# 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 tangata whaiora and family/whanau

My team actively incorporates tangata whaiora needs, values and beliefs in their care/support plans

In this service we involve tangata whaiora and family/whanau in efforts to improve future practice

We work alongside family/whānau to understand how best to support them and their family member

We work with tangata whaiora to co-create a plan of care and support

Tāngata whaiora and family/whānau are treated with respect by the service I work for

# Care and support provided

When tangata whatora are transferred from one service to another, all important and necessary information is exchanged well (If you work in a DHB, think about transfers within the DHB)

Tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care

In this service it is easy to speak up if I perceive a problem with tangata whaiora care

We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate

Te reo Māori is used with tāngata whaiora Māori and their whānau in clinical/support sessions where appropriate

Mihi and whakawhanaungatanga are used in sessions with tangata whai<br/>ora and families/whanau where appropriate

Staff in my team adhere to clinical evidence and guidelines

# 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

In this service we use data to help us monitor and make improvements to our quality of care/support

Learning from adverse events has led to positive change in this service/organisation

In this service, recognising and reporting incidents is encouraged and valued

# Engaged, effective workforce

The wider organisation has a good understanding of the type of work we do in my service

Everybody in this service works together in a well-coordinated way

I feel supported by my manager(s)

I have regular access to coaching or mentoring or supervision

There are opportunities for professional development (including attending conferences, workshops and training sessions)

We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying

% Positive % Neutral

ral % Negative

% Don't know All-

All-DHBs % positive \_\_\_\_\_ S

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.

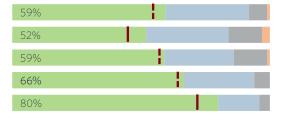
# Key findings for my DHB

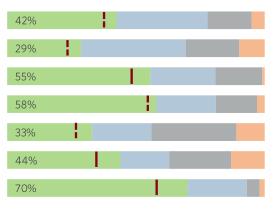
Results from this DHB were more positive than the combined DHB results for:

- 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.









41%	
43%	
42%	
61%	

17%	
38%	
52%	
52%	
46%	
28%	

#### In words - what would make things better for tangata whaiora

#### In words - what currently works well for tangata whaiora



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'I believe that the majority of people that work in mental health have a genuine

'Staff still wanting the best for tāngata whaiora with limited resources, they are

still passionate about wanting the best but with ever-increasing population

desire to make things better for tangata whaiora'

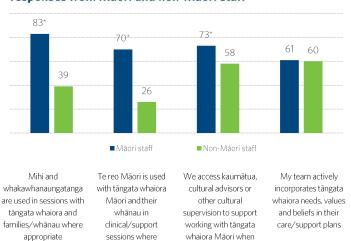
growth and not being matched by staffing levels it is harder'

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, tangata whalora 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.'



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

#### \* Indicates a statistically significant difference

Data in these graphs is the percentage of people who gave a positive response

appropriate

Comparisons between Māori and non-Māori, and community and inpatient are shown only where there is a minimum of 20 people in each category

appropriate

#### 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 <a href="http://www.hgsc.govt.nz/our-programmes/mental-health-and-addiction-quality-improvement/projects/quality-in-context">www.hgsc.govt.nz/our-programmes/mental-health-and-addiction-quality-improvement/projects/quality-in-context</a>

'Our cultural advisors are actively involved: engaging and gaining feedback from clients and whānau to improve our tāngata whaiora in our services' Questions with the largest difference between inpatient and

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#### Inpatient staff

We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate I have regular access to coaching or mentoring or supervision ■ Community staff

Te reo Māori is used with tāngata whaiora Māori and their are whānau in witt clinical/support and sessions where wh appropriate

Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate

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.