

Mai te Timatanga (Background) Te Kaupapa

The aim of this booklet is to provide a guideline for working with Māori in primary health care. It will contribute to providing services that are responsive to Māori rights/rites, needs and interests. It is expected that if these ideas are implemented you will contribute to Māori health gain. 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 guidelines and processes for all members of the general practice team to follow. This ranges from greeting whānau, patient involvement and the spiritual safety of the patient.

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



Reality of Being Māori

The Māori population is as diverse and dynamic as any other population and can be described and defined in a number of ways.

In the 2006 census 565,329 (15%) of the total population identified themselves as belonging to the Māori ethnic group. 643,977 people (18%) of the total population indicated they had Māori ancestry. The Māori population is young – 53% are aged less than 25 years, Māori birth rates are higher than non-Māori and well above replacement level, contributing to a growing Māori population, and after a widening of the gap in life expectancy between Māori and non-Māori over the 1990's, the gap has stabilised and is currently about 7.6 years.

In January to March 2009 Capital PHO had 8,674 Māori enrolled. Of this 74% live in deprivation areas 1-5.

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.

Cultural Competence Standards

Providing a quality service is what we are about. 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.

The Health Practitioners competence Assurance Act 2003 requires registration authorities to set standards of cultural competence, review and maintain the competence of health practitioners and set standards to ensure ongoing competence.

The Medical Council of New Zealand has defined cultural competence as:

'Cultural competence requires an awareness of cultural diversity and the ability to function effectively and respectfully, when working with and treating people of different cultural backgrounds. Cultural competence means a doctor has the attitudes, skills and knowledge needed to achieve this. A culturally competent doctor will acknowledge:

- *That New Zealand has a culturally diverse population.*
- *That a doctor's cultural and belief systems influence his or her interactions with patients and accepts this may impact on the doctor-patient relationship.*
- *That a positive patient outcome is achieved when a doctor and patient have mutual respect and understanding (Medical Council of NZ statement on cultural competence).'*

In the Health and Disability Code of Rights, Right 1(3) states *'every consumer has the right to be provided with services that take into account the needs, values, and beliefs of different cultural, religious, social, and ethnic groups.'*

Recommended Best Practice is a term that indicates a method of delivering a product or service in a way that provides optimal outcomes and achieves optimal performance of a process in the majority of instances. It is the best way of doing something, given current knowledge, research, benchmarking and resources.

Tikanga

Tikanga is about principles, values and spirituality. Tikanga is also *'as much a comment on process as it is on fixed attitudes or knowledge.'* (Mason Durie)

Māori beliefs, values and concepts are inherited, practised, and passed from generation to generation. This is clearly demonstrated at tangihanga (the mourning process before burial). Values also include the importance of te reo (language), whenua (land) and in particular 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 family). 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 within a healthcare setting.

Common Terms and Definitions

Wairua	Spirit or spirituality. A recognition that the Māori view of spirituality is inextricably related to the wellbeing of the patient.
Aroha	Compassionate love. The unconditional acceptance which is the heart of care and support.
Turangawaewae	A place to stand. The place the person calls home, where their origins are. Must be identified for all Māori patients.
Whanaungatanga	The extended family. Takes responsibility for its members, their wellbeing and broader inter-relationships with others.
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.
Mana	Authority, standing. Service must recognise the mana of Māori consumers – recognition of Te Tiriti o Waitangi partner.
Manaaki	To care for and show respect to. Services show respect for Māori values, traditions and aspirations.
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.
Tūpāpaku	Deceased person. Deceased is elevated to a position of respect during tangihanga (funeral and burial).
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.

Cultural Competence Guidelines

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

Greeting

- The face of the medical practice is reception. The reception 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
- Ensure to attempt to pronounce Māori names correctly and ask when unsure
- Endeavour to use the preferred name of the patient
- Having Māori images in the waiting room or significant landmarks will give a sense of connectedness with the community and land
- Having Māori magazines or Te Reo books in the waiting area will give a sense of acceptance of Māori being part of our community.

Whānau Support

- Be mindful that the term whānau can be broad to include others in the home not just blood relatives
- Patients and whānau should be actively encouraged and supported to be involved and included in all aspects of care and decision-making
- If the patient seems reluctant to talk, include the support whānau in the conversation
- Be aware that a patient or whānau may wish to nominate a person to speak on behalf of the patient. This may happen when a patient is receiving palliative care in the home
- The general practice team will acknowledge and actively involve the nominated person
- A Doctor will give serious consideration to whānau who ask to be present during a procedure
- Whānau will always be around when death is expected and/or imminent. The patient will never be left alone, not even at night.

Seek Help with Pronunciation

Mr Ngawharau took his daughter, Pounamu, to a busy accident and medical clinic and was asked to fill out various forms and take a seat in the waiting room. The clinic triage nurse explained that she found it hard to pronounce their name and suggested that she would call the injured child Jade, as that was much easier for her. Jade is the English equivalent of pounamu (or greenstone). The father and daughter left without receiving further care, but presented later to a hospital emergency department.

Tip

Ask the family/whānau on how to pronounce names correctly as a show of respect.

Information and Support

- Doctors, nurses and reception staff should introduce themselves and explain their role
- When obtaining registration details, accept that the Māori concept of 'next of kin' may be broadly interpreted
- Check that the ethnicity data is correct
- Where appropriate, ensure that patients are offered an interpreter or made aware of the right to have an interpreter
- Ensure that SIA access nursing services and healthy lifestyle support are part of the care available to the patient and whānau
- Ensure information will be delivered clearly and in terms the patient and whānau understand
- Ensure the patient and whānau understand the information given
- Provide information in more than one way where possible eg. spoken and written, Māori and English
- Inform patients and whānau of the advocacy service provided by the PHO and the Health Advocates Trust
- If a health advocate is required, make a referral to the PHO office
- Staff will provide verbal and written information and support regarding complaints procedures.

Mr HH (15 years) was undergoing MRI to assess his injury. Family/whānau members had travelled some 90 kilometres with him to the appointment but were told after the scan was complete that the results would be made available only through the referring doctor. The family/whānau was upset because some had taken time off work, expecting a discussion of the findings with the radiologist. They had not been told about the policies and reporting processes of the MRI unit.

Tip

It is advisable to ask the family/whānau about their preferences for communication, and indicate that information can be provided via a nominated individual. Check that clients have understood any treatment, investigation or rehabilitation plans.

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.

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 rongoa (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 rongoa during care
- Be open to negotiate, document and work collaboratively with Māori healers, patients and whānau regarding the use of rongoa
- 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 will not be used for heating anything that has come into contact with the body
- Tea towels will only be used for the purpose of drying dishes
- Anything that comes into contact with the body or substances should be kept separate from food
- Receptacles used for drinking water will be solely used for this purpose
- Do not sit on tables or workbenches and particularly on surfaces used for food or medication.

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 Hospital and Kenepuru Hospital have Whānau Care Services
- Whānau Care services are available to support patients and whānau through all health care provided in Wellington and Kenepuru Hospitals
- If it is a planned admission ensure the patient and whānau have all the relevant information needed about their primary care, ie. Care Plus folder, list of medications, GP's name 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 will guide the process
- Take time to explain the process involved in going to hospital. This will alleviate any unnecessary worry.

When Going into a Patient's 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
- 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 in the 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.

Different Understanding of Behaviour?

Mrs A had been admitted to hospital for treatment of a serious condition, but after a week asked if she could return home. Hospital staff observed Mrs A singing waiata, and concluded that the patient was indeed feeling better so began arrangements to have the patient discharged. Meanwhile the family/whānau of Mrs A were making arrangements for their kuia to go home to die, because they hadn't heard her sing those old waiata before.

Tip

Check with the client and their family/whānau before making assumptions about the reasons why Māori clients act in particular ways.

Projects and Research - Involving Māori Data

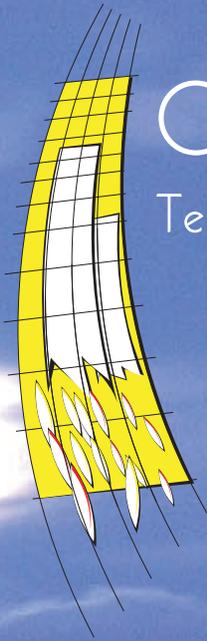
- The Treaty of Waitangi principles of partnership, participation and protection will be actively addressed and undertaken in good faith when planning projects targeted to or including Māori. This will occur from the outset of the project, ie. from the negotiating and formulation of the research to the final outcome
- Informed consent (written and verbal) must be sought from Māori participants and/or whānau involved in the project or research. This includes requests for body parts/tissue and/or substances (including genetic material) to be collected for research purposes
- Participants in the project or research will be informed of the outcomes in a meaningful way.

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 Māori enables you to communicate in a familiar way to Māori
- Greet people using "Kia ora"
- Put up post-it notes with the Māori word written on it for items around your practice
- Learn waiata/songs
- Watch and listen to Māori language programmes or music
- Practice Māori words (names) or phrases safely in your office or home.

This booklet is a guideline only and members of your PHO team are available to provide further advice, support and resources to help. Cultural training is also available through Capital PHO.





Capital PHO

Te Upoko O Te Ika

*healthy people,
healthy communities*



Tikanga

Guideline

