Results of mental health and addiction staff survey

Ngā Poutama Oranga Hinengaro: Quality in Context

Whanganui 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 tāngata 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
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)

% Don't know

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

% Positive % Neutral

ral % Negative

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

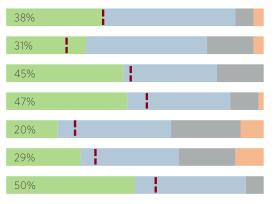
In general, results from this DHB were consistent with the combined all-DHB results. MHA staff at Whanganui DHB were more likely to agree (give a positive response) that:

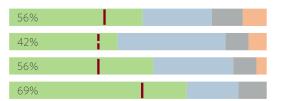
- recognising and reporting incidents is encouraged and valued in the service they work in
- learning from adverse events has led to positive change in the service/organisation, and
- senior staff actively encourage staff to put forward ideas.



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66%		
56%		
70%		
70%		
84%		





11%		
27%		
56%		
59%		
49%		
27%		

In words – what would make things better for tangata whaiora

In words – what currently works well for tangata whaiora

Home-based-care Family-support Focus Valuing

Prompt-attention Welcoming Family-accommodation Approachable Focus-on-needs Highly-skilled Cuality-care

Can-do-attitude Highly-specialised

Comparis Fold

RespectListening

Knowledgeo

Cultural-support

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

'Having Māori health workers visible in our teams'

'More collegiality between doctors and nurses - nurses voice listened to and respected by doctors'

'Better provision for involving families in their loved one's care and discharge planning'

'Accurate staffing ratios to tangata whaiora acuity on the ward, in order to meet their health needs, power them through their recovery during the acute phase of their unwellness and keep them safe' 'More staff, lighter caseloads'

'Choice and partnership system is going well'

'We try to work closely with primary care and NGO support services so that patients are followed up as closely as is appropriate'

'Taking time to hear what they speak - to feel heard' 'The design of the ward with plenty of light, space, and different areas'

'Having well-established relationships with community services' 'We are a small team and mostly can provide consistent care, with the same staff where possible or at least a limited pool, covering from community to inpatient and back out again'

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.hgsc.govt.nz/our-programmes/mental-health-and-addictionauality-improvement/projects/auality-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 45 responses from your DHB. This number of responses for your DHB means there is a margin of error of 15 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.