

# Results of mental health and addiction staff survey

## Ngā Poutama Oranga Hinengaro: Quality in Context

Tairāwhiti 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 tāngata whaiora and family/whānau

My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans



In this service we involve tāngata whaiora and family/whānau 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 tāngata 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 tāngata whaiora 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 tāngata 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 tāngata whaiora and families/whānau 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)



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



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

**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

Compared with the all-DHB results, MHA staff at this DHB were more likely to agree (respond positively) that mihi and whakawhanaungatanga are used with tāngata whaiora/whānau, but less likely to agree that:

- they have opportunities for professional development, access to coaching/mentoring/supervision, and feel supported by managers
- tāngata whaiora needs, values and beliefs are actively incorporated in care/support plans
- important information is exchanged well in transfers between services
- recognising/reporting incidents is encouraged and valued, and senior staff actively encourage ideas for improvement of care/support.

## In words – what would make things better for tāngata whaiora



## In words – what currently works well for tāngata whaiora



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

- 'Establish smooth transition of care on entry into the services, through the services and exit from the service with appropriate supports in place to support exiting MHS'
- 'Smaller, more specific caseload'
- 'Improving communication in all areas'
- 'Maintaining and sustaining consistently the service recovery plan for tāngata whaiora'
- 'More qualified staff, more training opportunities'
- 'Appropriate levels of Māori staff in the Service'

- 'Knowledge and skill of clinicians when providing assessments'
- 'We allow whānau to stay on the ward. We work closely with whānau to give good education to aid wellness'
- 'The staff have well researched therapies in use. The staff have great care and support for tāngata whaiora and whānau, and do all they can to support them in their time of need'
- 'Consistency in keyworker, therefore continuity of care and better outcomes'
- 'Following up with our clinical and cultural practices'

### 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.hqsc.govt.nz/our-programmes/mental-health-and-addiction-quality-improvement/projects/quality-in-context](http://www.hqsc.govt.nz/our-programmes/mental-health-and-addiction-quality-improvement/projects/quality-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 42 responses from your DHB. This number of responses for your DHB means there is a margin of error of 13 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.