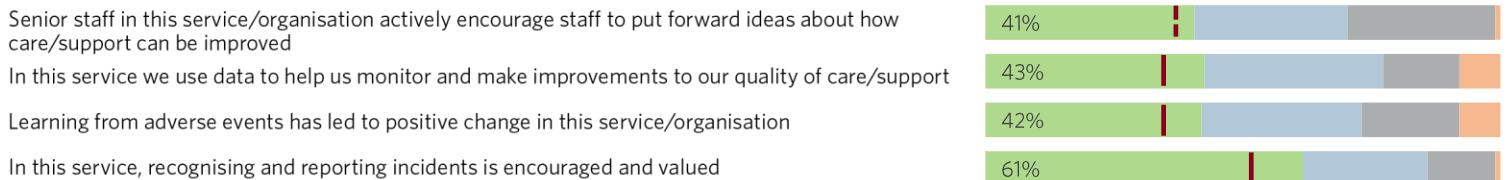
Engagement with tāngata whaiora and family/whānau



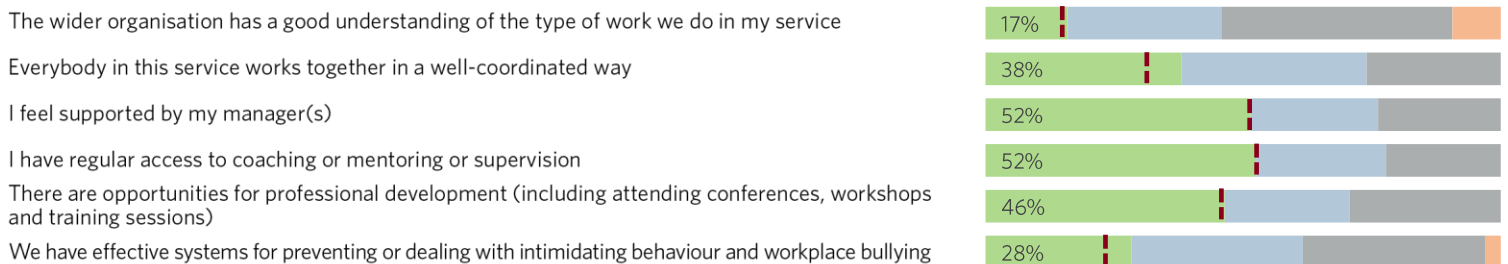
Care and support provided



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

Results from this DHB were more positive than the combined DHB results for:

- tāngata whaiora and family/whānau being treated with respect, and involved in efforts to improve future practice
- the use of mihi and whakawhanaungatanga where appropriate
- staff being easily able to speak up about problems
- teams adhering to clinical evidence and guidelines
- recognition/reporting of incidents being encouraged and valued
- learning from adverse events, and
- using data to help monitor and make improvements.

In words – what would make things better for tāngata whaiora



In words – what currently works well for tāngata whaiora

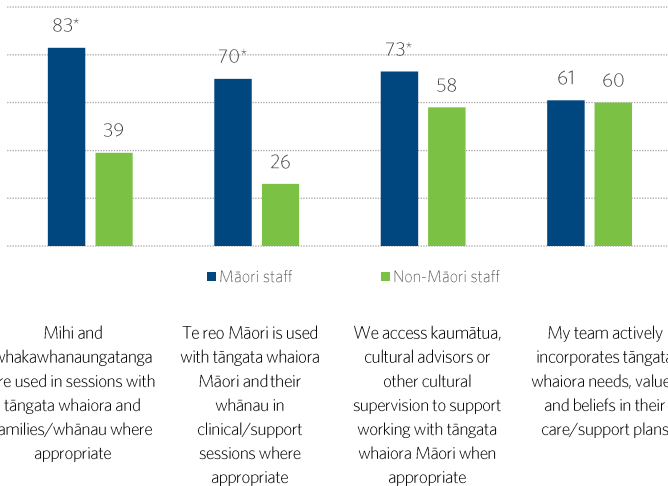


These word-clouds summarise the key themes from the range of responses around the country. Below are some examples of responses from your DHB:

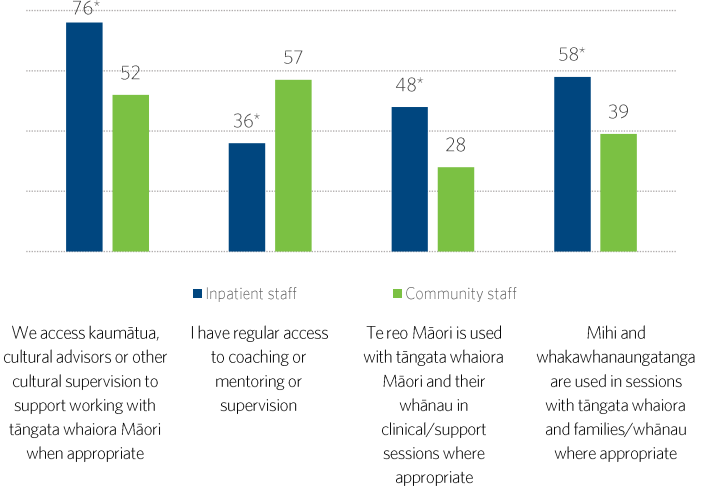
- 'More staff. There are never enough staff to cover shifts and some staff are working very long hours'
- 'In my region, tāngata whaiora would greatly benefit if there were additional community support services to augment the work that we do'
- 'Cultural support - most clients are Māori - most clinical staff are European'
- 'A better environment with single rooms and ensuite facilities. Room for group activities and quiet times [when] people need a quiet space.'

- 'I believe that the majority of people that work in mental health have a genuine desire to make things better for tāngata whaiora'
- 'Staff still wanting the best for tāngata whaiora with limited resources, they are still passionate about wanting the best but with ever-increasing population growth and not being matched by staffing levels it is harder'
- 'Our cultural advisors are actively involved: engaging and gaining feedback from clients and whānau to improve our tāngata whaiora in our services'

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



Questions with the largest difference between inpatient and community staff



* Indicates a statistically significant difference

Data in these graphs is the percentage of people who gave a positive response. Comparisons between Māori and non-Māori, and community and inpatient are shown only where there is a minimum of 20 people in each category

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

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 224 responses from your DHB. This number of responses for your DHB means there is a margin of error of 7 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.