

Results of mental health and addiction staff survey

Ngā Poutama Oranga Hinengaro: Quality in Context

Central Region NGOs

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 NGO region.

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 NGO region

Significant differences shown next to the NGO average score*

Highest positive scores:

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

Lowest positive scores:

Coordination between DHB/NGO/primary care and transfers between services.

Engagement with tāngata whaiora and family/whānau

Statement	Year	2018	2022
My team actively incorporates tāngata whaiora needs, values and beliefs in their care/support plans (82% national NGO average)	2018	83%	
	2022	84%	
In this service we involve tāngata whaiora and family/whānau in efforts to improve future practice (66%)	2018	70%	
	2022	69%	
We work alongside family/whānau to understand how best to support them and their family member (67%)	2018	69%	
	2022	67%	
We work with tāngata whaiora to co-create a plan of care and support (84%)	2018	85%	
	2022	84%	
Tāngata whaiora and family/whānau are treated with respect by the service I work for (89%)	2018	90%	
	2022	85%	

Care and support provided

Statement	Year	2018	2022
When tāngata whaiora are transferred from one service to another, all important and necessary information is exchanged well (Think about transfers from your organisation and other NGOs/primary care) (29%)	2018	35%	
	2022	27%	
Tāngata whaiora care/support is well coordinated between DHBs and NGOs/primary care (27%)	2018	33%	
	2022	26%	
In this service it is easy to speak up if I perceive a problem with tāngata whaiora care (69%)	2018	77%	
	2022	70%	
We access kaumātua, cultural advisors or other cultural supervision to support working with tāngata whaiora Māori when appropriate (50%)	2018	56%	
	2022	54%	
Te reo Māori is used with tāngata whaiora Māori and their whānau in clinical/support sessions where appropriate (42%)	2018	44%	
	2022	44%	
Mihi and whakawhanaungatanga are used in sessions with tāngata whaiora and families/whānau where appropriate (57%)	2018	64%	
	2022	63%	
Staff in my team adhere to clinical evidence and guidelines (68%)	2018	69%	
	2022	66%	

■ % 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 (63%)	2018	69%
	2022	70%
In this service we use data to help us monitor and make improvements to our quality of care/support (54%)*	2018	67%
	2022	66%
Learning from adverse events has led to positive change in this service/organisation (62%)	2018	70%
	2022	64%
In this service, recognising and reporting incidents is encouraged and valued (76%)	2018	82%
	2022	74%

Engaged, effective workforce

Everybody in this service works together in a well-coordinated way (58%)	2018	57%
	2022	61%
I feel supported by my manager(s) (73%)	2018	71%
	2022	75%
I have regular access to coaching or mentoring or supervision (69%)	2018	71%
	2022	59%
There are opportunities for professional development (including attending conferences, workshops and training sessions) (70%)	2018	74%
	2022	73%
We have effective systems for preventing or dealing with intimidating behaviour and workplace bullying (53%)	2018	52%
	2022	58%

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

In words – what would make things better for tāngata whaiora



- "Not having shared rooms for tāngata whai ora"
- "More face to face interaction with other service providers who engage the same work practices and or values and beliefs"
- "More financial means to support whānau to live a healthier lifestyle - access sports clothing, cooking utensils , petrol vouchers to get to activities and connect with their community"
- "Increased funding for youth services, increase flexi-funding, kai and essentials for rangitahi in poverty"

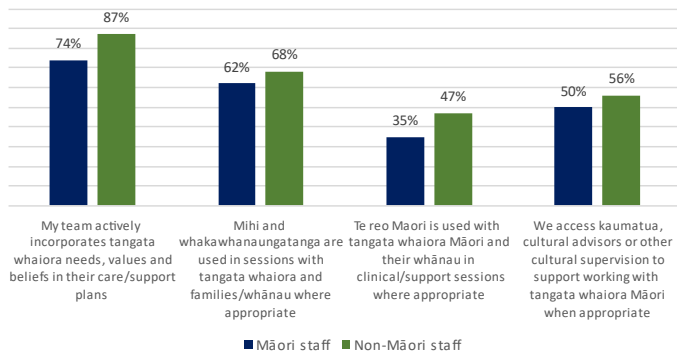
In words – what has been the impact of COVID-19 on quality improvement initiatives

- " We have had to speed up the way that we make changes/improvements"
- "Delays in implementation of change"
- "Some things have been put on hold due to uncertainties of guidelines, bubble protections etc."
- "COVID has reduced the amount of delivery we can do in turn this has decreased our ability to get some of our initiatives off the ground and has had a rollover effect as we continue on"

In words – what is one thing that currently works well

- "That there is flexibility in our service delivery. We can usually shift and change to meet the current needs of whaiora"
- "Having that connection with the tāngata whaiora and communicating to empower their needs to better their health and wellbeing. Ngā mihi"
- "Inclusiveness. When involving tāngata whaiora in all levels we become more productive and gelled"
- "Working in partnership"

Questions relating to cultural competency – comparing responses from Māori and non-Māori 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 NGO region completed the survey?

The results in this document are based on 101 responses from NGOs in the Central Region.

Significant differences

Difference between groups (such as Māori compared to non-Māori, or the NGO to the national average) are tested for statistical significance at the 95% confidence level.