Māori Tikanga

Better Māori Health Outcomes through Great Primary Care
**ARONGA (PURPOSE)**

Tū Ora Compass Health is committed to living Te Tiriti o Waitangi and improving equity of health care for Māori.

This document demonstrates our commitment by providing a guideline for working with Māori in Tū Ora Compass Health and its network practices. This guideline is founded on Māori concepts, views of health, tikanga (Māori values/practices) and Te Tiriti o Waitangi.

This guideline outlines key principles of tikanga and provides practical suggestions for all members of the general practice team to follow. This ranges from greeting whānau, patient involvement and the spiritual safety of staff and patients.

Central to this guideline is the expectation that all users of health care services are treated with dignity and respect. In turn, patients of health services are expected to behave respectfully.

**REALITY OF BEING MĀORI**

The Māori population is as diverse and dynamic as any other population. Māori have higher rates of illness and living with disease, yet studies show that Māori access primary care less, have less tests and investigations ordered, and less follow up than non-Māori. This needs to change and clinical pathways are followed to support this to happen.

**CULTURAL COMPETENCE STANDARDS**

We’re here to provide a quality service. Cultural competence is everyone’s responsibility and is part of providing a quality service. Being aware of the needs and worldview of others enables us to communicate and understand their reaction to our service.

Cultural competence levels can be measured in a number of ways which are set out in health legislation, through registration and accreditation authorities and the Health and Disability Code of Rights.

We provide service using best practice. This is a term that indicates a method of delivering a service in a way that provides optimal outcomes and achieves optimal performance of a process. It is the best way of doing something, given current knowledge, research, benchmarking and resources. Quality of service ensures equity of service based on best practice.

**TIKANGA**

Tikanga is about principle, values and spirituality. Tikanga is also “as much a comment on process as it is on fixed attitudes or knowledge.” (Durie, M) Māori beliefs, values and concepts are inherited, practised and passed from generation to generation. This is clearly demonstrated at tangihanga (the mourning process after death).

Values also include the importance of te reo Māori, whenua (land) and whānau (family and extended family group).

Integral to this are Māori views on health which include a holistic approach encompassing the elements of wairua (spiritual), hinengaro (psychological), tinana (physical) and whānau (extended whānau). The connection to wairua is intrinsic to Māori traditional beliefs. For instance, karakia (blessings or prayer) is essential in protecting and maintaining the wairua, hinengaro and tinana aspects of a person.
OUR VALUES

**Whakapai**
CONTINUOUS IMPROVEMENT:
we pursue excellence through continuous learning, innovation, and improvement.

Mātāu ngā kai mahi ő Tū Ora Compass Health hei whakapai āke tōnu atu. Whai ana te huarahi tika

**Ngākau Pono**
INTEGRITY:
we strive to be honest, dependable and driven by what is right.

Hē karanga kia mataara, kia tautiaki te hūnga ngākau pono

**Manaakitanga**
CARING AND RESPECT:
never trample on the mana of a person; ours is to always lift up, take care of, and be generous to others

Kaua e takahia te tangata, hikitia te tangata mō āke tōnu atu

**Kotahitanga**
TEAM WORK:
we work together for the benefit of our patients and network.

Mahi tū Kotahi

**COMMON TERMS AND DEFINITIONS**

**Aroha** | Compassionate love. The unconditional acceptance which is the heart of care and support.

**Kawa** | Protocol of the marae, land, iwi. Determines how things are done in various circumstances. Respect for kawa is very important. If the kawa is not known the tangata whenua should be consulted.

**Karakia** | Prayer, blessing, incantation. Shared at almost all occasions and part of lifestyle.

**Kaumatua** | Elder, Koro, Kuia. Elder members of the whānau, hapu, iwi that provide leadership, counsel to these groups.

**Mana** | Authority, standing. Service must recognise the mana of Māori consumers – recognition of Te Tiriti o Waitangi partner.

**Manaaki** | Care for and show respect to. Services show respect for Māori values, traditions and aspirations.

**Marae** | Place of Māori practice. Place of belonging and link to past generations and the future. Comprising of carved meetinghouse, marae atea, dining room and ablution facilities.

**Tapu/Noa** | Sacred/profane. The recognition of the cultural means of social control/norm envisaged in tapu and noa including its implications for practices in working with Māori patients.

**Tūpāpaku** | Deceased person. Deceased is elevated to a position of respect during tangihanga (funeral and burial).

**Tūrangawaewae** | A place to stand. The place the person calls home, where their origins are. Must be identified for all Māori patients.

**Wairua** | Spirit or spirituality. A recognition that the Māori view of spirituality is inextricably related to the wellbeing of the patient.
TIKANGA GUIDELINES

These guidelines will assist you to understand, work with and communicate with Māori as you provide their health care.

<table>
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<tr>
<th>GREETINGS</th>
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<tr>
<td>• The face of the medical practice is reception. The receptionist is often the first person a patient sees and the first contact the patient has with your primary care team. Using a welcome phrase like ‘Kia ora’ or Welcome Mr’ will enhance a sense of welcome</td>
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<tr>
<td>• Try to attempt to pronounce Māori names correctly and ask when unsure</td>
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<tr>
<td>• Try to use the preferred name of the patient</td>
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<td>• Māori images in the waiting room or significant landmarks will give a sense of connectedness with the community and land. Play Māori music</td>
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<td>• Māori magazines or te reo books in the waiting area will give a sense of acceptance of Māori being part of the practice.</td>
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<th>WHĀNAU SUPPORT</th>
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<td>• Be mindful that the term whānau can be broad to include others in the home not just blood relatives</td>
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<tr>
<td>• Patients and whānau should be actively encouraged and supported to be involved and included in all aspects of care and decision-making</td>
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<td>• If the patient seems reluctant to talk, include the support whānau in the conversation</td>
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<tr>
<td>• Be aware that a patient or whānau may wish to nominate a person to speak on their behalf. This may happen when a patient is receiving palliative care in the home</td>
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<tr>
<td>• The general practice team will acknowledge and actively involve the nominated person</td>
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<td>• A doctor will give serious consideration to whānau who ask to be present during a procedure</td>
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<td>• Whānau will always be around when death is expected and/or imminent. The patient will never be left alone, not even at night.</td>
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<td>• Doctors, nurses and reception staff should introduce themselves and explain their role</td>
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<td>• When obtaining registration details, accept that the Māori concept of ‘next of kin’ may be broadly interpreted</td>
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<td>• Check that the ethnicity data and contact details are correct</td>
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<td>• When appropriate, ensure that patients are offered an interpreter or made aware of the right to have an interpreter</td>
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<td>• Ensure that navigation services and healthy lifestyle support are part of the care available to the patient and whānau</td>
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<td>• Ensure information is delivered clearly and in terms the patient and whānau understand</td>
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<tr>
<td>• Ensure the patient and whānau understand the information given</td>
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<tr>
<td>• Provide information in more than one way where possible eg spoken and written, Māori and English. If a health advocate is required, make a referral to the Tū Ora Compass Health team</td>
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<td>• Staff will provide verbal and written information and support regarding complaint procedures.</td>
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KARAKIA (BLESSINGS / PRAYER)

- Be open to the offering of karakia before during or at the end of a consultation. This will probably happen before a patient comes to the medical practice.
- If a procedure is to be done or bad news is to be given during a consultation – encourage whānau support to be present and ask if the patient would like to start with a karakia.
- Allow time for karakia if you know this is needed. The doctor/nurse does not have to be present.
- Karakia will not be interrupted unless the physical care of the patient is compromised.
- Access to appropriate water and containers will be made available for the purpose of spiritual cleansing.

SPECIFIC NEEDS – JUST ASK

- It is ok to ask patients and whānau if they have any special cultural, spiritual, language or other needs you can assist them with to ensure the care they receive is safe from their perspective.
- These needs will be documented in the relevant notes. Actively seek to ensure they are met.
- Often rongoā (Māori methods of healing) use is not disclosed, yet this could impact on the care being provided. Respect and support the importance and use of rongoā during care. Be open to negotiate, document and work collaboratively with Māori healers, patients and whānau regarding the use of rongoā.
- A simple request and explanation will be given and consent obtained from a patient before touching them anywhere on the body and especially on the head.

FOOD AND STORAGE OF VACCINES

- Food will never be passed over the head.
- Fridges/freezers used to store food or medication for human consumption will be clearly identified and not used for any other purpose.
- Do not store vaccinations in the same fridge as food.
- Microwaves used for food should only be used for food.
- Tea towels will only be used for drying dishes.
- Anything that comes into contact with the body or substances should be kept separate from food.
- Glasses used for drinking water will be solely used for this purpose.
- Do not sit on a table or workbenches and particularly on surfaces used for food or medication.

TAONGA (VALUABLES)

- Only remove taonga (valuables/heirlooms) if leaving them on places the patient at risk; wherever possible taonga will be taped to their person.
- If risk is involved, consent will be obtained from the patient or whānau before removing taonga.
- The patient and whānau will have the option of removing and caring for the taonga.

LINEN

- Differentiate pillows for the head and those used for other parts of the body eg. White pillows for the head and dark coloured pillows for other parts of the body.
WHEN GOING TO HOSPITAL

- Wellington and Kenepuru Hospitals have Whānau Care Services. Whānau Care services are available to support patients and whānau through all health care provided in hospital.
- If it is a planned admission ensure that patient and whānau have all the relevant information needed about their primary care, ie. Care Plan, list of medications, GPs name, Advance Care Plan and practice records.
- If the patient will not be able to communicate, encourage them to nominate a spokesperson to speak on their behalf and advise hospital staff on admission.
- If the removal, retention, return or disposal of body parts and/or tissue and/or substances is required, ensure the Whānau Care Services are contacted. They will guide the whānau through the hospital process.
- If an autopsy is required – Whānau Care Services can guide the process.
- Take time to explain the process involved in going to hospital. This will alleviate any unnecessary worry.

WHEN GOING INTO A PATIENTS HOME

- Remember that you are a guest in the patient’s home and will be honoured as such.
- Ensure to attempt to pronounce Māori names correctly and ask when unsure.
- Endeavour to use the preferred name of the patient.
- Communicate with the delegated whānau member.
- If there are shoes at the front door, take your shoes off as well.
- Be prepared to share a ‘cup of tea’ with the patient, as hosting is important.
- Acknowledge others in the room, (a nod and ‘kia ora’).
- Do not sit on tables or workbenches and particularly on surfaces used for food or medication.
- Differentiate pillows for the head and those used for other parts of the body. Do not sit on a pillow.
- Be aware that if death is expected or pending the preference is for care at home.
- If death is expected or pending, the patient will always have whānau support. The whānau support should be encouraged to help in the care of the patient, ie. Manual handling.
- If death is pending, food will not be consumed around the patient.
- Pending and following death, allow time for the whānau to exercise their beliefs and practices.

IDEAS TO IMPROVE YOUR TE REO

- Te Reo Māori is an official language of New Zealand and many Māori words are part of common New Zealand language. Learning Te Reo Maori enables you to communicate in a familiar way to Māori.
- Greet people using ‘kia ora’.
- Put up kupu (word labels) on items around your practice.
- Learn waiata songs and sing them as a practice.
- Watch and listen to Māori language programmes. Play Māori music.
- Practice Māori words (names) or phrases safely in your office or home.