

## **Frequently asked questions**

about *Ngā Poutama Oranganga Hinengaro: Quality in Context*

### **What was the purpose of the survey?**

The survey took a closer look at the quality and safety culture of mental health and addiction (MHA) services. It is the first national survey of its kind in the New Zealand MHA sector.

The survey gathered information about workers' beliefs, attitudes and behaviours relating to quality and safety in their organisation. The results form an evidence base on quality and safety culture within MHA workplaces. The Commission and providers will use this evidence to focus ongoing and future quality improvement work.

The 2018 results also establish a baseline from which the Commission can monitor improvements in quality and safety culture in the sector over time.

### **Who was surveyed?**

All staff working in MHA services were invited to participate in the survey. More than 2500 staff took part, from DHBs, NGOs and primary care. This included doctors, nurses, allied health workers, social workers, psychologists, community support workers, and managers, as well as staff working in other roles.

### **What sort of things were they asked?**

The survey contained a range of questions about attitudes, behaviours and beliefs surrounding quality and safety in MHA services. The complete list of survey questions is available [here](#), and includes:

- whether tāngata whaiora (consumers) were treated with respect by the service the person worked for
- whether mihi and whakawhanaungatanga were used in sessions with tāngata whaiora where appropriate
- whether recognising and reporting incidents was encouraged and valued
- whether everyone in the service works together in a well-coordinated way.

### **What were the key findings?**

- Mental health and addiction staff felt **most** positive about the ways in which they and their colleagues work alongside tāngata whaiora as partners in their own care.
- They felt **least** positive about:
  - coordination of care between different types of organisations
  - cultural competency in their service, including provision for establishing relationships and a sense of belonging, and the use of te reo Māori, mihi and cultural support/advice
  - the wider organisation's understanding of MHA services.
- Māori staff working in kaupapa Māori services rated cultural competency more positively than both:
  - Māori staff working in other (non-kaupapa Māori) services and
  - non-Māori staff.
- Staff in NGOs and primary health care rated culture more highly than staff in DHBs.
- There was considerable variation in responses from DHBs around the country.
- Support workers and staff in a leadership/management role rated culture more positively than those working in other roles.

### **How does New Zealand compare internationally?**

This survey was developed for the unique New Zealand context and there are no directly comparable international surveys.

### **Are you happy with the response rate?**

We are pleased with this response rate of around 19 percent. There were responses from 2,564 people, which included 2,342 fully and 222 partially completed surveys. This is a high response rate given the method of the survey – it was an external, online survey where invitations to participate were sent through professional networks.