

Results of mental health and addiction staff survey

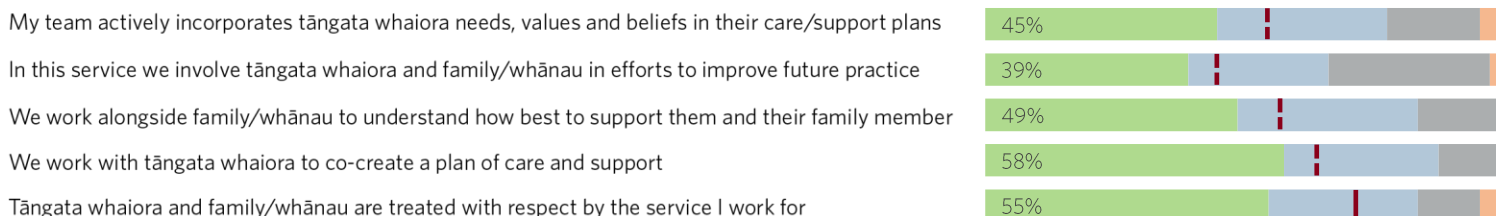
Ngā Poutama Oranga Hinengaro: Quality in Context

Bay of Plenty DHB

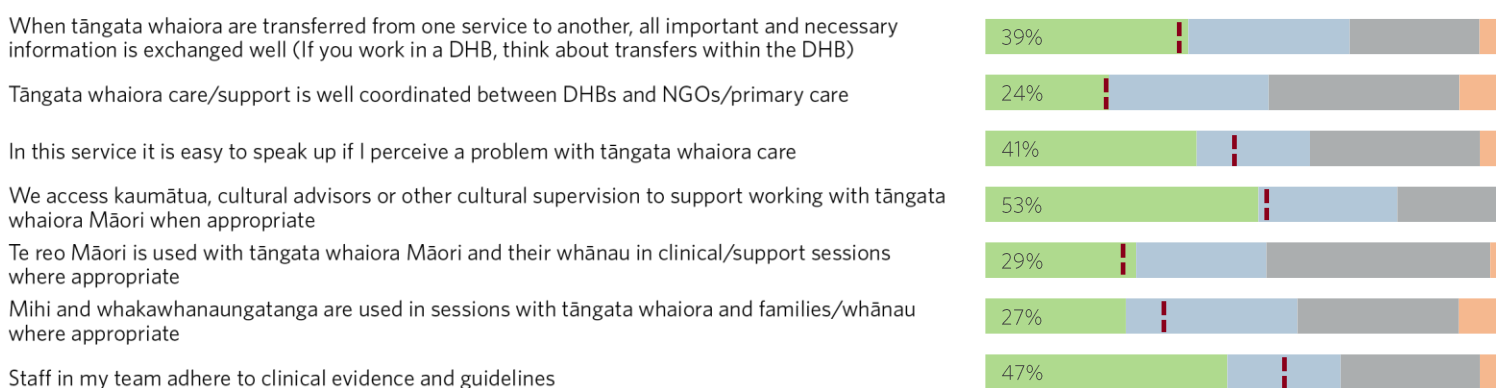
Ngā Poutama Oranga Hinengaro: Quality in Context was a national survey of quality culture in mental health and addiction services. The survey was conducted in August 2018.

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

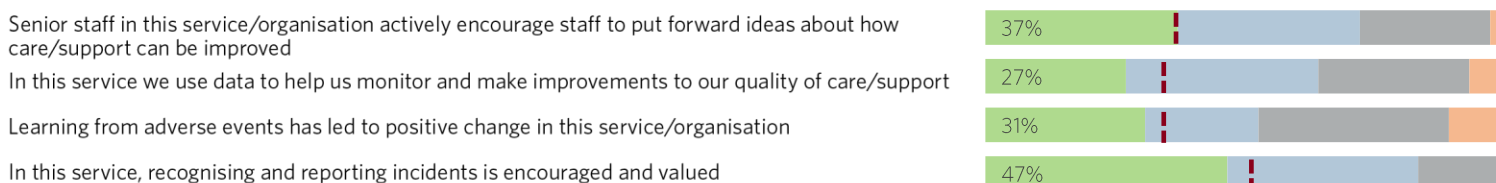
Engagement with tāngata whaiora and family/whānau



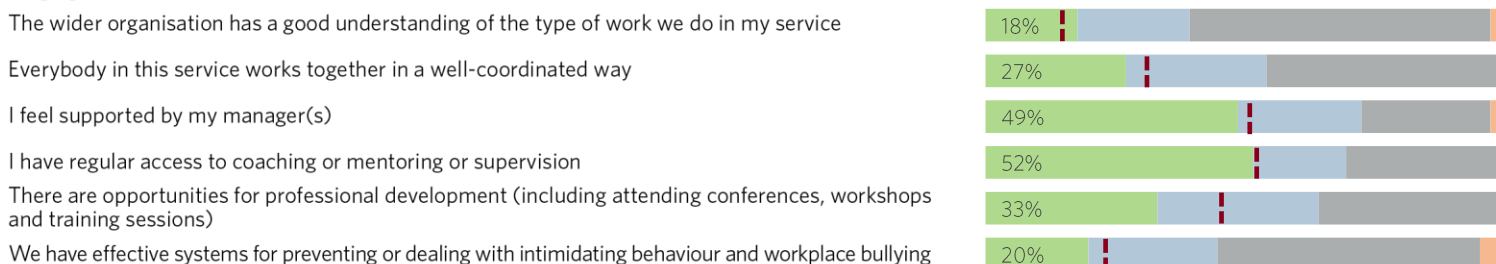
Care and support provided



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

Overall, results for MHA staff at Bay of Plenty DHB were consistent with combined results across all DHBs. The one difference was that staff were less likely to agree that, in the service they work for, tāngata whaiora and family/whānau are treated with respect, compared to all DHBs.

Looking at the results within this DHB:

- 58 percent of staff who took part agreed that they co-create a care/support plan with tāngata whaiora; this measure had the highest percentage of positive scores.
- 18 percent of staff agreed that the work of their MHA service is well-understood by the wider organisation. This measure had the lowest percentage of positive scores.

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:

- 'More staff. It is very hard to do any 1:1 therapeutic work as we are always under pressure'
- 'To work together as a team to make decisions for the better of the whaiora and their care/support'
- 'A better understanding, education and practice of Māori tikanga and kawa throughout mainstream mental health service for whānau'
- 'Better communication between clinical teams'
- 'Model of care for clinical staff to follow'

- 'A new service has been introduced, the 5 steps, specifically for families/tāngata whaiora, we also have access to NGOs who work with the same'
- 'The case management system ensures good information and a dedicated support context for the client'
- 'Having karakia meetings every day, and group meetings, discussing different topics which affect the whaiora and how they can learn how to better deal with situations which come up in their lives'

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 51 responses from your DHB. This number of responses for your DHB means there is a margin of error of 16 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.