

Results of mental health and addiction staff survey

Ngā Poutama Oranga Hinengaro: Quality in Context

Capital and Coast 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 June 2022.

Thank you to the over 1,800 people around the country who participated in the survey. Here are the results for your DHB.

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 Capital and Coast DHB

No significant differences compared to the national results

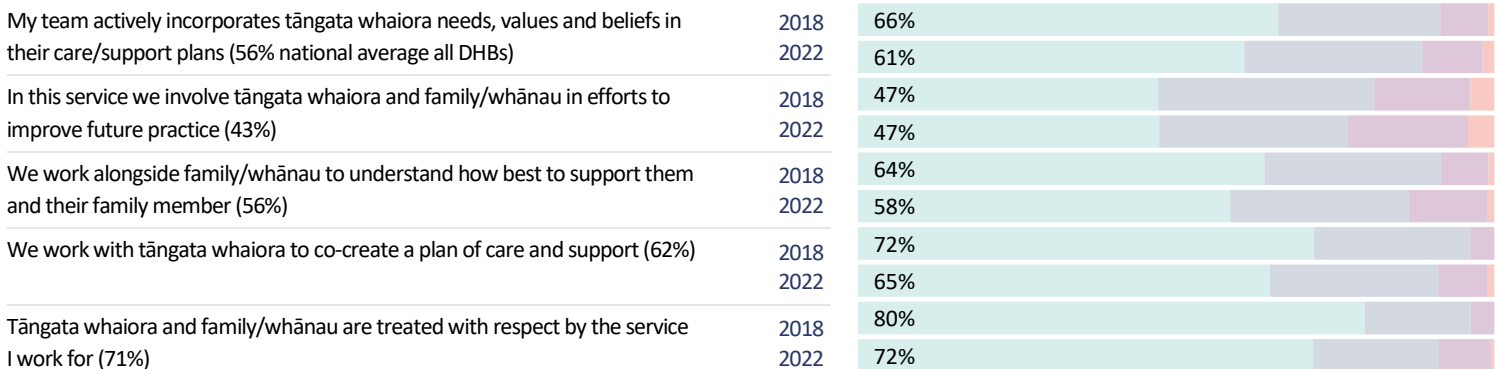
Highest positive scores:

Tāngata whaiora & family/whānau treated with respect, co-create plan of care and support

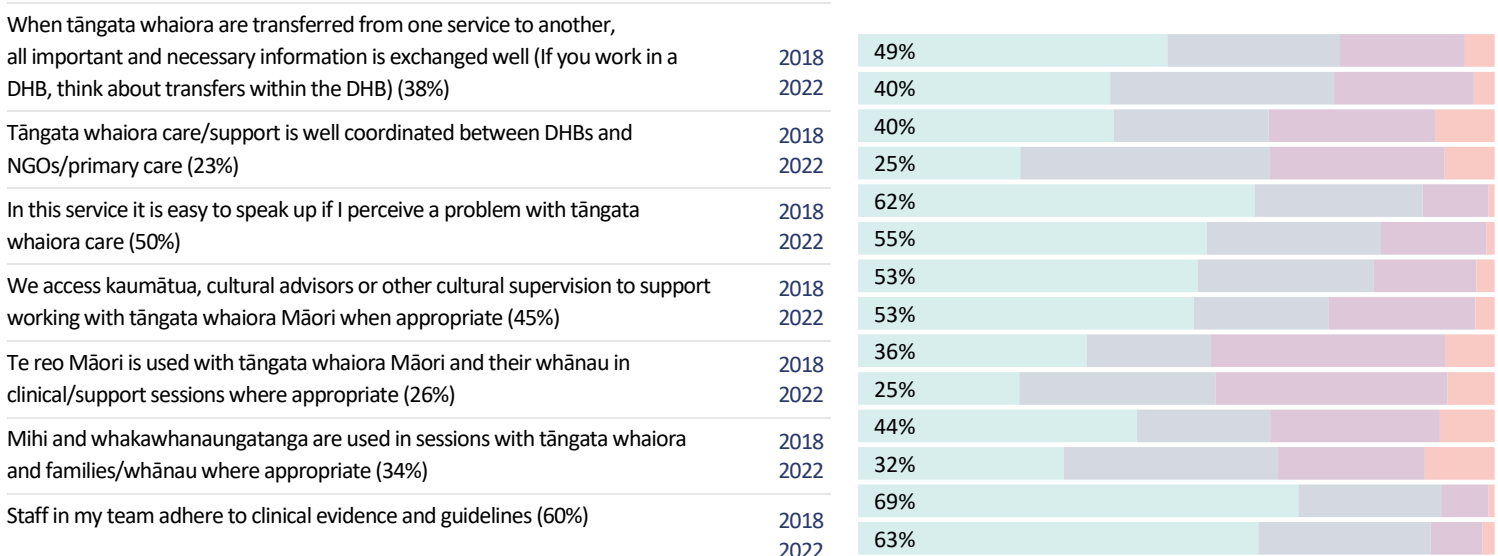
Lowest positive scores:

Coordination between DHB/NGO/primary care, use of te reo and effective systems-bullying.

Engagement with tāngata whaiora and family/whānau



Care and support provided



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

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 (37% national average)	2018	46%			
	2022	47%			
In this service we use data to help us monitor and make improvements to our quality of care/support (34%)	2018	45%			
	2022	42%			
Learning from adverse events has led to positive change in this service/organisation (36%)	2018	49%			
	2022	41%			
In this service, recognising and reporting incidents is encouraged and valued (52%)	2018	68%			
	2022	55%			

Engaged, effective workforce

Everybody in this service works together in a well-coordinated way (35%)	2018	49%			
	2022	35%			
I feel supported by my manager(s) (54%)	2018	65%			
	2022	58%			
I have regular access to coaching or mentoring or supervision (53%)	2018	58%			
	2022	60%			
There are opportunities for professional development (including attending conferences, workshops and training sessions) (43%)	2018	61%			
	2022	52%			
We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying (24%)	2018	37%			
	2022	25%			

% Positive % Neutral % Negative % Don't know

In words – what would make things better for tāngata whaiora



- "Prioritisation for Māori and Pacific whaiora"
- "More supported housing"
- "More staffing, with a good mix of senior and junior staff to support the ward"
- "More staff would enable us to be more responsive and able to attend more jobs"
- "More consistent use of individual formulation to inform care"
- "More community support and services within the NGO sector"

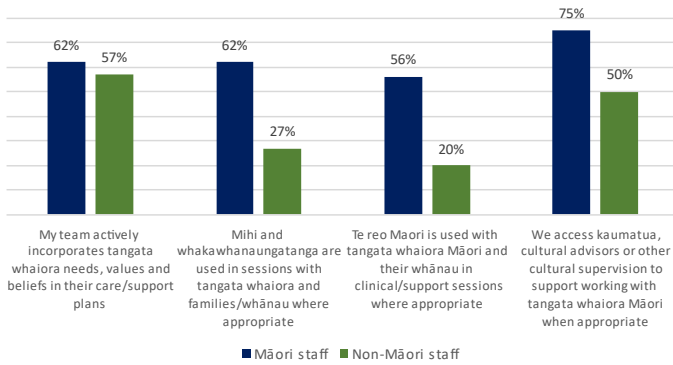
In words – what has been the impact of COVID-19 on quality improvement initiatives

- "It has slowed the work on the initiatives down"
- "We are so understaffed in general, COVID made this worse so quality improvement initiatives have ground to a halt"
- "Many enrolments for professional development courses and courses that I book staff on myself for practice improvement have been cancelled"
- "Affected the quality and frequency of meetings"
- "Has slowed progress"

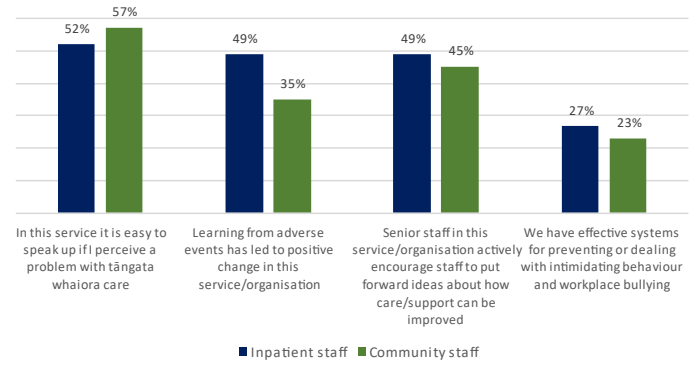
In words – what is one thing that currently works well

- "Whānau inclusion with tāngata whaiora. Structure in work environment"
- "Access to a range of effective interventions and supports, the appropriateness of which are generally discussed robustly in MDT"
- "A relatively prompt pick up time with referrals"
- "Clinicians are caring and as thorough as they can be, on the whole"

Questions relating to cultural competency – comparing responses from Māori and non-Māori staff



Questions with the largest difference between inpatient and community 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 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 DHB completed the survey?

The results in this document are based on 173 responses from your DHB.

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.