

Cultural Competence Online

Tihei Mauri Ora!



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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

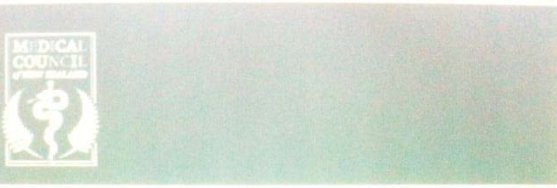
01 This statement outlines the attitudes, knowledge and skills expected of doctors in their dealings with all patients.

02 The Council has developed a complementary Statement on best practices when providing care to Māori patients and their whānau which is expected of doctors.

the quality of health care services and outcomes for patients.

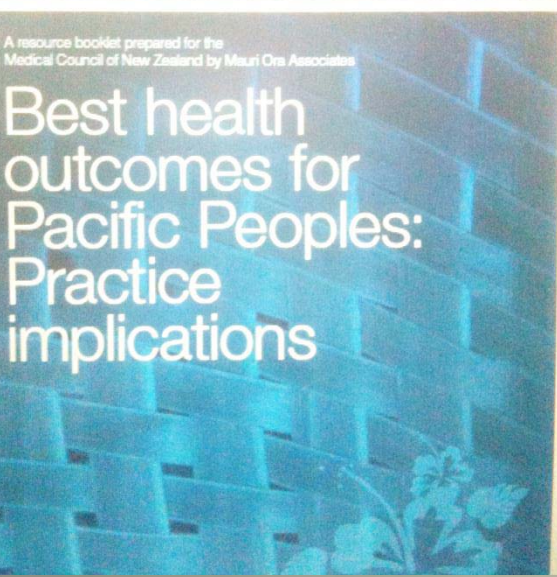
05 Benefits of appreciating and understanding cultural issues in the doctor-patient relationship include:

- 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

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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.

Cultural Competence Online Training Tool

- content developed in conjunction with a specialist Advisory Group, the Ministry of Health
- pilot groups to check for suitability and acceptability
- non-randomised voluntary contributor group
- sourced from
 - Royal Australasian College of Physicians (RACP) including members of the Education Committee and the Maori Health Committee
 - Waitemata DHB (interprofessional group)

Online Training can provide

- pedagogically sound solutions
- accessible
- self directed
- interactive
- easily integrated into work time

Hills DJ, Robinson T, and Kelly B Outcomes from the Trial Implementation of a Multidisciplinary Online Learning Program in Rural Mental Health Emergency Care, *Education for Health*, Volume 23, issue 1, 2010

Curran C. The phenomenon of on-line learning. *European Journal of Education*. 2001; 36(2):113-132.

Grootjans J, Hunt H, Cresswell S, Robinson T. Exploration of self-identified needs of alcohol and other drug workers. *Australian Journal of Rural Health*. 2006; 14(2):62-65.

Newton D, Ellis A. Development of an e-learning culture in the Australian Army. *International Journal on E-Learning*. 2007; 6(4):543-563.

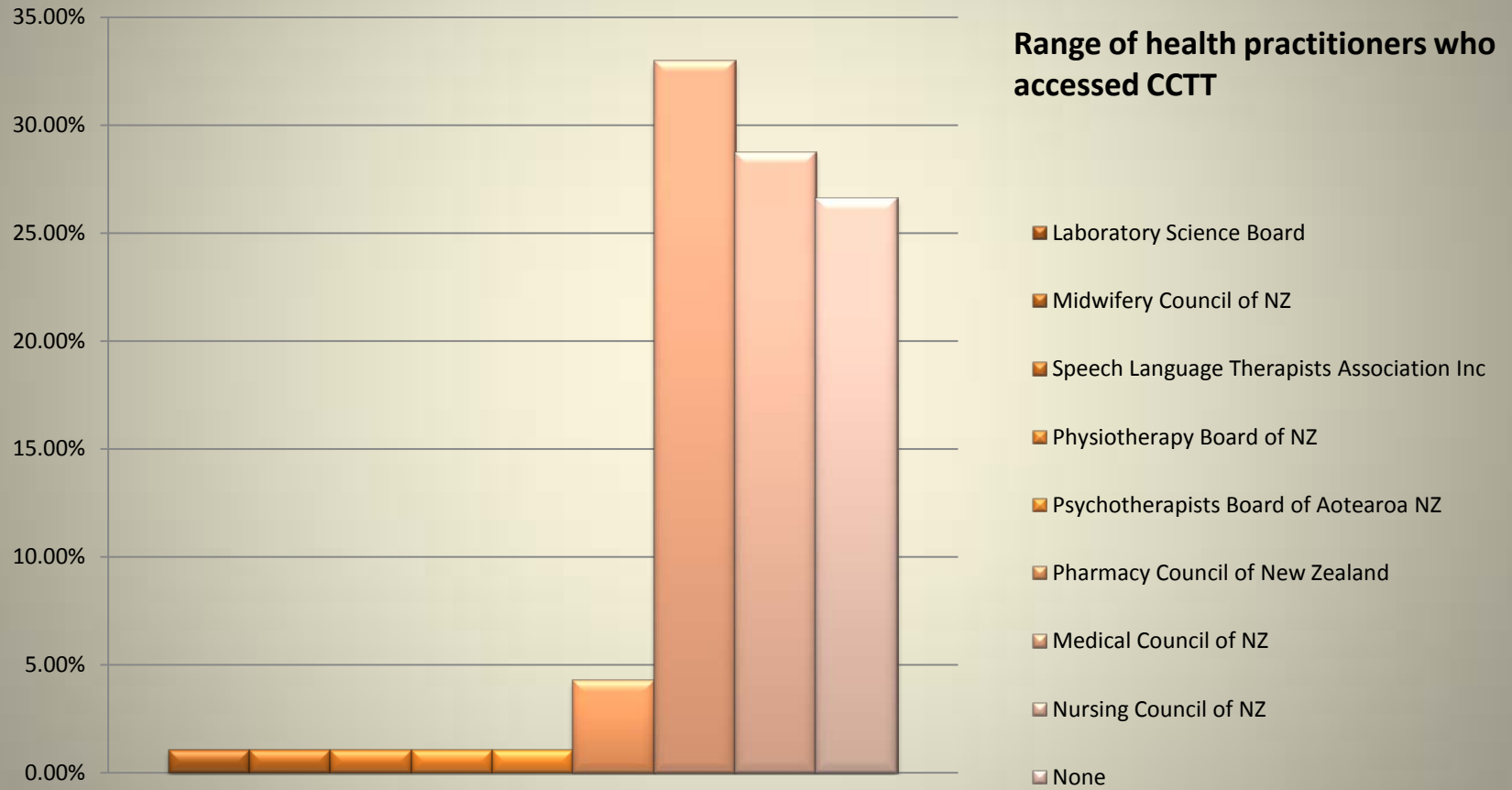
Foundation in Cultural Competency

To support the entire health workforce provide culturally competent health services.

The primary objective is to reduce the health inequalities experienced by Māori and vulnerable communities.

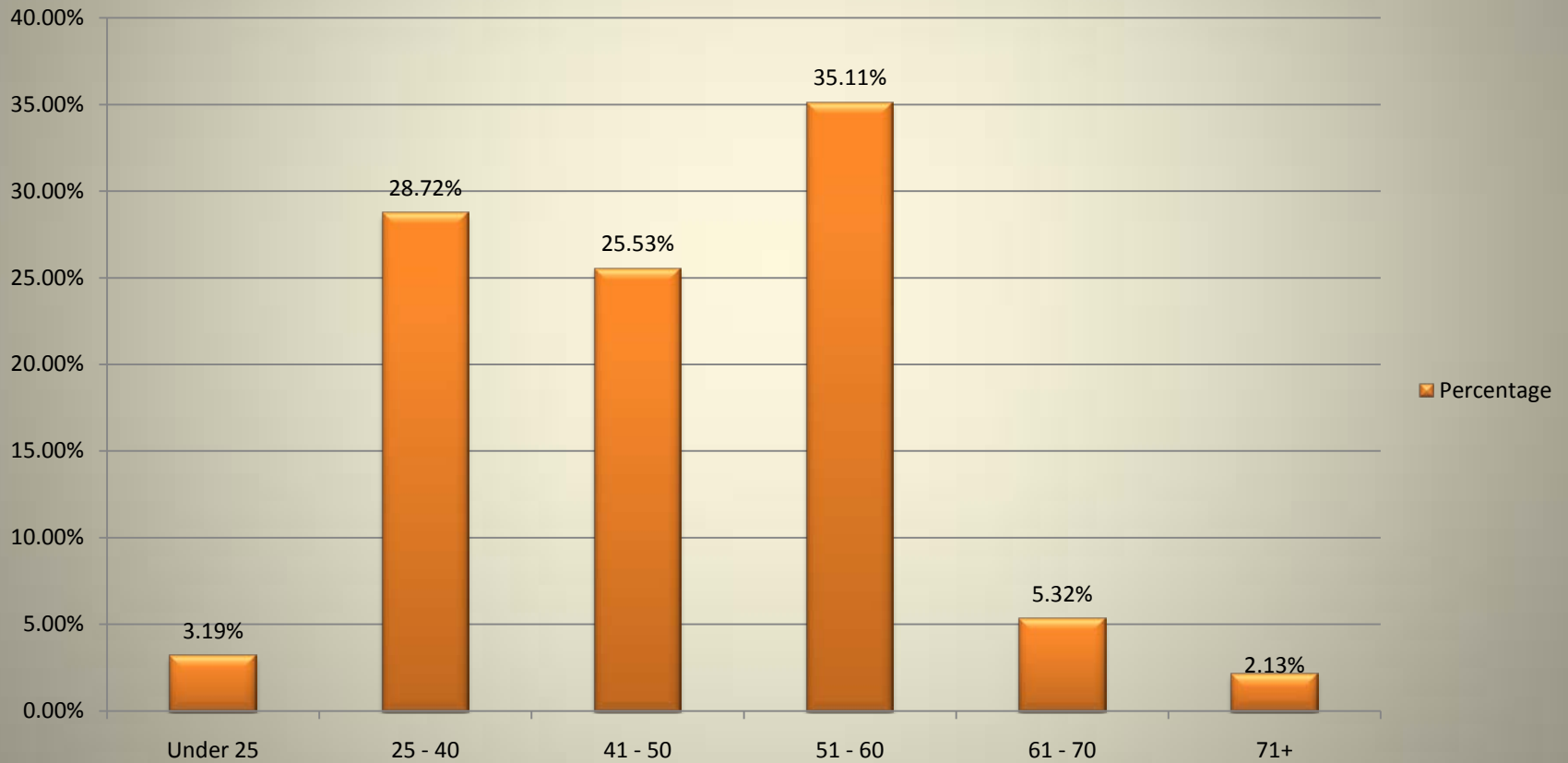
- Each module provides introduction
 - Treaty of Waitangi.
 - health disparities and its causes
 - diversity of cultures and how culture and health are linked
 - Maori health values and history
 - health literacy from an individual and a system perspective
 - ways to improve personal communications, review and audit personal practice

Results



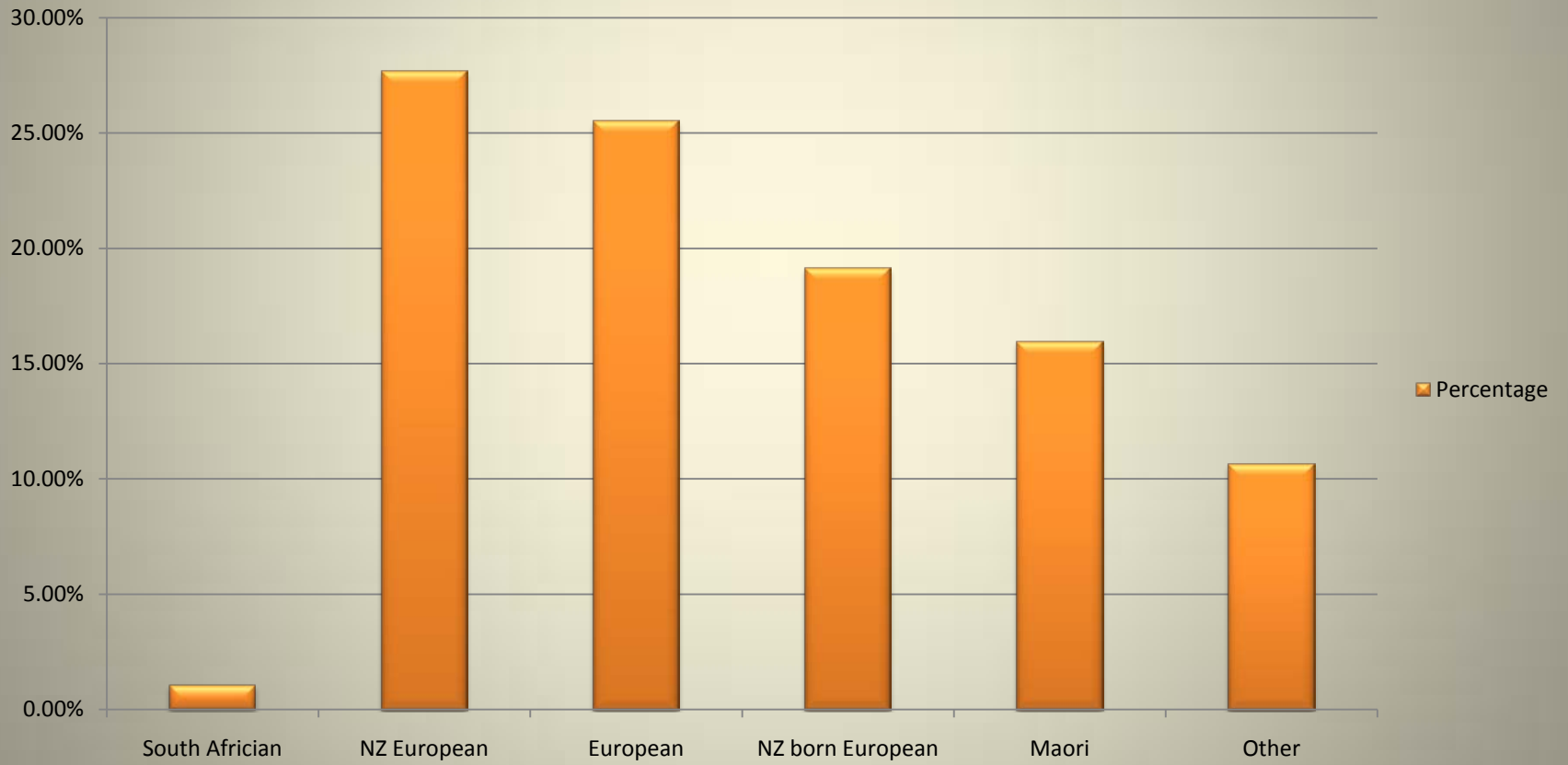
Results

Trial participants age range



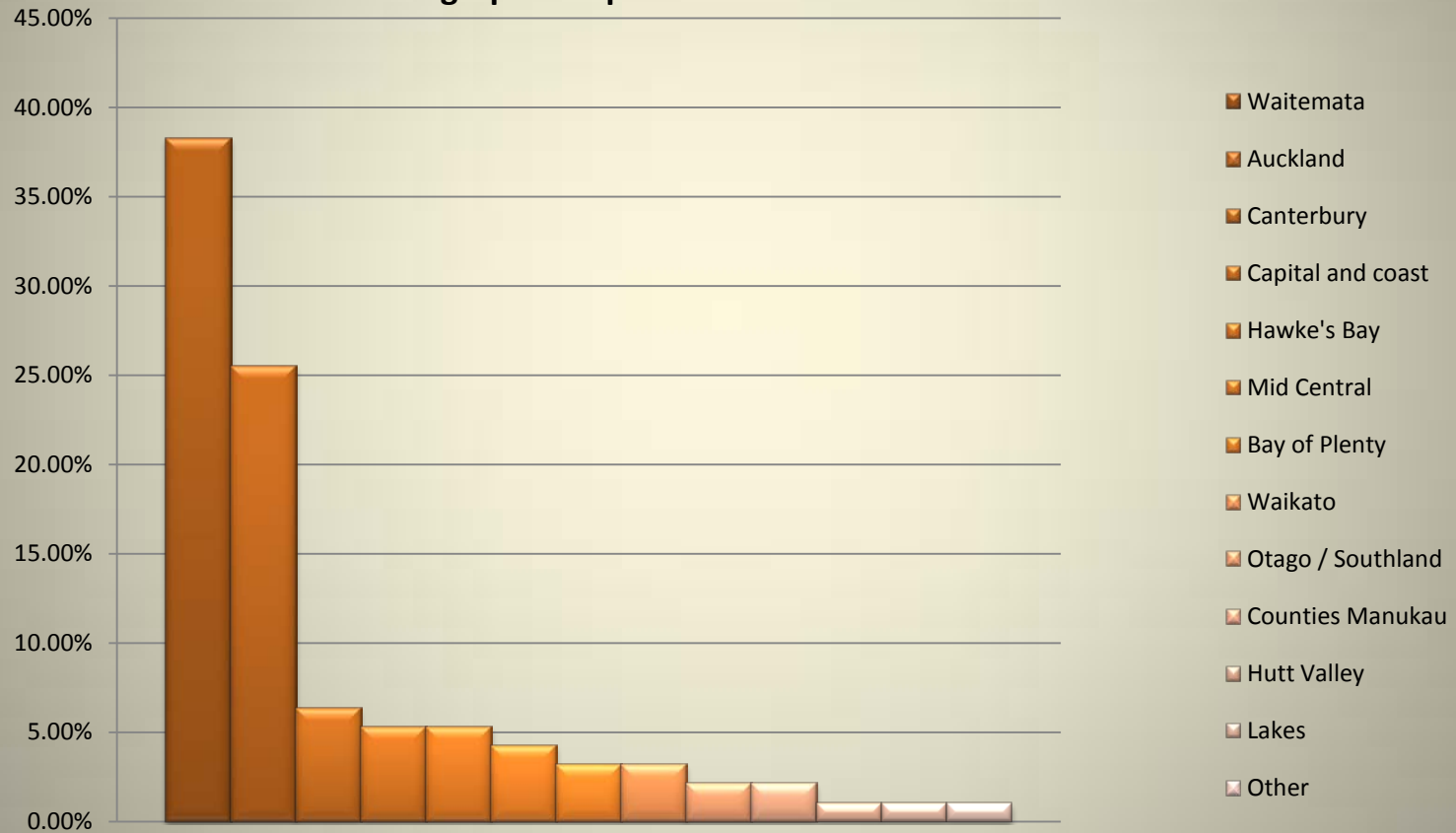
Results

Ethnicity of Users



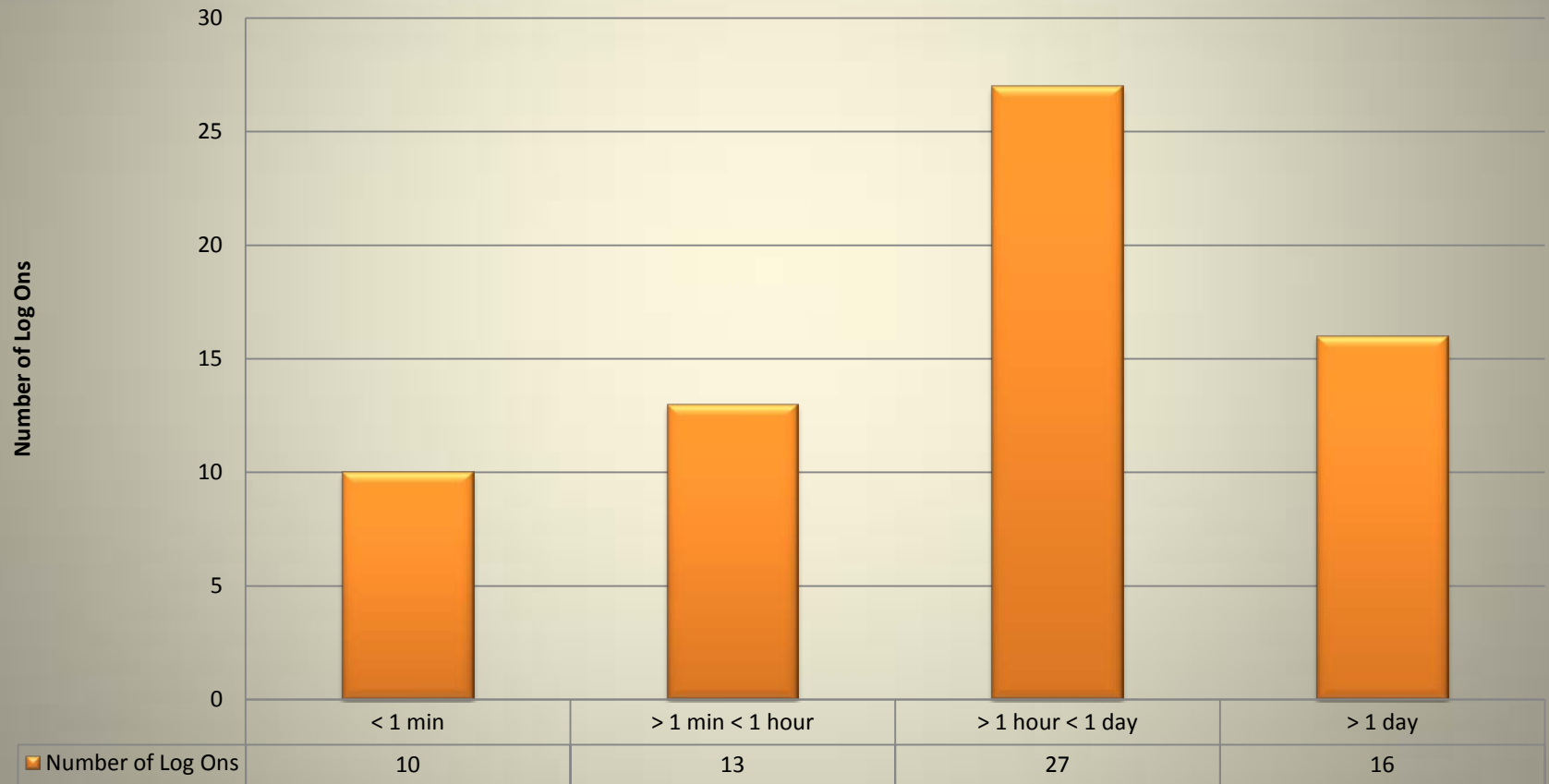
Results

Geographical Spread of CCTT Users



Results

Duration of Time Online





Acceptability

- Widely acceptable demonstrated in both the survey responders and the email responders.
- survey asked
 - whether the tool achieved the aim of providing and introduction to cultural competence (95% affirmative)
 - whether the participant would recommend the tool to a colleague (91% affirmative).
- Negative comments include: “It rather turned me off, I skipped bits as it was tedious” and “I doubt they would take away much or have their practice improved one iota by watching this. Is there any evidence skipping thru (sic) a one hour thing like this actually alters behaviour?”



Issues

- IT bugs
 - institutional IT compatability
 - most common problem was old versions of Internet Explorer not coping with the programme as built.
- Assessments
- Evaluation

Next Steps

- Ministry of Health is reviewing the tool and including international peer review.
- Ministry to advise any changes to the tool
 - design features to be amended, or removed and if any content should be removed.
- Aspirational one hour completion time is being assessed
 - Mauri Ora recommended that completion time be amended, or the programme be divided into two or three staged components.