

Results of mental health and addiction staff survey

Ngā Poutama Oranga Hinengaro: Quality in Context

Northern Region NGOs

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 NGO region.

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 NGO region

There are no significant differences compared to the national average score for NGOs

Highest positive scores:

Tāngata whaiora and family/whānau treated with respect, co-create plans of care and support

Lowest positive scores:

Coordination between DHB/NGO/primary care, transfers between services.

Engagement with tāngata whaiora and family/whānau

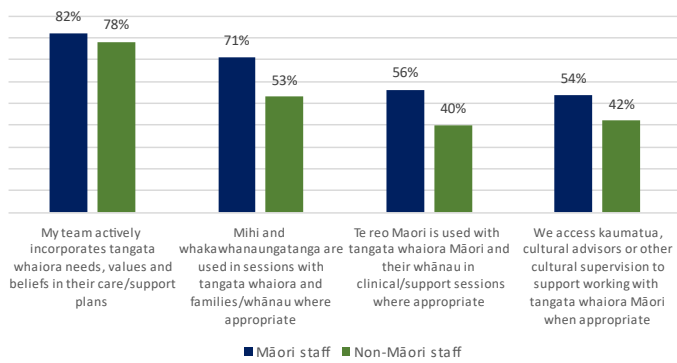
Statement	Year	% Positive	% Neutral	% Negative	% Don't know
My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans (82% national NGO average)	2018	78%	18%	4%	0%
	2022	79%	17%	4%	0%
In this service we involve tāngata whaiora and family/whānau in efforts to improve future practice (66%)	2018	62%	28%	8%	0%
	2022	62%	28%	8%	0%
We work alongside family/whānau to understand how best to support them and their family member (67%)	2018	64%	26%	10%	0%
	2022	63%	27%	10%	0%
We work with tāngata whaiora to co-create a plan of care and support (84%)	2018	82%	14%	4%	0%
	2022	79%	17%	4%	0%
Tāngata whaiora and family/whānau are treated with respect by the service I work for (89%)	2018	89%	9%	2%	0%
	2022	86%	12%	2%	0%

Care and support provided

Statement	Year	% Positive	% Neutral	% Negative	% Don't know
When tāngata whaiora are transferred from one service to another, all important and necessary information is exchanged well (Think about transfers from your organisation and other NGOs/primary care) (29%)	2018	37%	48%	15%	0%
	2022	35%	49%	16%	0%
Tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care (27%)	2018	35%	48%	17%	0%
	2022	32%	50%	18%	0%
In this service it is easy to speak up if I perceive a problem with tāngata whaiora care (69%)	2018	72%	22%	6%	0%
	2022	69%	25%	6%	0%
We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate (50%)	2018	56%	34%	10%	0%
	2022	49%	41%	10%	0%
Te reo Māori is used with tāngata whaiora Māori and their whānau in clinical/support sessions where appropriate (42%)	2018	45%	45%	10%	0%
	2022	44%	46%	10%	0%
Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate (57%)	2018	57%	35%	8%	0%
	2022	57%	36%	7%	0%
Staff in my team adhere to clinical evidence and guidelines (68%)	2018	68%	28%	4%	0%
	2022	68%	28%	4%	0%

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

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



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 NGO region completed the survey?

The results in this document are based on 141 responses from NGOs in the Northern Region.

Significant differences

Difference between groups (such as Māori compared to non-Māori, or the NGO to the national average) are tested for statistical significance at the 95% confidence level.