

Results of mental health and addiction staff survey

Ngā Poutama Oranga Hinengaro: Quality in Context

Lakes 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 June 2022.

Thank you to the over 1,800 people around the country who participated in the survey. Here are the results for your DHB.

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 Lakes DHB

No significant differences compared to the national results

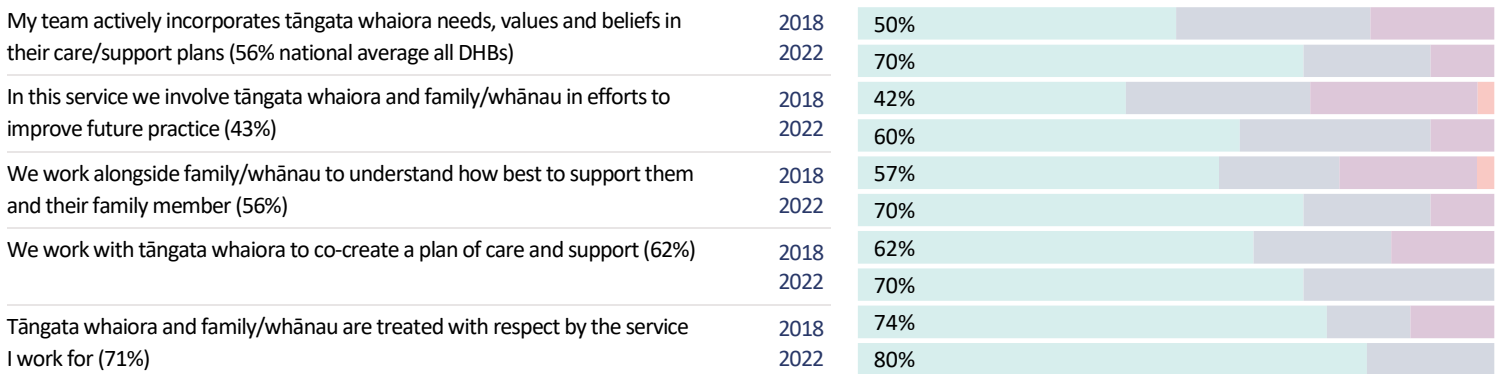
Highest positive scores:

Tāngata whaiora & family/whānau treated with respect, actively incorporates needs/values, work alongside whānau, co-create plan of care and support

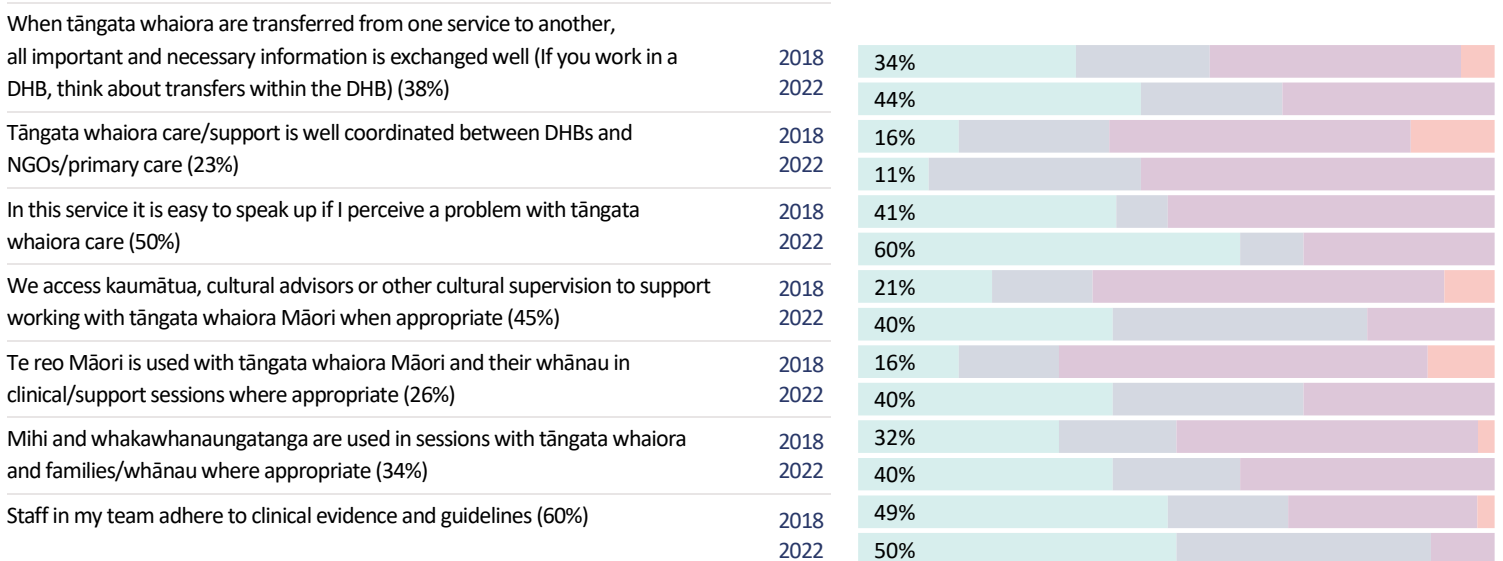
Lowest positive scores:

Coordination between DHB/NGO/primary care, effective systems for dealing with bullying, use data.

Engagement with tāngata whaiora and family/whānau



Care and support provided



■ % Positive ■ % Neutral ■ % Negative ■ % Don't know

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 (37%)	2018	29%
	2022	38%
In this service we use data to help us monitor and make improvements to our quality of care/support (34%)	2018	22%
	2022	13%
Learning from adverse events has led to positive change in this service/organisation (36%)	2018	21%
	2022	38%
In this service, recognising and reporting incidents is encouraged and valued (52%)	2018	50%
	2022	38%

Engaged, effective workforce

Everybody in this service works together in a well-coordinated way (35%)	2018	24%
	2022	13%
I feel supported by my manager(s) (54%)	2018	34%
	2022	50%
I have regular access to coaching or mentoring or supervision (53%)	2018	50%
	2022	38%
There are opportunities for professional development (including attending conferences, workshops and training sessions) (43%)	2018	34%
	2022	50%
We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying (24%)	2018	18%
	2022	0%

■ % Positive
 ■ % Neutral
 ■ % Negative
 ■ % Don't know

In words – what would make things better for tāngata whaiora



- "Employment of youth tāngata whaiora above clinical FTE"
- "Māori support"
- "More resources. Knowing what services are available and their roles"
- "Ensure Māori culture and values are maintained at the forefront, so that the ward is a welcome and safe environment for tāngata whaiora and their whānau. Also a workforce that reflects and has a good understanding of the community/people it represents"

In words – what has been the impact of COVID-19 on quality improvement initiatives

- "COVID has caused disruptions to our business as usual and therefore impacted on quality improvement like improving waiting times"
- "Due to COVID -19 it appears that quality improvement has been less of a priority"
- "COVID-19 planning has taken a large volume of time and resources around planning and as far as I can see stopped the majority of other work for the last two years"

In words – what is one thing that currently works well

- "Having a newly established cultural support worker"
- "The ability to see people in their own environment. It reduces stigma, gives opportunity for whānau to understand more of what the client is suffering and how to support"
- "I think our service genuinely cares about the outcomes for young people and their whānau and we look beyond their "mental health" presentation and look holistically at their social, emotional and education needs, as well as how the whanau can be supported"

Why was the survey conducted?

This survey underpins the national mental health and addiction quality improvement programme, funded by DHBs and coordinated by Te Tāhū Hauora 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 June 2022.

The survey was conducted by Mobius Research Ltd on behalf of Te Tāhū Hauora 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 Te Tāhū Hauora Health Quality & Safety Commission website www.hqsc.govt.nz/our-work/mental-health-and-addiction-quality-improvement/projects/quality-in-context-survey-of-mental-health-and-addiction/

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 10 responses from your DHB.

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.