

Results of mental health and addiction staff survey

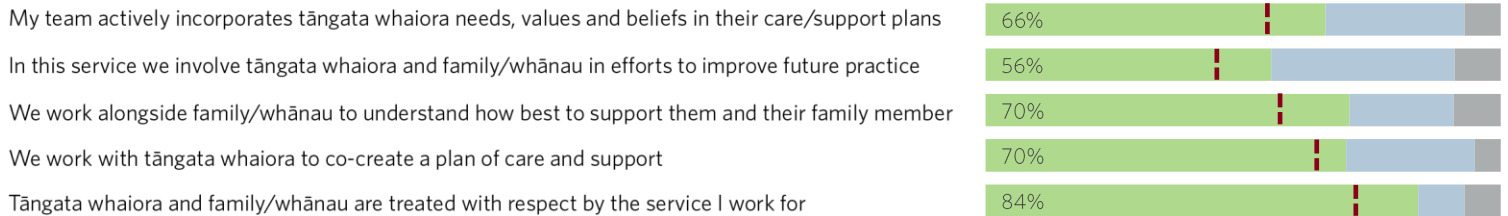
Ngā Poutama Oranga Hinengaro: Quality in Context

Whanganui DHB

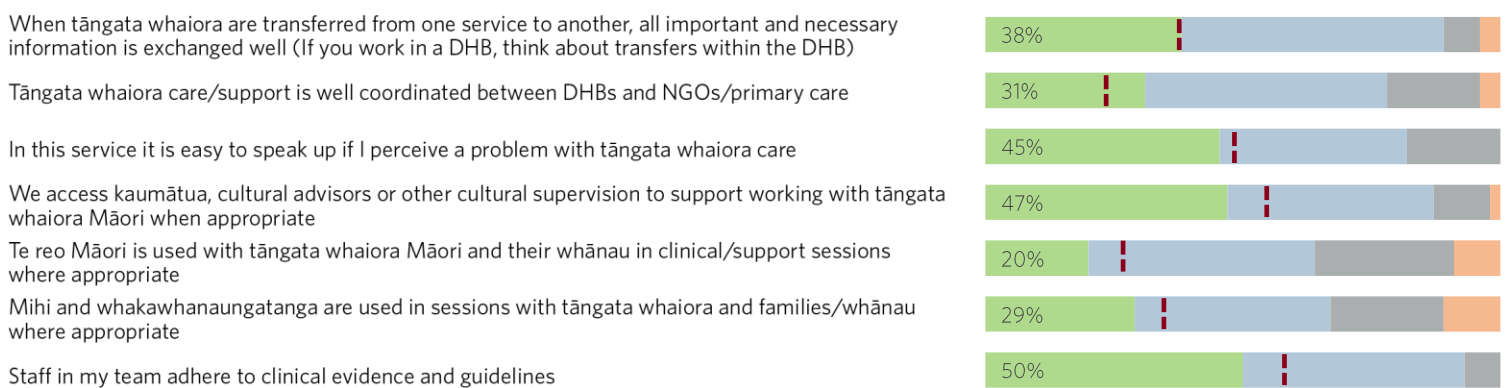
Ngā Poutama Oranga Hinengaro: Quality in Context was a national survey of quality culture in mental health and addiction services. The survey was conducted in August 2018.

Thank you to the over 2,500 people around the country who participated in the survey. Here are the results for your DHB.

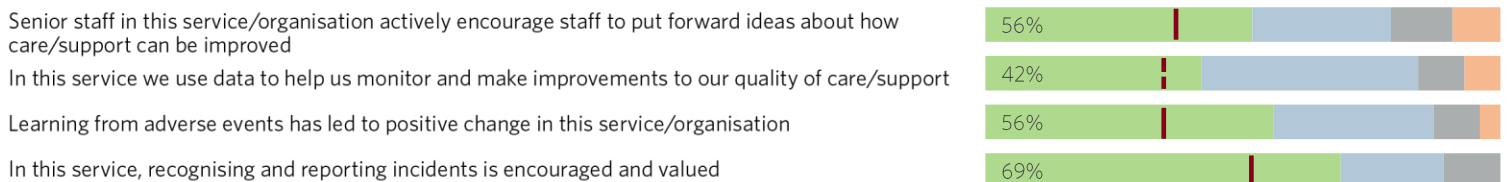
Engagement with tāngata whaiora and family/whānau



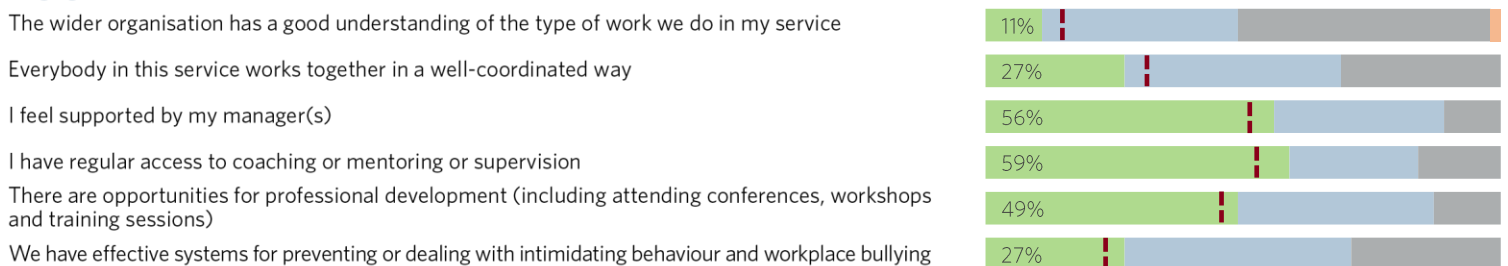
Care and support provided



Learning and changing the care/support provided



Engaged, effective workforce



■ % 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

In general, results from this DHB were consistent with the combined all-DHB results. MHA staff at Whanganui DHB were more likely to agree (give a positive response) that:

- recognising and reporting incidents is encouraged and valued in the service they work in
- learning from adverse events has led to positive change in the service/organisation, and
- senior staff actively encourage staff to put forward ideas.

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:

- ‘Having Māori health workers visible in our teams’
- ‘More collegiality between doctors and nurses - nurses voice listened to and respected by doctors’
- ‘Better provision for involving families in their loved one’s care and discharge planning’
- ‘Accurate staffing ratios to tāngata whaiora acuity on the ward, in order to meet their health needs, power them through their recovery during the acute phase of their unwellness and keep them safe’
- ‘More staff, lighter caseloads’

- ‘Choice and partnership system is going well’
- ‘We try to work closely with primary care and NGO support services so that patients are followed up as closely as is appropriate’
- ‘Taking time to hear what they speak - to feel heard’
- ‘The design of the ward with plenty of light, space, and different areas’
- ‘Having well-established relationships with community services’
- ‘We are a small team and mostly can provide consistent care, with the same staff where possible or at least a limited pool, covering from community to inpatient and back out again’

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

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 45 responses from your DHB. This number of responses for your DHB means there is a margin of error of 15 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.