



Professor Denise Wilson

NgÄti Tahinga (Tainui)

MÄori Health

Auckland University of Technology

Auckland

Saturday, August 10, 2019

(Room 1)

12:20 - 13:00 Optimising Culturally Responsive Nursing Practice



**TAUPUA WAIROA
RESEARCH CENTRE**

Equity, cultural responsiveness and whānau-centred care: Optimising culturally responsive practice

GP CME 2019 Conference, Christchurch

Professor Denise Wilson, Co-Director Taupua

Taupua Wairoa Research Centre is part of the
AUT Public Health and Mental Health Research Institute.



Today...

1. Review research with Māori about their experiences.
2. Understand the values of mana, aroha and manaakitanga, and the role of the whānau and the fundamentals of care in being culturally responsive.
3. Explore how to improve patient and family/whānau health experiences.
4. Explore practical strategies for promoting engagement with Māori patients and their whānau:
 - a. Beginning with self, and
 - b. Developing an understanding of Māori health care needs.

Whakataukī

*Naku te rourou
Nau te rourou
Ka ora ai te iwi*

**With your basket and my basket
The people will thrive**

Source: collections.tepapa.govt.nz

Equity



Image from: houstongps.org

In Aotearoa New Zealand, people have differences in health that are not only avoidable but unfair and unjust. Equity recognises different people with different levels of advantage require different approaches and resources to get equitable health outcomes.

Dr Ashley Bloomfield, Director-General of Health (2019, March)

PATHWAYS TO INEQUITIES

DIFFERENTIAL ACCESS TO DETERMINANTS OF HEALTH

- Genetics
- Epigenetics
- Education
- Employment
- Income
- Housing
- Income support
- Health literacy
- Deprivation
- Access to transport
- Environment
- Historical trauma
- Colonisation
- Racism & discrimination
- etc

GETTING THE RIGHT CARE

DIFFERENTIAL ACCESS

- Racism & Discrimination
 - Judgmental Attitudes
 - Negative/Unsubstantiated Stereotypes
 - Acting on Assumptions
- Socioeconomic Status
- Negative Health Experiences
- Cultural Beliefs & Practices
 - Cultural Identity
 - Body Fluids and Tissues
 - Important practices for spiritual wellbeing and cultural safety

QUALITY OF CARE

DIFFERENTIAL QUALITY OF CARE

- Adverse Events
- Shorter Length of Stay
- Discrimination
- Avoidable Hospitalisation & Mortality



Denise Wilson (2016)
AUT University NZ



Photo from: Denise Wilson



Photo from: Denise Wilson

**WAIROA
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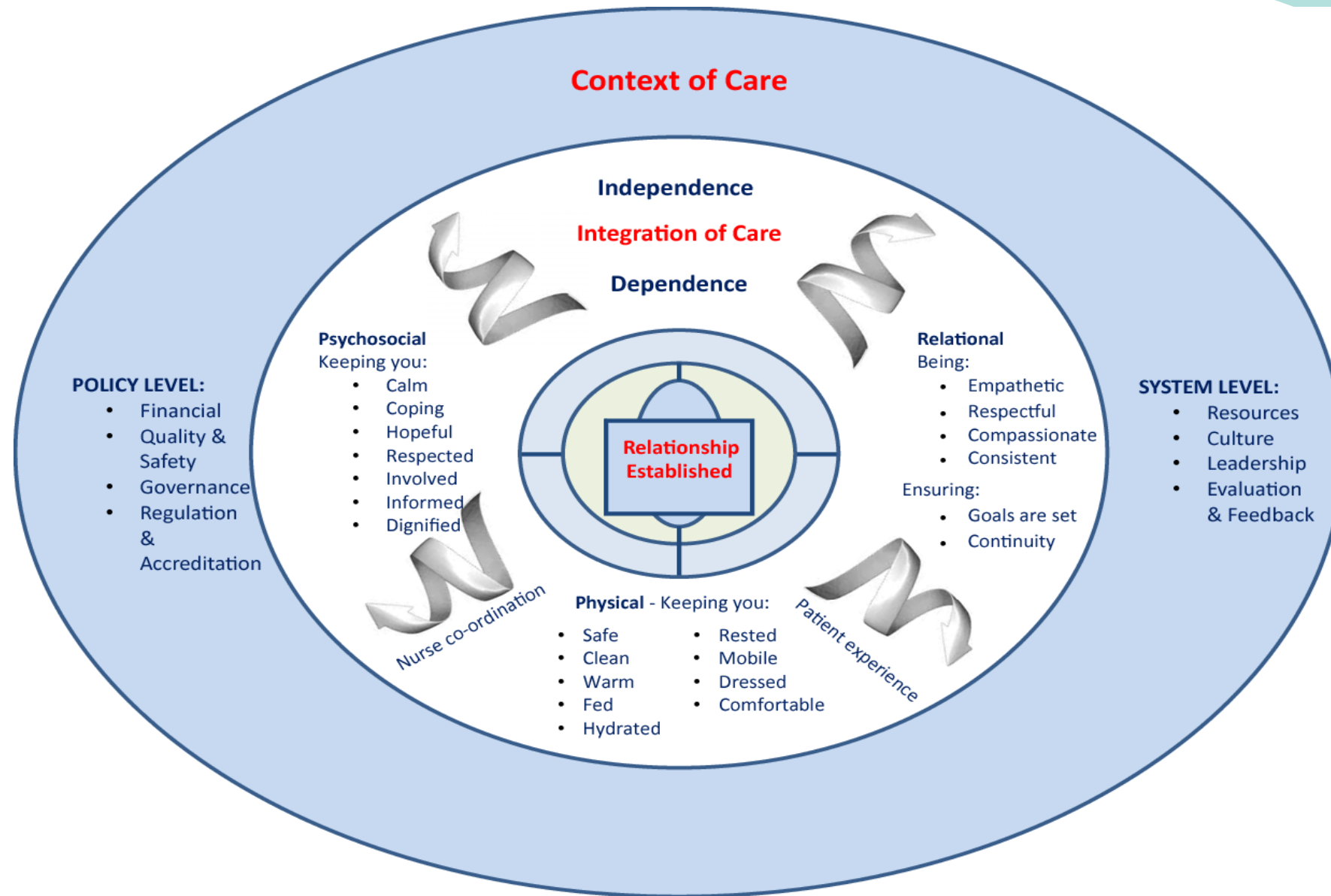
Photo from: Denise Wilson

COASTAL
CENTRE

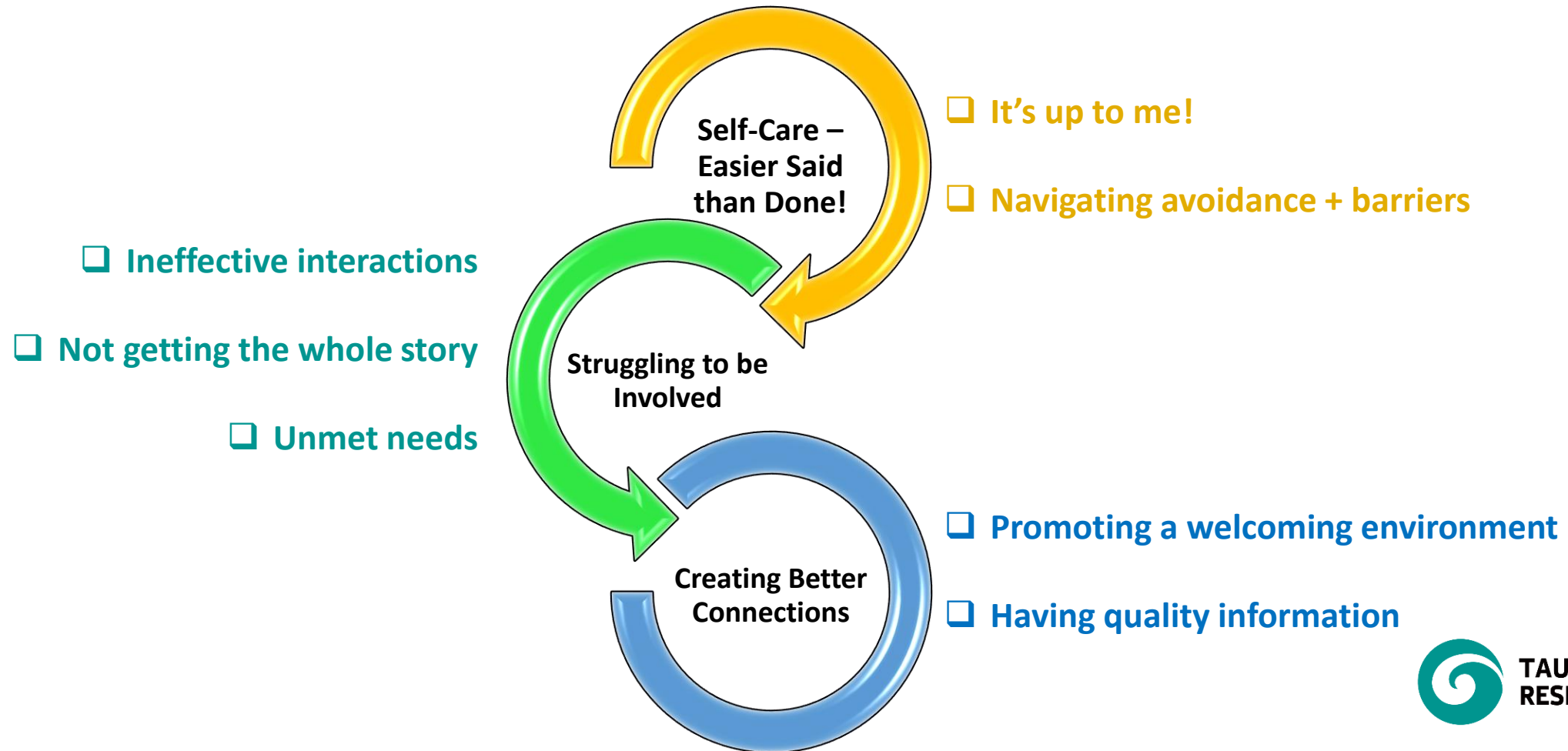
Health Policy & Legislation

- NZ Health Strategy 2016
- He Korowai Oranga
- Health Quality & Safety Commission
- Health Practitioners Amendment

Fundamentals of Care



Māori Experiences of Health Care



Research

	ENVIRONMENT	INEFFECTIVE ACTIONS	UNMET NEEDS	RACIAL DISCRIMINATION	OUTCOMES
Wilson (2008)	Acknowledge beliefs and worldviews	Negative reception No support and advocacy	No choice Language used		Affects trust
Wilson & Barton (2012)	Foreign Not welcoming Not conducive to healing	Marginalised Action/no action leads to mistrust	Sub-standard care Reluctance to complain	Treated differently to others	Health system complex to navigate Negative health experiences lead to avoidance
Harris et al. (2012)				Lower breast & cervical screening	Potential pathway for poor health
Wepa (2016)	Not knowing the rules of engagement	Being silenced Minimising the importance of whānau	Having questions to ask	Feeling whakamā Being discriminated against	Surviving by having hope, feeling lucky, & taking control
Cormack et al. (2018)			Poor self-rated health Poor mental health Greater life dissatisfaction	Higher prevalence of racial discrimination	
Wilson et al. (submitted for review)	Not welcoming	Lack of responsiveness, Not being 'present' Disrespectful attitudes & behaviours. Felt invisible or unheard	Not getting the whole story		Navigating avoidance and barriers

Poipoia te kakano, kia puawai



Nurture the seed and it will blossom



<https://www.terrain.net.nz/friends-of-te-henui-group/table-1/kowhia.html>

Effective Interactions

Whakawhanaungatanga
[process of establishing
relationships/
connections]

*Kia ora, kō Denise taku
ingoa*

Aroha
[empathy and
compassion]

Manaakitanga
[caring/looking after]

**Whakapapa and
whānau**
[importance of whānau]

Responsive

Being 'present'

Respectful

Compassionate

**Uplift or
enhance
Mana**

Optimising culturally responsive engagement



PREPARING

- Self
- Environment
- Team



ENGAGING

- Time
- Introductions first and foremost
- Whānau support



SHARING & LEARNING TOGETHER

- Listen, needs, questions
- Cultural literacy



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KAI: Culturally Responsive Practice

- **Knowledge**

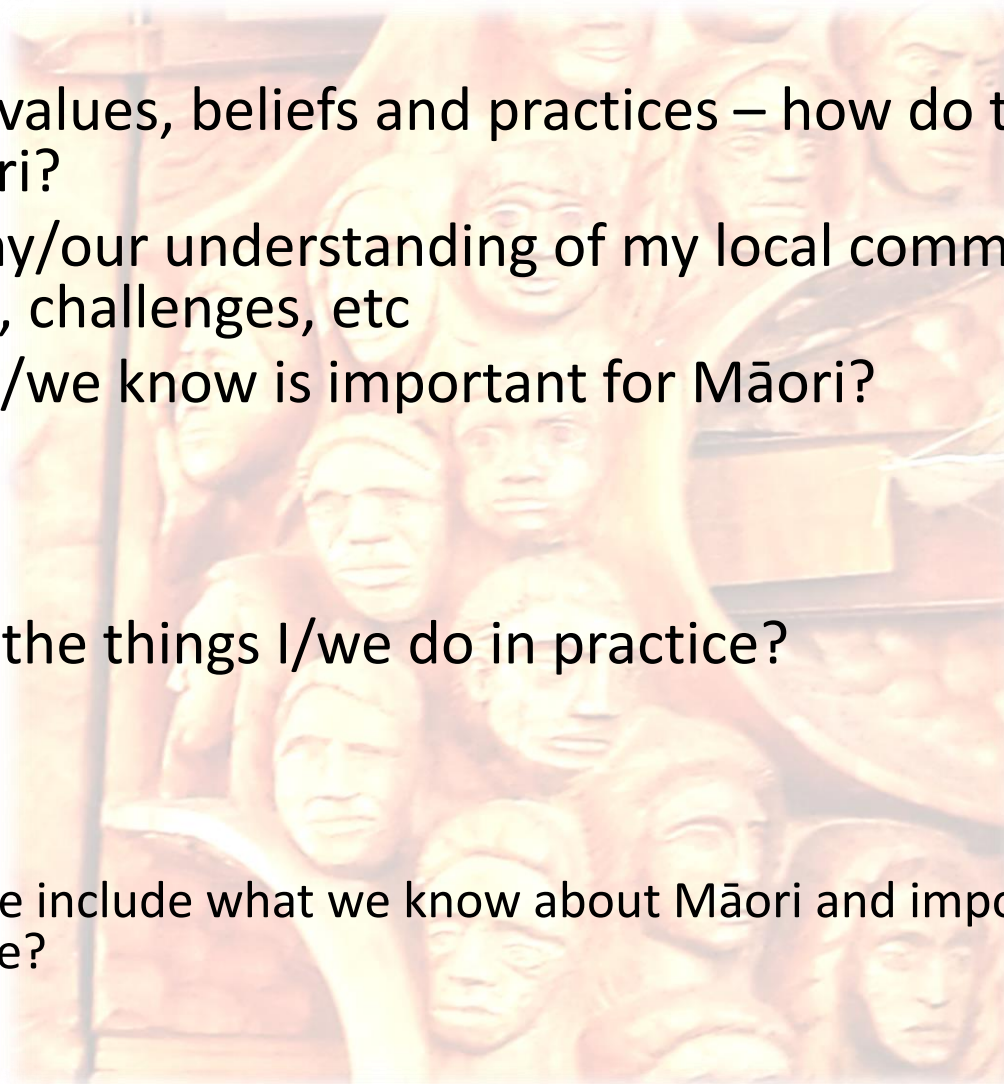
- Own/our values, beliefs and practices – how do they impact working with Māori?
- What is my/our understanding of my local community – health status, resources, challenges, etc
- What do I/we know is important for Māori?

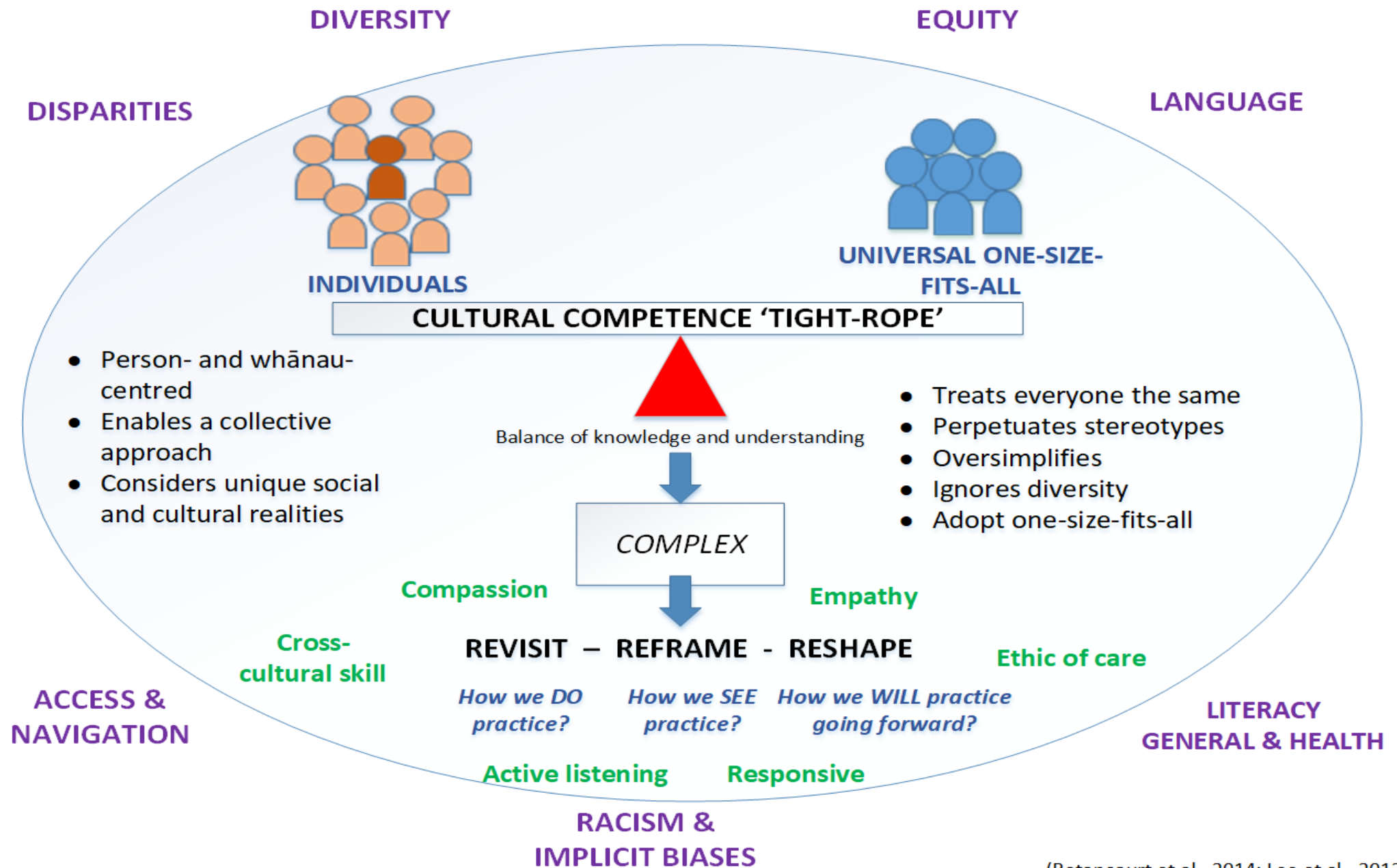
- **Action**

- What are the things I/we do in practice?

- **Integration**

- How do I/we include what we know about Māori and important cultural needs into plans of care?







E tau hikoi I runga i ōku whariki
E tau noho I tōku whare
E hau kina ai tōku tatau tōku matapihi

Your steps on my whariki (mat)
Your respect for my home
Opens my doors and windows.

Photo from: Denise Wilson, Nga Wai o Horotiu Marae @ AUT University



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Take Home Points

1. Equitable approaches recognise the need for different approaches to achieve the same outcomes
2. For Māori, trust-based relationships are vital
 - Think about your demeanour and body language
 - Whakawhanaungatanga – begin by introducing yourself – where do you come from? Who are you? What do you do? Continuity of care?
 - Kanohi ki te kanohi – Face to face engagement is crucial
3. The power of past experiences and mistrust cannot be underestimated
4. Cultural literacy is crucial
 - Make information relevant and meaningful to each person's everyday reality
 - Use plain, jargon-free language is important
 - Share information in manageable chunks – avoid information dumping!

**Don't forget
to take the
session survey!**

