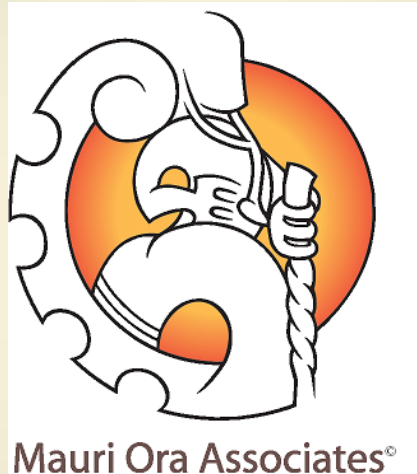


# Cultural Competence Online the challenges of striking a balance.



Dr David Jansen  
MBChB, BHB, BA, DipTchng, GradCert Clin Teach, MRNZCGP  
Ngati Raukawa



# Background

Legislative context for cultural competence in Aotearoa/NZ

Health Practitioner Competence Assurance Act 2003 requires health professional registration authorities to set standards of cultural competence (section 118 i)

However, there is no single standard of cultural competence for all health professionals in Aotearoa/NZ.

- <http://www.legislation.govt.nz/act/public/2003/0048/latest/DLM203312.html>

# Registration Authorities

- Medical Council of New Zealand “Statement on cultural competence” “Statement on best practices when providing care to Maori patients and their whanau.”
- Other registration authorities have developed their own standards de novo or based on the Medical Council resources.
- <http://www.mcnz.org.nz/portals/0/guidance/cultural%20competence.pdf>  
August 2006
- <http://www.mcnz.org.nz/portals/0/guidance/Cultural%20competence%20-%20providing%20best%20care%20to%20Maori.pdf> August 2006

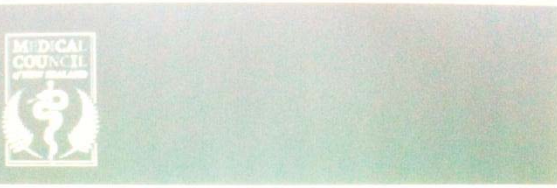
# Statement on cultural competence

## Purpose of this statement

01 This statement outlines the attitudes, knowledge and skills expected of doctors in their dealings with all patients.  
02 The Council has developed a complementary Statement on best practices when providing care to Māori patients and their whānau which sets out the expected of doctors.

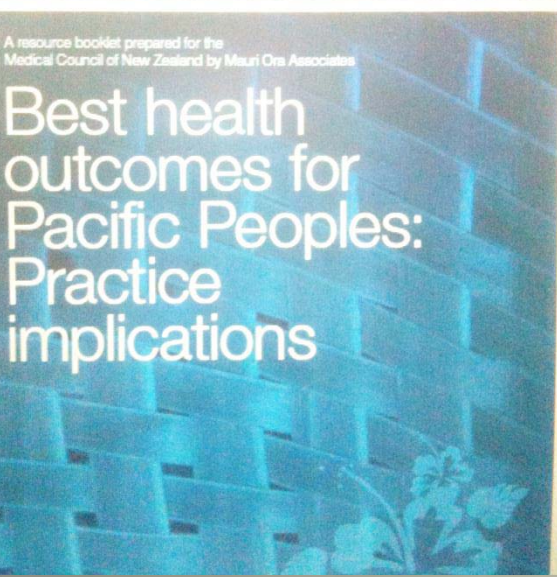
the quality of health care services and outcomes for patients.  
05 Benefits of appreciating and understanding cultural issues in the doctor-patient relationship include:

- Developing a trusting relationship.
- Gaining increased information from patients.
- Improving communication with patients.



A resource booklet prepared for the Medical Council of New Zealand by Mauri Ora Associates

# Best health outcomes for Pacific Peoples: Practice implications



# Statement on best practices when providing care to Māori patients and their whānau

Purp  
01

# 5 Māori and health

02

*Peter Jansen (Ngati Raukawa) is Senior Medical Advisor with A  
David Jansen (Ngati Raukawa) is a general practitioner in Auck*

int  
03

- Introduction
- Māori history and the Treaty
- The Treaty and health
- Māori health and inequalities
- Differential approaches to treatment
- The impact of culture on health
- Culture of the doctor
- Māori concepts and Māori health values
- Māori language
- Rongoa and traditional healers
- Further reading and additional information

## Introduction

Māori are indigenous to New Zealand and a significant proportion

# Challenges of Online Training

- Broad interprofessional audience
- Content
- Style
- Interactivity
- Assessment activities
- Time
- Expertise
- Cost of developing

# Mauri Ora Associates

- Mauri Ora Associates has developed online training for health professionals
- Treaty of Waitangi
- Tikanga in Practice
- Foundation Course in Cultural Competence  
80,000 New Zealand health professionals and health workers.



Please select a module

6 / 6 Modules Completed



✓ Introduction



✓ Our Cultures



✓ Culture and Health



Assessments



✓ Māori History and Health



✓ Health Literacy



✓ Making A Difference



Conclusion



## Introduction

### Mihi

Kia ora tātou, nau mai haere mai.

David Jansen - General Practitioner working in Auckland.

Leonie Matoe - Manager Nutrition and Physical Activity Team at Te Honu Manawa Māori.

This course is developed especially for the New Zealand health workforce.

New Zealand has a culturally diverse population and a health practitioner's culture and belief systems influence his or her interactions with patients and we accept this may impact on the health professionals' patient education.

Quiz



## Introduction

### Our Cultures

Culture is not just about our:

- race
- looks
- language

So what do we mean by 'culture' there are a lot of different definitions, means a group of people who share certain things – these might be:

- view of the world
- language
- set of customs
- certain activities
- pattern of beliefs

Culture is a language that relates to...

Quiz

base x +

← → C supply.demand.co.nz/mauriora/tikanga/ ☆ ↻ 🔧

A MAURI ORA ASSOCIATES COURSE

# TIKANGA

IN BEST PRACTICE HEALTHCARE

## Tena Koe

**Tikanga in Best Practice Healthcare** offers choice to the community about how health care is delivered. The principles are primarily focused on Māori as they reflect Māori values and concepts. However, they can also be made available and delivered to consumers of health services regardless of ethnicity as they include best practice standards of care.

Māori not only comprise a significant proportion of the population but also have health needs which have been identified as a **District Health Board** health priority. Specifically our country's health system has failed to achieve equal outcomes and today Māori have the poorest health status of any New Zealand group.

This course is founded on the policy document "**Tikanga Recommended Best Practice**" published by Auckland District Health Board in 2003.

The aim of this course is to provide a brief introduction to the main elements of tikanga and a good basic understanding of the subject. In understanding this topic we can all contribute in assisting your **District Health Board** to meet the obligations to the **Treaty of Waitangi** and evidence a service provision that is responsive to Māori.

Please enter your employee number to begin.

base x +

← → C supply.demand.co.nz/mauriora/tikanga/ ☆ ↻ 🔧


Home Resource

A MAUHI ORA ASSOCIATES COURSE


# TIKANGA

IN BEST PRACTICE HEALTHCARE


Please choose a module.




**Module 1**  
Whanau and  
Communication  
*Status: incomplete*



**Module 2**  
Te Ao Māori  
*Status: incomplete*



**Module 3**  
Disparities  
*Status: incomplete*



**Module 4**  
Tikanga in Practice  
*Status: incomplete*

Home

base x +

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Home Resource

A MAUI ORA ASSOCIATES COURSE

# TIKANGA

IN BEST PRACTICE HEALTHCARE

Your first task is to select the image that you think represents your family.  
Just **click and drag** the image into your kete or basket.



Module No. 1 - Values

base x +

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# TIKANGA

IN BEST PRACTICE HEALTHCARE

- Tikanga guidelines
- Karakia
- Body parts
- Whanau rooms
- In-patient care
- Whanua support
- Tūpāpaku

## Whānau support



Rangimarie Naida Glavish  
JP, NZOM

Ms Glavish is General Manager Maori Health and Chief Advisor Tikanga to the Auckland District Health Board.

video 1 video 2 video 3

Module No. 4 - Articles

base x +  
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Home Resource

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# TIKANGA

IN BEST PRACTICE HEALTHCARE

## Resources Close X

### Glossary

- 🔊 Aroha  
Compassionate love; the unconditional acceptance which is the heart of care & support
- 🔊 Hara  
A sin of violation, a transgression
- 🔊 Hapū  
Sub tribe of a large tribe. Pregnancy
- 🔊 Hauora  
Health
- 🔊 Hē  
An act of wrongdoing
- 🔊 Hinengaro  
Psychological, the mind

### Pronunciation Guide

Choose an activity from the three options below.

- 🔊 **ACTIVITY 1**  
Vowel sounds
- 🔊 **ACTIVITY 2**  
Sing along
- 🔊 **ACTIVITY 3**  
Place names

### Library

- 📖 Māori and informal caregiving
- 📖 Whanau as caregivers
- 📖 Ghosts in the machine
- 📖 Whare Tapa Wha 1
- 📖 Whare Tapa Wha 2
- 📖 Whare Tapa Wha 3
- 📖 Whanau
- 📖 New Growth from Old
- 📖 Traditional Medicine
- 📖 Te Ao Māori
- 📖 Tikanga Māori

Module No. 4 - Articles

# Cultural Competence Online Training Workshop

- Assessment activities
  - Brief overview
  - 6 modules
    - t/f
    - Multichoice
    - Drag and drop
    - Matching
  - Accessibility (ie visual impaired)

# Assessments – general issues

- Knowledge, skills, attitudes
- Introductory level
- Purpose / intention
- Accessibility
- Edutainment
- Validity

# Assessments: Introduction

- One person may belong to many different cultures. T
- Ethnicity is the only determinant of culture. F
- Lots of different ethnic groups make up New Zealand. T
- 'Culture' means a group of people who share certain things e.g. view of the world, language, customs, certain activities a pattern of beliefs. T
- We can tell visually what culture someone is. F
- Culture is like an iceberg: we may only be able to see the tip of someone's culture. T
- There are some aspects of culture that we share as being part of NZ e.g. strongly value a fair go. T
- NZ has a culturally diverse population. T
- Our culture and beliefs have no influence on how we interact with others. F
  
- Culture is characterised by
  - All the seen and unseen things that represent our values and beliefs
  - Your racial origin
  - Your national origin
  - Your musical preferences
  
- Unseen characteristics of culture include:
  - Clothing, lifestyle, body language, language
  - Spiritual beliefs, language, jewellery, food
  - Values, material goods, body language, clothing
  - Beliefs, values, religion, attitudes

# Assessments: Culture and Health

- Cultural competence requires good communication skills. T
- Quality of communication between Maori and health professionals affects health outcomes for Maori. T
- Patients are less likely to visit a GP when they report experiencing poor communication. T
- Maori want their cultural preferences to be treated as 'special' or problematic. F
  - [A] Maori want their cultural preferences to be treat as normal.
- Culture through its beliefs, attitudes, and behaviours can have a huge influence on health. T
- Maori don't care about their health, thats why they don't follow advice. F
  - [A] Need to ask is this a failure on the patients part or the health systems?
- Disparity exists when one population gets less care and lesser quality of care. T
- We should try to assume what people want. F
  - [A] We must try not to assume we know what people want.
- Sometimes health care workers don't even realise when there is a problem with their communication. T
  
- Multiple choice
- In the Maori world health is a balance among many things:
  - Family, tinana, culture, behaviour
  - Wairua, Whanau, hinengaro, and tinana
  - Wairua, te reo, tinana, hinengaro
  - Medication, physical, nutrition, attitudes

# Assessments: Maori People History and Health

- Culture is important in health T
- Communication problems can happen because of cultural misunderstanding. T
- Maori don't care about their health because they keep smoking and eating the wrong food. F
  - [A] Acc carried out a survey that showed while most Maori had a good experience with health, disability and ACC care 24% had a poor experience.
- Maori always get equal treatment from health professionals F
  - [A] a lot of research shows that some health professionals treat Maori differently from non-maori.
- Maori experience lower levels of health than other populations in NZ T
- Match the Maori health value with the translation:
  - Tapu and Noa – a special or restricted and ordinary or normal
  - Mana – reflecting authority, status and control
  - Wairua – reflecting spiritual elements and power
  - Whanaungatanga – personal and family relationships
  - Manaakitanga – the duty and obligations of hospitality

# Assessments: Making a Difference

- It's best not to assume that because you understood what you said, everyone else will. T
- Too often patients feel that the consultation is rushed, and leave the doctors rooms with unanswered questions. T
- Quality of care would be significantly enhanced if patients felt freer to ask questions about their care. T
- People respond more strongly to non verbal cues. T
- You can use body language to show care for your patients. T
- Every conversation has cultural aspects T
- All cultures have the same body language F
- From the following list tick the ones that show good communication skills
  - Good listener Empathy Flexibility Alert Sensitivity Adaptability
  - Uncomfortable confusion brief concise impersonal Functional
- What do Patients like?
  - Big words, inexpressive face, loud voice, attention / Loud voice, gestures, focus, inattention / Gestures, inexpressive face, tone of voice, attention / Attention, gestures, expressive face, tone of voice
- Things to do to show good body language:
  - Say mmm, focus on patient, pause, nod / Fidget, type, write, knit
  - Fidget, yawn, interrupt, pause / Focus on patient, say mmm, type, pause

# Assessments: Our cultures

- The NZ Public Health and Disability Act recognised the Treaty of Waitangi T
- The point of cultural competence is to maximise gains from a health intervention where parties are from different cultures. T
- There is no legislative requirement for culture competency. F
  - [A] There is legislation i.e. the NZ public health and disability act, etc
- Cultural competency can contribute to the health of all New Zealanders. T
- The code of rights establishes the rights of consumers. T
- The treaty of Waitangi has no relevance to the health of today. F
- Registration Authorities don't require practitioners to acquire skills and knowledge on culture. F
- It is important to have an awareness of Maori & the Treaty of Waitangi T
- Cultural competency is important to ensure the delivery of appropriate health services. T
- Being culturally competent won't contribute to improved health outcomes. F

# Assessments

- Share insights and experiences
  - Online learning environments
  - Competency based learning
  - Cultural competency
- Get creative
  - Suggest some alternative activities
- Get critical
  - Interrogate the current activities