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**Key Words:** Culture; Cultural; Maori; Translation; Translator; Interpreter

**Policy Applies to:**

All those involved in the care of patients at Mercy Hospital

**Related Standards:**

- **Standard 1.4** – Health and Disability Services Standards, 8134:2008  
Consumers who identify as Maori have their health and disability needs met in a manner that respects and acknowledges their individual and cultural values and beliefs.
- **Standard 1.6** – Health and Disability Services Standards, 8134:2008  
Consumers receive culturally safe services which recognise and respect their ethnic, cultural, spiritual values and beliefs
- **Standard 1.6.3 – Equip4** – The organisation makes provision for consumers / patients from culturally and linguistically diverse background and consumers / patients with special needs.


**Rationale:**

Mercy Hospital Dunedin is committed to the Principles of the Treaty of Waitangi through its partnership with local iwi. This relationship is formally established with Otakau Runanga and their mandated representative who provides:

- Cultural consultation
- Staff orientation and education
- Input into committees

We are committed to the inclusion of the Principles of the Treaty in a seamless and integrated way.

We are attentive to the varying needs of people from differing background and beliefs and aspire to provide compassionate and sensitive care to all. We are committed to ensuring a culturally and spiritually safe environment for patients, their whanau/family and staff. We are conscious of those who have special needs and / or disabilities. We are committed to providing them with appropriate care in a competent manner.

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**Objectives:**

- To maintain a current and relevant partnership with Otakau Runanga to ensure appropriate education for staff and development of policies and procedures.
- To maintain procedures for identification of patient’s ethnicity to ensure appropriate culturally responsive processes are in place to meet identified needs.
- To maintain procedures for identification of patient’s spiritual/religious preferences and ensure appropriate support available in a timely manner.
- To maintain procedures of self-identification of special needs and being alert to particular factors that would indicate that additional care may be required in the provision of care.
- To provide ongoing education for staff to ensure they maintain safe practice for patients and their whanau / families.

**Implementation**

**Patients**


The first step in responding to cultural needs is to have them identified and communicated. The Patient Admission Form provides patients with the opportunity to identify with their particular ethnic group. If the ethnicity data is not provided prior to admission, reception staff will seek clarification and provide an opportunity for details to be added to the form, while recognising the individual’s right not to identify with any particular ethnic group. A summary of this ethnicity data is presented monthly to the Quality and Risk Committee. Patients are also encouraged to communicate any specific cultural needs they may have for safety and support, including the support of their family/whanau. Patients self-identify special needs or disabilities and these are incorporated into care plan and where appropriate highlighted through patient alerts.

Spiritual/religious preferences can be stated on the Patient Admission Form, which gives patients the opportunity to identify their particular religious affiliation, which is past on to hospital visitors as appropriate. Pastoral care is available to all patients in the Hospital. If patients wish to see a priest or minister they are asked to let our staff know.

**Staff**

The induction process for all staff regardless of their contact with patients will involve a 5 stage process. Stages 1 – 3 are compulsory for all staff. The stages are:

- 1 Induction Booklet, which includes tikaka/best practice.
- 2 Meeting between new staff and mandated Runaka representative.

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- 3 Ongoing in-service hospital wide staff in-service at least once every two years. The in-service will be conducted by an individual who is appropriately qualified to impart knowledge on cultural awareness. The in-service should encompass the principles of the Treaty of Waitangi and its application, an appreciation of key aspects of cultural diversity and the importance of family/whanau participation and care.
- 4 Beginners Workshop that explores the application of the principles of the Treaty across multiple settings
- 5 Intermediate Course that examines the workplace issues for patient, family and staff as the principles of the Treaty are applied.

**Consultation:**

- ***Maori***

Mercy Hospital is committed to upholding the principles of the Treaty of Waitangi in its delivery of the services to Maori. This means ensuring services of a high standard are provided to Maori in a culturally responsive and appropriate way. Mercy Hospital has systems in place to enable effective consultation with local iwi and hapu to ensure that services are delivered in a culturally appropriate manner. Contact/liason person is:


Hine Forsyth  
Otepoti Consultancy  
31 Orbell Street  
Pine Hill  
Dunedin Phone: 473 0015

A member of Mercy Hospital Executive will meet at least four monthly with the liaison person to discuss developments at the Hospital that may be of interest to and affect local Maori. Other consultation will be held as required for specific developments in between the regular meetings.

- ***Pacific Island Liaison***

Mercy Hospital's Pacific Island liaison person will be contacted as required:

Tasi Lemalu  
Pacific Island Liaison Officer  
Community Studies  
Otago Polytechnic Phone: 479-6051

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- ***Other Cultures***

Mercy Hospital has an arrangement with Sharron Verbern – English Language Matters Ltd and the Otago Polytechnic for the engagement of interpreters as required.

Sharron Verbern

English Language Matters Ltd

Level 2, Evan Parry House

43 Princess Street

Dunedin

Phone: 471-7257

Cellphone: 027 415-1040


Liaison people from other cultural groups may be contacted through Marc Doesburg at the Languages Unit, Otago Polytechnic Ph 4773014.

### **Interpreter Services**

Mercy Hospital has an arrangement with Sharron Verbern – English Language Matters Ltd and the Otago Polytechnic for the engagement of interpreters as required. When interpreters are required they are usually arranged by the Consultant prior to the patient’s admission. They frequently are members of the family / whanau who are accompanying the patient through their arranged surgical procedure. If the patient would prefer a non-family member as interpreter, this will be arranged by Mercy Hospital.

### **Evaluation**

- Data is presented monthly to Quality and Risk Committee cultural mix of patients from the Ethnicity section of the Admission Form. The annual summary of this is complemented along with the staff profile data, which includes levels of participation in cultural in-service.
- Data is presented monthly to the Quality and Risk Committee on the satisfaction level of all patients in relation to “Did you feel that your cultural needs were met?” A summary of comments is also tabled.
  - The mandated Runaka representative is a member of this committee and therefore provides external moderation of this material.
- Any complaints received relating to cultural issues are discussed at the earliest convenience with the mandated Runaka representation as an additional component of the Complaints Process.
- Documented evidence of participation of Mandated Representative
  - at Hospital meeting, such as Quality and Risk,
  - with Executive of the Hospital
  - through signing off of key Hospital documents, such as the Cultural Policy, [Family Violence](#), [Death of a Patient](#)
  - in key Hospital Celebrations

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### **Associated Documents**

#### **External**

Treaty of Waitangi  
Health and Disability Standards  
EQuIP4 Standards

#### **Internal**

Orientation Booklet – Cultural Component  
Tikaka / Best Practice Document  
[Death of a Patient Policy](#),  
[Consent Policy](#)  
Clinical Records Management Policy  
Patient Assessment policy  
[Privacy Policy](#)  
[Clinical Tissue Policy](#), Nursing Services Policy Manual

### **Acknowledgments**

Hine Forsyth – Mandated Representative  
Alby Ellison – Otakou Runaka