

Mauri Mate

A Roadmap - A Māori Palliative Care Framework for Hospices



Extracted from: Mauri Mate a Māori Palliative Care Framework for Hospice, Te Ohu Rata o Aotearoa, Wellington 2020.

(Āpitanga 3; He Ara Tohu, Appendix 3, A Road Map). For in-depth information and discussion on each wāhanga or section presented here, please refer back to the respective wāhanga in the source document.

Wāhanga 1: Te Horopaki – Context

	Aim	Recommendations/suggestions
Purpose Te Tiriti o Waitangi Equity Palliative care and hospices Whānau at the Centre Relationships with Māori communities	Understand the palliative care context for Māori. Ensure whānau are at the centre. Value and build relationships with Māori communities Honour Te Tiriti o Waitangi.	<ul style="list-style-type: none"> ● Implement the Aims of Wāhanga 1.

Wāhanga 2: Te Ao Hurihuri – Contemporary Social Overlay

	Aim	Recommendations/suggestions
Understanding population Social complexity Diverse whānau, diverse experiences Inter-generational trauma Māori preferences for communication Information	An understanding of the diversity and complexity of caring for whānau. Awareness of the effects of colonisation and intergenerational trauma. Knowledge of Māori preferences for communication.	<ul style="list-style-type: none"> ● Obtain regional Māori population statistics. ● Engage with local iwi and Māori communities. ● Care plans are formed with whānau and remain updated. ● Identify kaupapa Māori services e.g. counselling, Rongoā Māori, wairuatanga and mental health. ● Ensure care approaches allow appropriate time. ● Communication is less formal and free of medical jargon. ● Specific information packs for Māori whānau are tested and developed describing palliative care service and journey

Wāhanga 3: Ngā Ratonga Haumanu – Clinical Services

	Aim	Recommendations/suggestions
Cultural Safety and Cultural Competence	<p>Patients/whānau find service culturally safe.</p> <p>Deliver culturally competent care.</p>	<ul style="list-style-type: none">● Cultural safety and cultural competency training occurs. Critical self-reflection is effective.● Develop appropriate relationships with those able to deliver education.● Development plans include cultural safety training for all professionals.● Training and resources describe Māori diversity, Māori preferences and resources meet the needs of Māori patients and whānau.

Clinical Communications	<p>Understanding around:</p> <ul style="list-style-type: none">● What matters to patients/whānau at the end-of-life.● What is happening now and how that might change.● What are options now and in the future.● Masterful communication that supports care and bereavement.	<ul style="list-style-type: none">● Access/utilise health information that is appropriate for Māori e.g. written, visual, social media, digital stories.● Develop health information and resources that are appropriate for Māori e.g. written, visual, social media, digital stories.● Effective communication between peers and colleagues occurs (internal and external)● Effective communication with external health partners occurs.
--------------------------------	---	---

Wāhanga 3: Ngā Ratonga Haumanu – Clinical Services *continued*

	Aim	Recommendations/suggestions
Rongoā Māori	Recognition of Rongoā Māori and that at its core is the enhancement of Māori wellbeing.	<ul style="list-style-type: none">● Local practitioners are identified for referrals and learning● Staff enquire if whānau are using Rongoā Māori or Rongoā rākau.● Further research into Rongoā Māori in Palliative Care is supported.
Clinical care	<p>Assessment occurs to capture and support Whānau preferences or needs in respect to Tikanga Māori.</p> <p>Recognition that caregiving practices by Māori may incorporate traditional customs, and that cultural customs may increase caregiver resilience.</p>	<ul style="list-style-type: none">● Hospices specifically enquire and engage with Māori patients and whānau around their intentions, preferences or needs in respect to Tikanga Māori. This is recorded in care plans and visible to patient and whānau.● Significant time may need to be invested to support capability and wellbeing of carers.● Data is evaluated in day and community programmes to identify any need for change.● Consumer feedback or quality audit processes be developed that are appropriate for Māori.● Cultural audit tools may be developed to identify gaps, service change and training.

Wāhanga 3: Ngā Ratonga Haumanu – Clinical Services *continued*

	Aim	Recommendations/suggestions
Special care needs	<p>An understanding of care for those with special needs e.g.</p> <ul style="list-style-type: none">● Rural Communities● Prisoner Health● Caring for Carers● Tāngata whaikaha – Māori with a Disability● Sexual orientation, sexuality and intimacy	<ul style="list-style-type: none">● Programmes and initiatives that aim to support caregivers be monitored, reviewed and assessed to identify whether Māori patients and whānau are accessing such programmes and how they are being viewed by Māori.● Build awareness and connections to local justice services and specialist health and community organisations.
Wairuatanga – Spirituality	<p>Respect of cultural traditions of indigenous peoples including the religious or spiritual nature.</p> <p>Understanding that death may be viewed as part of a continuum for Māori.</p>	<p>It is suggested:</p> <ul style="list-style-type: none">● Foundations of Spiritual Care programme be shared● Those that interact with Ao Māori are likely to seek support from wider whānau or Māori communities● Support links with Māori communities to identify kaumātua gifted with the role to run whānau services, or clergy from other faiths and traditions● Support with booklets of waiata, himene and karakia● Access to clean water, blessed water, running water or water features may be important for spiritual cleansing

Wāhanga 3: Ngā Ratonga Haumanu – Clinical Services *continued*

	Aim	Recommendations/suggestions
Grief, grieving and loss	Awareness that grief is much more than a phase of adjustment post death. It is an expression of Te Taha Wairua, the spiritual aspect that weaves through everyone's life and wider environment.	It is acknowledged: <ul style="list-style-type: none">● Each loss is a weaving of past and future loss● Whakawhanaungatanga will make space for trust● Tangihanga and kawē mate are rituals to process and express grief (without these sorrow and guilt may linger)● Grief can be experienced cognitively, physically, emotionally, spiritually, environmentally or spatially.● It may be important to remember to laugh, weep, sing, play and share food.● There may be challenges or strife around tangihanga preparation or final resting place.● Pūrākau or traditional storytelling are preferred methods so whānau can draw strength from relating their experiences to gods and ancestors.



Wahanga 4: Te Ohu Mahi – Workforce

	Aim	Recommendations/suggestions
Clinical Workforce	<p>Staff understand Treaty of Waitangi and commitment in a health setting.</p> <p>Delivery of culturally safe care by culturally competent people.</p> <p>Masterful communication is experienced in the sector.</p>	<ul style="list-style-type: none">● Develop Treaty of Waitangi training for health professionals.● Training is available to all staff and volunteers.● Develop cultural competency and cultural safety training.● Support training around difficult conversations around death and dying for staff and colleagues across the sector.● Develop specific resources regarding palliative care services, service access and entitlements and all staff have training on how to use these resources.● Feedback is sought regularly on palliative care services, access and entitlements and may be used to highlight training needs and quality improvement.
Māori workforce development	<p>Value Māori Liaison or Cultural worker roles.</p> <p>Conduct targeted and supported recruitment to increase number of Māori on staff.</p> <p>Conduct targeted and supported recruitment to increase number of Māori volunteers.</p>	<ul style="list-style-type: none">● Development of workforce development plans to support measurable increases in the Māori workforce.● Career development of existing Kaimahi Māori staff is supported.● Plans include recruitment, training, retention and succession planning approaches.● Views and perspectives of Kaimahi Māori in the sector are acknowledged and valued.