Released under the Official Info





Te Whatu Ora Ngatahitango Tuthern

Confidential



Survey Purpose



The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

The survey's goal of listening to the voices of our people helps shape meaningful improvements for our kaimahi, communities, patients and whānau.

It is not about validating what we already know but is about listening and taking action.

Responses will build on what we're already hearing and will help create a full and accurate picture of where we are and what we need to do.

Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora



Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected (Strongly Agree' and 5 people selected 'Strongly Disagree' the score would be 50%

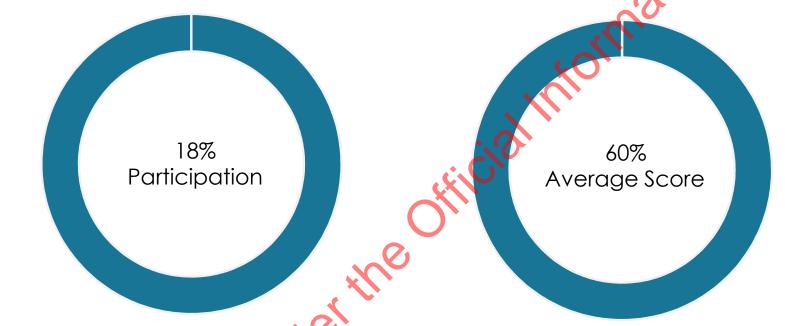
5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



Te Whatu Ora Health New Zealand

High Level Metrics



Participation rates help us understand how representative the feedback is.

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

Asian includes Asian, Southeast Asian, Chinese, Indian, Other Asian

European includes European and New Zealand European Middle Eastern includes Middle Eastern, Latin American, African

Pacific Peoples Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples

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Profession

Care and Support includes cleaners, HCA, orderlies, securit

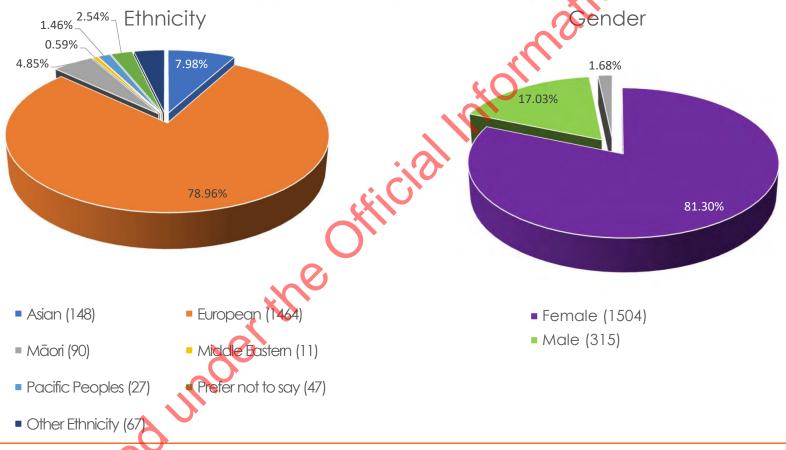
Corporate and other includes management

Nursing excluding HCAs

Te Whatu Ora Health New Zealand

Breakdown of Respondents

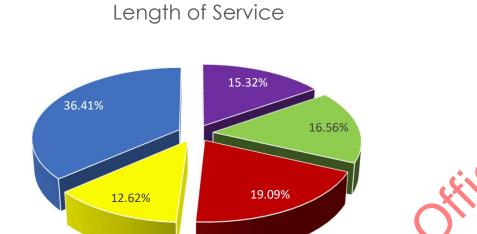
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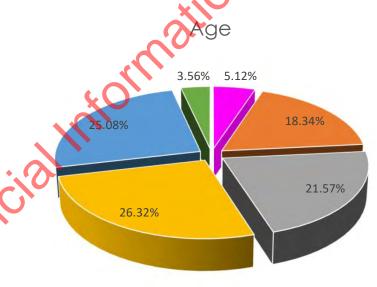




Breakdown of Respondents

Te Whatu Ora





- Less than a year (284)
- 1 2 years (307)
- 3 5 years (354)
- 6 9 years (234)
- 10+ years (675)

- 18 25 (95) 26 35 (340) 36 45 (400)
- **4**6 55 (488) **5**6 65 (465) **6**6+ (66)





Average Question Score

Te Whatu Ora Health New Zealand





Average Question Score

Te Whatu Ora Health New Zealand

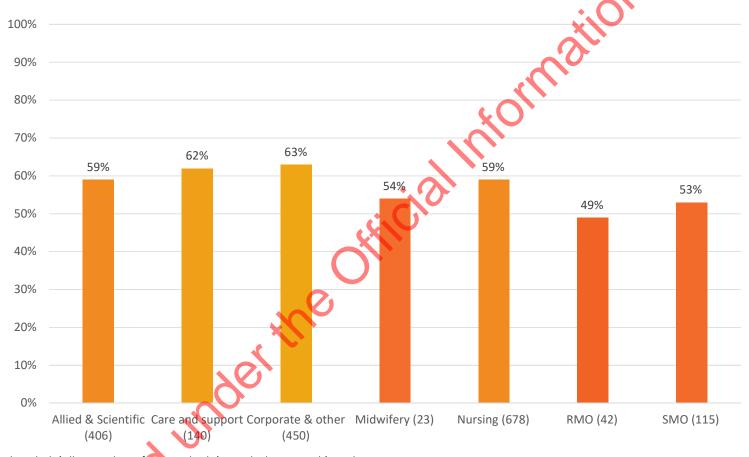






Te Whatu Ora Health New Zealand

Average Score by Profession

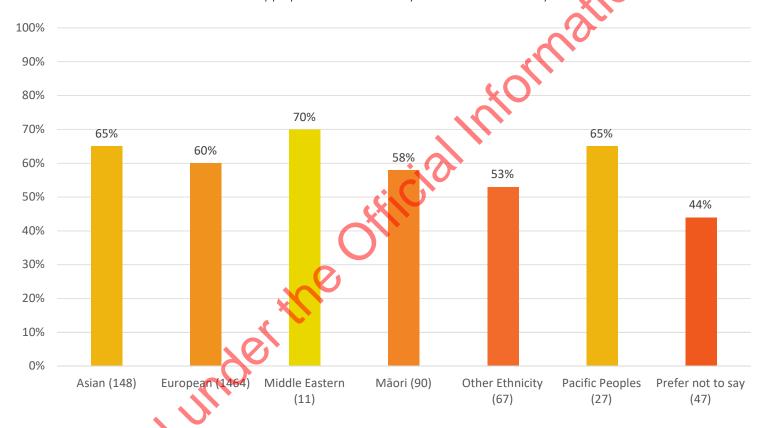




Te Whatu Ora

Average Score by Ethnicity

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Te Whatu Ora

Health New Zealand

Average Score by Gender





Average Score by Age

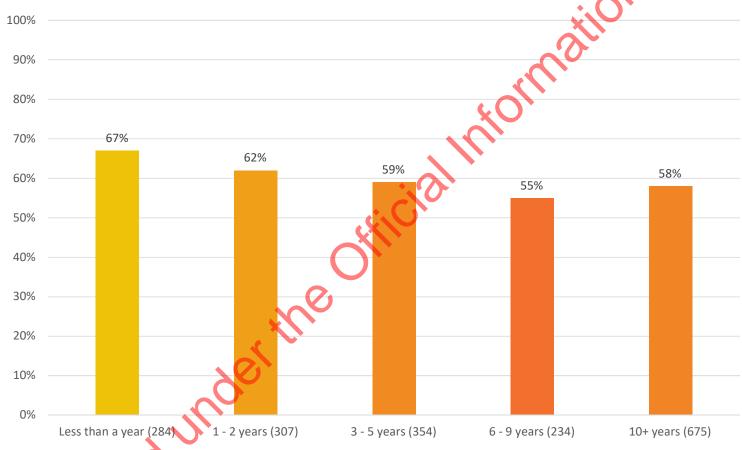






Te Whatu Ora

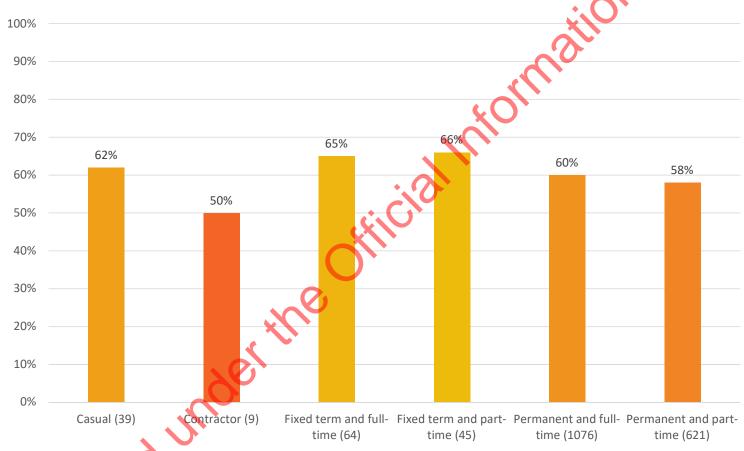
Average Score by Length of Service





Te Whatu Ora Health New Zealand

Average Score by Employment Status





Average Score by Disability Status









Analysis of free text responses



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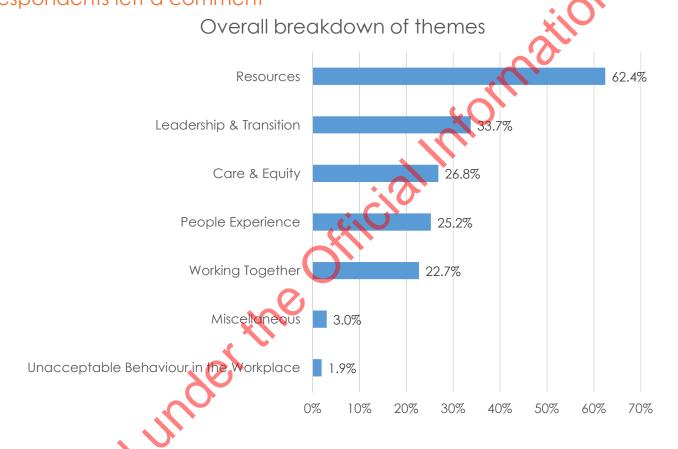
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

74% of respondents left a comment

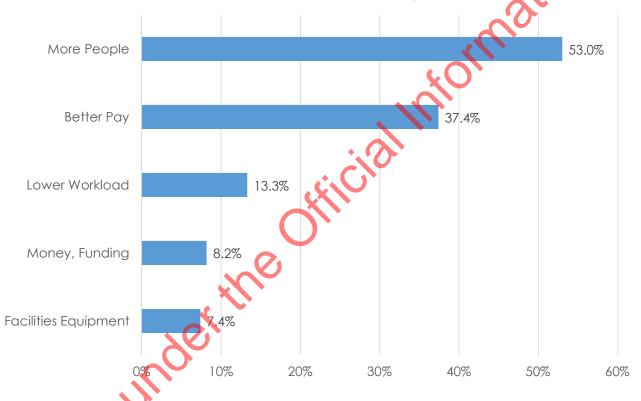
Te Whatu Ora Health New Zealand







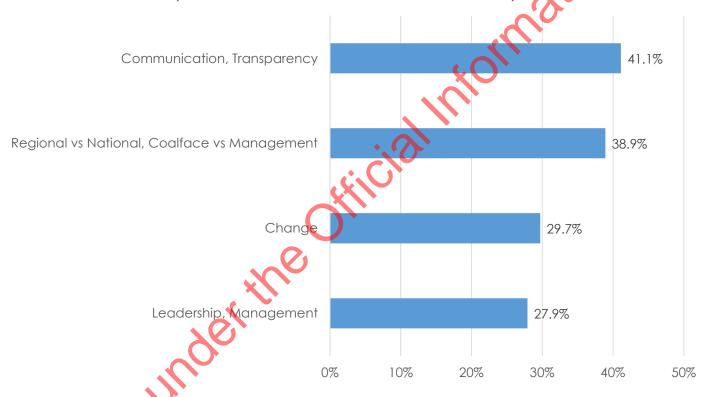






Te Whatu Ora Health New Zealand

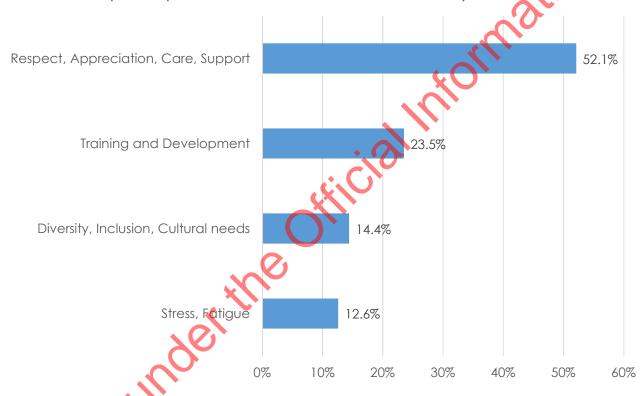
Leadership & Transition theme: Breakdown by sub-theme







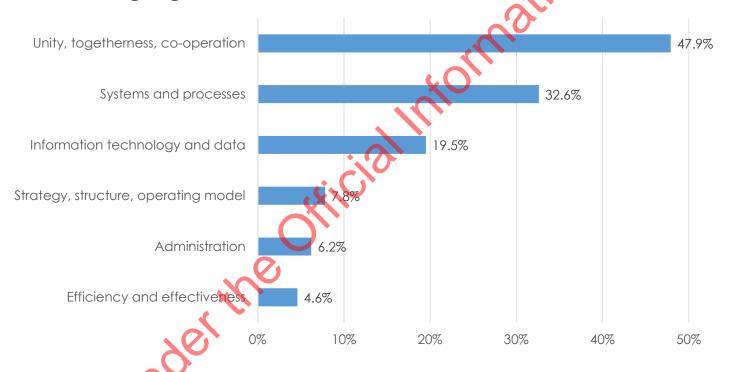
People Experience theme: Breakdown by sub-theme







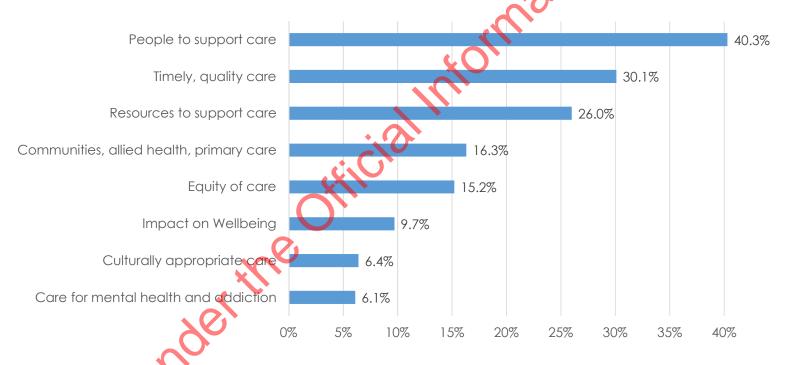
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subtheme







Resources

& **Transition**

People Experience Working Together

Other Themes:

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Money, funding
- 5. Facilities, equipment

Sub-themes

- 1.Communication. transparency
- 2. Regional vs national, coalface vs manager
- 3. Change
- 4. Leadership, management

Sub-themes 1. Respect.

- - appreciation, ca support 2. Training &

 - 4. Stress, fatigue

sub-themes

- 1.Unity, togetherness, cooperation
- 2.Systems and processes
- 3. Information, technology and data
- 4. Strategy, structure, operating model
- 5. Administration
- 6. Efficiency and effectiveness

Sub-themes

- 1. People to support care
- 2. Timely, quality care
- 3. Resources to support
- 4. Communities, allied health, primary care
- 5. Equity of care
- 6. Impact on Wellbeing
- 7. Culturally appropriate care
- 8. Care for mental health



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Te Whatu Ora **Health New Zealand**

Te Whatu Ora Ngātahitanga Pulse Survey Tairawhiti Tairawhiti

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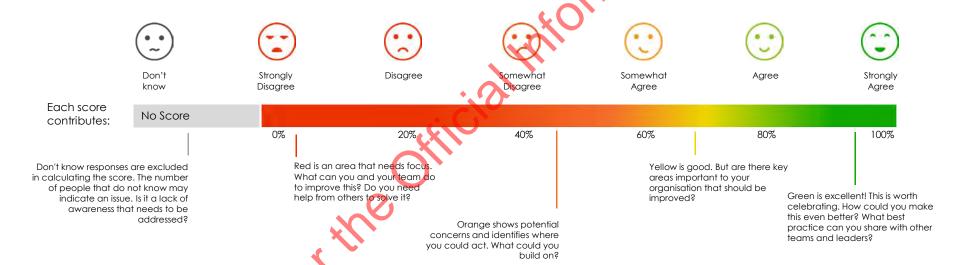
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Te Whatu Ora

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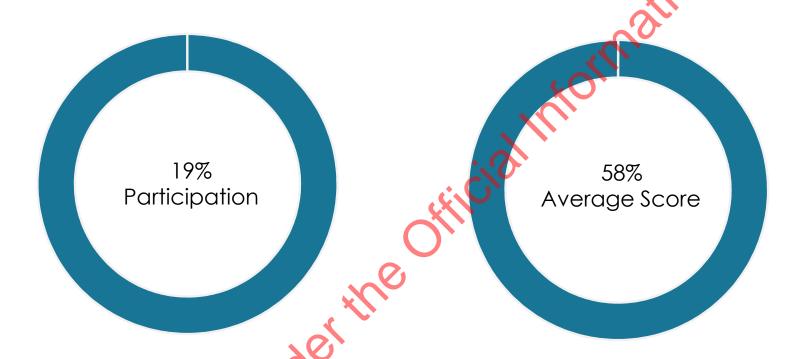
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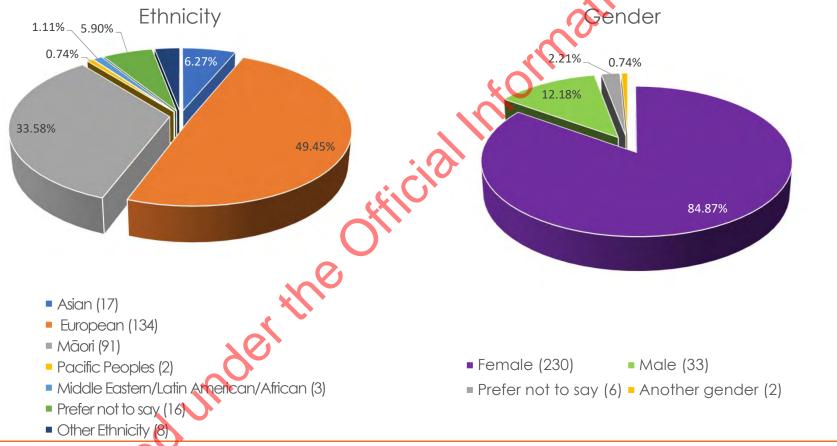
Profession

Care and Support includes cleaners, HCA, orderlies, securit includes management

Nursing excluding HCAs

Breakdown of Respondents

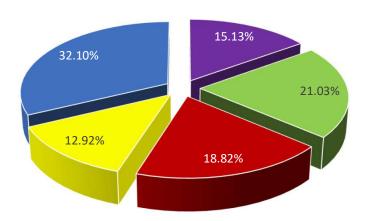
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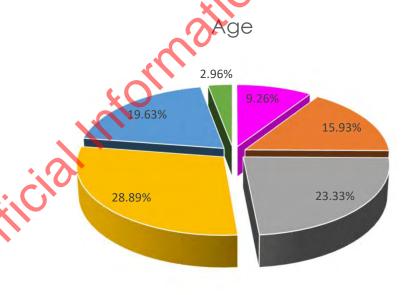


Breakdown of Respondents

Te Whatu Ora

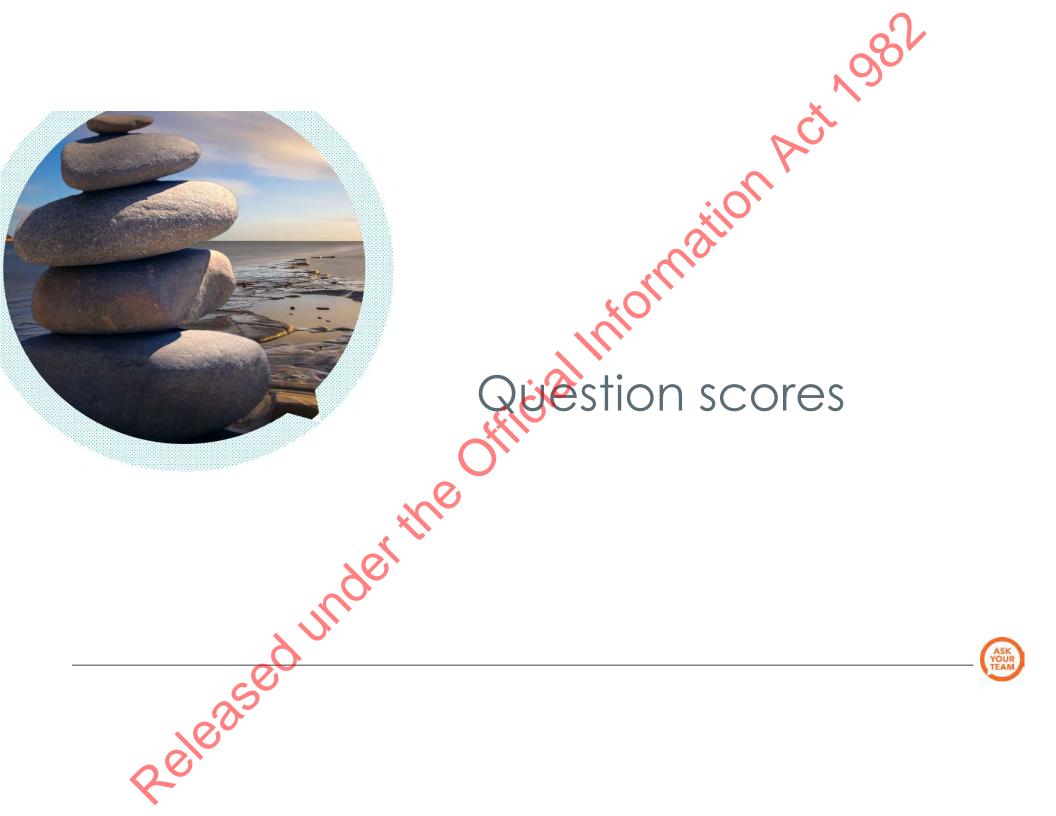






- Less than a year (41) 1 2 years (50)
- 3 5 years (51)
- 6 9 years (35)
- 10+ years (87)

- 18 25 (25) 26 35 (43) 36 45 (63)
- **4**6 55 (78) **5**6 65 (53) **6**6+ (8)

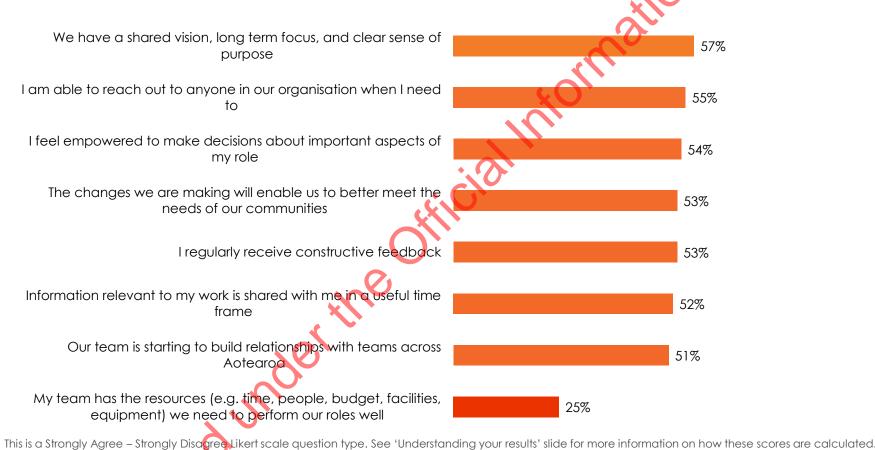


Average Question Score





Average Question Score

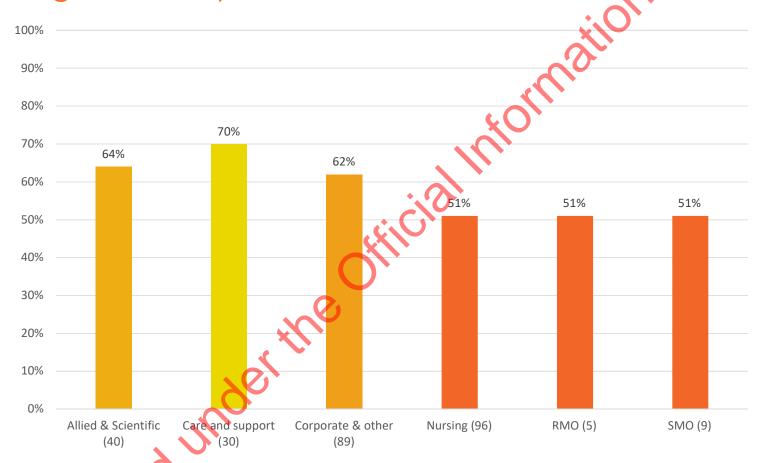






Average Score by Profession

Te Whatu Ora
Health New Zealand

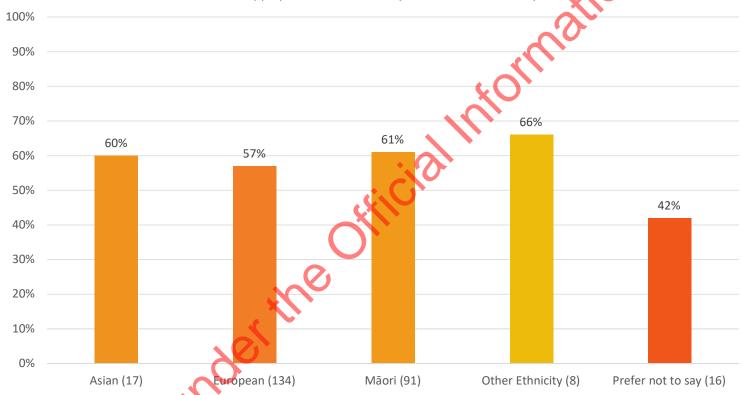




Te Whatu Ora Health New Zealand

Average Score by Ethnicity

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Te Whatu Ora Health New Zealand

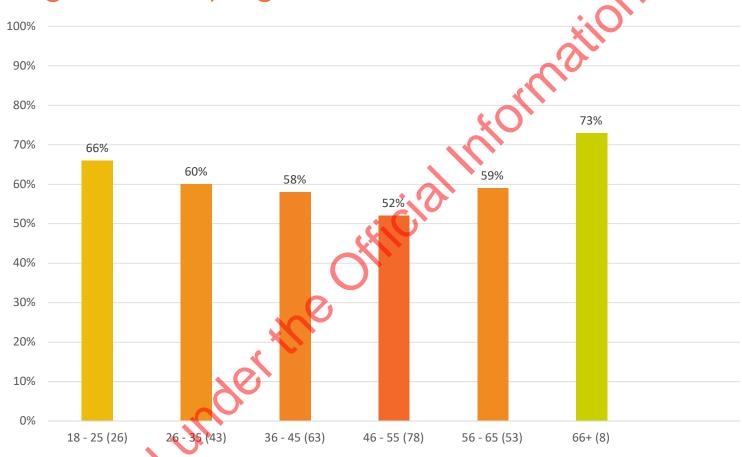
Average Score by Gender





Average Score by Age

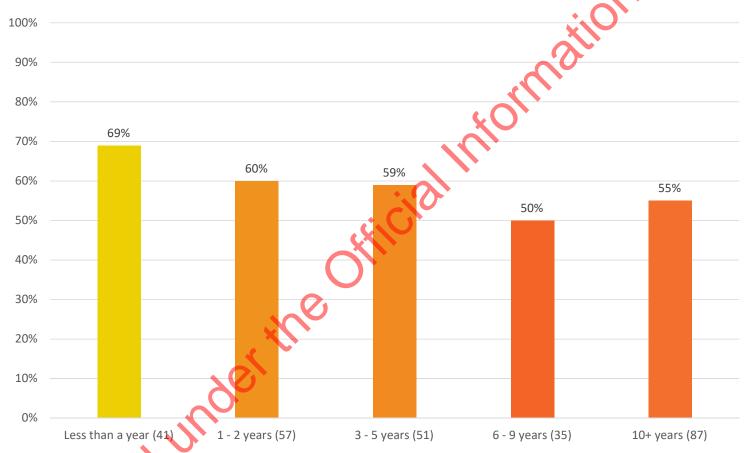






Average Score by Length of Service

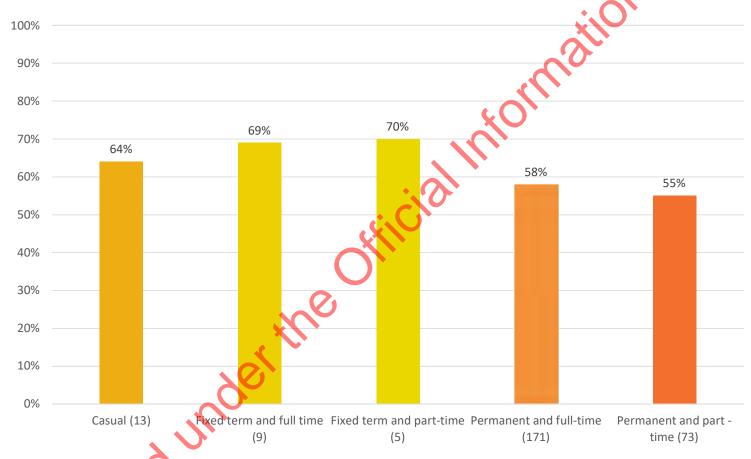
Te Whatu Ora Health New Zealand





Average Score by Employment Status







Te Whatu Ora Health New Zealand

Average Score by Disability Status







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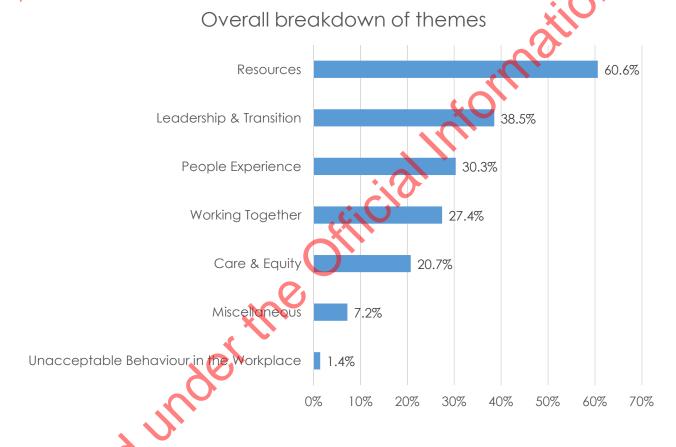
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

77% of respondents left a comment

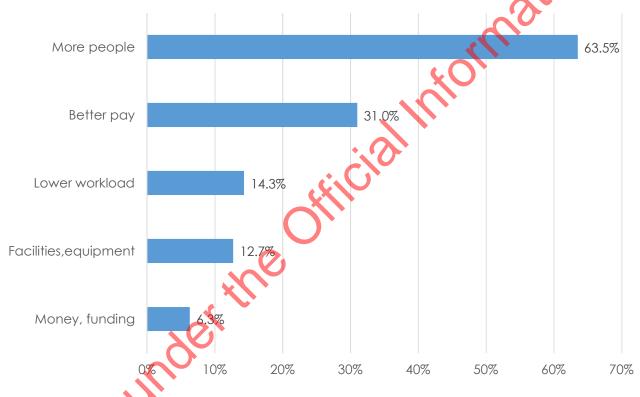








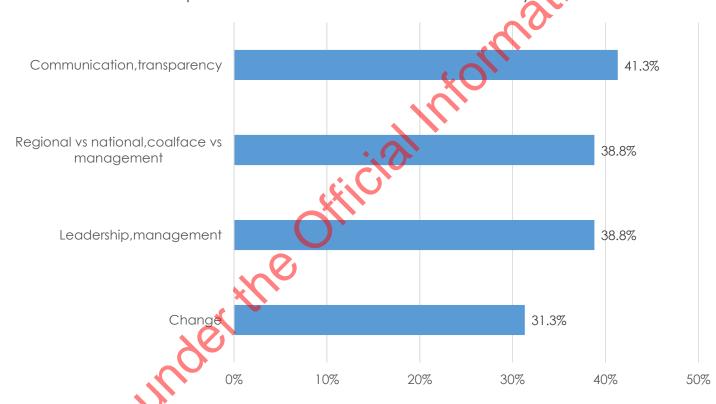






Te Whatu Ora

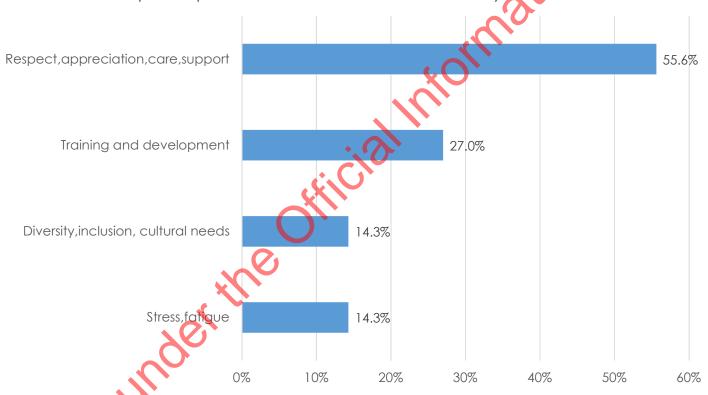
Leadership & Transition theme: breakdown by sub-theme







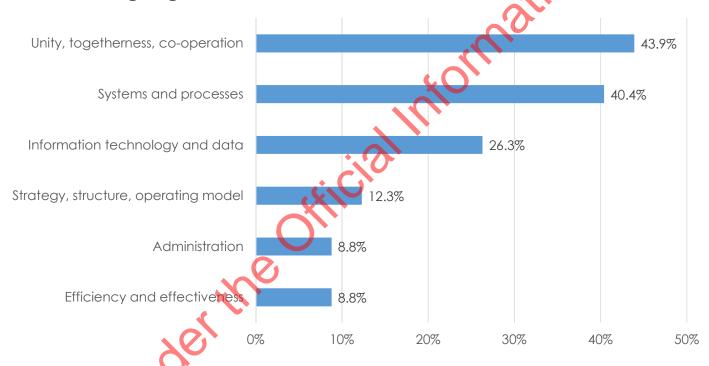
People experience theme: breakdown by sub-theme







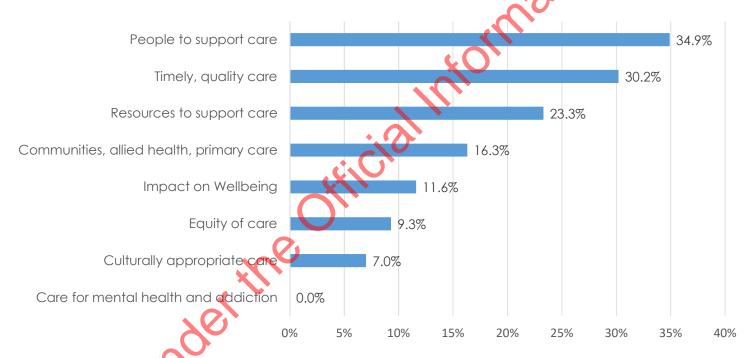
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subtheme





What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

Major themes:

Leadership



Resources

& Transition

People Experience

Working Together

Care &

Other Themes:

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Facilities.
- equipment 5. Money, funding

Sub-themes

- 1. Communication.
- transparency 2.Regional vs national, coalface vs manager.
- 3. Leadership, management
- 4. Change

Sub-themes

- 1. Respect, appreciation, q support
- 2. Training &
- developmen
- clusion, cultural
- Stress, fatigue

Sub-themes

- 2. Unity, togetherness, cooperation
- 2. Systems and processes
- 3. Information,
- technology and data
- 4.Strategy, structure, operating model
- 5. Administration
- 6. Efficiency and effectiveness

Sub-themes

- 1. People to support care
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- 4. Communities, allied health, primary care
- 5. Impact on Wellbeing
- 6. Equity of care
- 7. Culturally appropriate
- 8. Care for mental health and addiction



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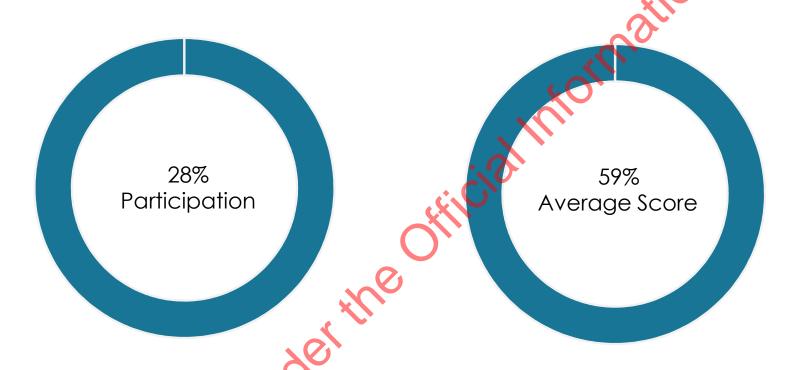
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Profession

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includes management Nursing

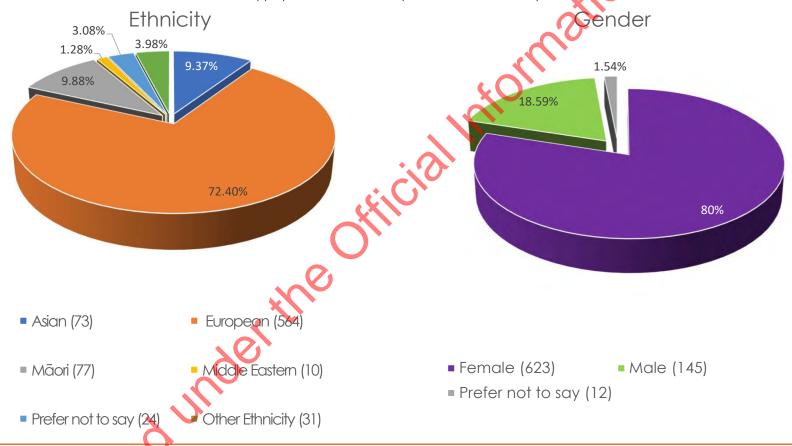
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Breakdown of Respondents

Te Whatu Ora

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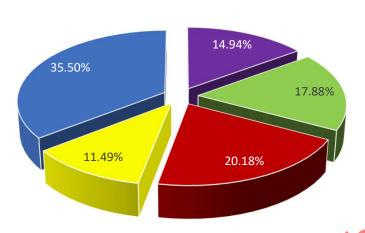


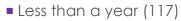


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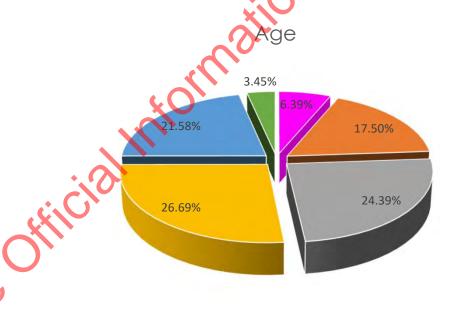








- 1 2 years (140)
- **3** 5 years (158)
- 6 9 years (90)
- 10+ years (278)







Average Question Score

Te Whatu Ord Health New Zealand



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.



Average Question Score

Health New Zealand

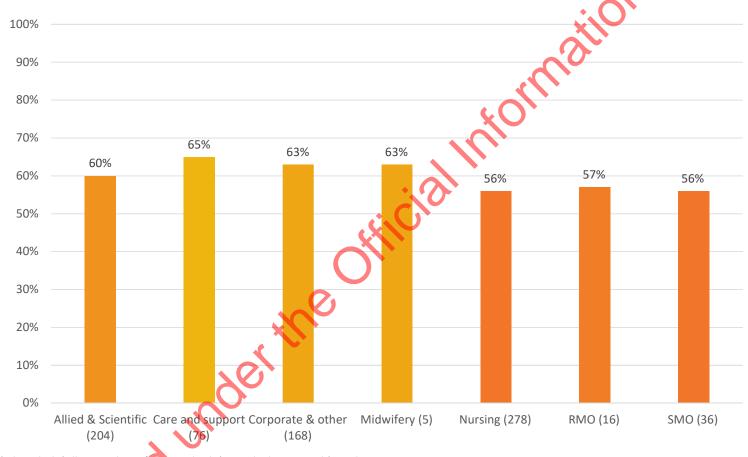






Average Score by Profession

Te Whatu Ora Health New Zealand





Average Score by Ethnicity



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Pacific People with 4 respondents fell below the reporting threshold



Average Score by Gender

Te Whatu Ora Health New Zealand





Average Score by Age

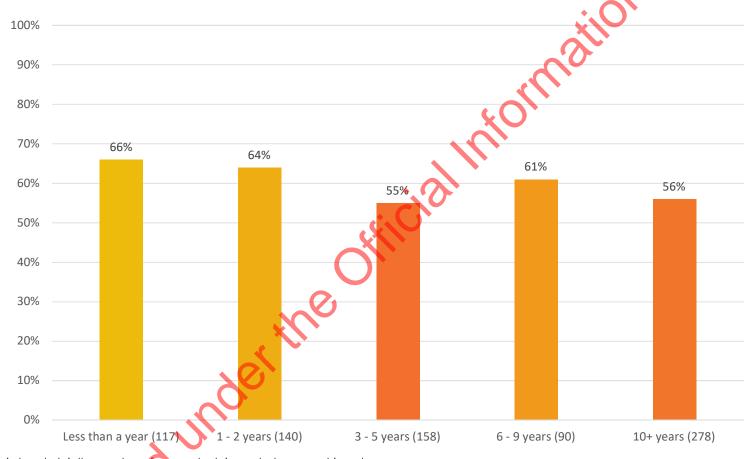
Te Whatu Ora Health New Zealand





Average Score by Length of Service

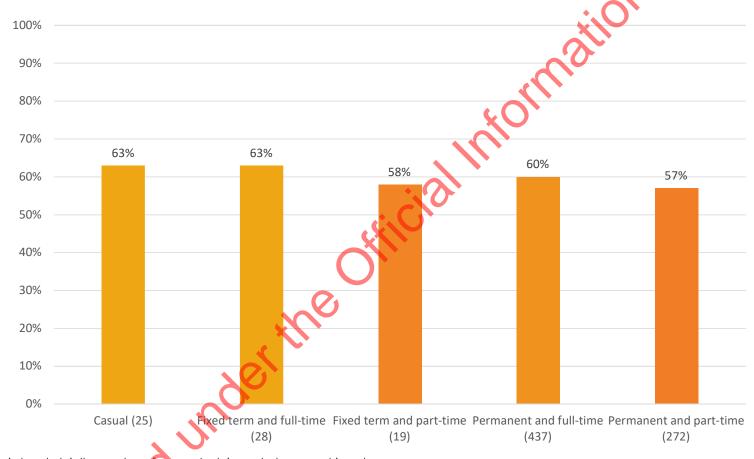
Te Whatu Ora Health New Zealand





Average Score by Employment Status

Te Whatu Ora Health New Zealand





Average Score by Disability Status

Te Whatu Ora Health New Zealand







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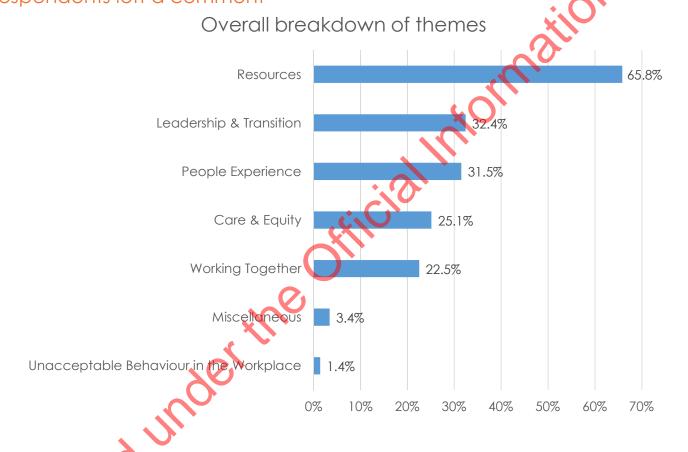
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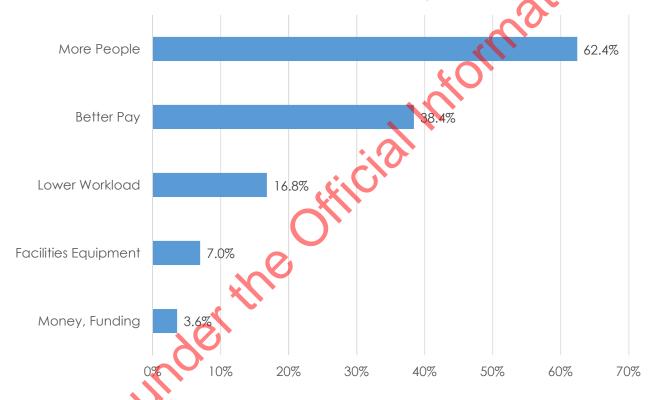














Te Whatu Ora Health New Zealand

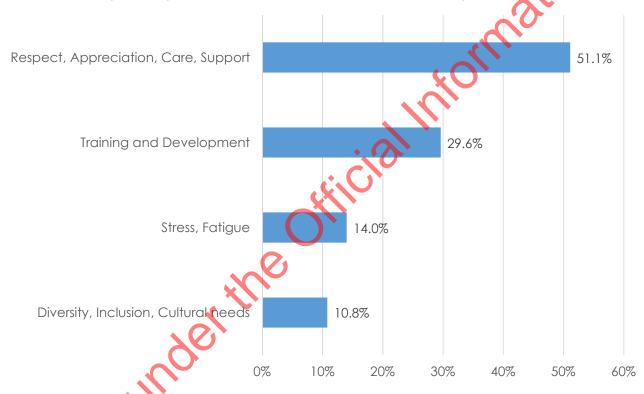
Leadership & Transition theme: breakdown by sub-theme





Te Whatu Ora

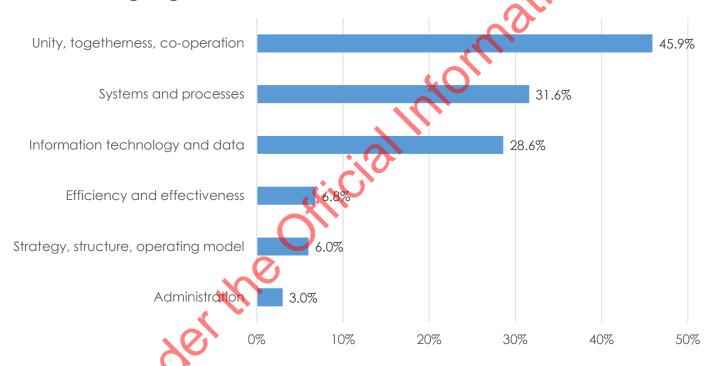
People Experience theme: Breakdown by sub-theme







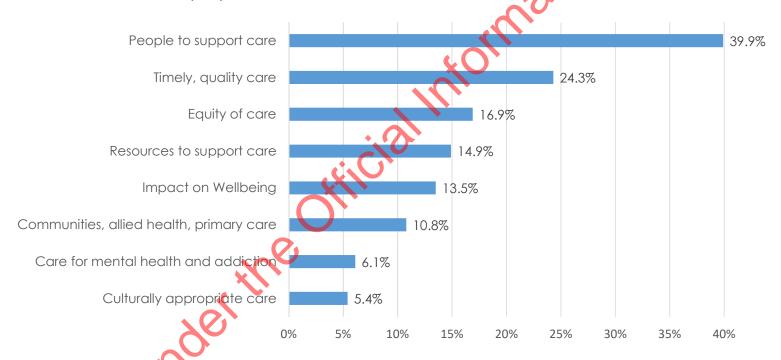
Working Together theme: Breakdown of subtheme





Te Whatu Ora

Care and Equity theme: Breakdown of subtheme







Resources

& Transition

People Experience

Working Together Care &

Other Themes:

Sub-themes

- 1. More People
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Sub-themes

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Sub-themes

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- health, primary care
- 7. Care for mental health
- 8. Culturally appropriate care



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Don't Strongly Disagree Somewhat Agree Know Disagree Agree Agree Each score No Score contributes: 0% 40% 80% 100% 60% Red is an area that needs focus Don't know responses are excluded Yellow is good. But are there key What can you and your team do in calculating the score. The number areas important to your of people that do not know may to improve this? Do you need organisation that should be Green is excellent! This is worth help from others to solve it? improved? indicate an issue. Is it a lack of celebrating. How could you make awareness that needs to be this even better? What best addressed?

Orange shows potential

build on?

concerns and identifies where

you could act. What could you

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5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



Te Whatu Ora

Health New Zealand

practice can you share with other

teams and leaders?

Te Whatu Ora Health New Zealand





Participation

67% Average Score

Participation rates help us understand how representative the feedback is.

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

European includes European and New Zealand European

Māori includes Māori

Pacific Peoples Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples

Asian includes Asian, Southeast Asian, Chinese, Indian, Other Asian

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Other Ethnicity Includes others not included in the above

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Profession

Care and Support includes cleaners, HCA, orderlies, security

Corporate and other includes management

Nursing excluding HCAs

Breakdown of Respondents

Te Whatu Ora Health New Zealand

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.



To ensure survey participants ananymity is protected, any demographic group where there are less than five participants will not show as an individual group, however their responses are included in the overall scores.

Asian (13)

- Female (81)
- Male (37)

■ Māori (6)

Prefer not to say (11)

■ Prefer not to say (8)

Other Ethnicity (6)





Breakdown of Respondents

Te Whatu Ora Health New Zealand

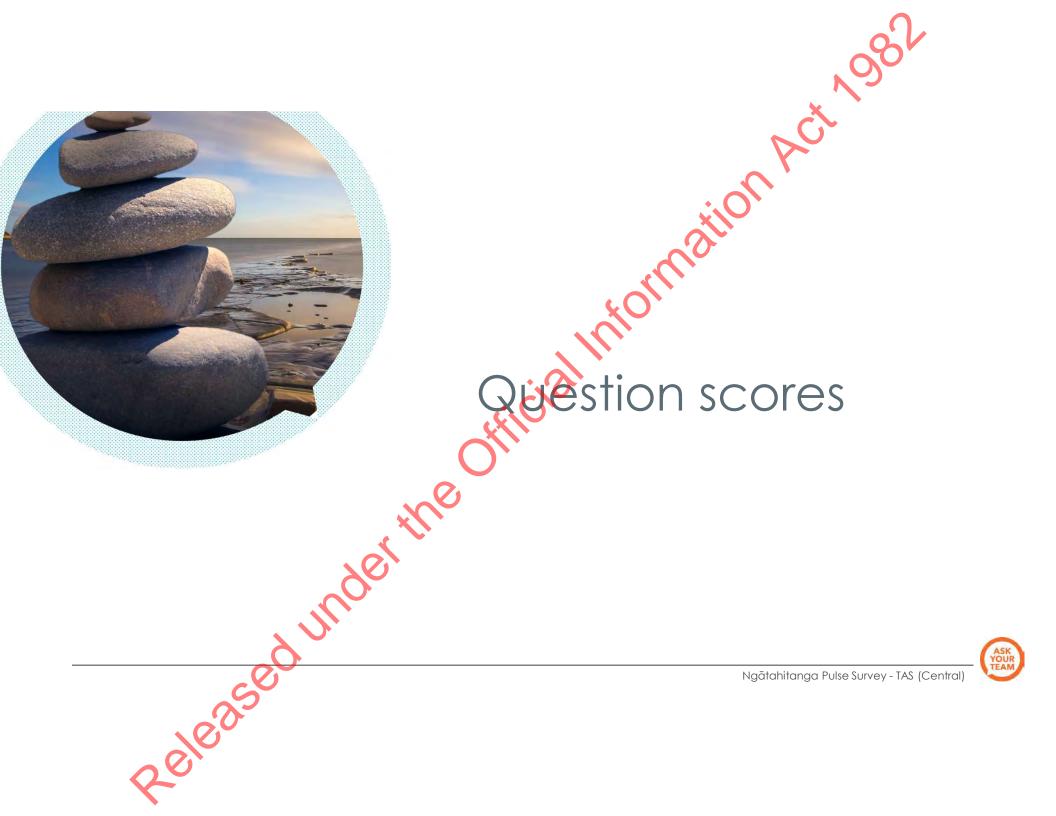


To ensure survey participants anonymity is protected, any demographic group where there are less than five participants will not show as an individual group, however their responses are included in the overall scores.

- Less than a year (30) 1 2 years (23)
- 3 5 years (36)
- 6 9 years (26
- 10+ years (12)

- 18 25 (6) 26 35 (26) 36 45 (31)
- **4**6 55 (34) **5**6 65 (26)

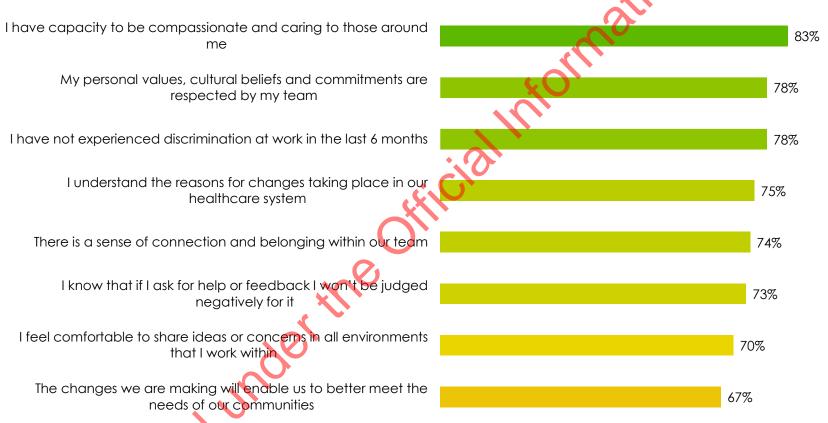




Average Question Score by Category

Te Whatu Ora Health New Zealand

Custom - 1/2



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.



Te Whatu Ora Health New Zealand

Average Question Score by Category

Custom - 2/2



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.





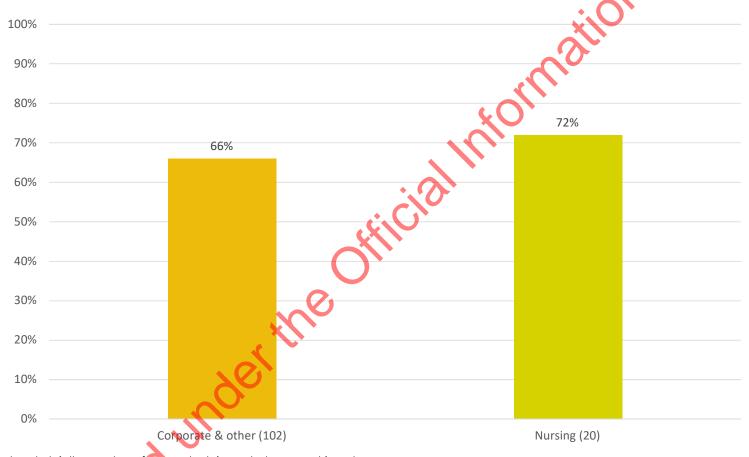
Demographics

"sure survey participants anonymity is pr
"aphic group where there are less"

"s will not show as an individ:
" are included in the o'

Te Whatu Ora

Average Score by Profession

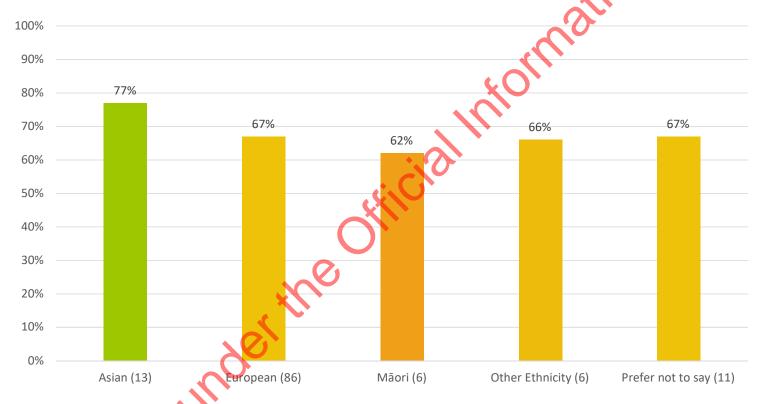




Te Whatu Ora Health New Zealand

Average Score by Ethnicity

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.





Average Score by Gender

Te Whatu Ora Health New Zealand





Te Whatu Ora Health New Zealand

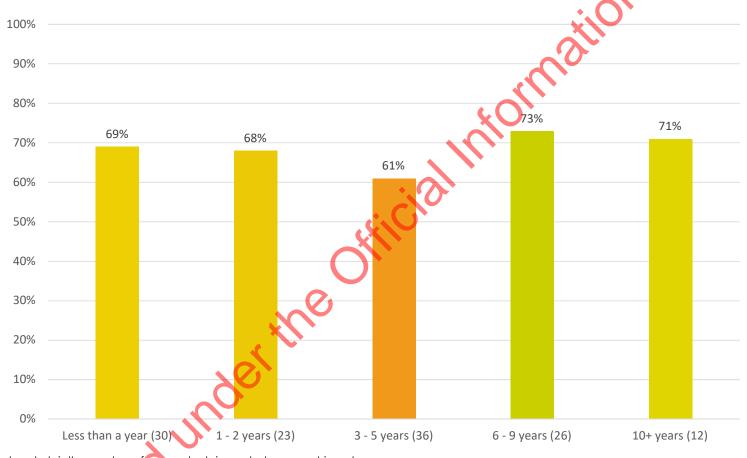
Average Score by Age





Te Whatu Ora

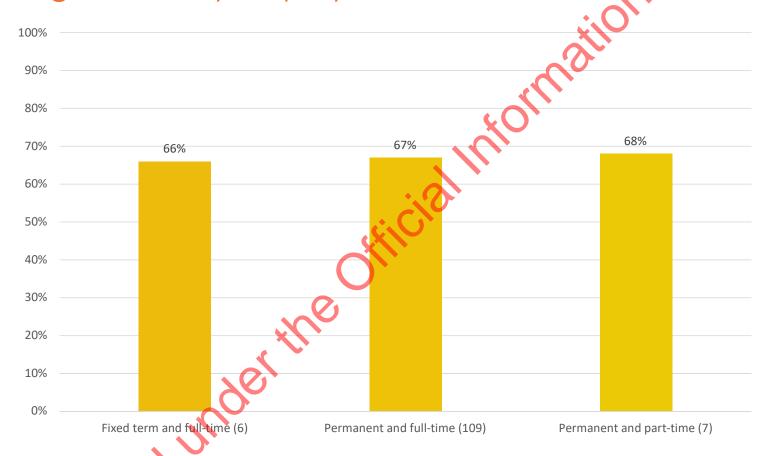
Average Score by Length of Service





Average Score by Employment Status

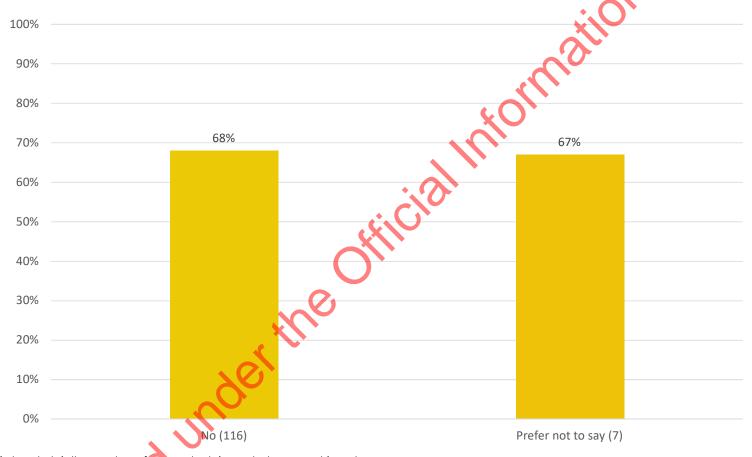
Te Whatu Ora Health New Zealand





Te Whatu Ora

Average Score by Disability Status







Analysis of free text responses



Feedback from our people is extremely important to us. We appreciate the time and effort that respondents to this pulse survey have invested to provide us with their feedback. All of the free text responses have been assessed by the team at our survey partner AskYourTeam, using a range of diagnostic tools to make sense of a large volume of information.

This independent analysis of the free text responses was designed to ensure that we can quickly and efficiently gather the key themes and insights from our people in order to ensure we take the right actions.

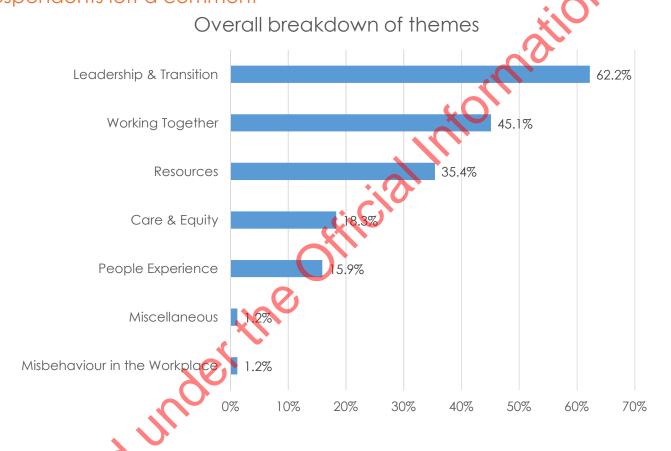
The comments have been grouped by theme in order give a good sense of the weight of sentiment regarding where people see the greatest opportunities for us to make improvements. This qualitative analysis complements the quantitative analysis of the questions scores to provide us with deeper insights to inform positive action.



What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

65% of respondents left a comment

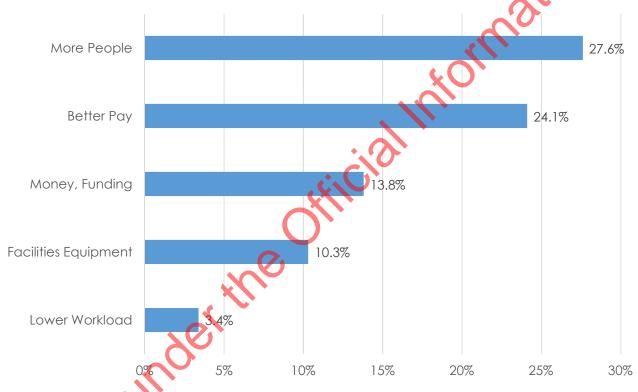














Te Whatu Ora
Health New Zealand

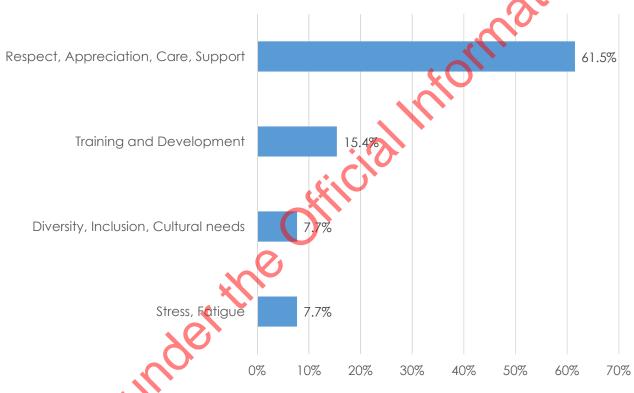
Leadership & Transition theme: Breakdown by sub-theme







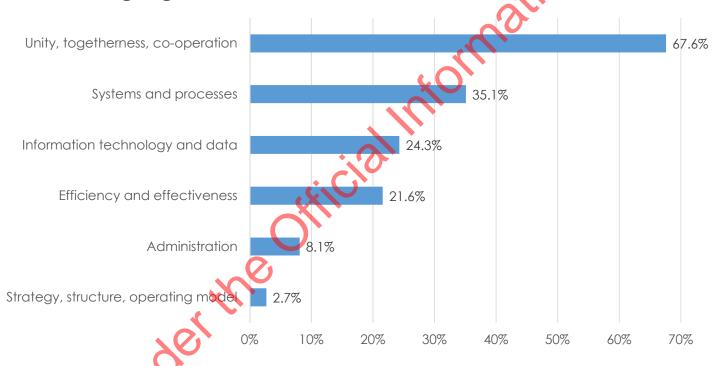
People Experience theme: Breakdown by sub-theme







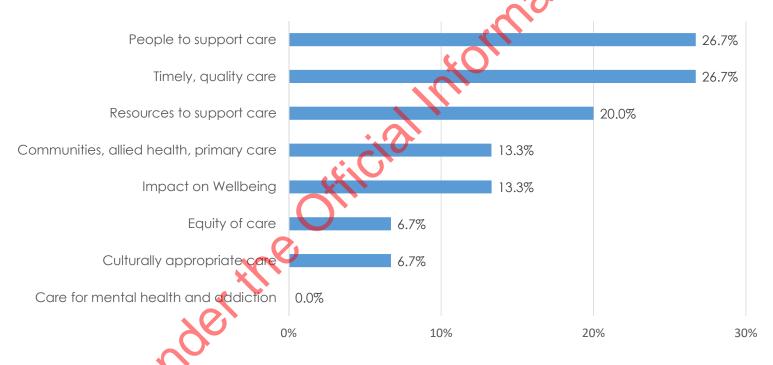
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subthemes





Te Whatu Ora

Resources

Leadership & **Transition**

People Experience

Working Together

Care &



Released under the Official Into





Te Whatu Ora Health New Zealand

Te Whatu Ora Ngātahitanga Pulse Survey Te Matau a Māui Hawkes Bay

Confidential







The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

The survey's goal of listening to the voices of our people helps shape meaningful improvements for our kaimahi, communities, patients and whānau.

It is not about validating what we already know but is about listening and taking action.

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Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored



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Te Whatu Ora

1081

Te Whatu Ora Health New Zealand

High Level Metrics



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Profession

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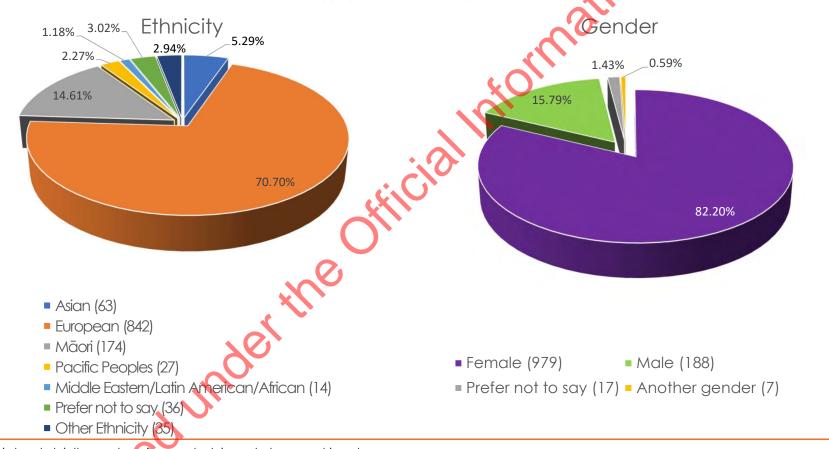
Corporate and other includes management

Nursing excluding HCAs

Te Whatu Ora Health New Zealand

Breakdown of Respondents

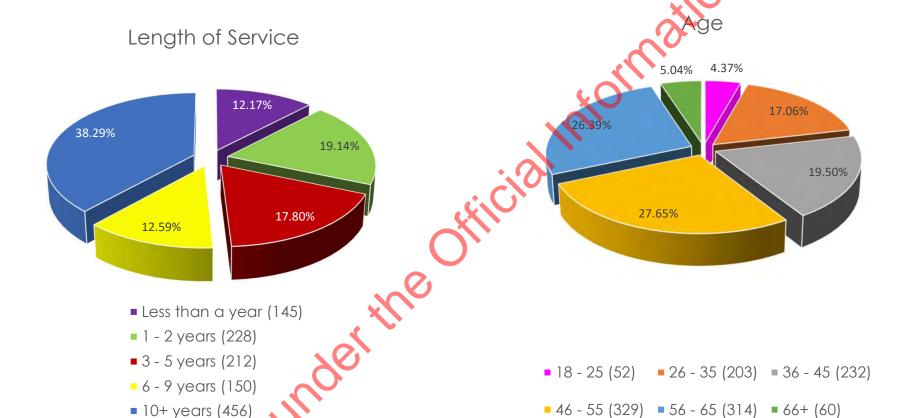
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ASK YOUR TEAM



Te Whatu Ora

Average Question Score



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Te Whatu Ord

Average Question Score



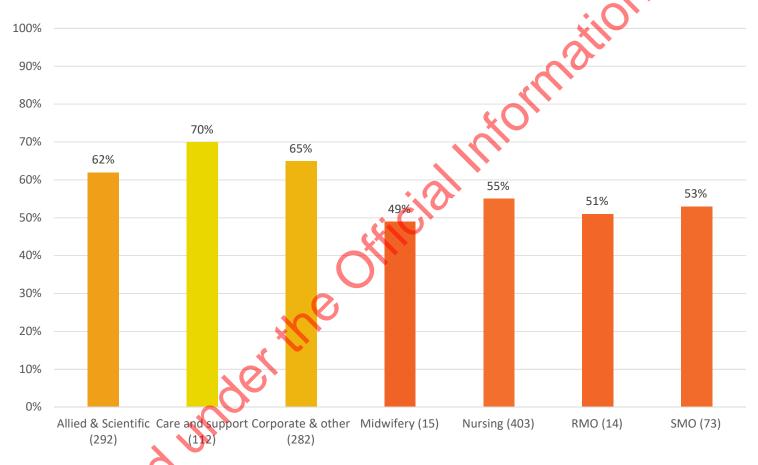
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Te Whatu Ora

Average Score by Profession

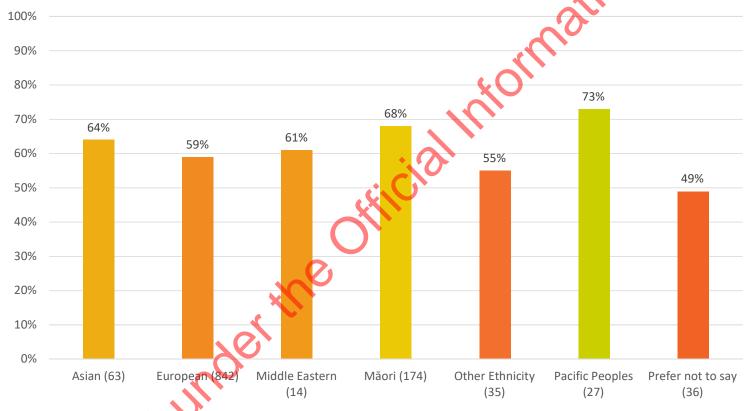




Te Whatu Ora Health New Zealand

Average Score by Ethnicity

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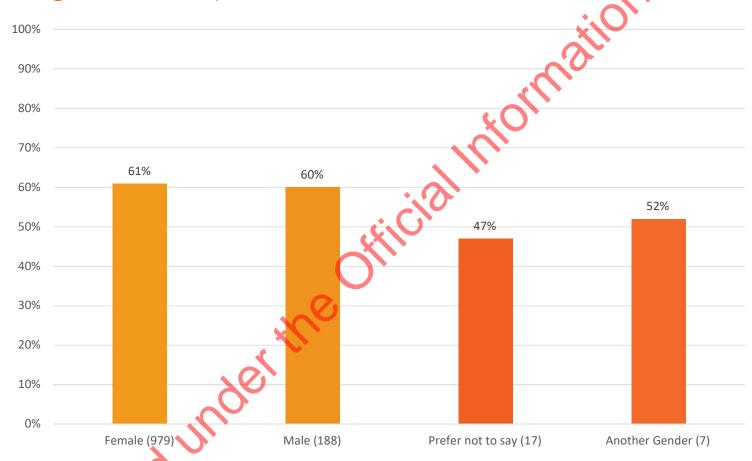


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Te Whatu Ora

Health New Zealand

Average Score by Gender





Te Whatu Ora
Health New Zealand

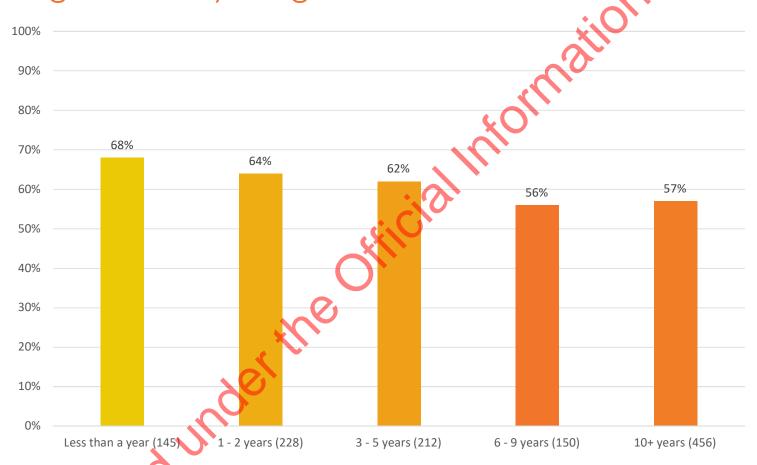
Average Score by Age





Te Whatu Ora

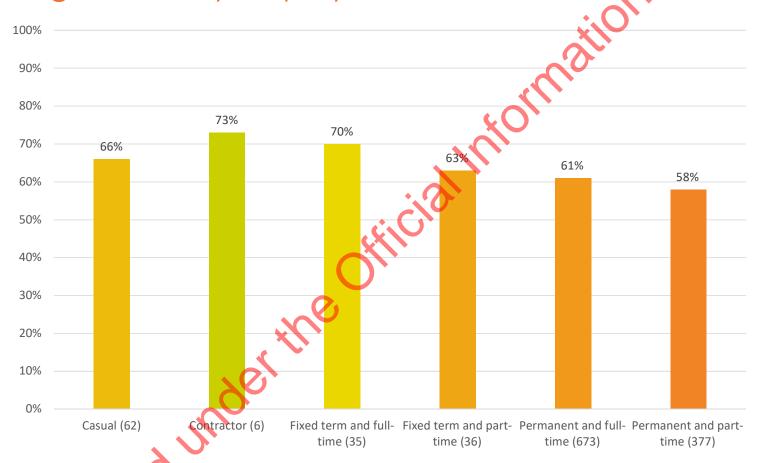
Average Score by Length of Service





Te Whatu Ora

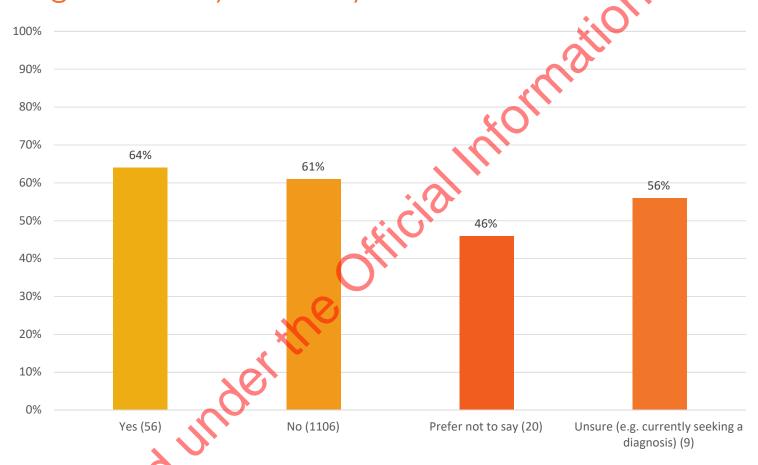
Average Score by Employment Status





Te Whatu Ora Health New Zealand

Average Score by Disability Status







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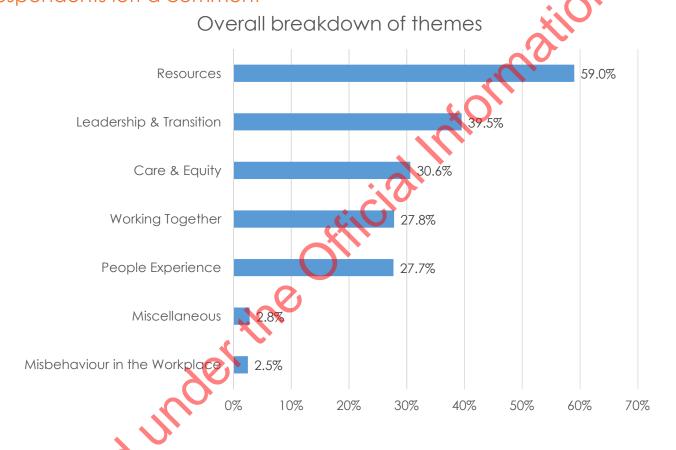
The comments have been grouped by theme in order give a good sense of the weight of sentiment regarding where people see the greatest opportunities for us to make improvements. This qualitative analysis complements the quantitative analysis of the questions scores to provide us with deeper insights to inform positive action.



What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

74% of respondents left a comment

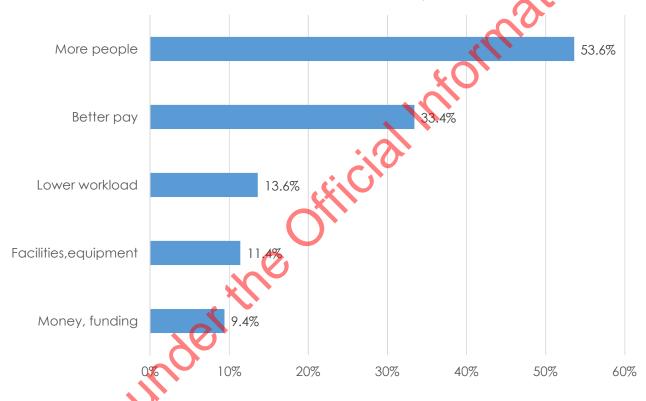
Te Whatu Ora Health New Zealand







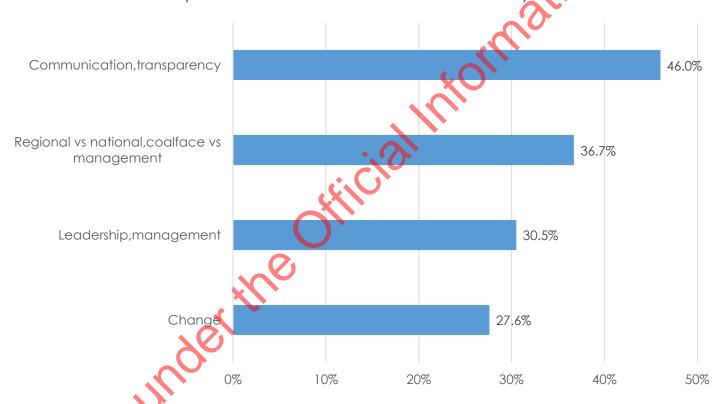






Te Whatu Ora Health New Zealand

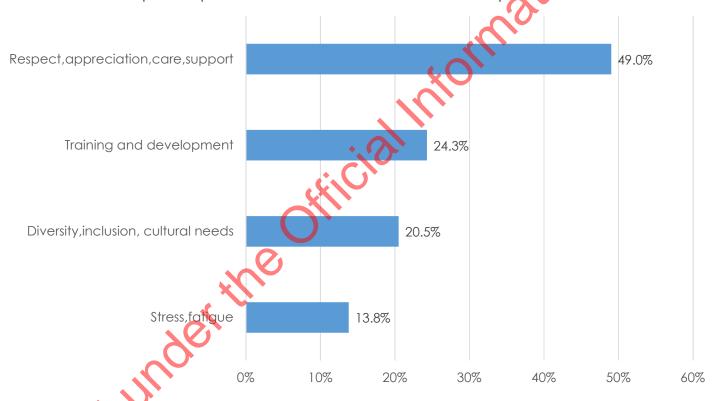
Leadership & Transition theme: breakdown by sub-theme







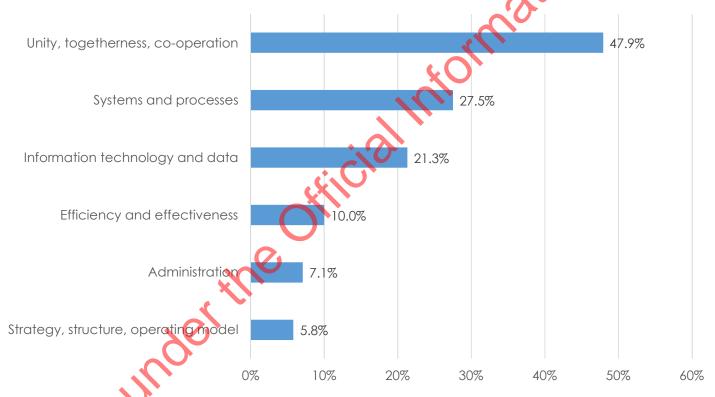
People experience theme: breakdown by sub-theme







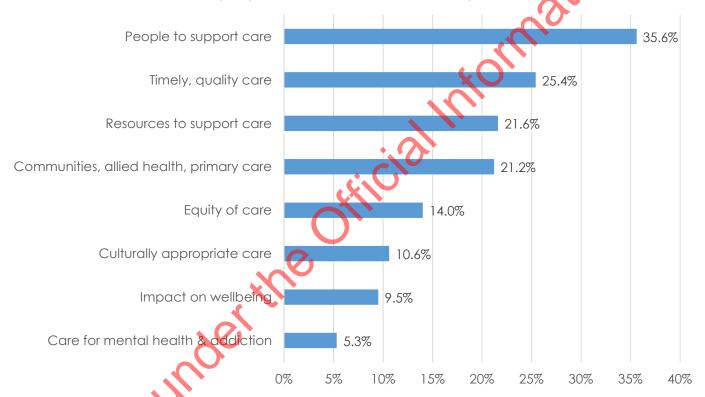
Working together theme: Breakdown by sub-theme















Resources

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Facilities, equipment
- 5. Money, funding

& **Transition**

Sub-themes

- 1. Communication, transparency
- 2. Regional vs national, coalface vs manager
- 3. Leadership, management
- 4. Change

People Experience

Sub-themes

- 1. Respect, appreciation. support
- 2. Training
- 3. Diversity, inclusion,

Care &

Sub-themes

Working

Together

Sub-themes

togetherness, co-

1. Unity,

operation

Processes

2. Systems &

3. Information

4. Efficiency and effectiveness

5. Administration

structure. Operating

6. Strategy,

model

technology and data

- 1. People to support
- 2. Timely, quality care
- 3. Resources to support
- 4. Communities, allied health, primary care
- 5. Equity of care
- 6. Culturally
- appropriate care
- 7. Impact on wellbeing
- 8. Care for mental health & addiction

Other Themes:



Released under the Official Into





Te Whatu Ora Health New Zealand

Te Whato Ora Ngātahitanga Pulse Survey Te Pae Hauora o Ruahine o Tararua MidCentral

Confidential







The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

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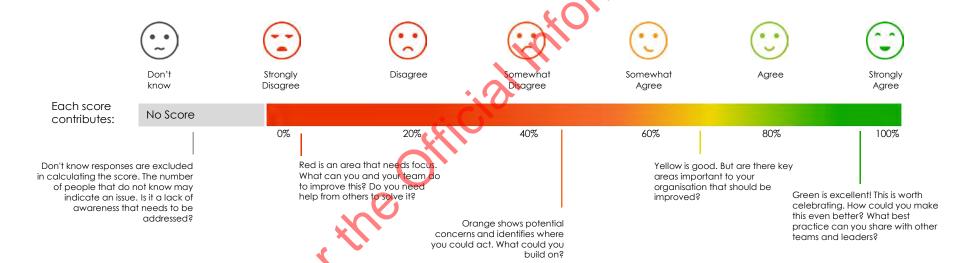
Responses will build on what we're already hearing and will help create a full and accurate picture of where we are and what we need to do.



Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora Health New Zealand

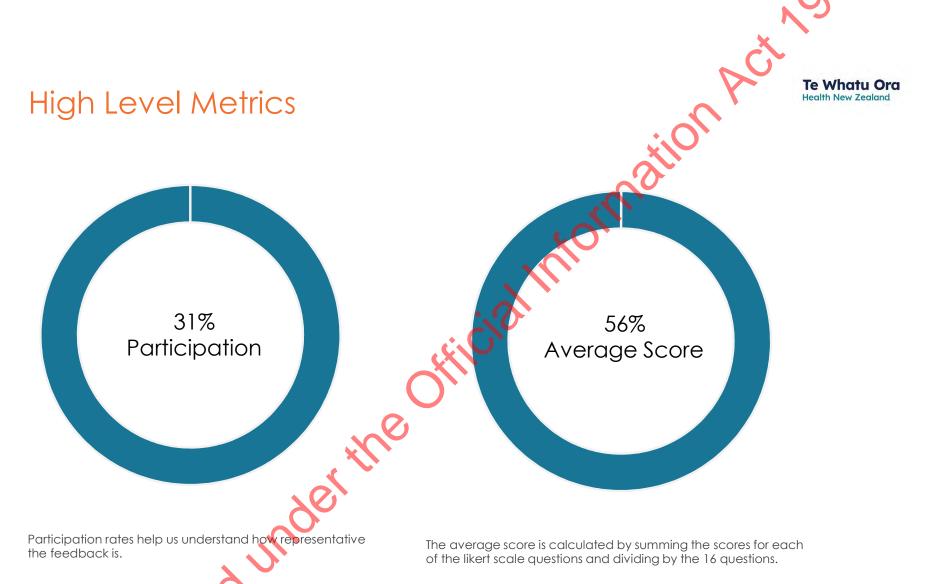


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Profession

Care and Support
Corporate and other

includes cleaners, HCA, orderlies, securify

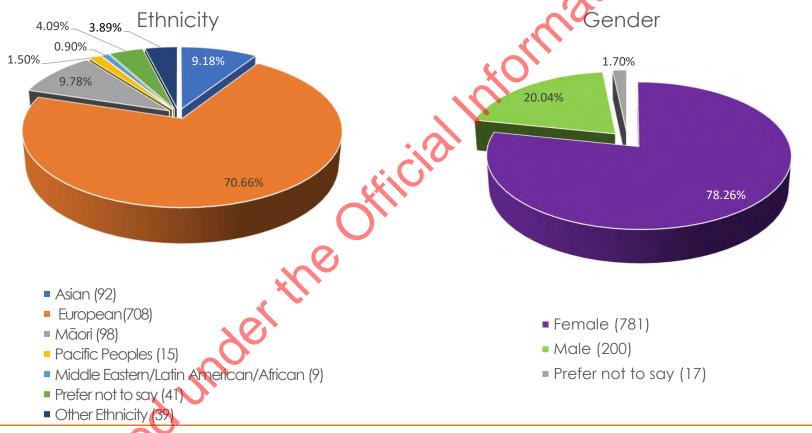
Corporate and other includes management excluding HCAs



Breakdown of Respondents

Te Whatu Ora Health New Zealand

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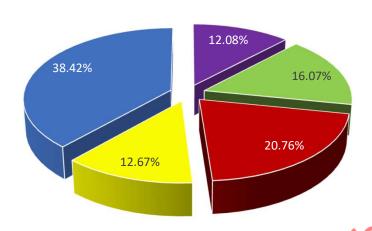


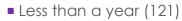


Breakdown of Respondents

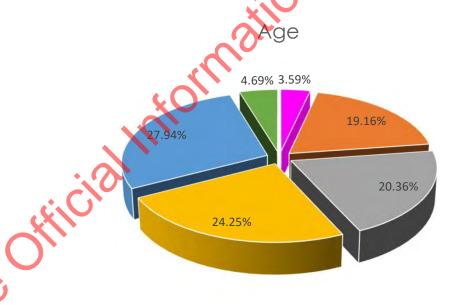




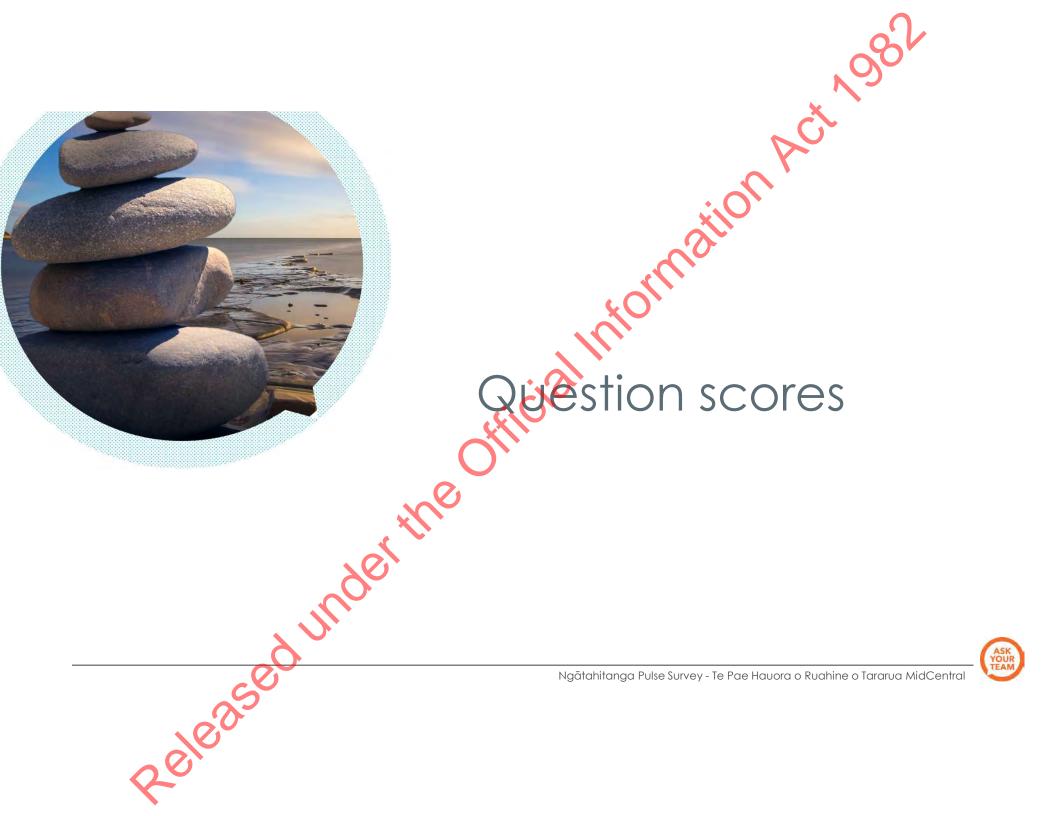




- 1 2 years (161)
- 3 5 years (208)
- 6 9 years (127)
- 10+ years (385)



Ngātahitanga Pulse Survey - Te Pae Hauora o Ruahine o Tararua MidCentral



Te Whatu Ora Health New Zealand

Average Question Score



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.



Te Whatu Ora
Health New Zealand

Average Question Score

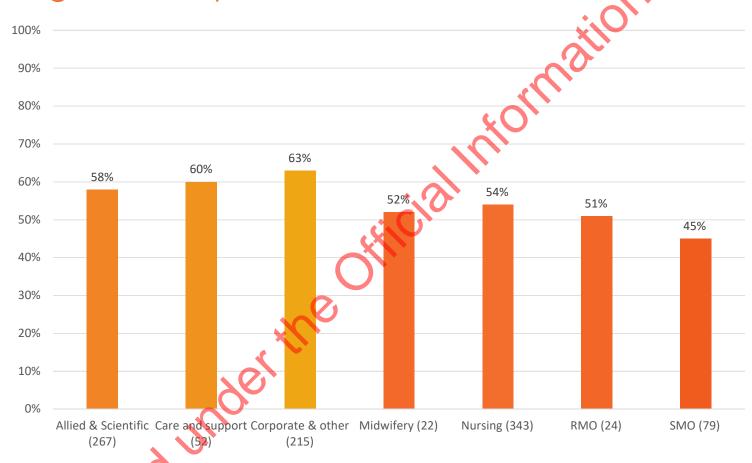


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Average Score by Profession

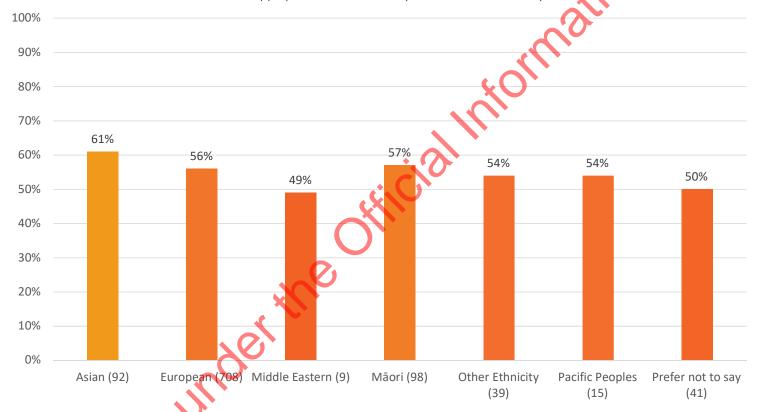




Te Whatu Ora Health New Zealand

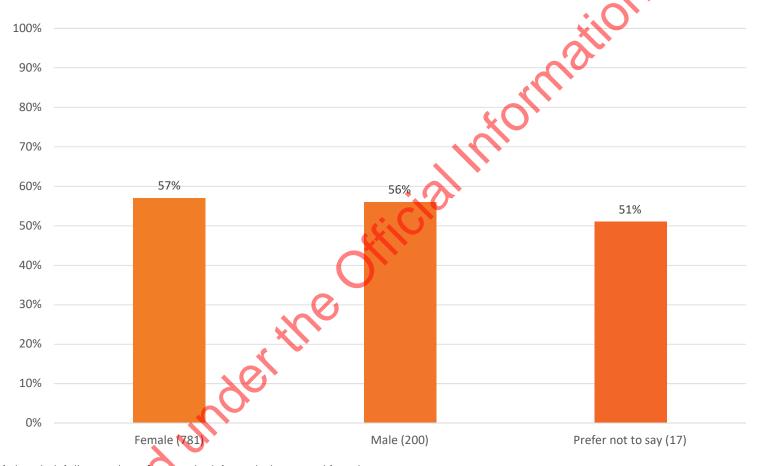
Average Score by Ethnicity

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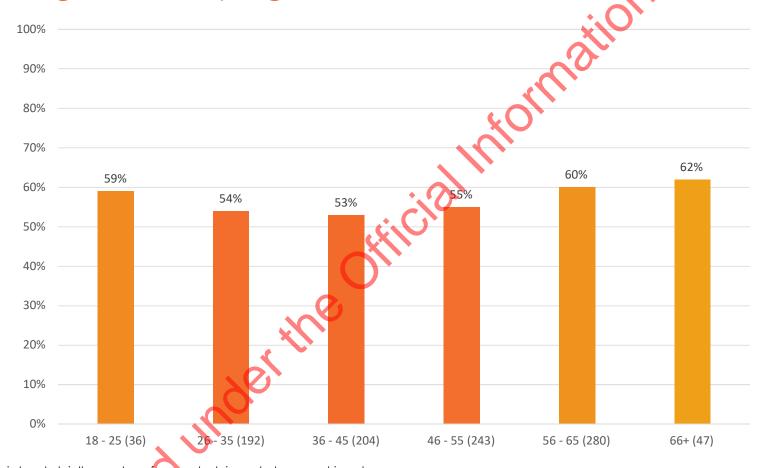


Average Score by Gender



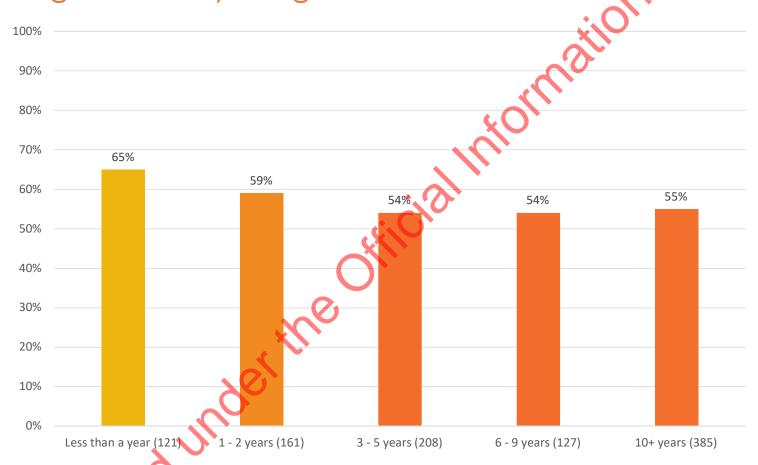


Average Score by Age





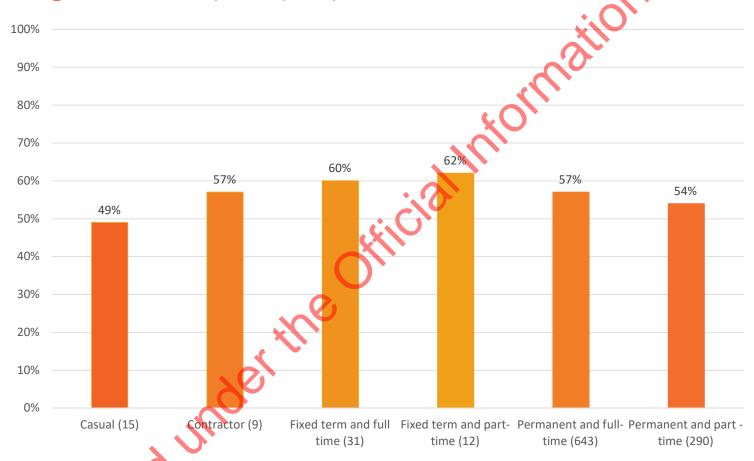
Average Score by Length of Service





Te Whatu Ora Health New Zealand

Average Score by Employment Status

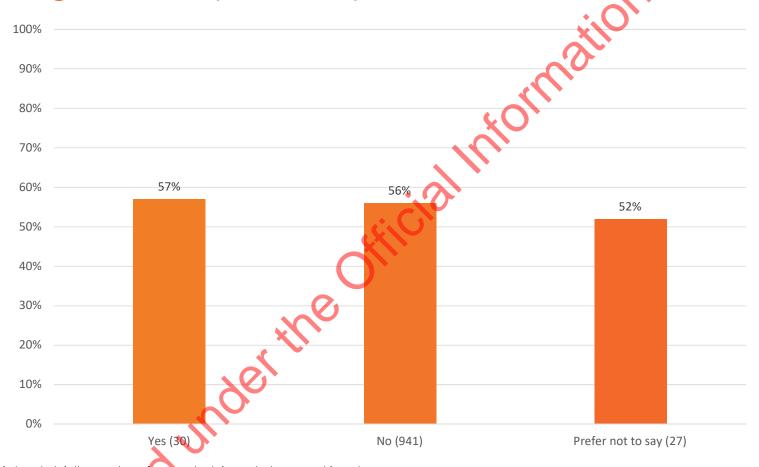




100



Average Score by Disability Status









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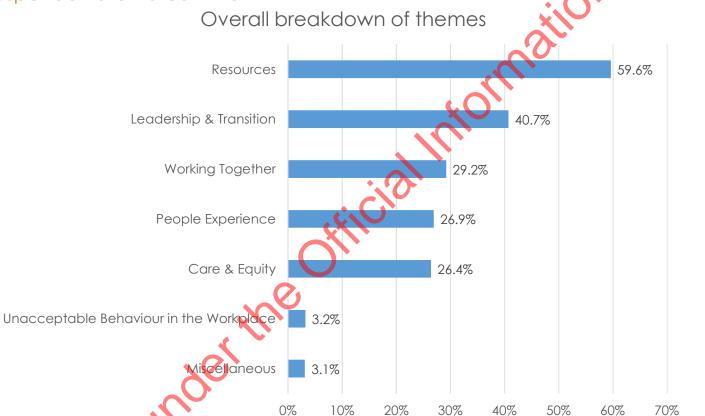
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

75% of respondents left a comment

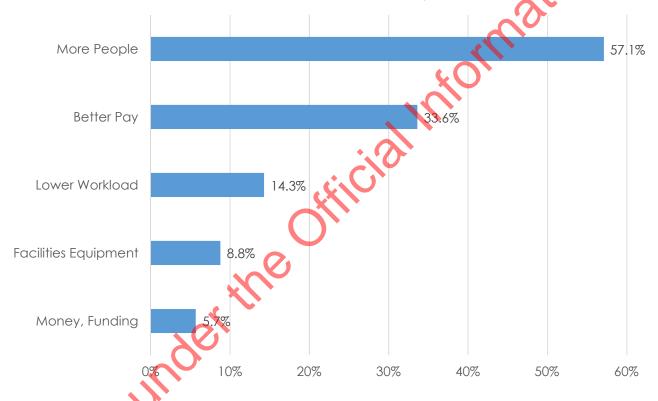
Te Whatu Ora Health New Zealand













Te Whatu Ora Health New Zealand

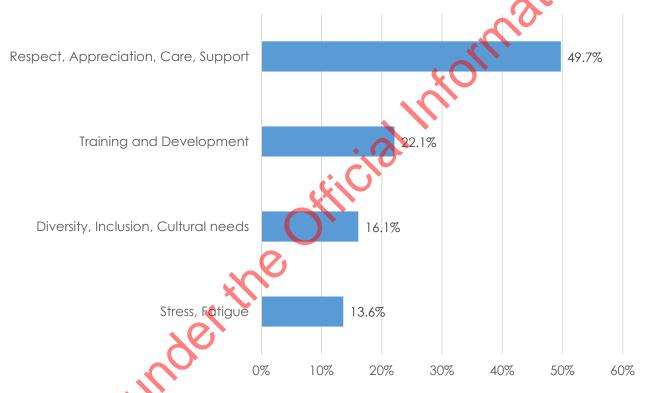
Leadership & Transition theme: Breakdown by sub-theme







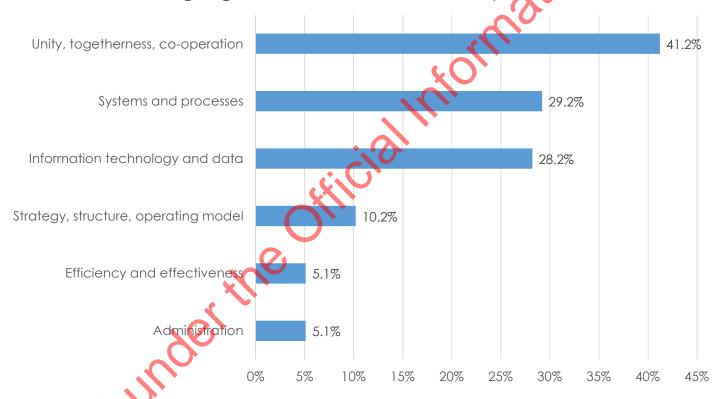
People Experience theme: Breakdown by sub-theme







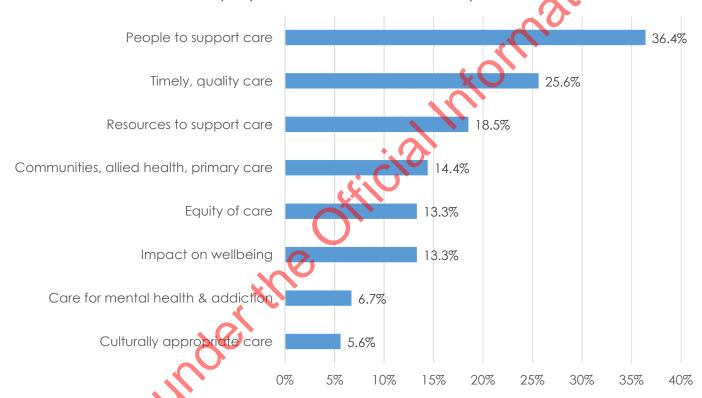
Working together theme: Breakdown by sub-theme





Te Whatu Ora









Resources

- **Sub-themes**
- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Facilities, equipment
- 5. Money, funding

& **Transition**

Sub-themes

- 1. Regional vs national, coalface vs manager
- 2. Leadership, management 3. Communication,
- transparency
- 4. Change

People Experience

Sub-themes

- 1. Respect, appreciation. support
 - 2. Training
 - 3. Diversity, inclusion,

Working Together

Sub-themes

- 1. Unity, togetherness, cooperation
- 2. Systems & **Processes**
- 3. Information technology and data
- 4. Strategy, structure. Operating model
- 5. Efficiency and effectiveness
- 6. Administration

Care &

Other Themes:



Sub-themes

care

1. People to support

2. Timely, quality care

4. Communities, allied

6. Impact on wellbeing

health, primary care

5. Equity of care

health & addiction

appropriate care

8. Culturally

3. Resources to support





Te Who'
Health Ne

Se Whatu Ora
Ngatahitangc
Tai o Por

Confidential



Survey Purpose



The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

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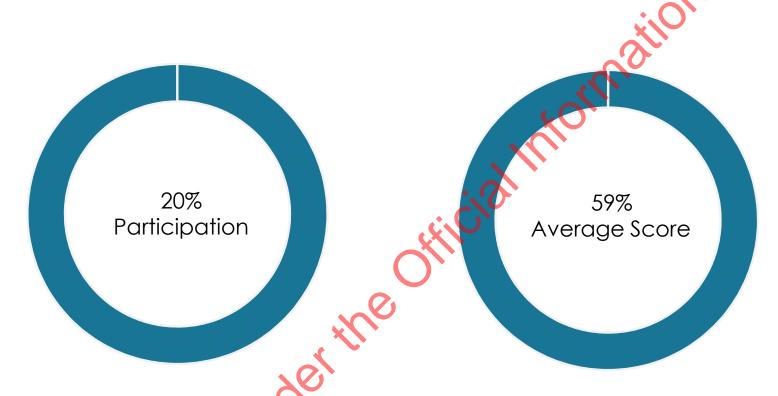
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High Level Metrics

Te Whatu Ora

Health New Zealand



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Profession

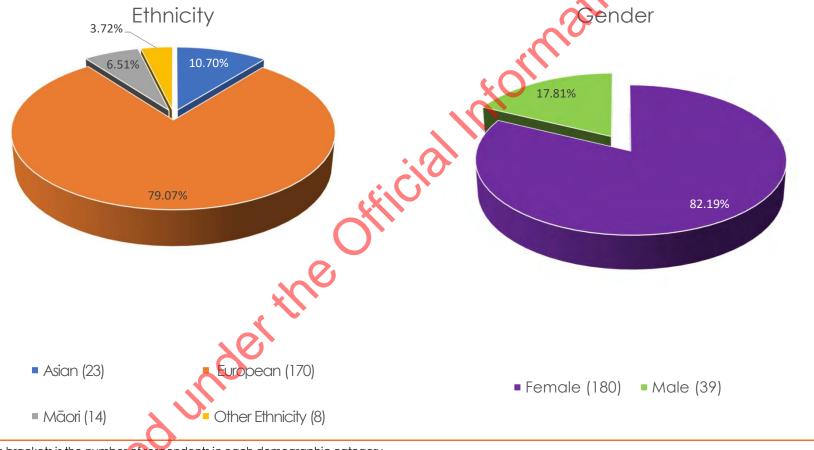
Care and Support includes cleaners, HCA, orderlies, security

Corporate and other includes management

Nursing excluding HCAs

Breakdown of Respondents

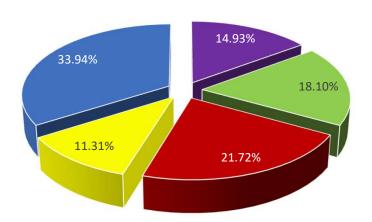
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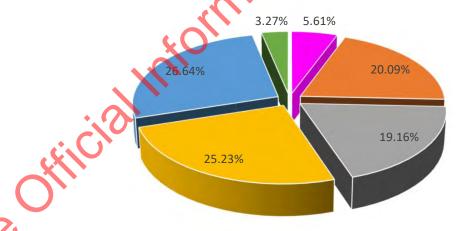




Breakdown of Respondents



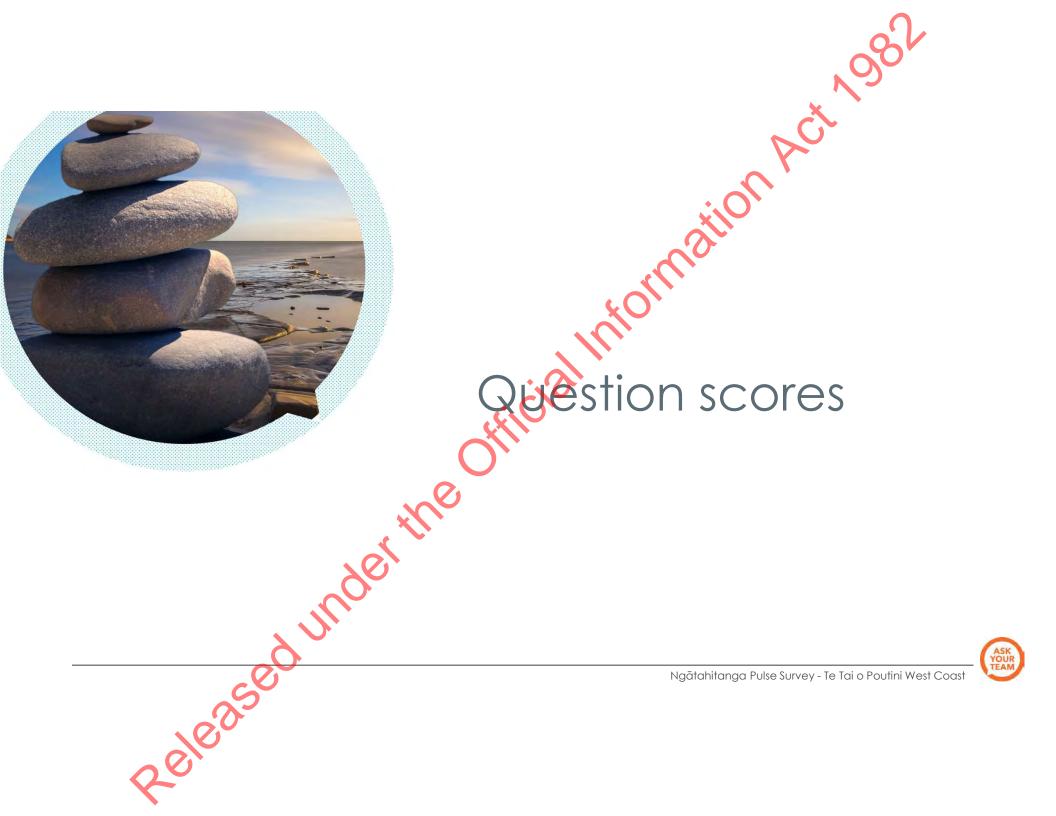




- Less than a year (33) 1 2 years (20)
- 3 5 years (48)
- 6 9 years (25
- 10+ years (75)

- 18 25 (12) 26 35 (43) 36 45 (41)
- **4**6 55 (54) **5**6 65 (57) **6**6+ (7)





Average Question Score

Te Whatu Ora Health New Zealand



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.



Te Whatu Ord Health New Zealand

Average Question Score



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.





Average Score by Profession







Average Score by Ethnicity

Te Whatu Ora Health New Zealand

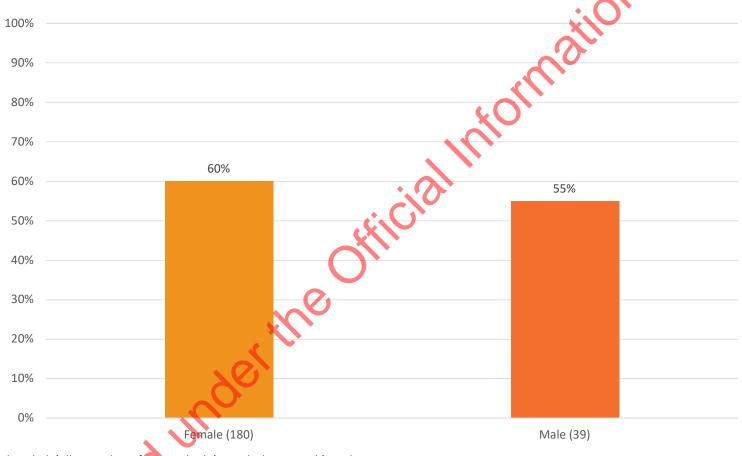
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Average Score by Gender

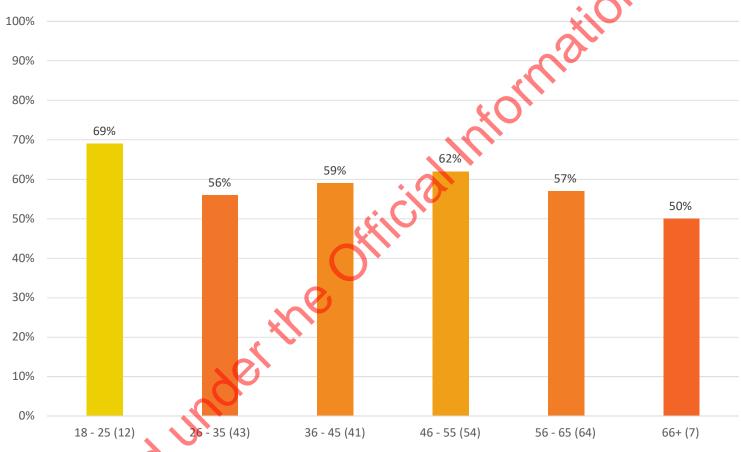






Te Whatu Ora

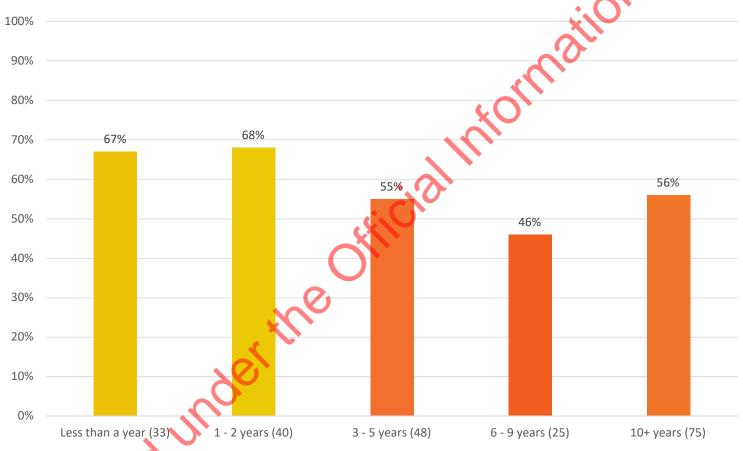
Average Score by Age





Te Whatu Ora

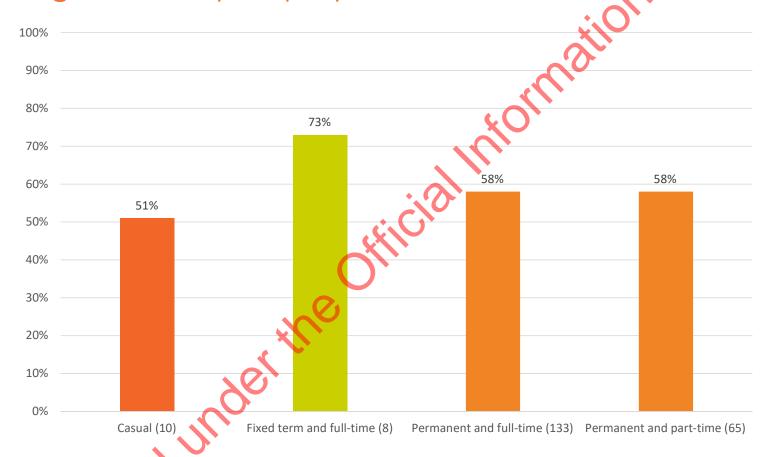
Average Score by Length of Service





Average Score by Employment Status

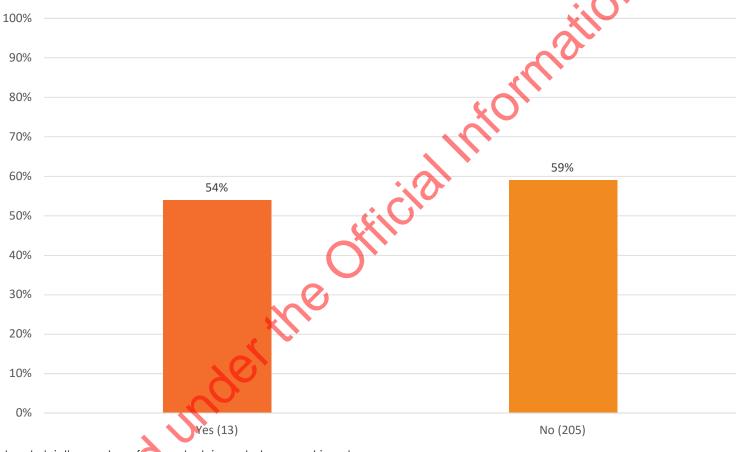
Te Whatu Ora Health New Zealand





Average Score by Disability Status









Analysis of free text responses

Te Whatu Ord Health New Zealand

Feedback from our people is extremely important to us. We appreciate the time and effort that respondents to this pulse survey have invested to provide us with their feedback. All of the free text responses have been assessed by the team at our survey partner AskYourTeam, using a range of diagnostic tools to make sense of a large volume of information.

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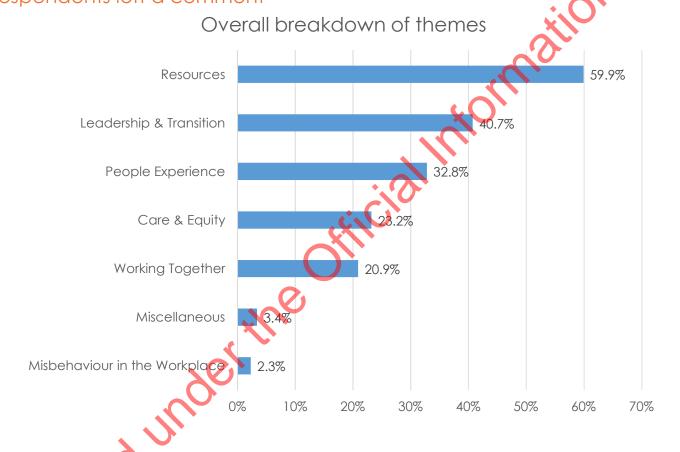
The comments have been grouped by theme in order give a good sense of the weight of sentiment regarding where people see the greatest opportunities for us to make improvements. This qualitative analysis complements the quantitative analysis of the questions scores to provide us with deeper insights to inform positive action.



What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

82% of respondents left a comment

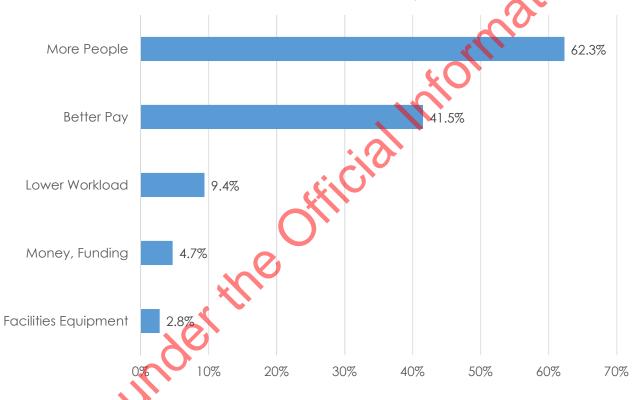








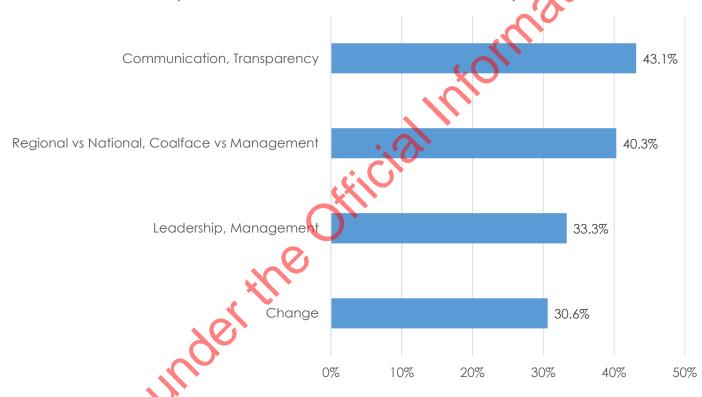








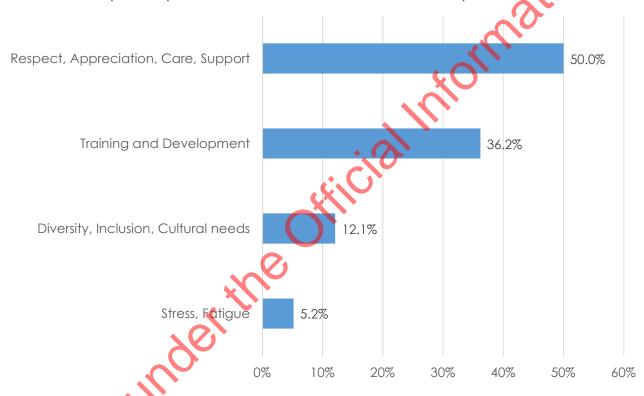
Leadership & Transition theme: Breakdown by sub-theme







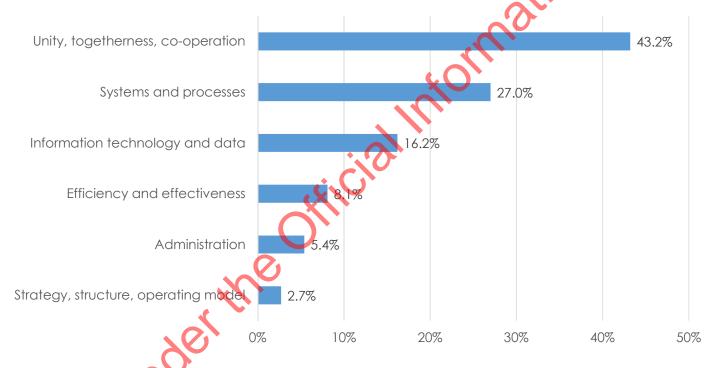
People Experience theme: Breakdown by sub-theme







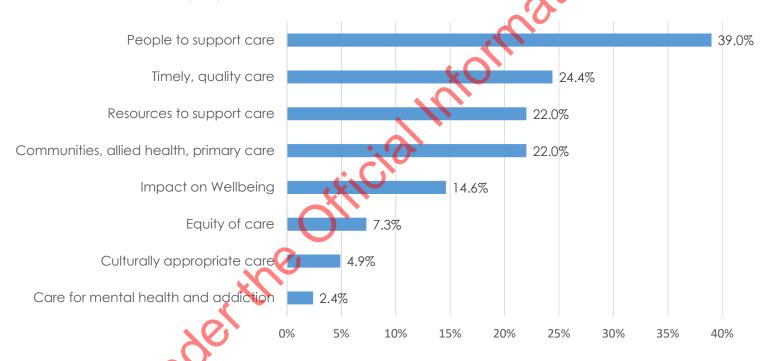
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subthemes





What would you like to see change (or happen) across Te Whatu Ora overchibe next three to twelve months?

Major themes:

Leadership



Resources

& **Transition**

People Experience

Working Together

Care &

Other Themes:

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Money, funding
- 5. Facilities, equipment

Sub-themes

- 1.Communication, transparency
- 2. Regional vs national, coalface vs manager
- 3. Leadership
- 4. Change

Sub-themes

- 1. Respect, appreciation support
- 2. Training & development
- usion, cultural
- . Stress, fatigue

Sub-themes

- 1. Unity, togetherness, cooperation
- 2.Systems and processes
- 3. Information, technology and data
- 4. Efficiency and
- effectiveness 5. Administration
- 6. Strategy, structure, operating model

Sub-themes

- 1. People to support care
- 2. Timely, quality care
- 3. Resources to support care
- 4. Communities, allied health, primary care
- 5. Impact on Wellbeing
- 6. Equity of care
- 7. Culturally appropriate
- 8. Care for mental health and addiction



Released under the Official Into





Te Whatu Ora Ngātahitanga Pulse Survey Te Tai Tokerau Northland

Confidential



Survey Purpose

Te Whatu Ora Health New Zealand

The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

The survey's goal of listening to the voices of our people helps shape meaningful improvements for our kaimahi, communities, patients and whānau.

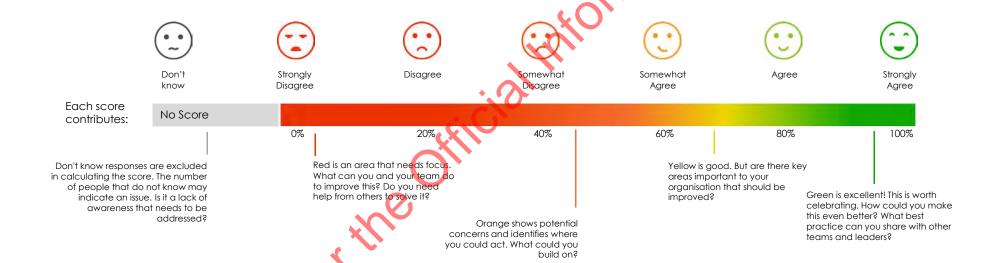
It is not about validating what we already know but is about listening and taking action.

Responses will build on what we're already hearing and will help create a full and accurate picture of where we are and what we need to do.

Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora Health New Zealand



score would be 50%

Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected (Strongly Agree' and 5 people selected (Strongly Disagree' the

5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%









Participation rates help us understand how representative the feedback is.

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

Asian includes Asian, Southeast Asian, Chinese, Indian, Other Asian

includes European and New Zealand European European Middle Eastern includes Middle Eastern, Latin American, African

Pacific Peoples Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples

Other Ethnicity Includes others not included in the above

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.

Profession

Care and Support includes cleaners, HCA, orderlies, securi

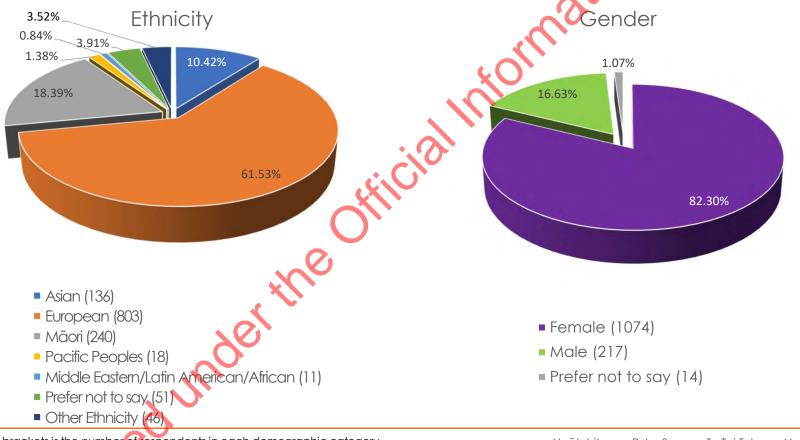
Corporate and other includes management

Nursing excluding HCAs



Breakdown of Respondents

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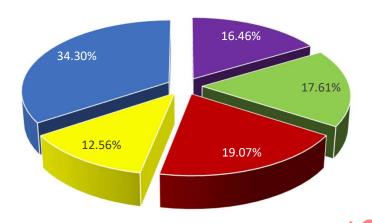


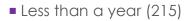




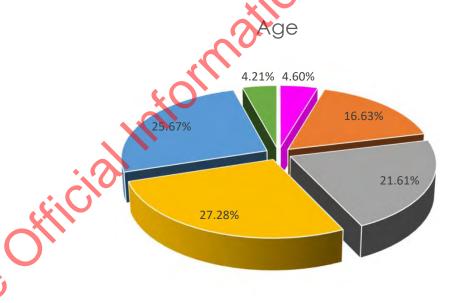
Breakdown of Respondents



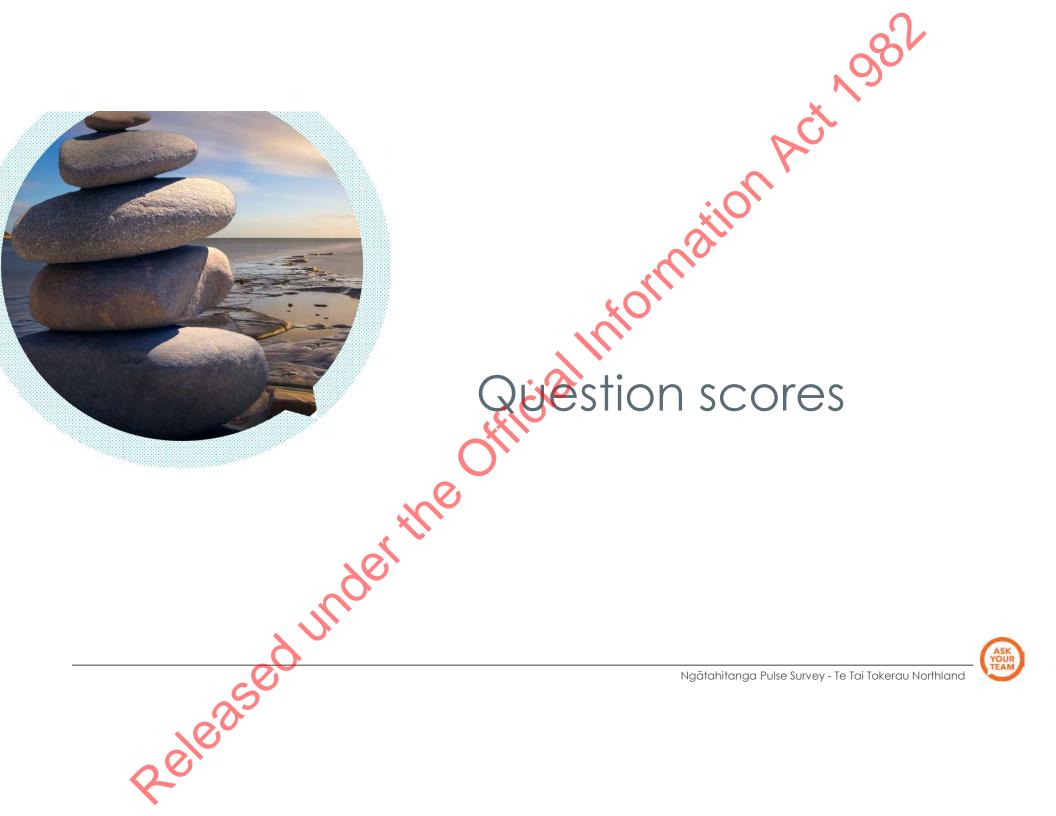




- 1 2 years (230)
- 3 5 years (249)
- 6 9 years (164)
- 10+ years (448)







Average Question Score



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Average Question Score



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.





Average Score by Profession

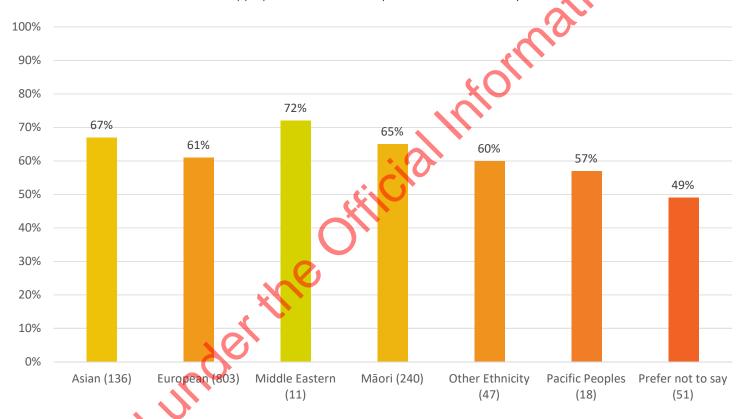




Average Score by Ethnicity

Te Whatu Ord Health New Zealand

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Te Whatu Ora

Average Score by Gender





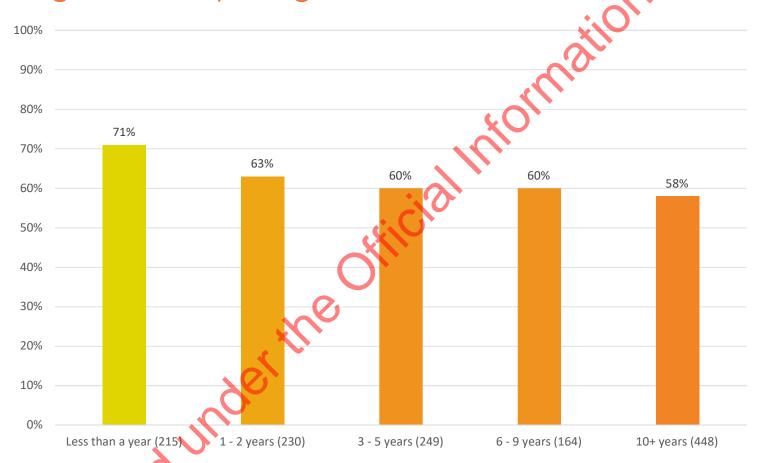
Average Score by Age





Average Score by Length of Service

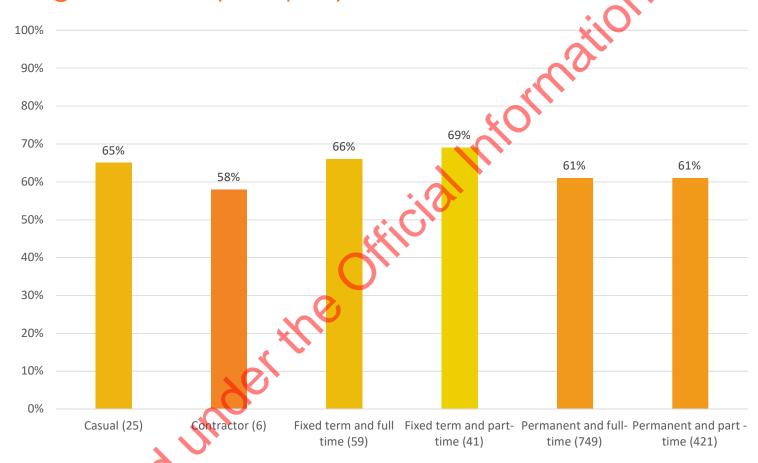
Te Whatu Ora
Health New Zealand





Average Score by Employment Status

Te Whatu Ora
Health New Zealand





Te Whatu Ora

Average Score by Disability Status







Analysis of free text responses



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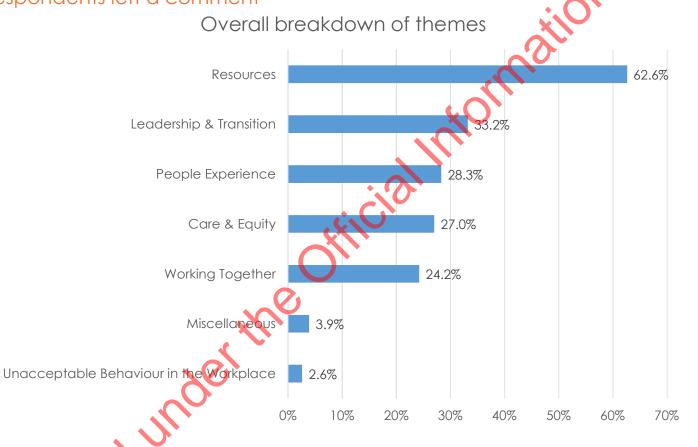
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

76% of respondents left a comment

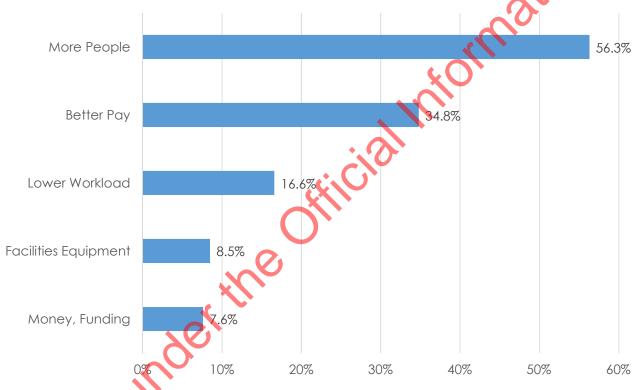
Te Whatu Ora Health New Zealand













Te Whatu Ora

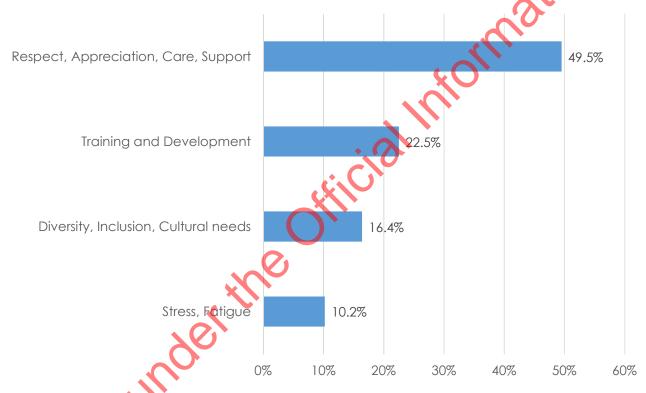








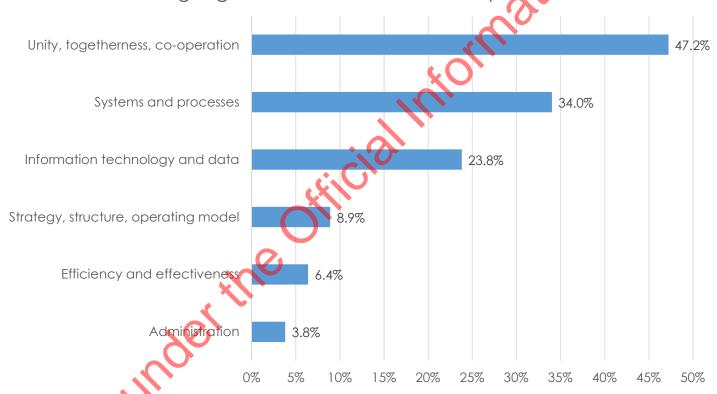
People Experience theme: Breakdown by sub-theme







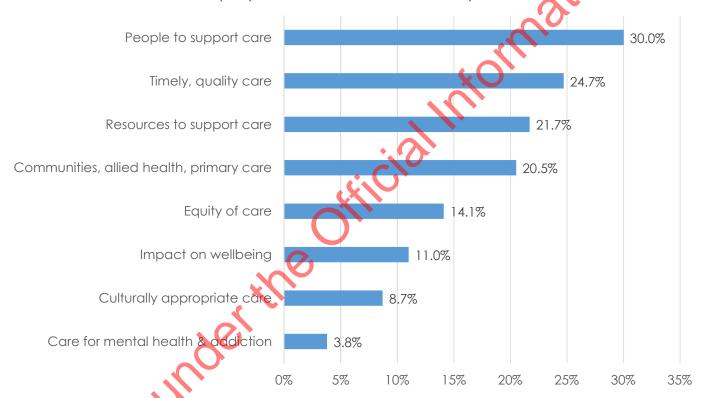
Working together theme: Breakdown by sub-theme















Resources

Sub-themes

2. Better Pay

4. Facilities,

equipment

1. More People

3. Lower Workload

5. Money, funding

& **Transition**

- **Sub-themes** 1. Communication,
 - transparency 2. Regional vs national, coalface vs manager
 - 3. Leadership, management
 - 4. Change

People Experience

Sub-themes

- 1. Respect, appreciation. support
- 2. Training
- 3. Diversity, inclusion,

1. Unity, togetherness, cooperation

Working

Together

- 2. Systems & **Processes**
- 3. Information
- technology and data 4. Strategy, structure.
- Operating model 5. Efficiency and effectiveness
- 6. Administration

Other Themes:

Sub-themes

- 1. People to support
 - 2. Timely, quality care

Sub-themes

- 3. Resources to support care
- 4. Communities, allied health, primary care
- 5. Equity of care
- 6. Impact on wellbeing
- 7. Culturally appropriate care
- 8. Care for mental health & addiction







Te Whatu Ora Ngātahitanga – Pulse Survey Te Toka Tumai Auckland

Confidential



Survey Purpose

Te Whatu Ora Health New Zealand

The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

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Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora Health New Zealand



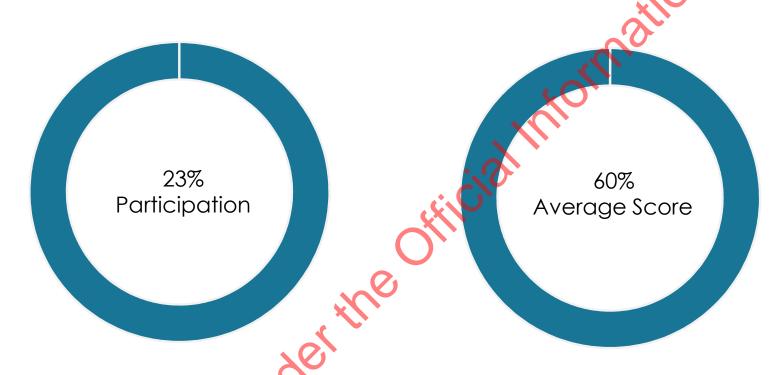
Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected (Strongly Agree' and 5 people selected 'Strongly Disagree' the score would be 50%

5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



High Level Metrics



Participation rates help us understand how representative the feedback is.

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

Asian includes Asian, Southeast Asian, Chinese, Indian, Other Asian

European includes European and New Zealand European Middle Eastern includes Middle Eastern, Latin American, African

Pacific Peoples Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples

Other Ethnicity Includes others not included in the above

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Profession

Care and Support includes cleaners, HCA, orderlies, securit

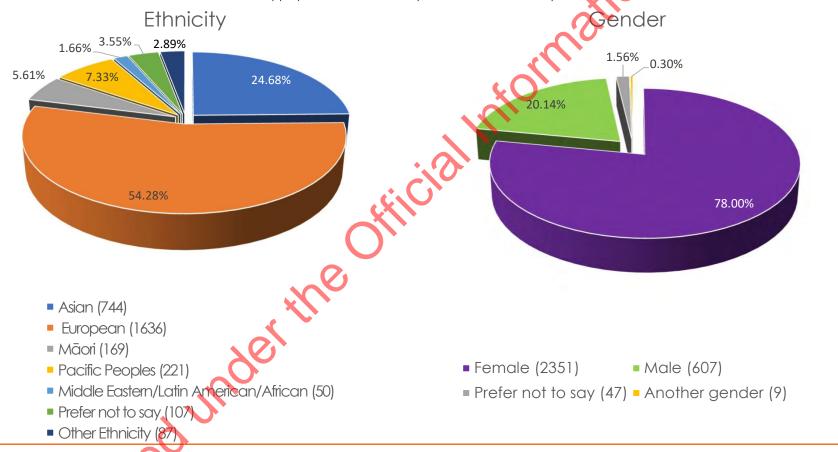
Corporate and other includes management

Nursing excluding HCAs

Breakdown of Respondents

Te Whatu Ora Health New Zealand

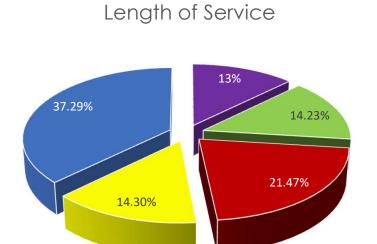
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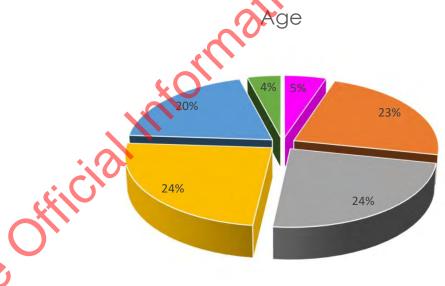


ASK YOUR TEAM









- Less than a year (383)
- 1 2 years (429)
- 3 5 years (647)
- 6 9 years (431)
- 10+ years (1124)

- 18 25 (155) 26 35 (696) 36 45 (710)
- **■** 46 55 (730) **■** 56 65 (598) **■** 66+ (124)



Average Question Score

Te Whatu Ora Health New Zealand



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Average Question Score

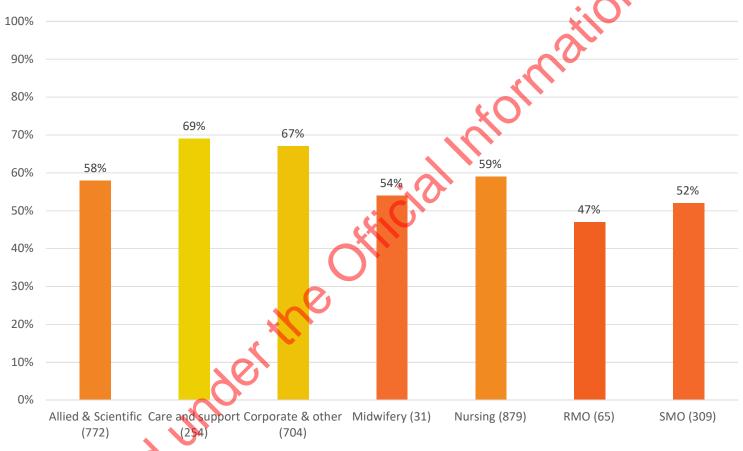


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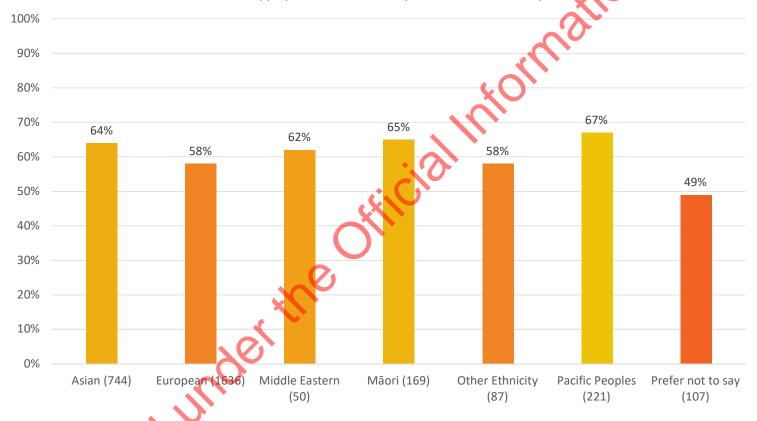
Average Score by Profession





Average Score by Ethnicity

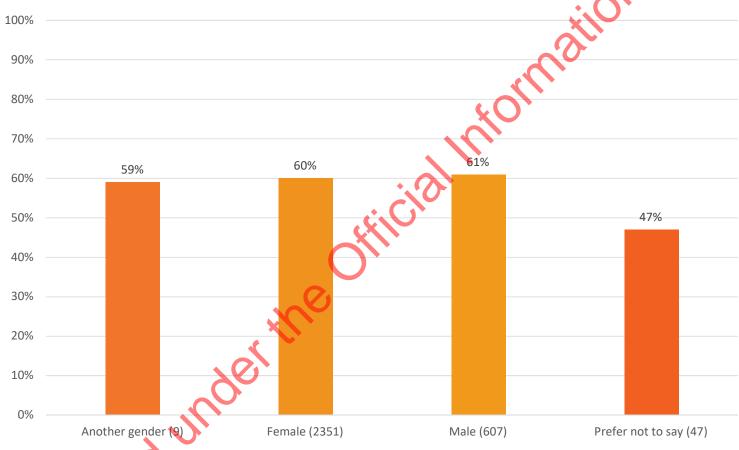
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Te Whatu Ora

Average Score by Gender





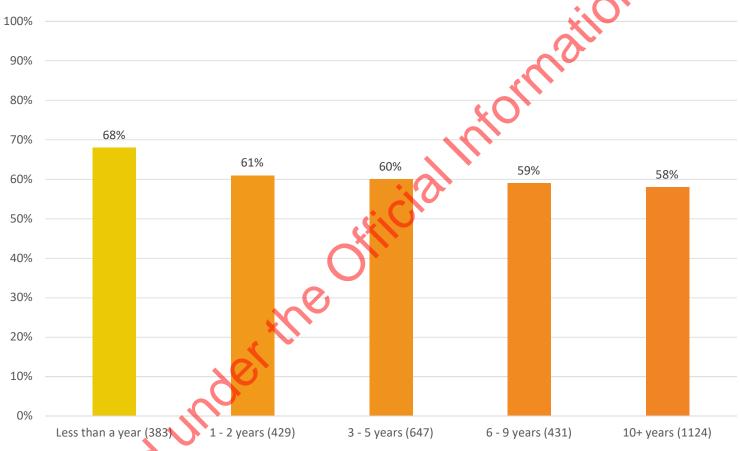
Average Score by Age





Te Whatu Ora

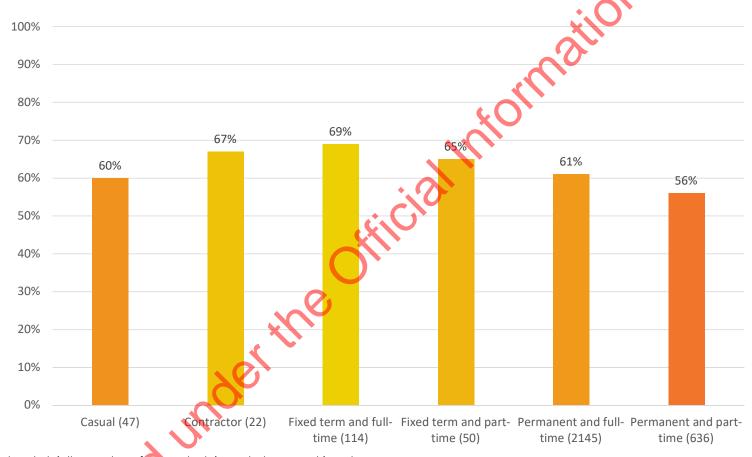
Average Score by Length of Service





Average Score by Employment Status

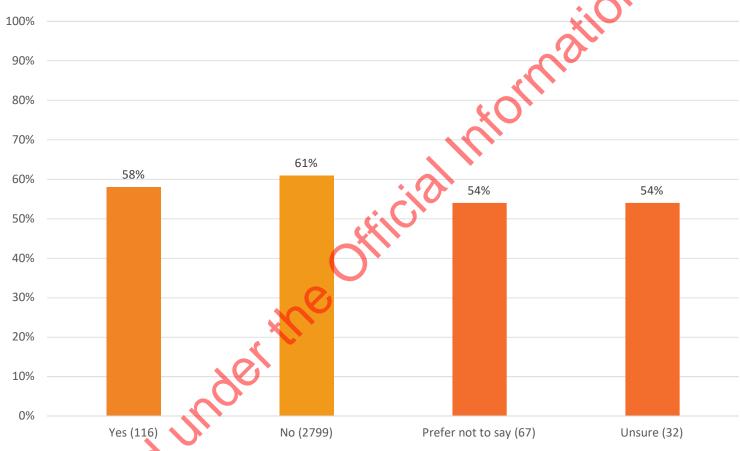
Te Whatu Ora Health New Zealand





Te Whatu Ora

Average Score by Disability Status







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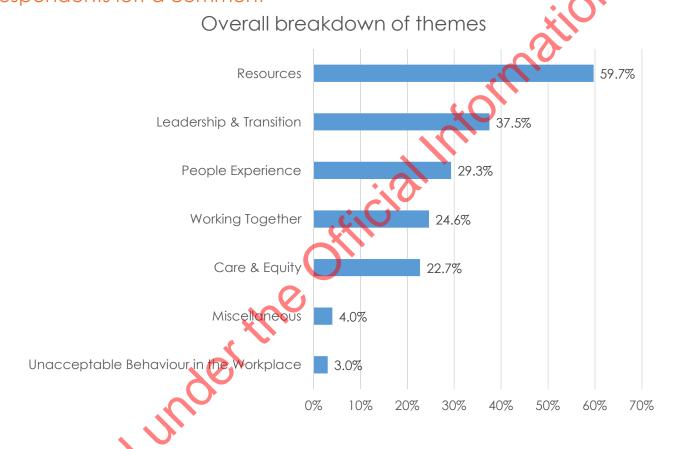
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?
71% of respondents left a comment

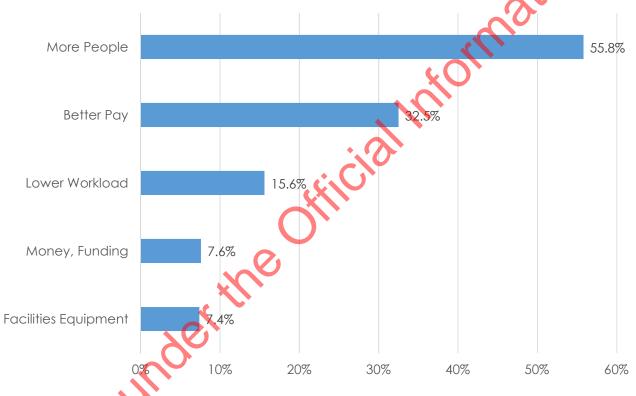








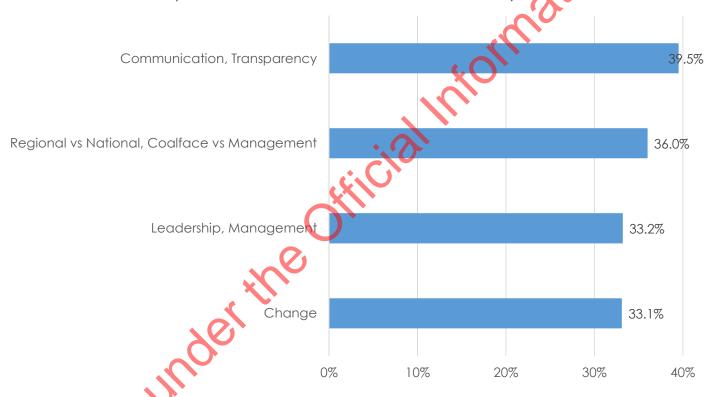






Te Whatu Ora

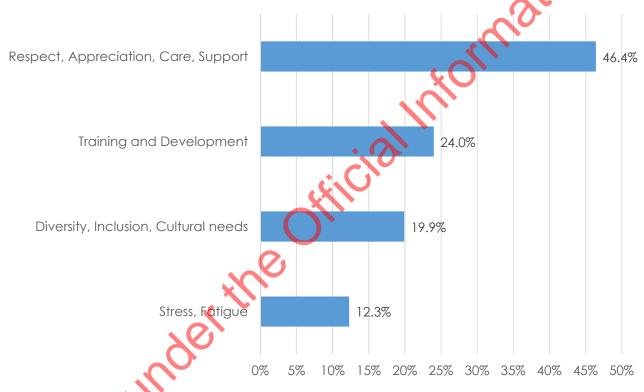
Leadership & Transition theme: Breakdown by sub-theme







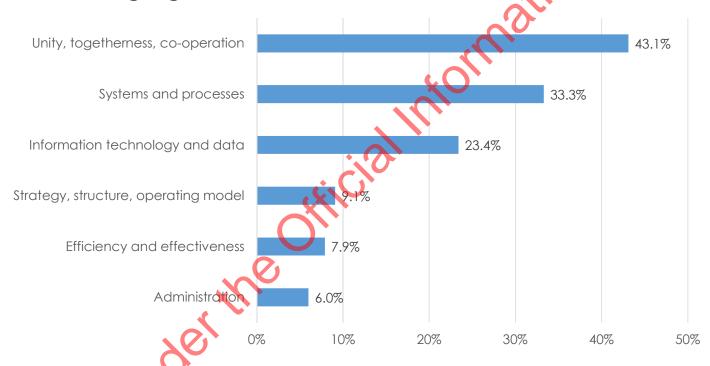








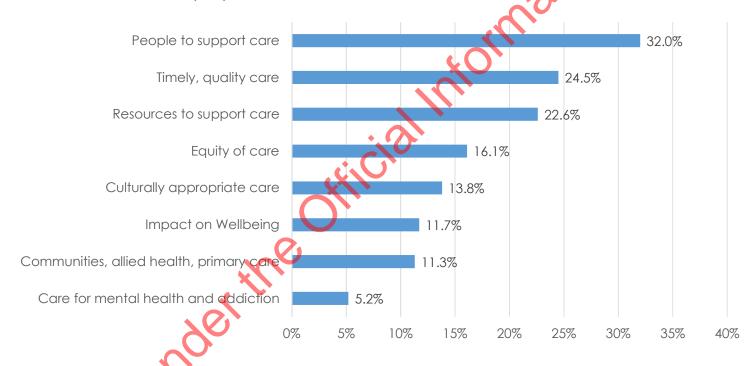
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subtheme





What would you like to see change (or happen) across Te Whatu Ora overchithe next three to twelve months?

Major themes:

Leadership



Transition

Experience

Together

Other Themes:

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Money, funding
- equipment

Sub-themes

- 1.Communication,
- transparency
- 2. Regional vs national, coalface vs manager
- 3. Leadership
- 4. Change

Sub-themes

- 1. Respect, appreciation, c support
- 2. Training & development

- 4. Stress, fatigue

Sub-themes

- 1.Unity, togetherness, cooperation
- 2.Systems and processes
- 3. Information, technology and data
- 4. Strategy, structure, operating model
- 5. Efficiency and effectiveness
- 6. Administration

Sub-themes

- 1. People to support care
- 2. Timely, quality care
- 3. Resources to support care
- 4. Equity of care
- 5. Culturally appropriate
- 6. Impact on Wellbeing
- health, primary care
- 8. Care for mental health and addiction







Te Whatu Ora Health New Zealand

Te Whatu Ora Ngātahitanga Pulse Survey Te Whatu Ora National

Confidential



Survey Purpose

Te Whatu Ora Health New Zealand

The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

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It is not about validating what we already know but is about listening and taking action.

Responses will build on what we're already hearing and will help create a full and accurate picture of where we are and what we need to do.

Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora Health New Zealand



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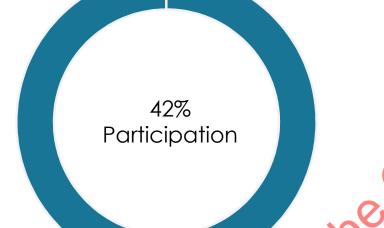
Score = 500% / 10 responses = 50%



Te Hed

Te Whatu Ora
Health New Zealand





Participation rates help us understand how representative the feedback is.

64% Average Score

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

includes Asian, Southeast Asian, Chinese, Indian, Other Asian Asian

European includes European and New Zealand European Middle Eastern includes Middle Eastern, Latin American, African

Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples Pacific Peoples

Other Ethnicity Includes others not included in the above

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Profession

includes cleaners, HCA, orderlies, security Care and Support

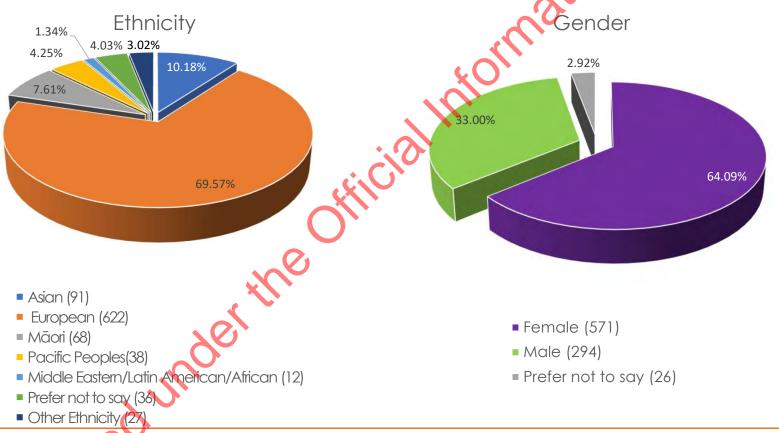
Corporate and other includes management Nursing

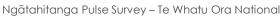
excluding HCAs

Te Whatu Ora Health New Zealand

Breakdown of Respondents

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.

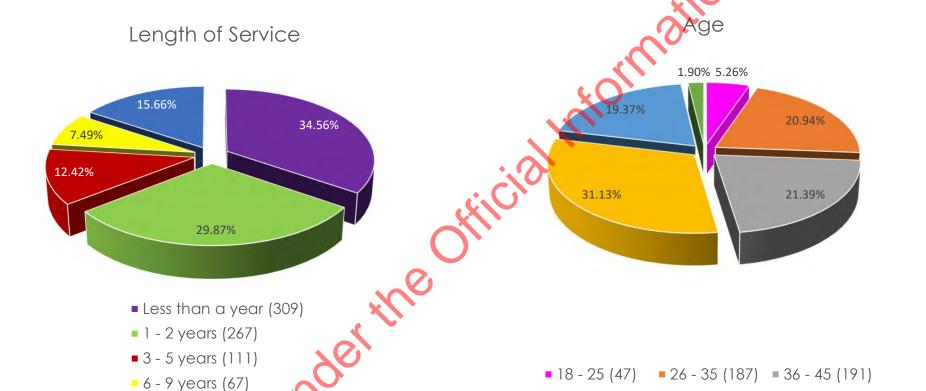






Breakdown of Respondents





ASK YOUR TEAM

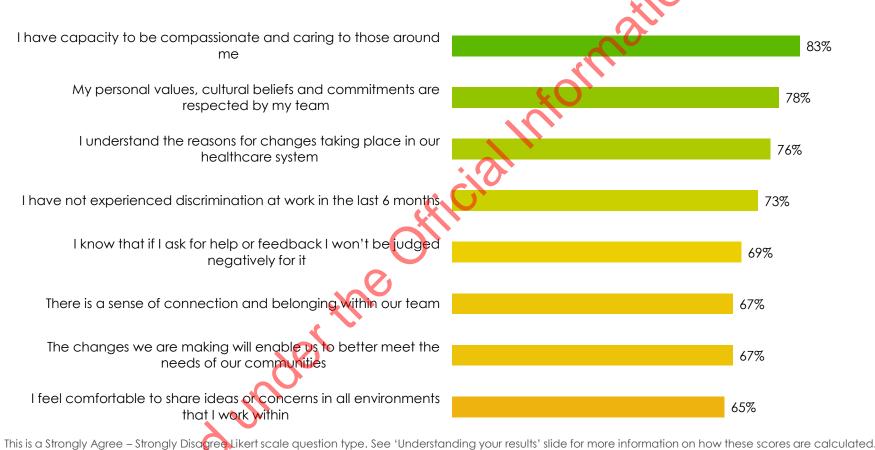
■ 10+ years (140)

■ 46 - 55 (278) **■** 56 - 65 (176) **■** 66+ (17)



Te Whatu Ora Health New Zealand

Average Question Score





Average Question Score

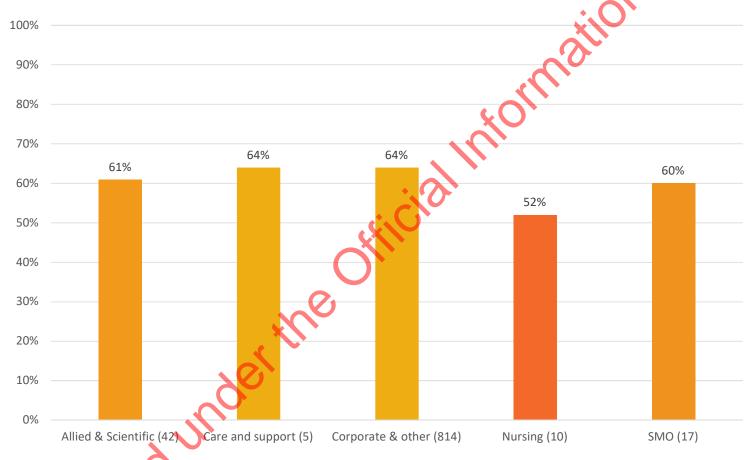


This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.





Average Score by Profession

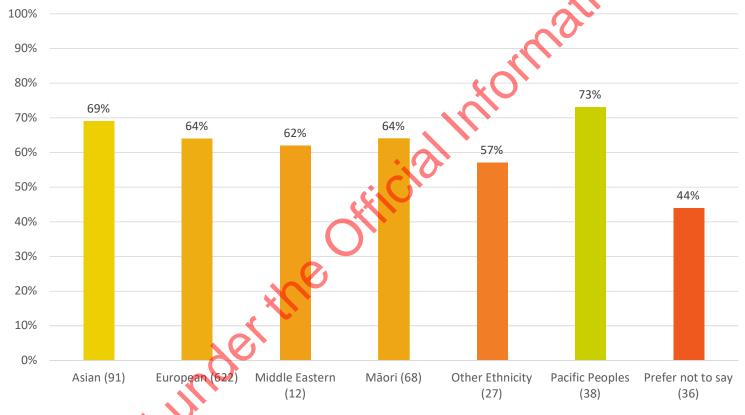




Te Whatu Ora Health New Zealand

Average Score by Ethnicity

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.





Health New Zealand

Average Score by Gender





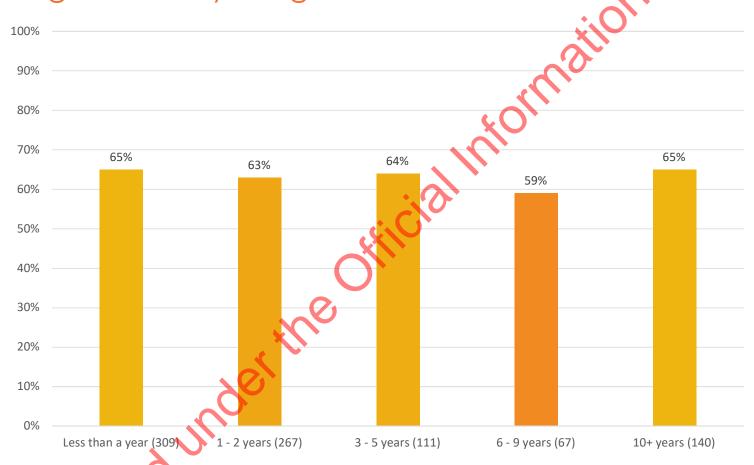
Te Whatu Ora Health New Zealand

Average Score by Age



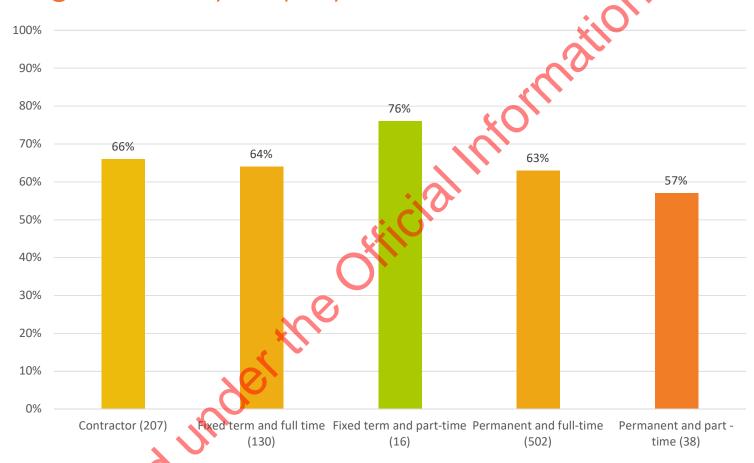


Average Score by Length of Service





Average Score by Employment Status





Average Score by Disability Status







Analysis of free text responses – Jen to review



Feedback from our people is extremely important to us. We appreciate the time and effort that respondents to this pulse survey have invested to provide us with their feedback. All of the free text responses have been assessed by the team at our survey partner AskYourTeam, using a range of diagnostic tools to make sense of a large volume of information.

This independent analysis of the free text responses was designed to ensure that we can quickly and efficiently gather the key themes and insights from our people in order to ensure we take the right actions.

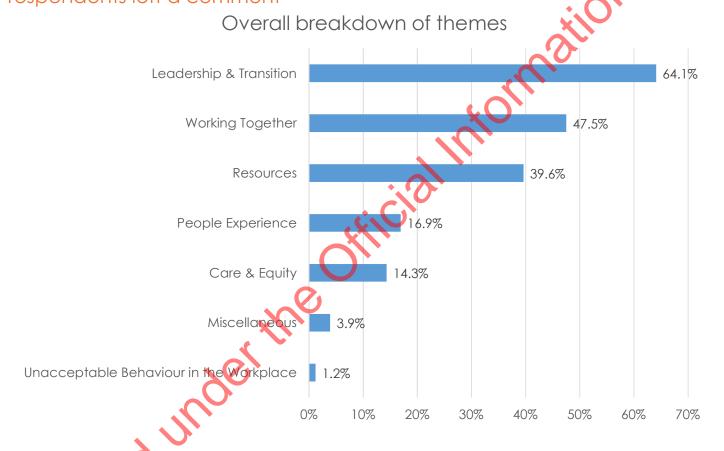
The comments have been grouped by theme in order give a good sense of the weight of sentiment regarding where people see the greatest opportunities for us to make improvements. This qualitative analysis complements the quantitative analysis of the questions scores to provide us with deeper insights to inform positive action.



What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

64% of respondents left a comment

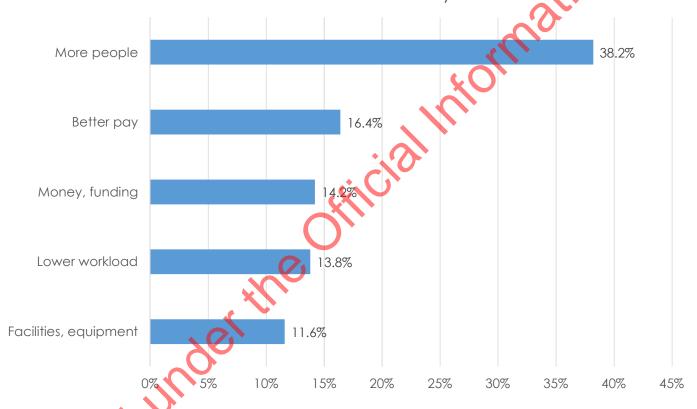
Te Whatu Ora Health New Zealand













Te Whatu Ora

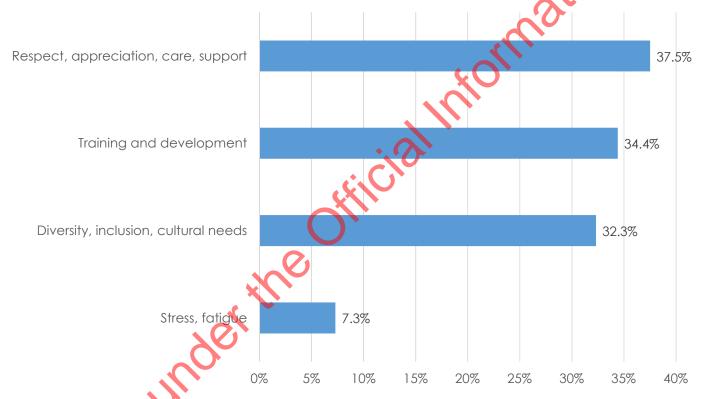
Leadership & Transition theme: breakdown by sub-theme





Te Whatu Ora Health New Zealand









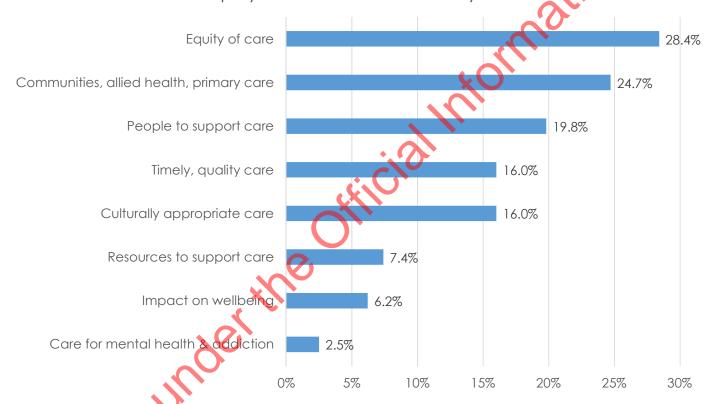
Working together theme: Breakdown by sub-theme







Care & Equity theme: breakdown by sub-theme







Resources

& Transition

People Experience

Working Together Care &

Other Themes:

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Money, funding
- 4. Lower Workload
- equipment

Sub-themes

- 1. Communication. transparency
- 2. Change
- 3. Regional vs national, coalface vs manager
- 4. Leadership, management

Sub-themes

- 1. Respect, appreciation. support
- 2. Training developmen
- 3. Diversity, inclusion,

Sub-themes

- 1. Unity, togetherness, cooperation
- 2. Strategy, structure, operating
- model 3. Systems & **Processes**
- 4. Information technology and data
- 5. Efficiency and effectiveness
- 6. Administration

Sub-themes

- 1. Equity of care
- 2. Communities, allied health, primary care
- 3. People to support
- 4. Timely, quality care
- 6. Resources to support
- 7. Impact on wellbeing 8. Care for mental
- health & addiction









Te Who to Ora
Ngātahitanar
rikato

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Survey Purpose

Te Whatu Ora Health New Zealand

The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

The survey's goal of listening to the voices of our people helps shape meaningful improvements for our kaimahi, communities, patients and whānau.

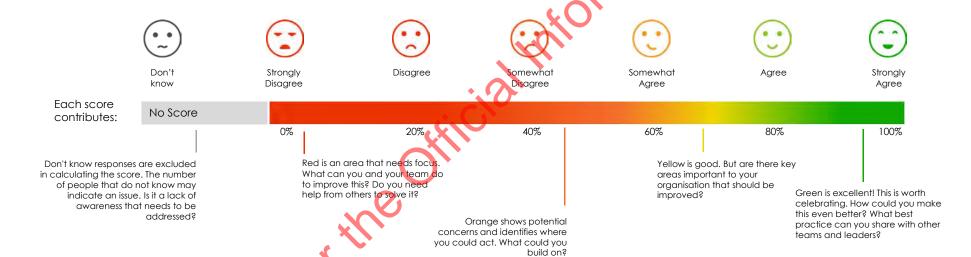
It is not about validating what we already know but is about listening and taking action.

Responses will build on what we're already hearing and will help create a full and accurate picture of where we are and what we need to do.

Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora Health New Zealand



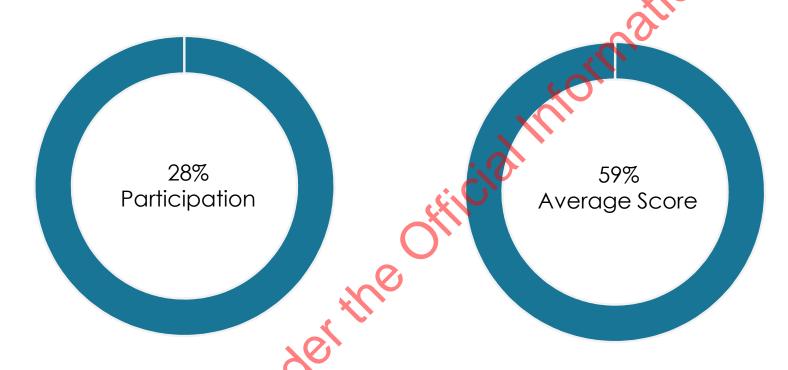
Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected (Strongly Agree' and 5 people selected 'Strongly Disagree' the score would be 50%

5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



High Level Metrics



Participation rates help us understand how representative the feedback is.

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

includes Asian, Southeast Asian, Chinese, Indian, Other Asian Asian

includes European and New Zealand European European Middle Eastern includes Middle Eastern, Latin American, African

Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples Pacific Peoples

Other Ethnicity Includes others not included in the above

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.

Profession

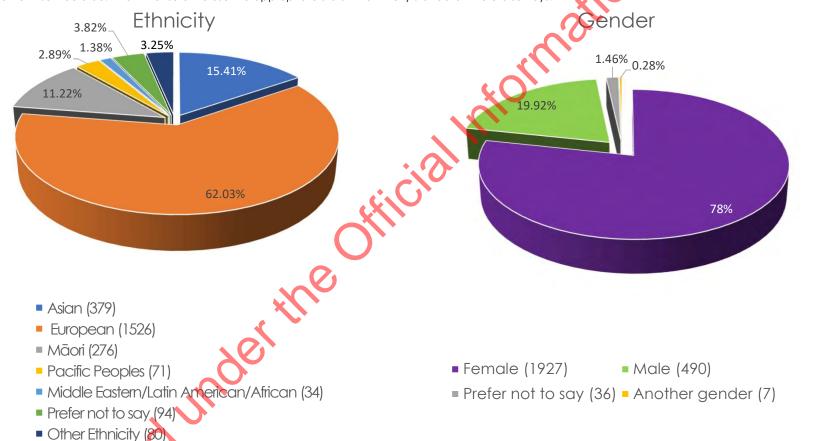
includes cleaners, HCA, orderlies, securi Care and Support Corporate and other includes management

excluding HCAs Nursing

Breakdown of Respondents

Te Whatu Ora Health New Zealand

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.



ASK YOUR TEAM

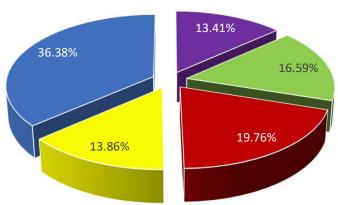
Breakdown of Respondents

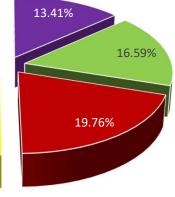
Te Whatu Ora Health New Zealand

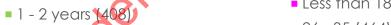
18.86%

20.85%











■ 10+ years (895)

■ 3 - 5 years (486)

Less than a year (330)



25.89%

66+ (108)





Te Whatu Ora Health New Zealand

Average Question Score by Category

Custom - 1/2



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.



Te Whatu Ora Health New Zealand

Average Question Score by Category

Custom - 2/2



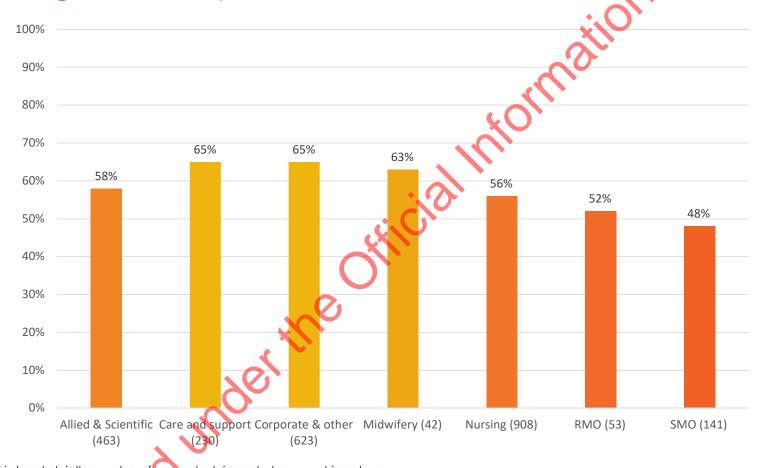
This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.





Average Score by Profession







Average Score by Ethnicity



Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.





Average Score by Gender







Average Score by Age

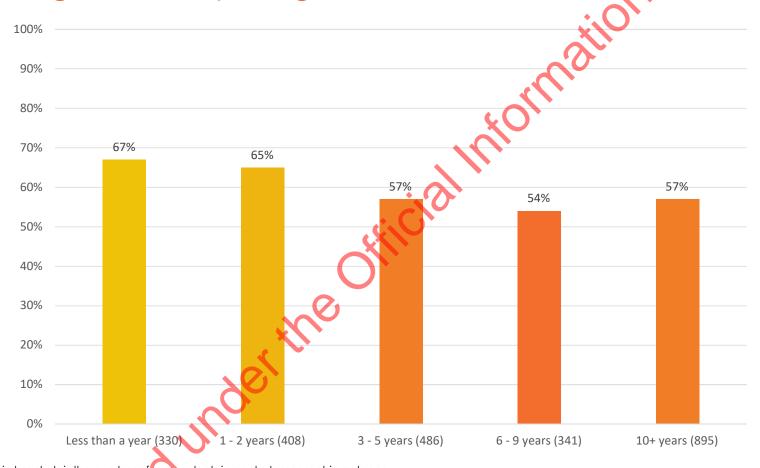






Te Whatu Ora

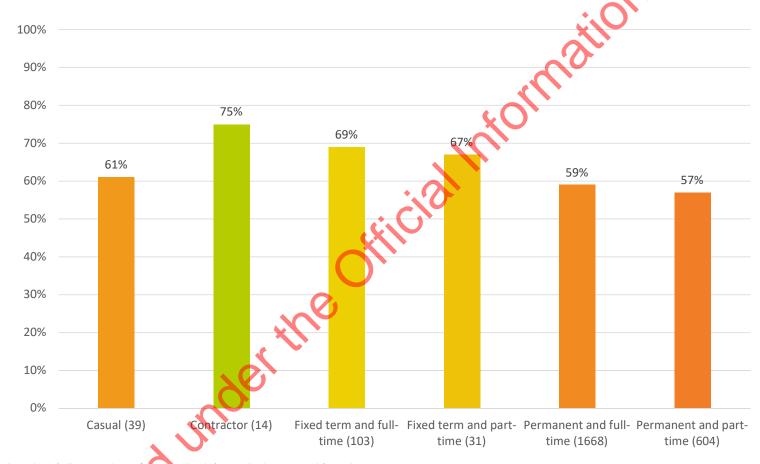
Average Score by Length of Service





Average Score by Employment Status







Average Score by Disability Status









Analysis of free text responses



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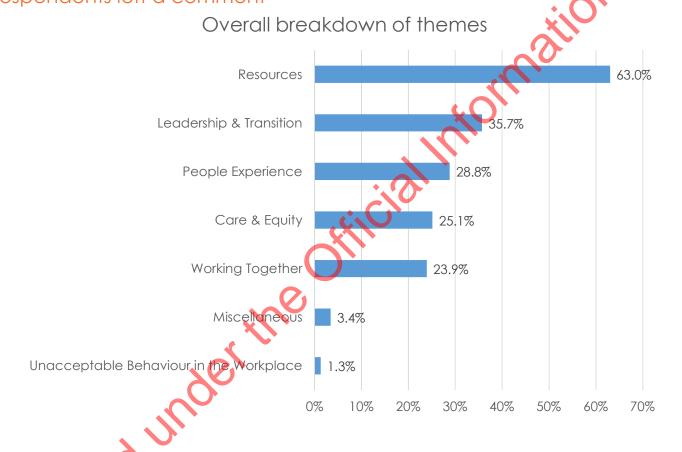
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

75% of respondents left a comment

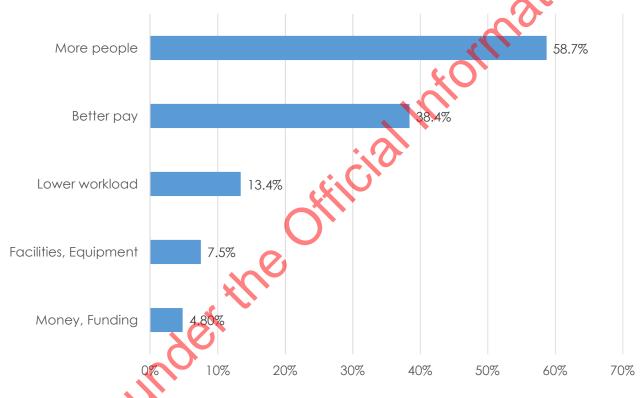








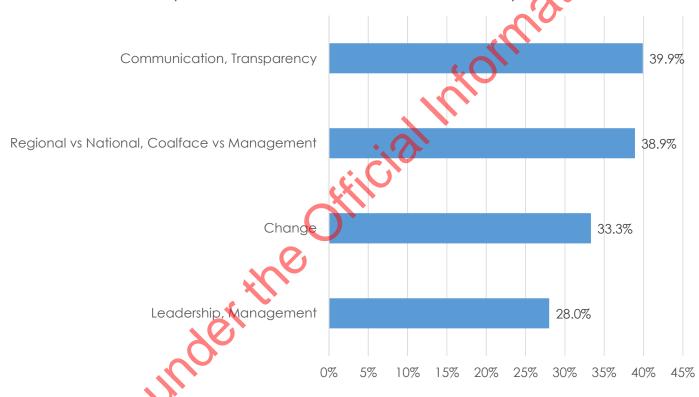






Te Whatu Ora Health New Zealand

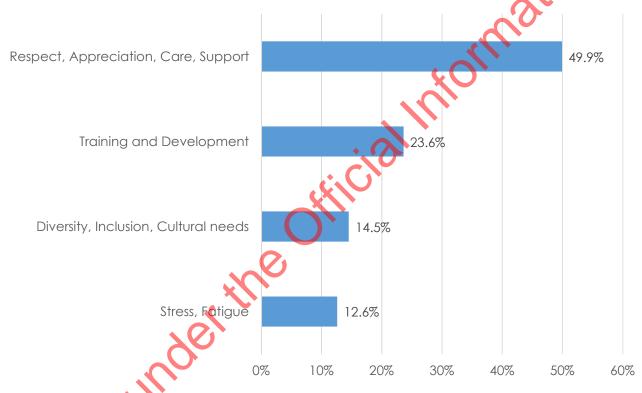
Leadership & Transition theme: breakdown by sub-theme







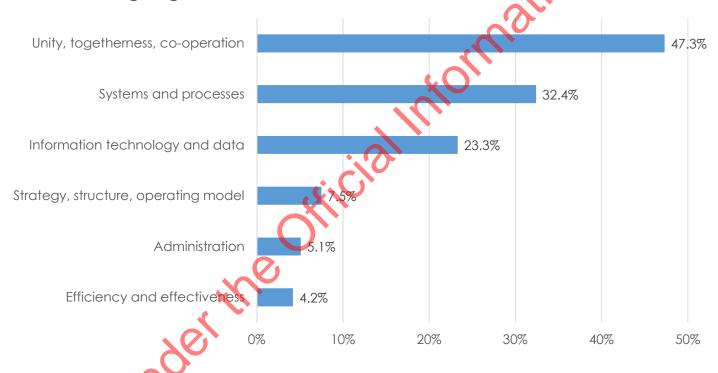
People Experience theme: Breakdown by sub-theme







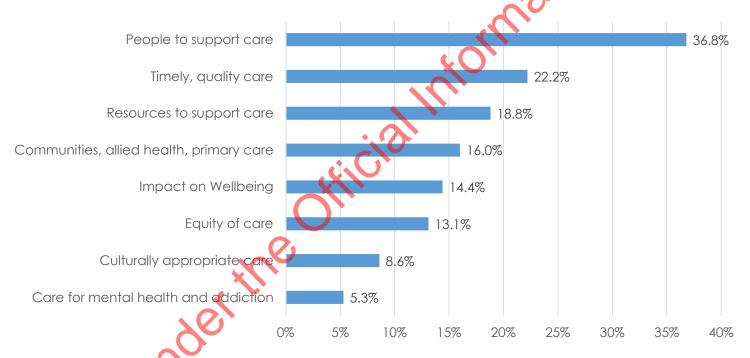
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subthemes







Resources

& Transition

People Experience

Working Together

Care &

Other Themes:

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Facilities, equipment
- 5. Money, funding

Sub-themes

- 1.Communication. transparency
- 2.Regional vs national, coalface vs manager.
- 3. Change
- 4. Leadership, management

Sub-themes

- 1. Respect, appreciation support
- 2. Training development
- lusion, cultural
- . Stress, fatigue

Sub-themes

- 1. Unity, togetherness, cooperation
- 2.Systems and processes
- 3. Information,
- technology and data 4. Strategy, structure, operating model
- 5. Administration
- 6. Efficiency and effectiveness

Sub-themes

- 1. People to support care
- 2. Timely, quality care
- 3. Resources to support
- 4. Communities, allied health, primary care
- 5. Impact on Wellbeing
- 6. Equity of care
- 7. Culturally appropriate care
- 8. Care for mental health







Te Whatu Ora

Te Whatu Ora Ngātahitanga Pulse Survey Wairarapa

Confidential



Survey Purpose

Te Whatu Ora
Health New Zealand

The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

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Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora Health New Zealand



Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected (Strongly Agree' and 5 people selected 'Strongly Disagree' the score would be 50%

5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



Te Whatu Ora Health New Zealand High Level Metrics

31%

Participation

Participation rates help us understand how representative the feedback is.

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.

59%

Average Score



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

Asian includes Asian, Southeast Asian, Chinese, Indian, Other Asian

includes European and New Zealand European European includes Middle Eastern, Latin American, African Middle Eastern

Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples Pacific Peoples

Other Ethnicity Includes others not included in the above

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.

Profession

Care and Support includes cleaners, HCA, orderlies, securi

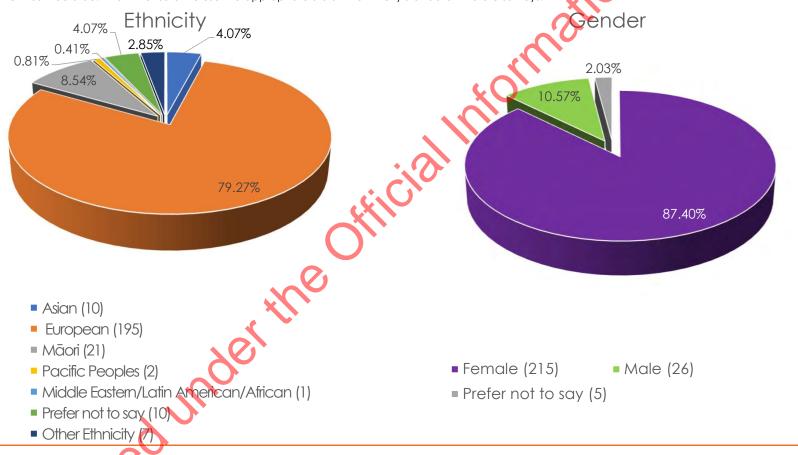
includes management Corporate and other

excluding HCAs Nursing

Breakdown of Respondents

Te Whatu Ora

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.



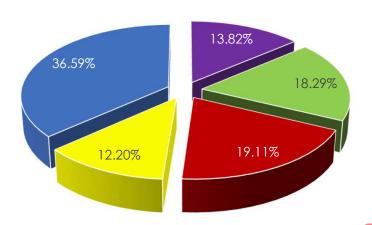
Number in brackets is the number of respondents in each demographic category

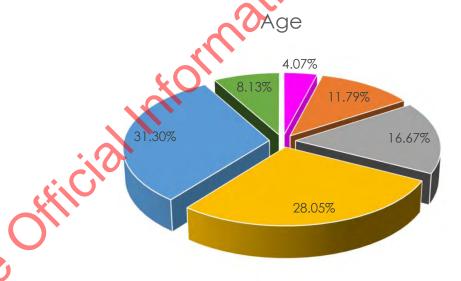
Ngātahitanga Pulse Survey - Wairarapa

Breakdown of Respondents

Te Whatu Ora Health New Zealand

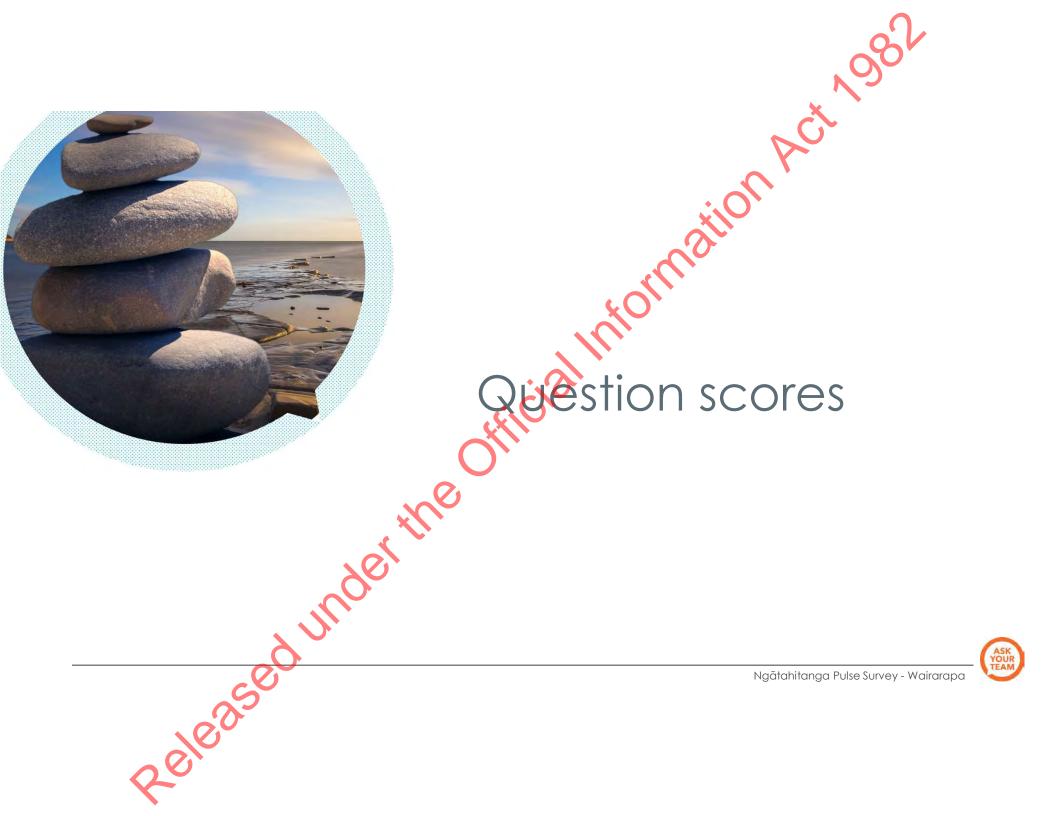






- Less than a year (34) 1 2 years (35)
- 3 5 years (47)
- 6 9 years (30
- 10+ years (90)

- 18 25 (10) 26 35 (29) 36 45 (41)
- **4**6 55 (69) **5**6 65 (77) **6**6+ (20)



Average Question Score

Te Whatu Ora Health New Zealand



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.



Average Question Score

Te Whatu Ord Health New Zealand



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Te Whatu Ora
Health New Zealand

Average Score by Profession





Te Whatu Ora Health New Zealand

Average Score by Ethnicity

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Average Score by Gender







Average Score by Age

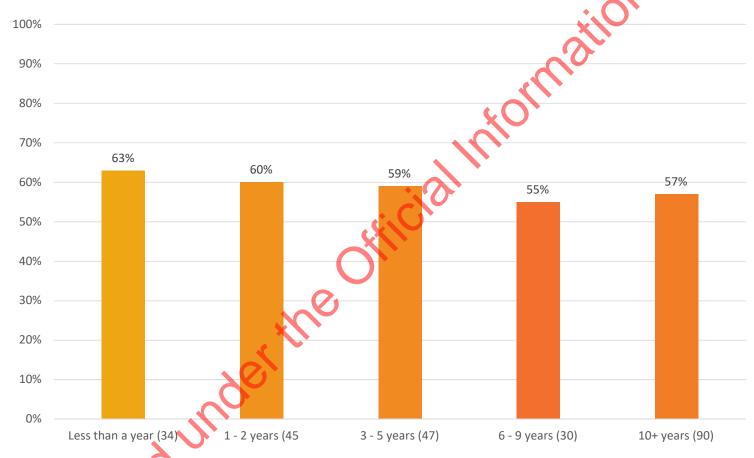
Te Whatu Ora Health New Zealand





Average Score by Length of Service

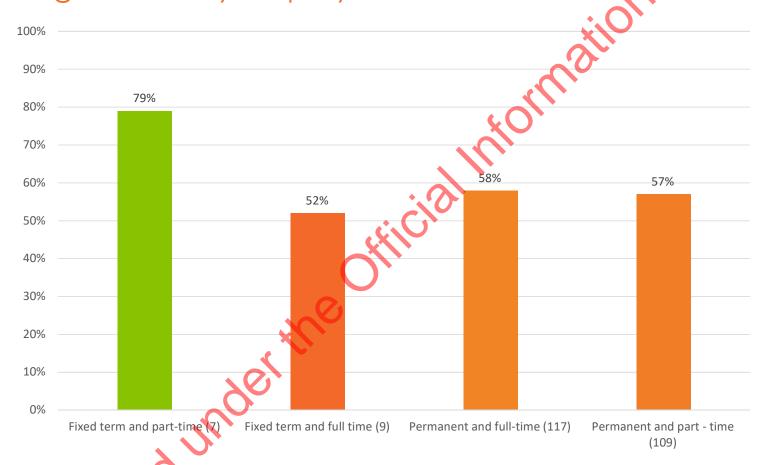
Te Whatu Ora
Health New Zealand





Average Score by Employment Status

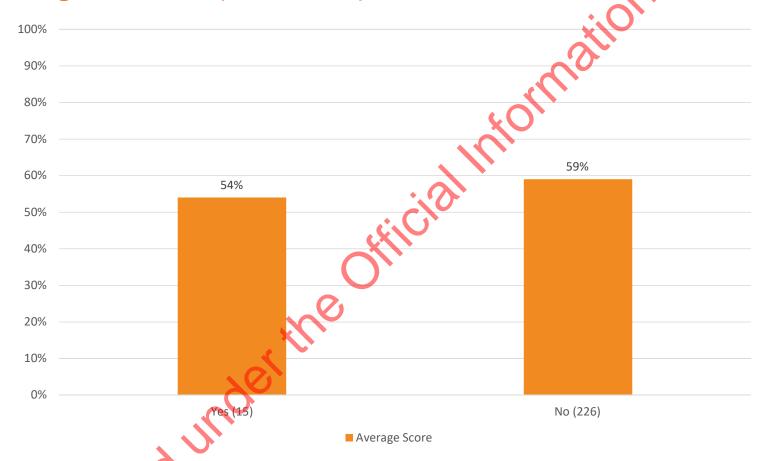
Te Whatu Ora Health New Zealand





Te Whatu Ora

Average Score by Disability Status







Analysis of free text responses



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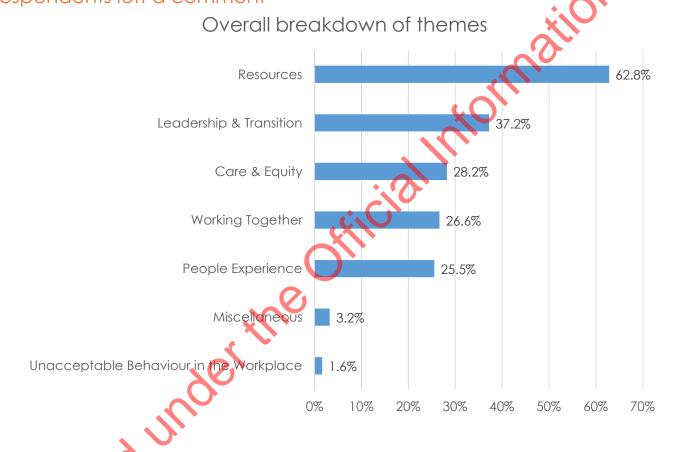
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

77% of respondents left a comment

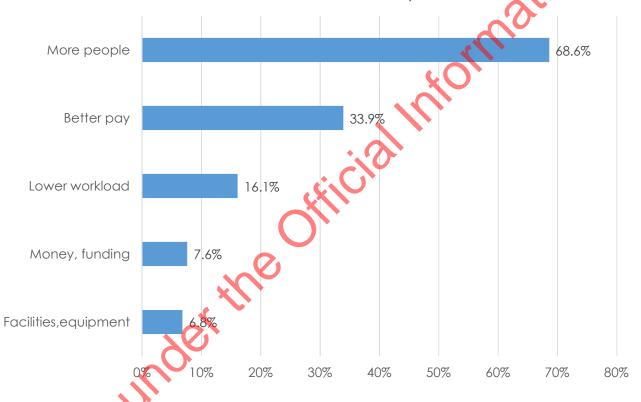








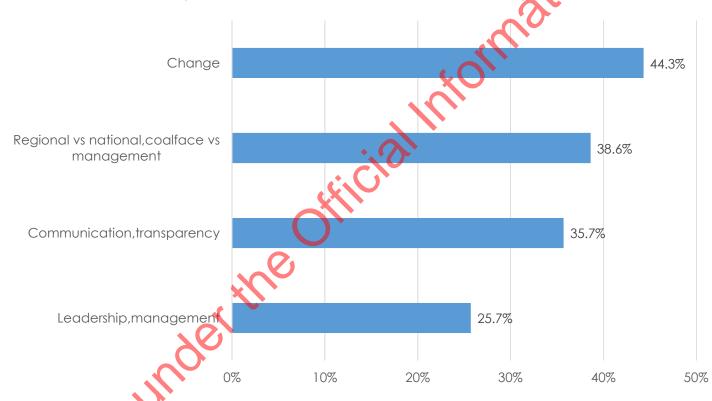






Te Whatu Ord

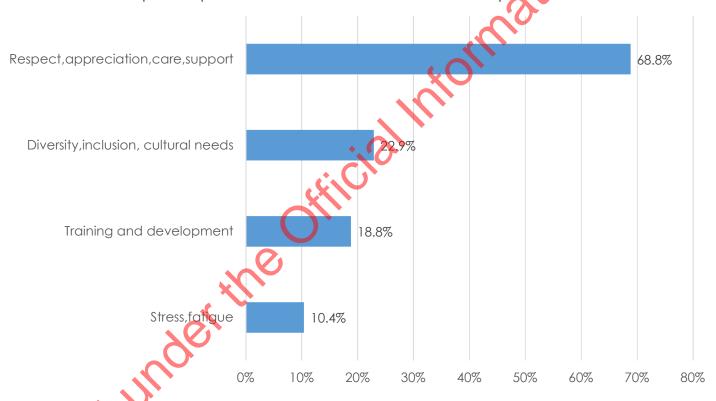
Leadership & Transition theme: breakdown by sub-theme







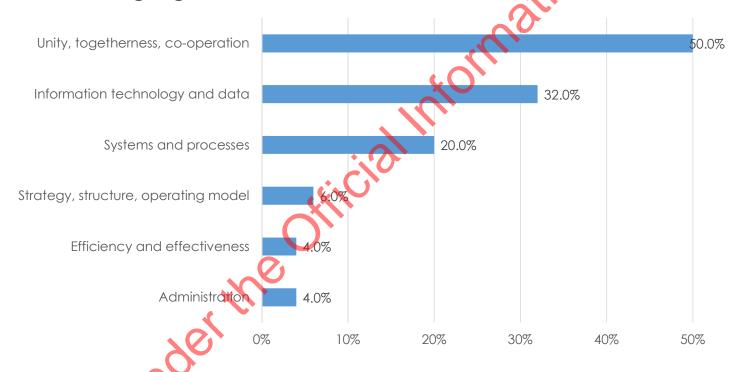
People experience theme: breakdown by sub-theme







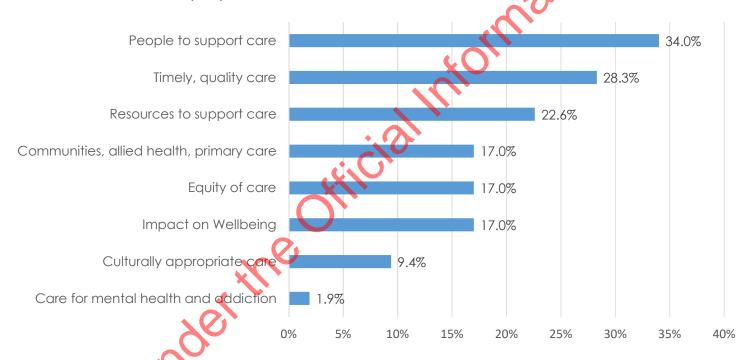
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subtheme





What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

Major themes:

Leadership



Resources

& **Transition**

People Experience

Working Together

Care &

Other Themes:

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Money, funding
- equipment

Sub-themes

- 1. Change
- 2. Regional vs national, coalface
- vs manager
- 3.Communication, transparency
- 4. Leadership,

Sub-themes

- 1. Respect. appreciation, care
- support
- 2. Diversity, inclusion, cultur

Sub-themes

- 1.Unity, togetherness,
- cooperation 2. Information
- technology and data
- 3. Systems and processes
- 4. Strategy, structure operating model
- 5. Efficiency and
- Effectiveness

6. Administration

Sub-themes

- 1.People to support care
- 2.Timely, quality care 3.Resources to support care
- 4. Communities, allied health, primary care
- 5.Equity of care
- 6. Impact on Wellbeing 7. Culturally appropriate care
- 8. Care for mental health







Te Whatu Ora
Igātahitanga
ritaha

Confidential

Powered by

Survey Purpose

Te Whatu Ora Health New Zealand

The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

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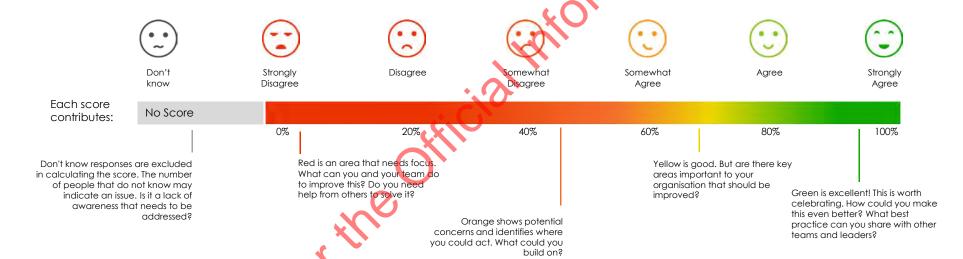
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Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora Health New Zealand



Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected (Strongly Agree' and 5 people selected 'Strongly Disagree' the score would be 50%

5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



Te V Health

Te Whatu Ora





Participation rates help us understand how representative the feedback is.

56% Average Score

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.

Ngātahitanga Pulse Survey - Waitaha Canterbury



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

Asian includes Asian, Southeast Asian, Chinese, Indian, Other Asian

European includes European and New Zealand European Middle Eastern includes Middle Eastern, Latin American, African

Pacific Peoples Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples

Other Ethnicity Includes others not included in the above

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.

Profession

Care and Support includes cleaners, HCA, orderlies, security

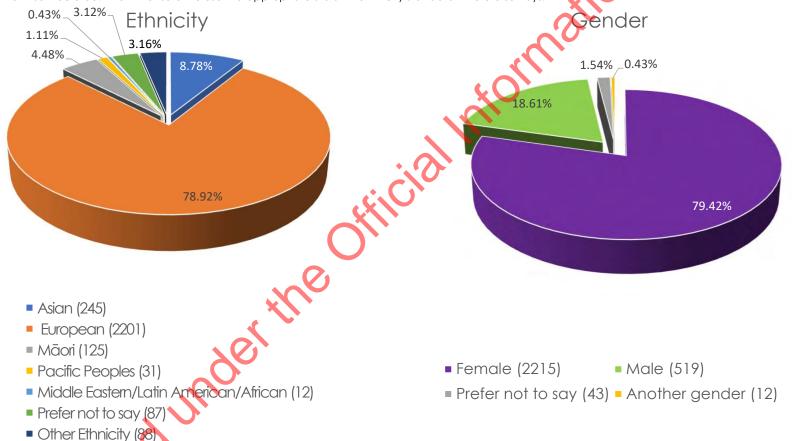
Corporate and other includes management

Nursing excluding HCAs

Breakdown of Respondents

Te Whatu Ora Health New Zealand

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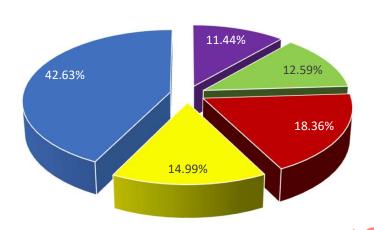


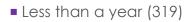


Breakdown of Respondents

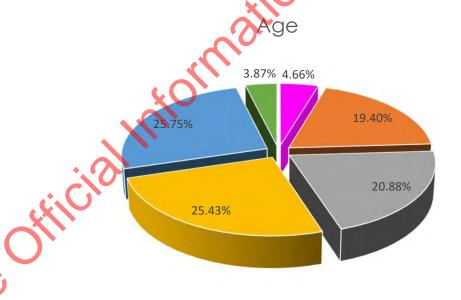




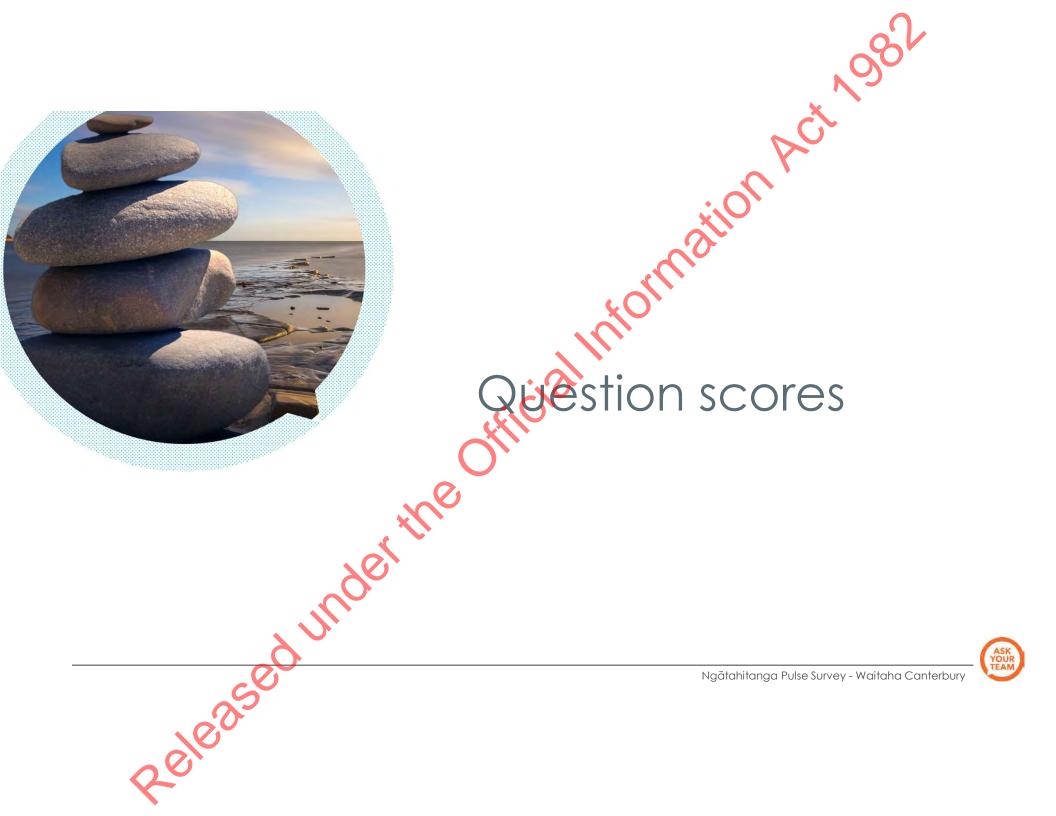




- 1 2 years (351)
- 3 5 years (512)
- 6 9 years (418)
- 10+ years (1189)







Average Question Score

Te Whatu Ora Health New Zealand

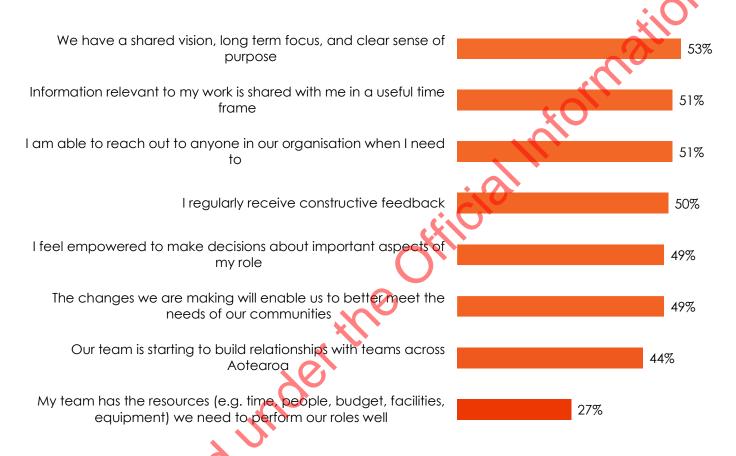


This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.



Te Whatu Ora Health New Zealand

Average Question Score



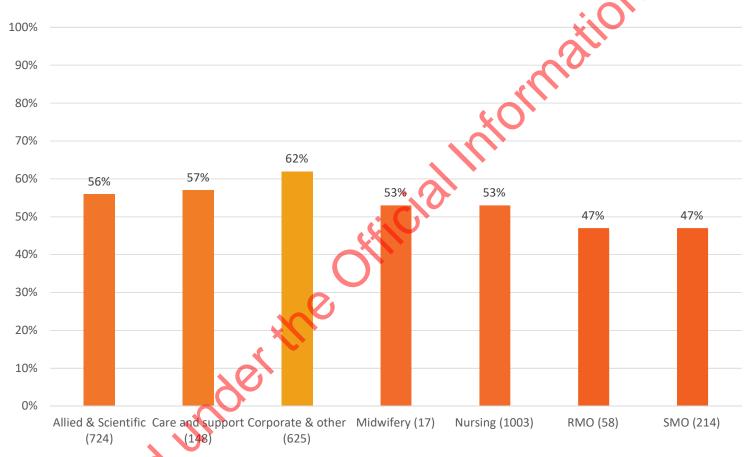
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Te Whatu Ora
Health New Zealand

Average Score by Profession





Average Score by Ethnicity



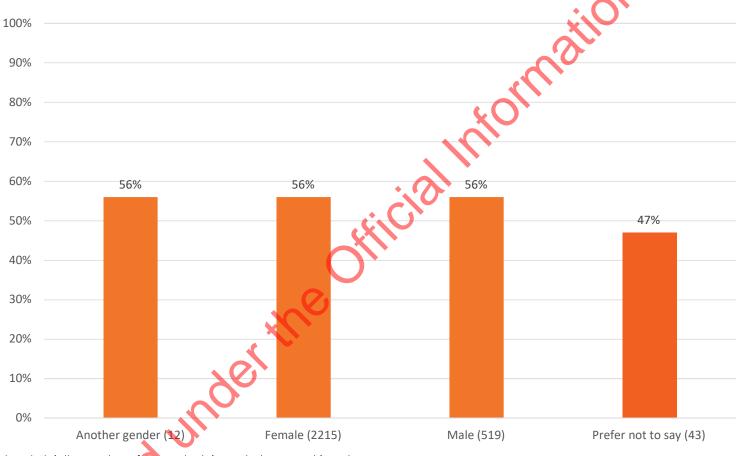
Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.





Average Score by Gender







Average Score by Age

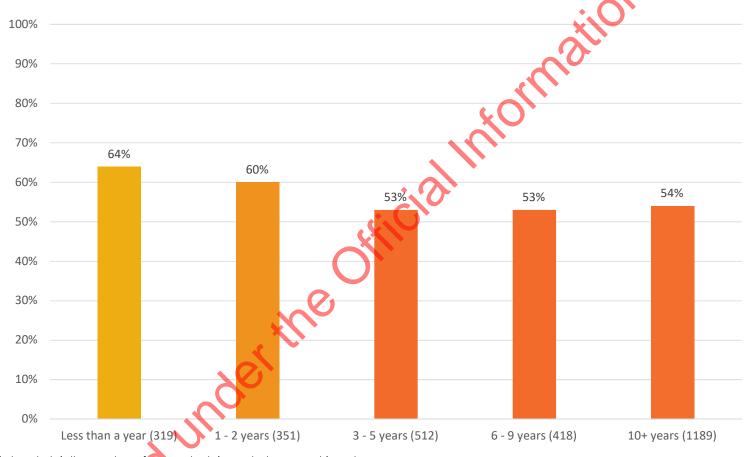






Te Whatu Ora Health New Zealand

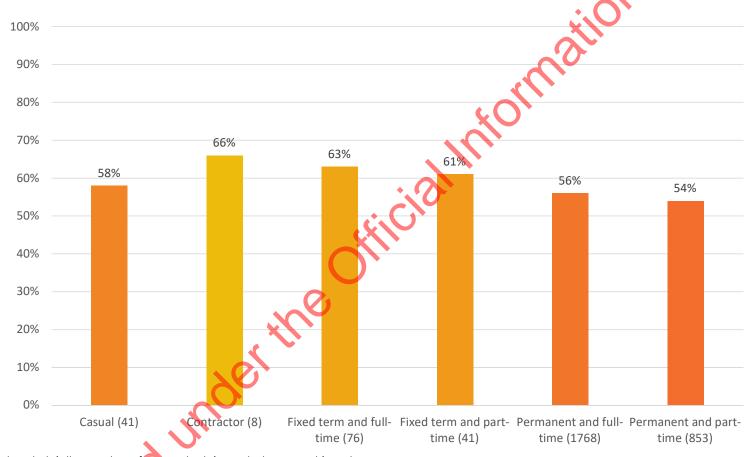
Average Score by Length of Service





Average Score by Employment Status

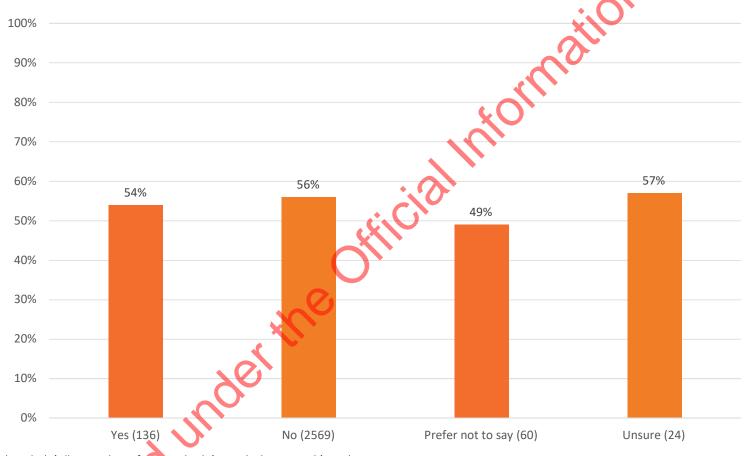
Te Whatu Ora Health New Zealand





Average Score by Disability Status









Analysis of free text responses



Feedback from our people is extremely important to us. We appreciate the time and effort that respondents to this pulse survey have invested to provide us with their feedback. All of the free text responses have been assessed by the team at our survey partner AskYourTeam, using a range of diagnostic tools to make sense of a large volume of information.

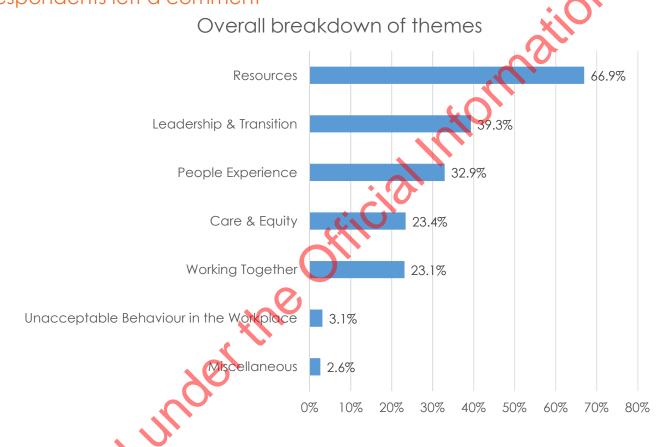
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?
78% of respondents left a comment

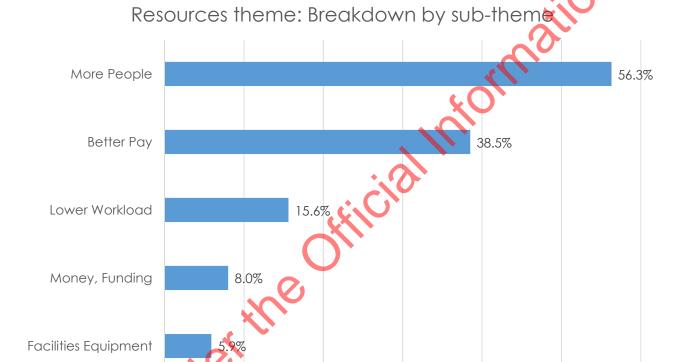






10%





Note: Verbatims comments may be included in more than one theme where the comment contains multiple ideas. This means the total sums to more than 100%.

30%

40%

50%

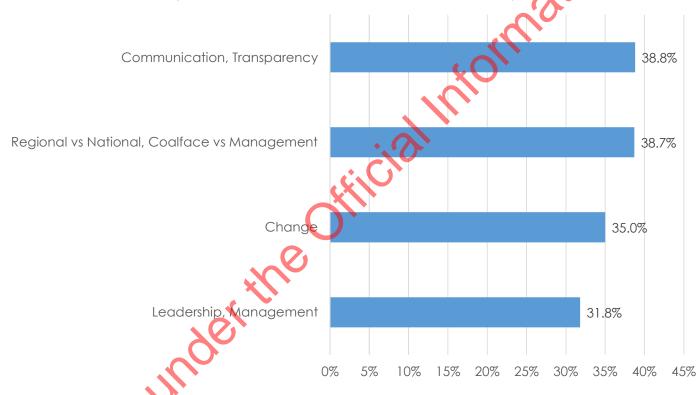
20%



60%

Te Whatu Ora
Health New Zealand

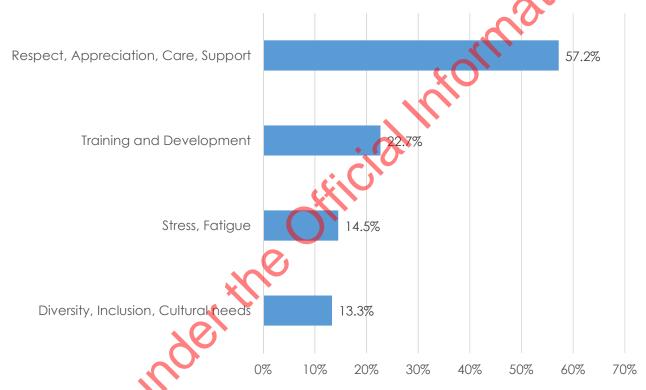
Leadership & Transition theme: Breakdown by sub-theme







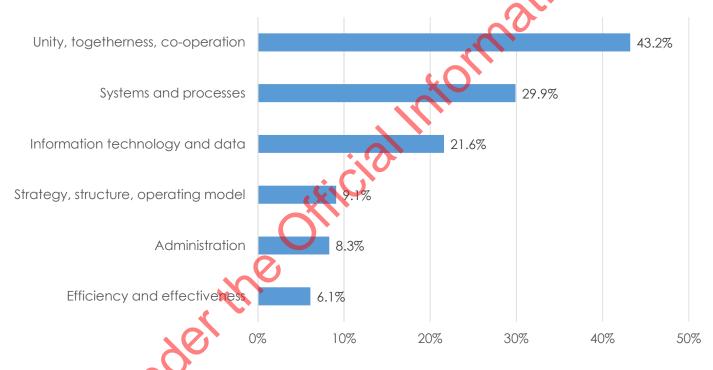








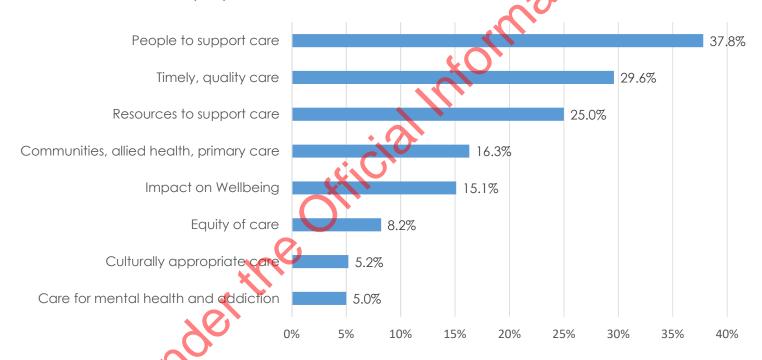
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subtheme





What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

Major themes:

Leadership



Resources

& Transition

People Experience

Working Together

Care &

Other Themes:

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Money, funding
- 5. Facilities, equipment

Sub-themes

- 1.Communication, transparency
- 2. Regional vs national, coalface vs manager
- 3. Change
- 4. Leadership, management

Sub-themes

- 1. Respect. appreciation support
- 2. Training & development

- clusion, cultural

Sub-themes

- 1.Unity, togetherness, cooperation
- 2.Systems and processes
- 3. Information, technology and data
- 4. Strategy, structure, operating model
- 5. Administration
- 6. Efficiency and effectiveness

Sub-themes

- 1. People to support care
- 2. Timely, quality care
- 3. Resources to support
- 4. Communities, allied health, primary care
- 5. Impact on Wellbeing
- 6. Equity of care
- 7. Culturally appropriate care
- 8. Care for mental health







Te Whatu Ora Health New Zealand

Te Whatu Ora Ngātahitanga Pulse Survey Waitematā

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Survey Purpose

Te Whatu Ora Health New Zealand

The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer term improvement actions.

The survey's goal of listening to the voices of our people helps shape meaningful improvements for our kaimahi, communities, patients and whānau.

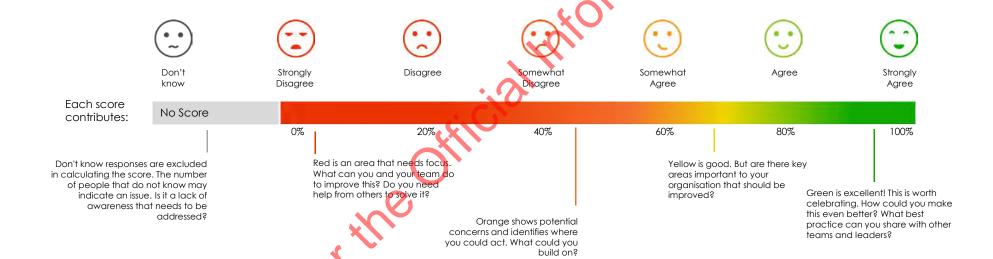
It is not about validating what we already know but is about listening and taking action.

Responses will build on what we're already hearing and will help create a full and accurate picture of where we are and what we need to do.

Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Te Whatu Ora Health New Zealand



5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected (Strongly Agree' and 5 people selected (Strongly Disagree' the

Score = 500% / 10 responses = 50%

score would be 50%



Te Whatu Ora Health New Zealand High Level Metrics



Participation

Participation rates help us understand how representative the feedback is.

61% Average Score

The average score is calculated by summing the scores for each of the likert scale questions and dividing by the 16 questions.



Data Grouping Explanations (as defined by Te Whatu Ora)



Ethnicities

Asian includes Asian, Southeast Asian, Chinese, Indian, Other Asian

European includes European and New Zealand European Middle Eastern includes Middle Eastern, Latin American, African

Pacific Peoples Includes Samoan, Cook Islands, Tongan, Niuean, Fijian, Other Pacific Peoples

Other Ethnicity Includes others not included in the above

Note from Te Whatu Ora: Please note we inadvertently used incorrect question methodology when collecting this ethnicity data. The data is therefore less accurate than it otherwise would be. We will ensure we use the appropriate Stats NZ ethnicity standard in future surveys.

Profession

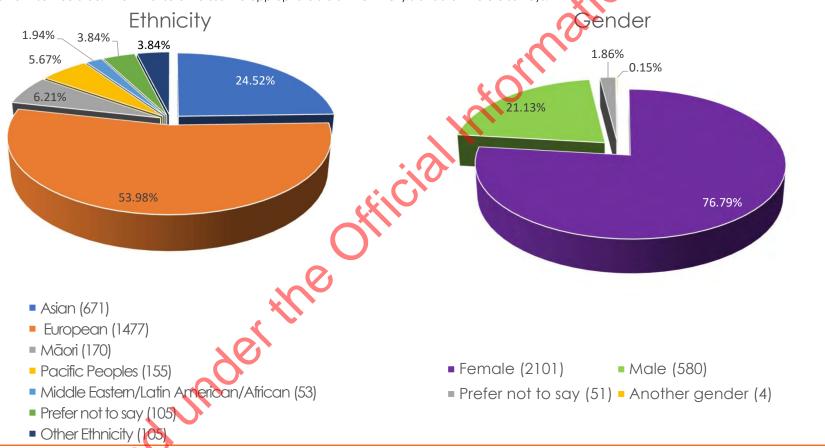
Care and Support Corporate and other includes cleaners, HCA, orderlies, secur includes management

Nursing excluding HCAs

Breakdown of Respondents

Te Whatu Ora Health New Zealand

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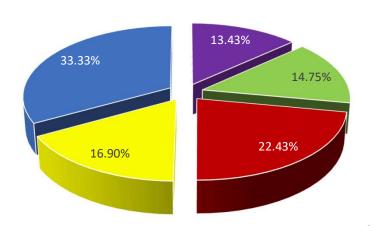


ASK YOUR TEAM

Breakdown of Respondents



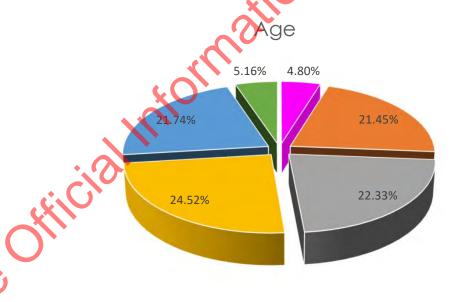














- 6 - 9 years 146



Average Question Score

Health New Zealand





Average Question Score by Category

Te Whatu Ord







Average Score by Profession







Average Score by Ethnicity

Te Whatu Ord Health New Zealand

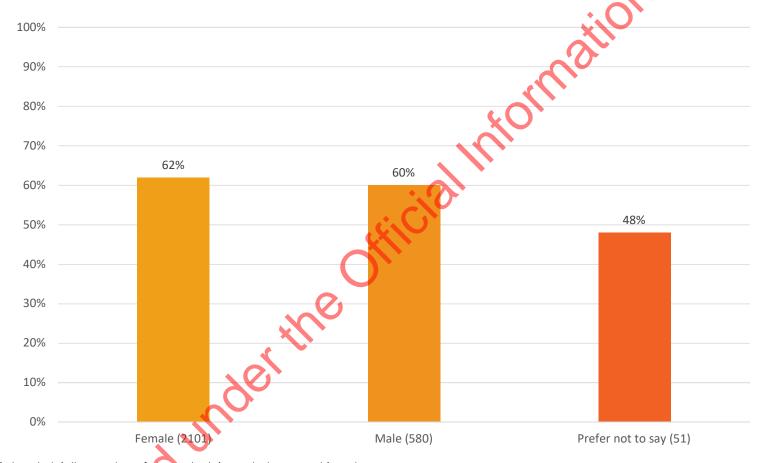
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Average Score by Gender

Te Whatu Ora
Health New Zealand





Average Score by Age

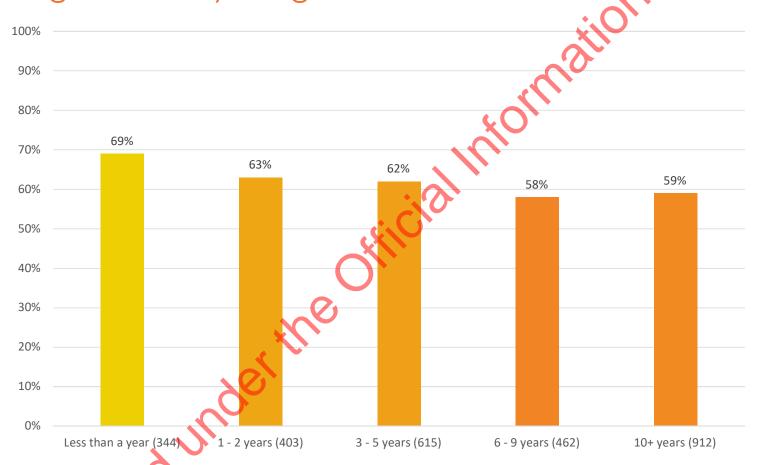
Te Whatu Ora Health New Zealand





Average Score by Length of Service

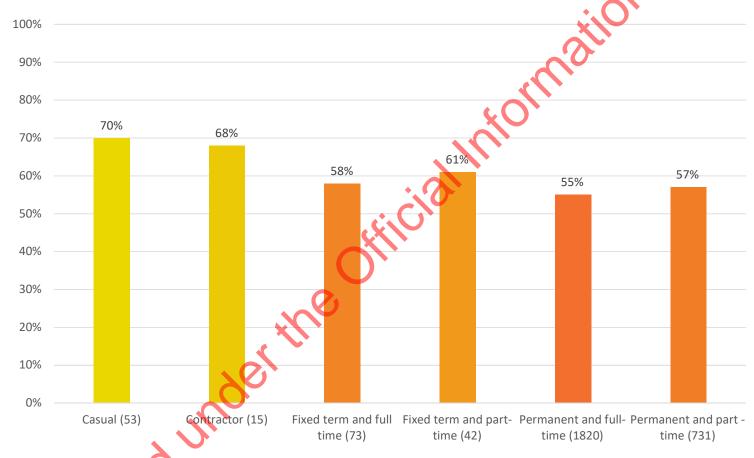






Average Score by Employment Status

Te Whatu Ora Health New Zealand





Average Score by Disability Status









Analysis of free text responses



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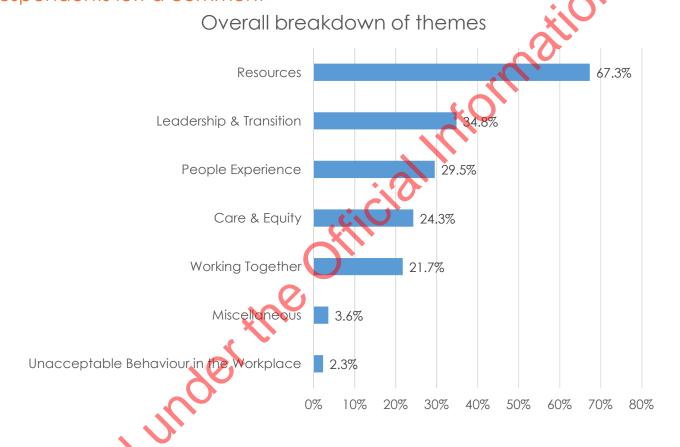
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What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

79% of respondents left a comment

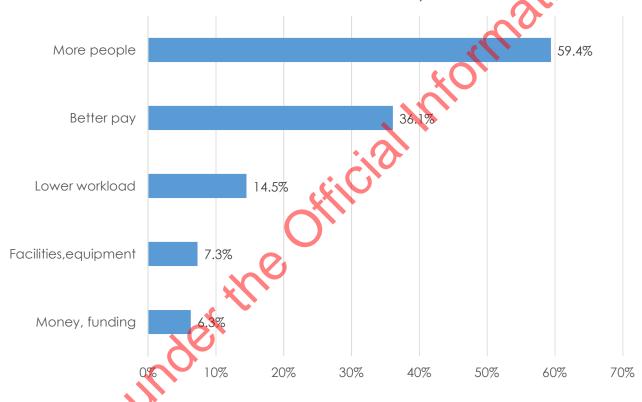








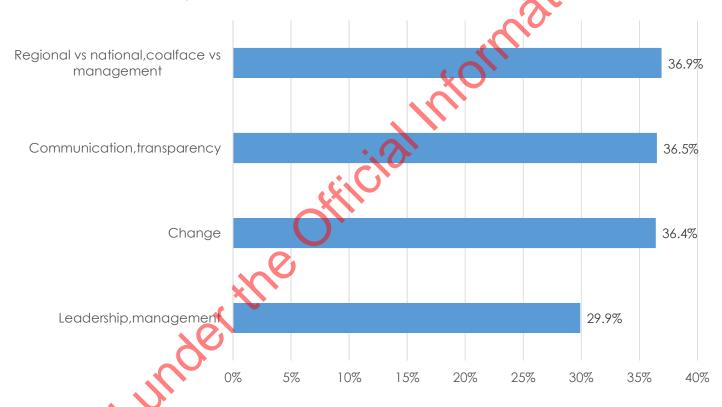






Te Whatu Ora Health New Zealand

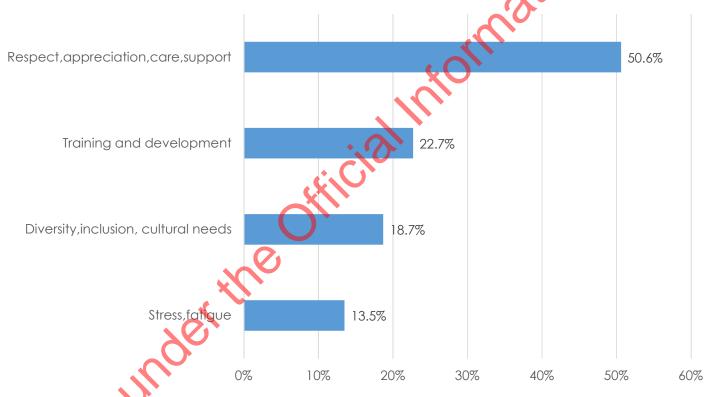
Leadership & Transition theme: breakdown by sub-theme







People experience theme: Breakdown by sub-theme







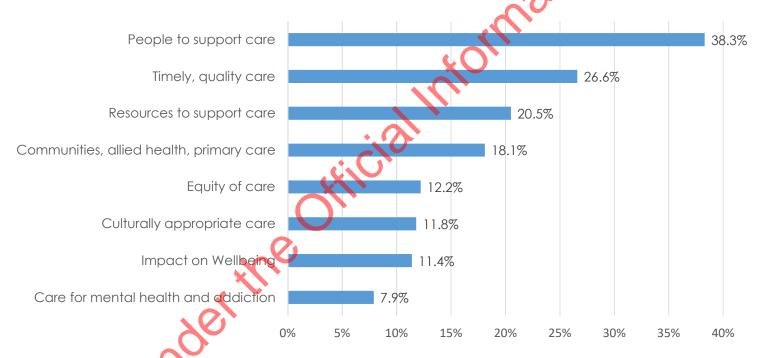
Working Together theme: Breakdown of subtheme







Care and Equity theme: Breakdown of subtheme







Resources

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Facilities, equipment
- 5. Money, funding

& **Transition**

Sub-themes

- 1. Regional vs national, coalface
- vs manager
- 2.Communication, transparency
- 3. Change
- 4. Leadership,

People Experience

Sub-themes

1. Respect. appreciation,

2. Training 8 developmen

4. Stress, fatigue

Sub-themes

1.Unity, togetherness, cooperation

Working

Together

- 2. Systems and processes
- 3. Information
- technology and data
- 4. Strategy, structure operating model
- 5. Efficiency and Effectiveness
- 6. Administration

Other Themes:

Care &

Sub-themes

- 1.People to support care
- 2. Timely, quality care
- 3.Resources to support
- 4. Communities, allied health, primary care
- 5.Equity of care
- 6.Culturally appropriate care
- 7.Impact on Wellbeing
- 8. Care for mental health and addiction



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Te Whatu Ora Health New Zealand

Te Whatu Ora Ngātahitanga Pulse Survey Whanganui

Confidential



Survey Purpose

Te Whatu Ora
Health New Zealand

The Te Whatu Ora Ngātahitanga – Pulse Survey survey was set up to ask Te Whatu Ora staff what is working well and what is not working well across the New Zealand health system and ask what is going well/not well with the change and transformation process thus identifying short term and longer-term improvement actions.

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It is not about validating what we already know but is about listening and taking action.

Responses will build on what we're already hearing and will help create a full and accurate picture of where we are and what we need to do.

Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored

Don't Disagree Somewhat know Disagree Agree Agree Each score No Score contributes: 80% 100% 0% 60% Red is an area that needs focus Don't know responses are excluded Yellow is good. But are there key What can you and your team do in calculating the score. The number areas important to your of people that do not know may to improve this? Do you need organisation that should be Green is excellent! This is worth help from others to solve it? improved? indicate an issue. Is it a lack of celebrating. How could you make awareness that needs to be this even better? What best addressed? Orange shows potential practice can you share with other concerns and identifies where teams and leaders? you could act. What could you build on?

Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected (Strongly Agree' and 5 people selected 'Strongly Disagree' the score would be 50%

5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



Te Whatu Ora

Health New Zealand

Te Whatu Ora High Level Metrics Health New Zealand 27% 60% Participation Average Score Participation rates help us understand how representative The average score is calculated by summing the scores for each the feedback is.

of the likert scale questions and dividing by the 16 questions.



Data Grouping Explanations (as defined by Te Whatu Ora)

Te Whatu Ora Health New Zealand

Ethnicities

Asian includes Asian, Southeast Asian, Chinese, Indian, Other Asian

European includes European and New Zealand European Middle Eastern includes Middle Eastern, Latin American, African

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Other Ethnicity Includes others not included in the above

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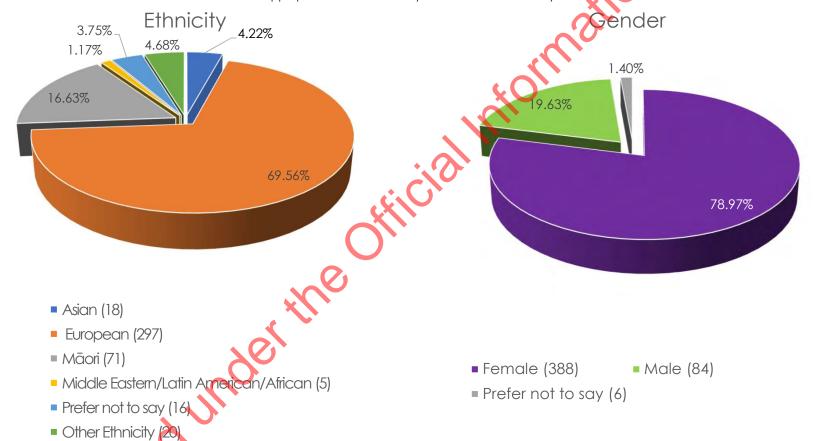
Profession

Care and Support includes cleaners, HCA, orderlies, secur Corporate and other includes management

Nursing excluding HCAs

Breakdown of Respondents

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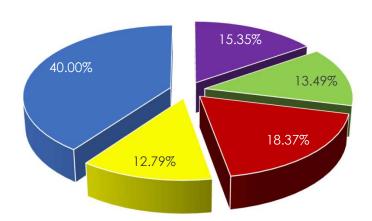
Te Whatu Ora

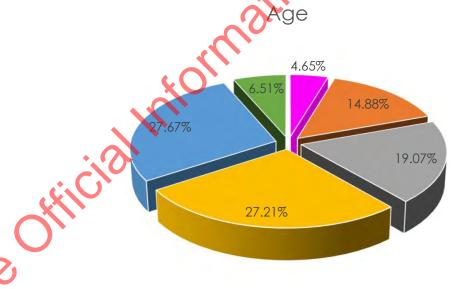
Health New Zealand

Breakdown of Respondents





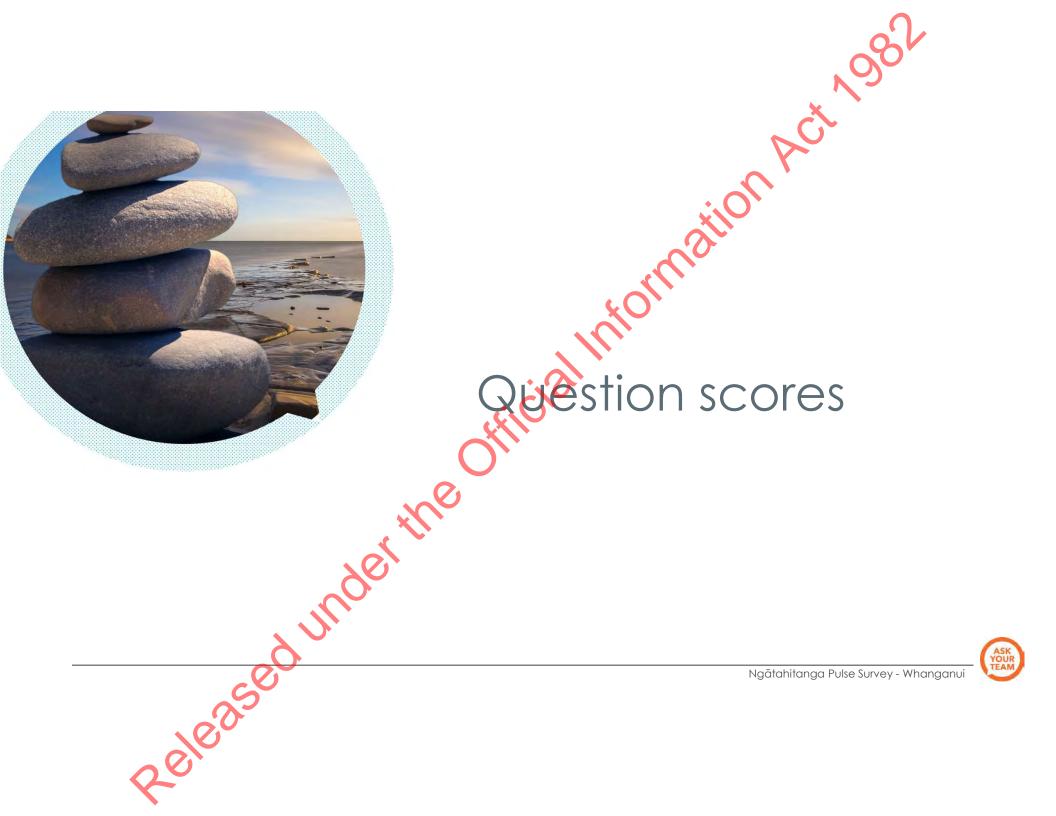




- Less than a year(66) 1 2 years (58)
- 3 5 years (79)
- 6 9 years (55)
- 10+ years (172)

- 18 25 (20) 26 35 (64) 36 45 (82)
- **4**6 55 (117) **5**6 65 (119) **6**6+ (28)





Average Question Score





This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.



Average Question Score



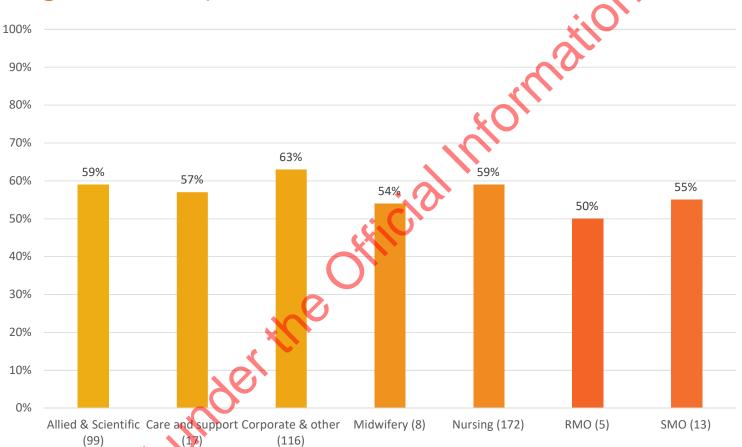


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Average Score by Profession



Number in brackets is the number of respondents in each demographic category



Te Whatu Ora

Health New Zealand

Te Whatu Ora Health New Zealand

Average Score by Ethnicity

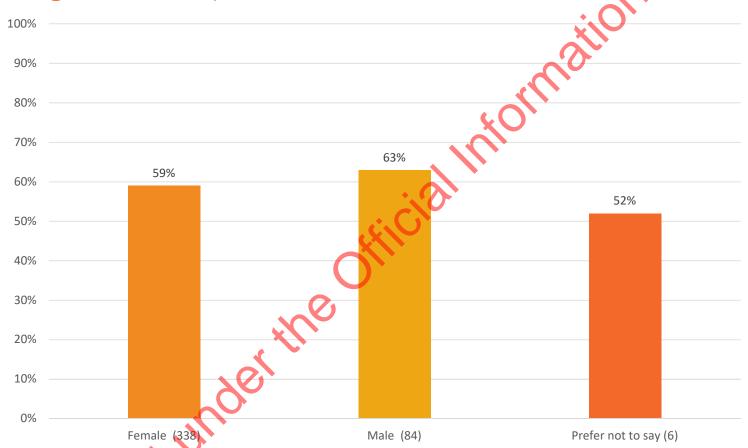
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Number in brackets is the number of respondents in each demographic category



Average Score by Gender



Number in brackets is the number of respondents in each demographic category



Te Whatu Ora

Health New Zealand

Average Score by Age

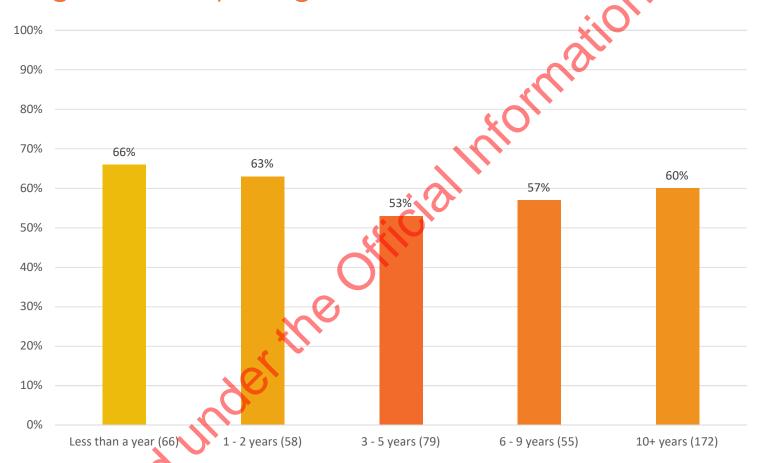




Number in brackets is the number of respondents in each demographic category



Average Score by Length of Service



Number in brackets is the number of respondents in each demographic category

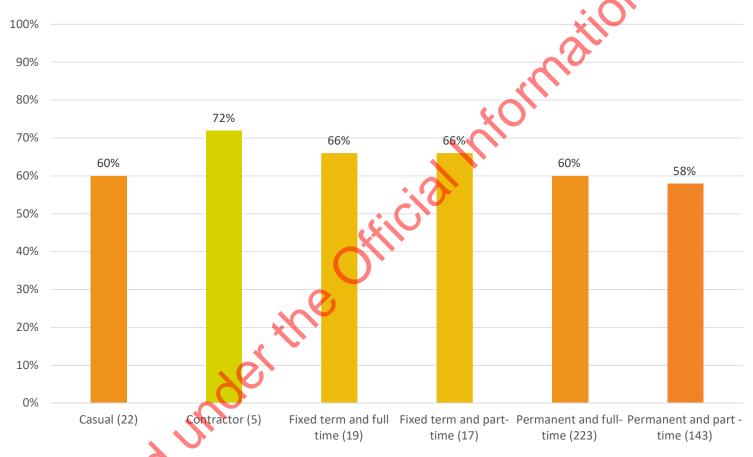


Te Whatu Ora

Health New Zealand

Average Score by Employment Status



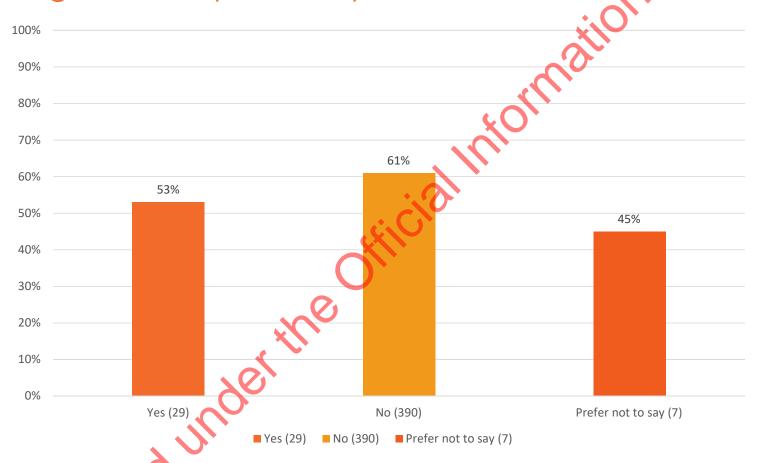


Number in brackets is the number of respondents in each demographic category



Average Score by Disability Status





Number in brackets is the number of respondents in each demographic category





Analysis of free text responses

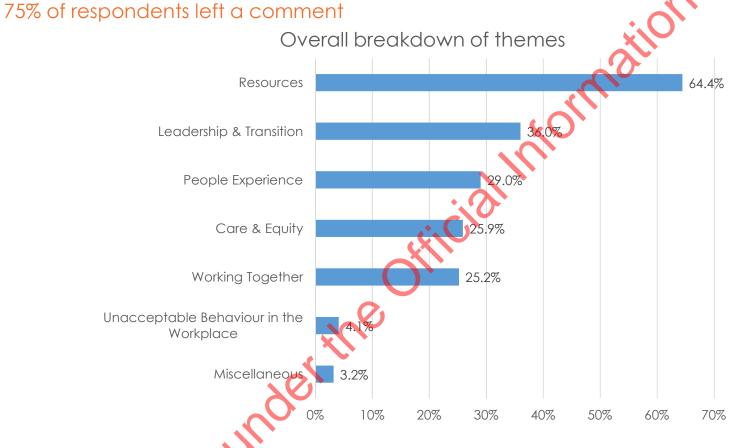
Te Whatu Ora

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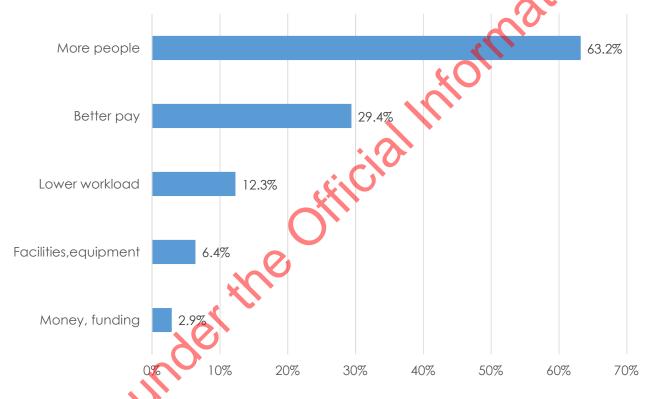








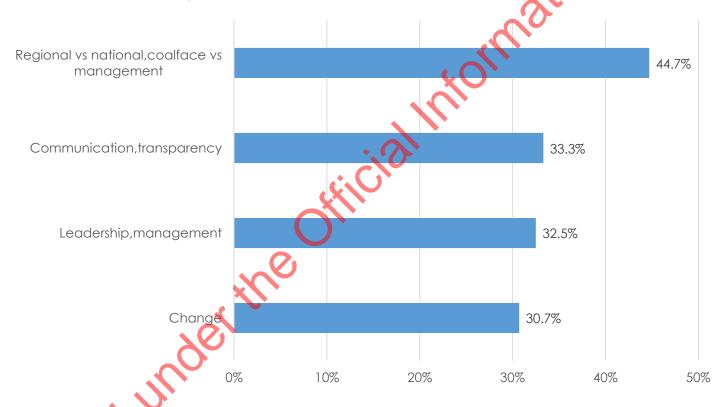






Te Whatu Ora Health New Zealand

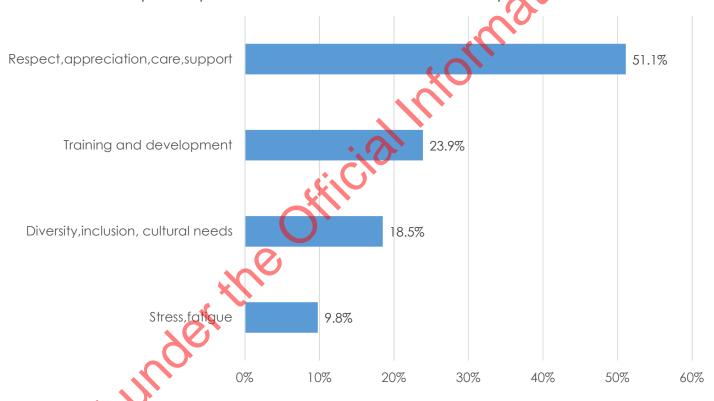
Leadership & Transition theme: Breakdown by the theme







People experience theme: breakdown by sub-theme







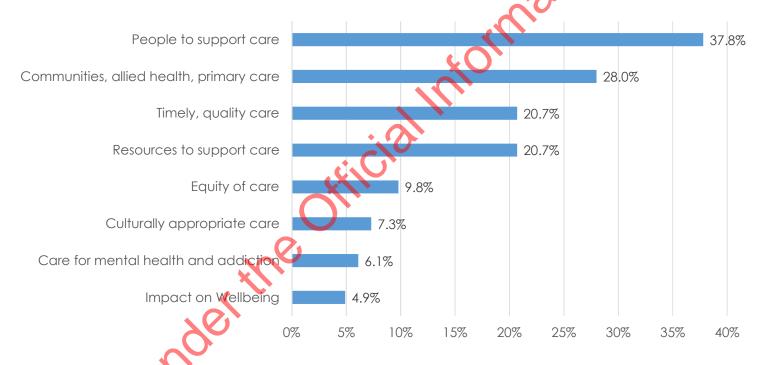
Working Together theme: Breakdown of subthemes







Care and Equity theme: Breakdown of subtheme





What would you like to see change (or happen) across Te Whatu Ora over the next three to twelve months?

Major themes:

Leadership



Resources

& Transition

People Experience

Working Together

Sub-themes

- 1. More People
- 2. Better Pay
- 3. Lower Workload
- 4. Facilities, equipment
- 5. Money, funding

Sub-themes

- 1. Regional vs national, coalface vs manager
- 2.Communication,
- transparency 3. Leadership,
- management

Sub-themes

- 1. Respect.
- 2. Training & development

Sub-themes

- 1.Unity, togetherness, cooperation
- 2.Systems and processes
- 3. Information
- technology and data
- 4. Administration
- 5. Efficiency and Effectiveness
- 6. Strategy, structure operating model

Sub-themes

- 1.People to support care
- 2. Communities, allied health, primary care
- 3. Timely, quality care
- 4. Resources to support
- 5. Equity of care
- 6. Culturally appropriate
- 8.Impact on Wellbeing

Other Themes:



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