

Enhancing Workforce Cultural Responsiveness – an equity issue

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Background
Māori are the most vulnerable and hardest to engage evidenced by poor cancer outcomes and consistent high rates of clinic non-attendance

The Problem
Barriers to health services include negative past experiences and lack of cultural responsiveness

Aim
Improve service delivery strengthen workforce cultural awareness and enhance cultural responsiveness

Cultivate a health environment where Māori feel welcome and heard
provide a platform for Māori to express their health needs, beliefs, values and aspirations

Manaakitanga
to enhance and protect mana
Whakawhānau tangata
making connection and nurturing relationships

Haematology and Oncology CDHB Cultural Audit 2018

- Plan**
- Identify strategies to strengthen workforce cultural responsiveness in support of Māori health gains.
- Do**
- Conduct a cultural audit to identify workforce education needs and strengths.
 - Develop, deliver and analyse an online workforce survey.
 - Utilise the Plan-Do-Study-Act cycle for this service improvement process.

- Findings from the survey include:**
- There is an awareness that health equity requires a culturally competent workforce.
 - There are knowledge deficits on the two key facilitators to Māori engagement – manaakitanga and whakawhānau tangata.
 - Forty percent of respondents had attended none of the ten CDHB education opportunities, noted in the survey, regarding Māori health.
 - Little is known about Māori culture, beliefs and values and how these relate to healthcare.
 - Reported lack of confidence in implementing any learned cultural theory to daily practice.

Familiarity with manaakitanga



Familiarity with whakawhānau tangata



- Act**
- This audit affected eight service improvement recommendations. Five of these have been actioned.
 - This seed-presentation is one of these pro-equity service improvement recommendations.

Pro-equity Service Improvement Haematology CDHB

- PLAN**
- Create a holistic health assessment for Māori haematology patients
 - Led by Māori Haematology Nurse
 - Driven by patient and whānau needs
 - Evidence based research assessed
 - Engage haematology team from outset to aid implementation
 - Plan-Do-Study-Act cycle utilised
 - Guidance gained from health assessment framework experts

- DO**
- Named the Hauora Māori Assessment (HMA)
 - This pilot service improvement initiative is to create an HMA for Māori with new cancer diagnosis
 - The HMA documents the beliefs, values and life experiences of patient/whānau and how these may influence engagement and compliance with health services
 - The HMA is guided by the Meihana Model and Advance Care Plan
 - The Māori Haematology Nurse works collaboratively with patient/whānau to create the HMA
 - Whakawhānau tangata and manaakitanga are applied to build an environment where Māori feel safe to express themselves freely
 - Implementation of the HMA to haematology service involves ongoing promotion, education and monitoring
 - On going support is offered to workforce to enhance understanding

- STUDY**
- Initial workforce survey to assess effectiveness of HMA had little response
 - Second workforce survey was formatted differently with improved response
 - Workforce report increased knowledge, improved skills and change of attitudes
 - Whānau centred care has become business as usual in the haematology service whereas previously it wasn't
- ACT**
- Refine the HMA patient/whānau questions and content
 - Review outcome measurement strategies

Feedback

"...I feel better equipped to provide cultural appropriate care for our Māori patients." Pharmacist

"... previously what I knew was fragmented and isolated. The Hauora Māori Assessment has tied this all together, given it greater meaning, and provided a clinical framework for practical application." Psychologist

"...helped me with developing relationships with patient and their family... has improved my ability to provide meaningful care." Dietician

"I was struggling to help get a patient to transport but after reading his HMA it made me approach things from a different angle: this resulted in a positive outcome for all involved as I was able to better comprehend why he was presenting in the manner that he was.... a valuable tool..." Doctor

"It is important that staff understand what care we need as Māori. They are the experts and we need to know that they will give us the right care to fight this [cancer]." Patient

What We Have Learnt

- HMA to be conducted by a practitioner with in-depth health knowledge, a comprehensive understanding of tikanga Māori, the effect of New Zealand history as a health determinant, and excellent communication skills.
- A comprehensive HMA with meaningful information that assists clinicians to provide culturally responsive care takes time to correlate. Usually 2-3 months.
- The move to a PaperLite service places urgency on HMA digital placement.
- This HMA has the potential to be conducted across all DHB services with the right nurse resource.
- Holistic health assessments would benefit all patients.

What's Next?

- Review plan for digital placement of HMA to enable access of document across services.
- Introduce HMA to the broader haematology team eg. the Medical Day Unit. Include education.

What can you do?

- Upskill your workforce on the effective use of Māori health frameworks. The University of Otago presents a course on the application of the Meihana Model to clinical practice.
- Implement the use of Māori health frameworks in your service to support Māori health gains.

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