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/whanau treated with respect, cocreate plans of care and support

Lowest positive scores:

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

Engagement with tangata whaiora and family/whanau

My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans (82% national NGO average)	2018 2022	78%
		79%
In this service we involve tāngata whaiora and family/whānau in efforts to improve future practice (66%)	2018 2022	62%
		62%
We work alongside family/whānau to understand how best to support them and their family member (67%)	2018 2022	64%
		63%
We work with tangata whaiora to co-create a plan of care and support (84%)	2018 2022	82%
		79%
Tāngata whaiora and family/whānau are treated with respect by the service I work for (89%)	2018	89%
	2022	86%

Care and support provided				
When tangata whaiora are transferred from one service to another, all important and necessary information is exchanged well (Think about		37%		
transfers from your organisation and other NGOs/primary care) (29%)	2018 2022	35%		
Tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care (27%)	2018 2022	35%		
		32%		
In this service it is easy to speak up if I perceive a problem with tāngata whaiora care (69%)	2018	72%		
	2022	69%		
We access kaumātua, cultural advisors or other cultural supervision to support	2018 2022	56%		
working with tāngata whaiora Māori when appropriate (50%)		49%		
Te reo Māori is used with tāngata whaiora Māori and their whānau in	2018	45%		
clinical/support sessions where appropriate (42%)	2022	44%		
Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate (57%)	2018	57%		
	2022	57%		
Staff in my team adhere to clinical evidence and guidelines (68%)	2018	68%		
	2018	68%		







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 (63%)	2018 2022	63%
		59%
In this service we use data to help us monitor and make improvements to our quality of care/support (54%)	2018 2022	62%
		53%
Learning from adverse events has led to positive change in this service/organisation (62%)	2018 2022	68%
		64%
In this service, recognising and reporting incidents is encouraged and valued (76%)	2018 2022	79%
		81%
Engaged, effective workforce		
Everybody in this service works together in a well-coordinated way (58%)	2018 2022	55%
		56%
I feel supported by my manager(s) (73%)	2018 2022	69%
		77%
I have regular access to coaching or mentoring or supervision (69%)	2018	68%

2022

2018

2022

2018

2022

73% 69%

75%

55%

59%

% Positive	% Neutral	% Negative	% Don't know

conferences, workshops and training sessions) (70%)

behaviour and workplace bullying (53%)

There are opportunities for professional development (including attending

We have effective systems for preventing or dealing with intimidating

In words – what would make things better for tāngata whaiora



- "Accepting and implementing a Te Ao Māori centric approach alongside the current system. Equity is the magic word"
- "More funding to support tangata whaiora in their aspirations goals outings in the community or to the city"
- "More peer support/bigger peer support team"
- "Being able to spend more time supporting them and less paperwork"
- "That there were more staff"

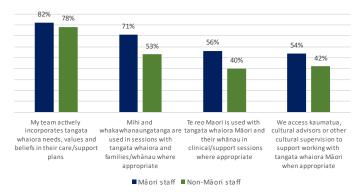
In words – what has been the impact of COVID-19 on quality improvement initiatives

- "A lot of impact as most clients don't have access to Internet as this is how we connected via zoom etc. otherwise it was just phone calls"
- "Our quality team has worked hard to keep all kaimahi, and whānau whaiora safe, well, and healthy"
- "All our operations were required to be so focused on keeping the virus out of our residential and custodial services that much of the programme content was not able to be delivered"

In words – what is one thing that currently works well

- "The ability to tailor the support to the individual and the input from the direct managers when needed if something needs to be gone over or discussed"
- "Friendly communication, listening and patience"
- "Compassion to meet them where they are at and not put pressure on them to be where we want them to be"
- "To be able to access our service in multiple ways if outside support is unobtainable"

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 https://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.