

**Ngā Poutama Oranga Hinengaro:
Quality in context survey of mental health and addiction staff
Final questions
2018**

What type of service do you work in?

If you work in more than one, please choose the one where you work the most hours.

Single selection (checkboxes)

1. DHB inpatient services
2. DHB community services
3. NGO
4. Primary mental health care

Which area are you mainly based in?

Single selection (checkboxes)

1. Northern
2. Midland
3. Central
4. South Island

Which one of the following DHBs do you mainly work in? If you work in more than one, please choose the one where you work the most hours.

Single selection (checkboxes)

1. Northland
2. Auckland
3. Waitemata
4. Counties Manukau
5. Waikato
6. Bay of Plenty
7. Lakes
8. Tairāwhiti
9. Hawke's Bay
10. Taranaki
11. Whanganui
12. MidCentral
13. Capital & Coast
14. Hutt Valley
15. Wairarapa

- 16. Nelson Marlborough
- 17. West Coast
- 18. Canterbury
- 19. South Canterbury
- 20. Southern

Now we have some questions about how you do things in your work.

If you are not familiar with the term 'tāngata whaiora' used in the questions, it refers to consumers, patients, service users and clients. The term literally translates as 'people seeking wellness'.

The first set of questions is about how you engage with tāngata whaiora.

	1 Strongly disagree	2	3	4	5	6	7 Strongly agree	Don't know	Not applicable
Tāngata whaiora and family/whānau are treated with respect by the service I work for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We work with tāngata whaiora to co-create a plan of care and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We work alongside family/whānau to understand how best to support them and their family member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In this service we involve tāngata whaiora and family/whānau in efforts to improve future practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The next set of questions is about the care and support you provide.

	1 Strongly disagree	2	3	4	5	6	7 Strongly agree	Don't know	Not applicable
Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Te reo Māori is used with tāngata whaiora Māori and their whānau in clinical/support sessions where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In this service it is easy to speak up if I perceive a problem with tāngata whaiora care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff in my team adhere to clinical evidence and guidelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When tāngata whaiora are transferred from one service to another, all important and necessary information is exchanged well. <i>Please note: if you work in a DHB, think about transfers within the DHB. If you work in an NGO or primary care, think about transfers from your organisation and other NGOs/primary care.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The next set of questions is about how you learn and change the care/support you provide.

	1 Strongly disagree	2	3	4	5	6	7 Strongly agree	Don't know	Not applicable
In this service, recognising and reporting incidents is encouraged and valued	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning from adverse events has led to positive change in this service/organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In this service we use data to help us monitor and make improvements to our quality of care/support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior staff in this service/organisation actively encourage staff to put forward ideas about how care/support can be improved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The next set of questions is about your role and working with colleagues.

	1 Strongly disagree	2	3	4	5	6	7 Strongly agree	Don't know	Not applicable
We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are opportunities for professional development (including attending conferences, workshops and training sessions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have regular access to coaching or mentoring or supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel supported by my manager(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everybody in this service works together in a well-coordinated way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The wider organisation has a good understanding of the type of work we do in our service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following two questions ask you to explain things in your own words. It is important to not mention any names or specific details if you wish to remain anonymous.

If there is one thing in your service that could make things better for tāngata whaiora care/support what would this be?

Large text area

Please describe one thing that currently works well for tāngata whaiora care/support in your service.

Large text area

We have just a few final questions, which will help us understand more about the people who answered this survey.

Which best describes your role?

Please select one category that best describes the role you currently have. For example, if you are a nurse manager who is also a registered nurse, select 'leadership and management role'.

Single selection (checkboxes)

1. Allied health professional
2. Nurse
3. Medical practitioner
4. Support worker
5. Leadership and management role
6. Consumer advisor/consumer leader
7. Family/whānau advisor
8. Cultural advice and support role (cultural advisor, kaumātua, kuia, kaiāwhina etc.)
9. Administrative/technical support role
10. Other – please tell us what this is _____

And are you a...

Single selection (checkboxes)

1. Social worker
2. Psychologist
3. Occupational therapist
4. Addiction/dual diagnosis practitioner
5. Counsellor
6. Other allied health professional – please tell us what _____

And are you a...

Single selection (checkboxes)

1. Registered nurse
2. Enrolled nurse
3. Nurse practitioner

And are you a...

Single selection (checkboxes)

1. Consultant psychiatrist, psychiatric registrar, house surgeon, other medical officer
2. General practitioner

And are you a...

Single selection (checkboxes)

1. Community support worker
2. Residential support worker
3. Healthcare assistant
4. Psychiatric assistant
5. Peer support
6. Family/whānau support worker
7. Other support worker – please tell us what _____

What area of mental health and addiction do you primarily work in? If you work in more than one, please choose the one where you work the most hours.

Single selection (checkboxes)

1. Mental health – general
2. Addiction – general
3. Mental health – kaupapa Māori
4. Addiction – kaupapa Māori
5. Intellectual disability services
6. Forensic
7. Other mental health service – please tell us what this is _____

And which one of the following groups do you primarily work with?

Single selection (checkboxes)

1. Child & youth
2. Adult
3. Older adult

Gender identity:

Single selection (checkboxes)

1. Male/Tāne
2. Female/Wāhine
3. Gender diverse (please specify) _____
4. I would rather not say

And which of the following best describes your ethnicity? Please select as many as apply.

Multiple selection (checkboxes)

1. NZ European
2. Other European
3. Māori
4. Pacific peoples
5. Indian
6. Chinese
7. Southeast Asian
8. Other Asian – please tell us what this is _____
9. Middle Eastern/Latin American/African
10. Something else – please tell us what this is _____

And which of the following best describes your Pacific ethnicity? Please select as many as apply.

Multiple selection (checkboxes)

1. Cook Islands Māori
2. Niuean
3. Samoan
4. Tongan
5. Other Pacific – please tell us what this is _____

How long have you worked in your current role?

Single selection (checkboxes)

1. Less than 1 year
2. 1–2 years
3. 3–5 years
4. 6–10 years
5. More than 10 years

Do you have face-to-face contact with tāngata whaiora as part of your job?

Single selection (checkboxes)

1. Yes, frequently
2. Yes, occasionally
3. No

And do you have face-to-face contact with families/whānau as part of your job?

Single selection (checkboxes)

1. Yes, frequently
2. Yes, occasionally
3. No