

The Door Too Big



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Understanding what determines people's health decision making, the comfort felt seeking health services & the delivery of culturally appropriate care by imbedding the Principles of the Treaty of Waitangi will determine the success of any care delivered.

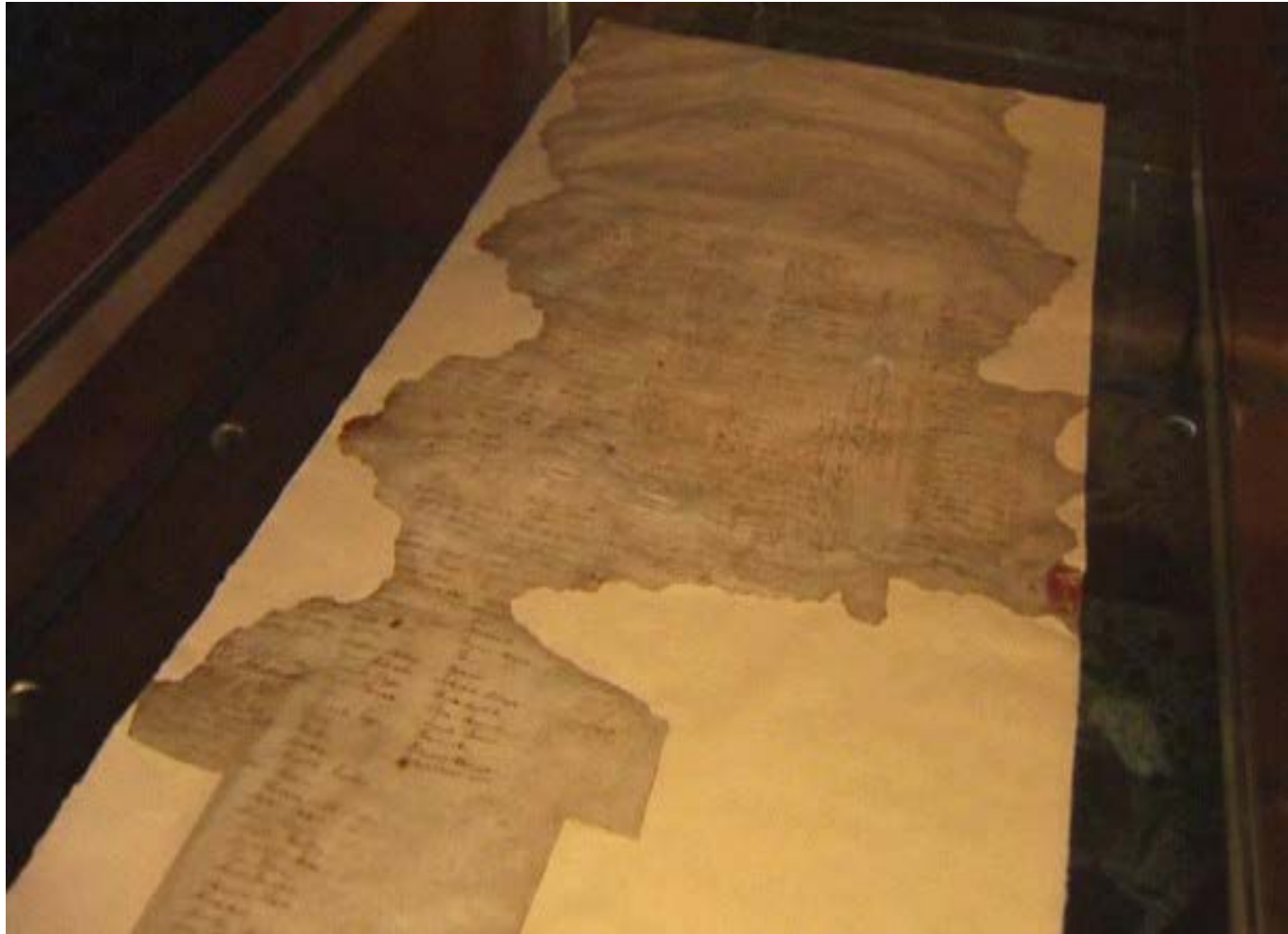


Making a Connection

Whakawhanaungatanga

- Establishing whānau connections is kinship in its widest sense.
- Process of establishing links and relating to the people you meet, by identifying whakapapa linkages, past heritages, points of engagement or other relationships.
- Reinforces the commitment that members of a whānau/family have to each other while reminding them of their responsibilities and obligations

Treaty of Waitangi



- Signed 6 February 1840
- 3 articles
- Different meanings (English & Māori)

Represents an agreement in which Māori gave the Crown rights to govern and to develop British settlement, while the Crown guaranteed Māori full protection of their interests and status, and full citizenship rights.

Māori Health Timelines (Past)

1769 - First contact between Māori & European in New Zealand

1862 - Māori Health deteriorates due to loss to land & increased contact

1907 - Māori healers outlawed (Suppression of Tohunga Act)

1950 - Govt launches a Māori social policy on promoting urbanisation

1951 - Māori Womens Welfare League drives housing & health

1992 - Health Boards make an effort to address Māori Health issues

2004 - Principles of Treaty of Waitangi included in law (NZ Public Health & Disability Act)

Principles of Treaty of Waitangi

Partnership

Working together with Iwi, hapū, whānau and Māori communities to develop strategies for Māori health gain and appropriate health & disabilities services.

- Support women/patient to enroll with health services
- How would you like to receive your results?
- Identify and plan together for any known disabilities

Principles of Treaty of Waitangi

Protection

Working to ensure Māori have at least the same level of health as non Māori and safe guarding Māori cultural concepts, values and practices.

- Would you have any cultural practices we can support you with?
- Women/patient feels comfortable in a clinical environment
- What questions do you have for us?

Principles of Treaty of Waitangi

Participation

Involving Māori at all levels of the sector, in decision-making, planning, development and delivery of health and disability services.

- Build a therapeutic trusting relationship
- Would you like to invite a support/whānau person?
- Would you like to know more about other health & social services?



**Recognising
diversity
within
communities**

Equitable Care

Equitable care is care that does not vary in quality because of someone's race, gender, income or location.

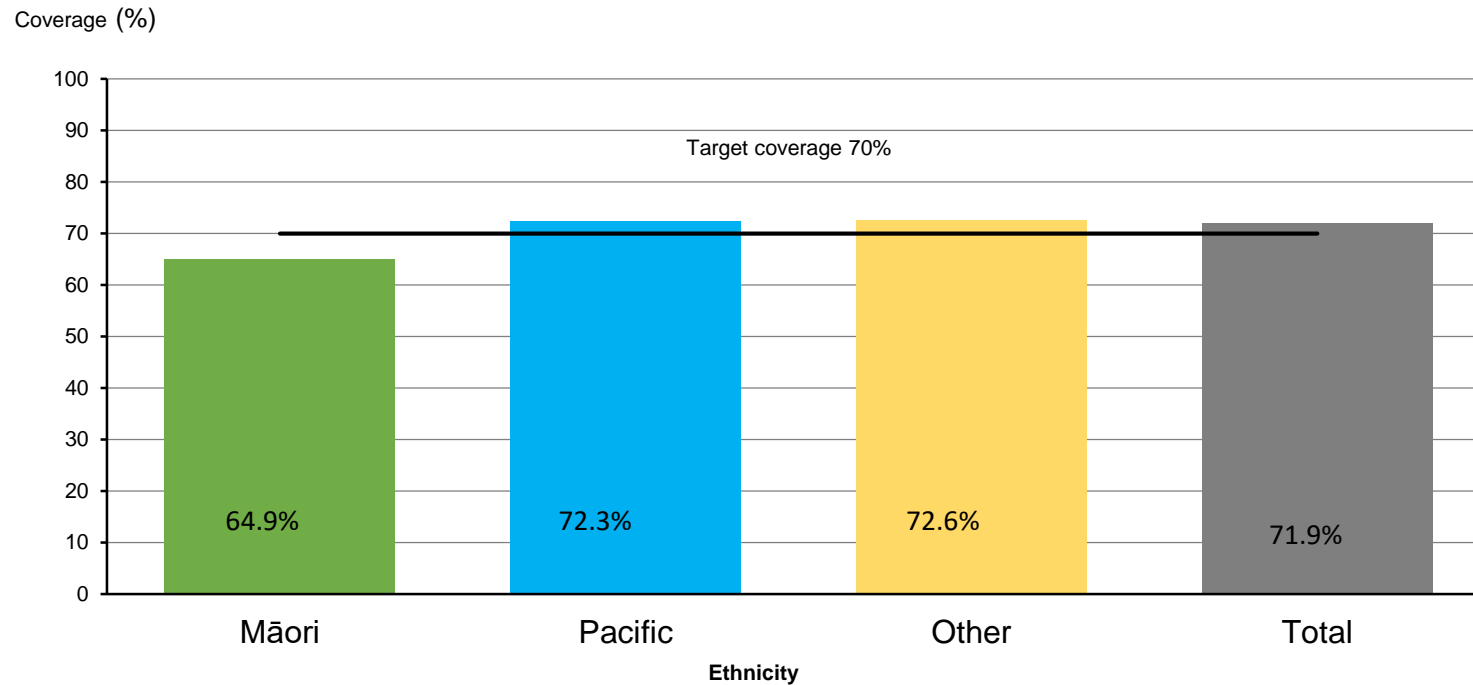
It may vary in practice because quality care, the right thing at the right time is different for different people



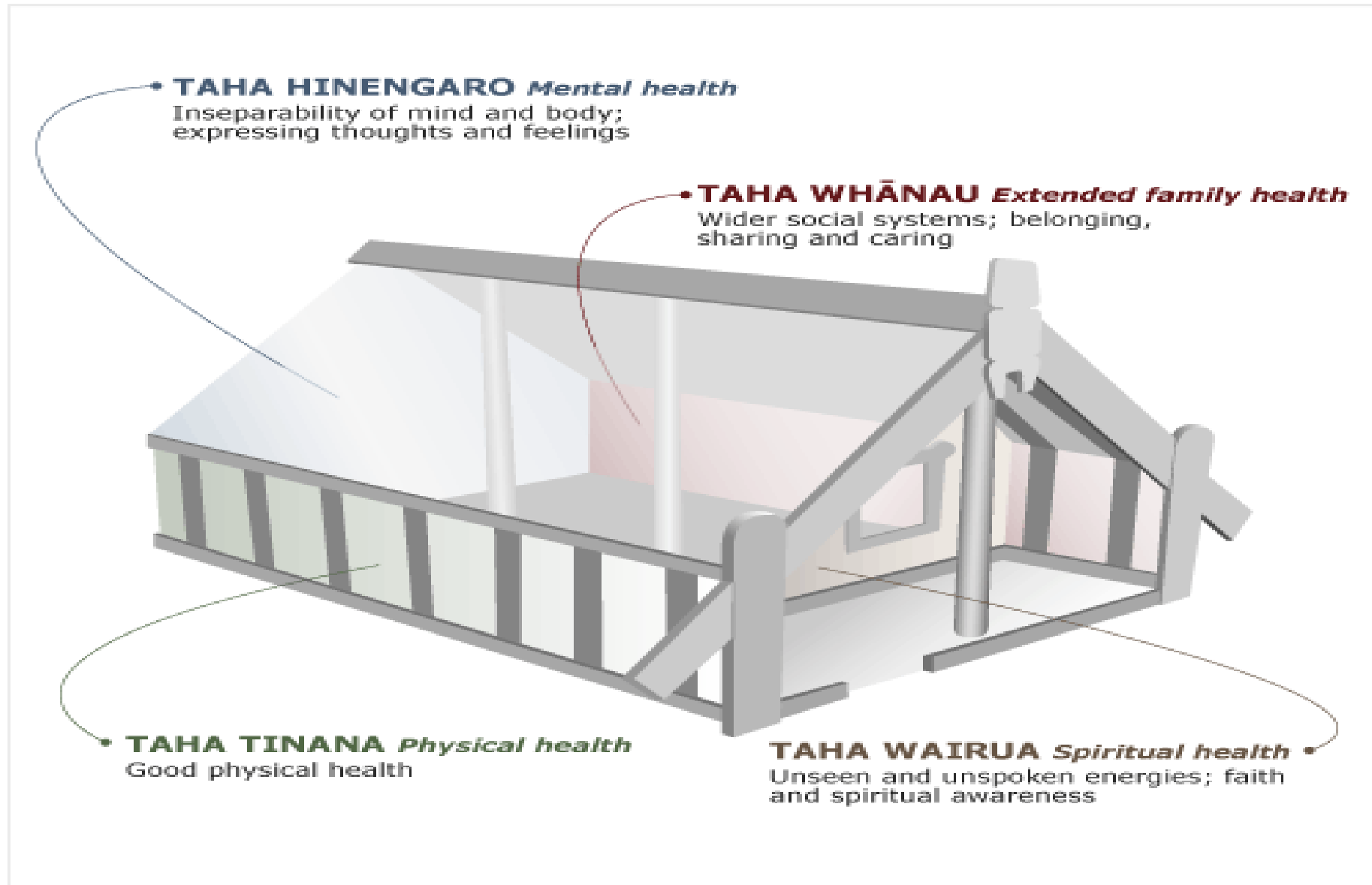
Understand Your Population

BSA Total coverage by ethnicity in the two years ending 31 December 2017

Figure 1: BSA coverage (%) in the two years ending 31 December 2017 by ethnicity, women aged 50–69 years, Total Coverage



Te Whare Tapa Whā (Māori Model of Care)



What Opens The Door?

Kaimahi Community Support staff – meet & greet on arrival

Introduce front line staff

Invite Support person/whanau/family member

Make time for questions

Welcome local community & health providers to visit your service

Employ a diverse workforce

Be bold - advertise screening staff on posters, brochures

Make it easy to enrol, reminder postcards or telephone calls

Offer Outreach Breast & Cervical Screening clinics with extended hours - mobile

Whanau centred approach to Breast Screening

Offer general health checks with breast screening clinics

Partner with local health services

What Opens The Door?

Consultation with your communities

Partnership with other health services

Develop services driven by the needs of the consumer

Accurate ethnicity data collection

Overcome barriers your patient experiences

Empower confidence in your colleagues



Open respectful communication

Build therapeutic relationships

Make connections & listen

Use open questions & not closed questions

Culturally competent staff

Understand health literacy

Be guided by your patient & their whanau/family

He aha te mea nui o te ao

What is the most important thing in the world?

He tangata, he tangata, he tangata

It is the people, it is the people, it is the people

Whakatauki - Māori proverb

