

Policy Applies to:

All staff and 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 - Equip** – 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 Otakou Runaka and their mandated representative who provides:

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

We are committed to working collaboratively (Kotahitanga) to incorporate the Principles of the Treaty in a seamless and integrated way (Whanaungatanga) by providing compassionate care and hospitality (Manaakitanga) in a culturally and spiritually safe environment for patients, their whanau/family and staff.

We recognise and respond to the needs of people whose backgrounds, and beliefs differ from our own and we undertake to provide competent and appropriate care to those patients who have special needs.

Objectives:

- To maintain a current and relevant partnership with Otakou Runaka
- To ensure appropriate education for staff and development of policies and procedures that enable staff to respond appropriately to meet patients cultural needs.
- To identify patient's spiritual/religious preferences and ensure appropriate support is available in a timely manner.
- To allow opportunities for patients to identify special needs which may require additional support or care from staff.
- To maintain processes for ethnicity data collection and patient feedback for the purpose of better understanding health experiences of different population groups.

Implementation

Patients

The first step in responding to cultural needs is to have them identified and communicated.

- The Patient Admission Form offers patients the opportunity to identify with their particular ethnic group or groups.
- Where ethnicity data is not provided prior to admission, reception staff will ask if patients wish to complete this section of the form, while recognising the individual's right not to identify with any particular ethnic group.
- Patients are also encouraged to communicate any specific cultural needs they may have for safety and support, including the support of their whanau / family.
- Patients self-identify special needs or disabilities and these are incorporated into their care pathway and where appropriate are 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 then communicated to pastoral team 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 mandatory induction programme for all staff regardless of their contact with patients involves a 3 stage process. The stages are:

- 1 Induction Booklet, which includes an introduction to the concept of culture and Tikaka/Best Practice.
- 2 Meeting between new staff and mandated Runaka representative at Hospital Orientation, at which Tikaka/Best Practice is discussed in detail.
- 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 whanau / family participation and care.

Consultation:

- *Pacific Liaison*

The Mission Coordinator can be consulted in the first instance as required:

Contact person:

Mission Coordinator
Mercy Hospital
03 467 6657

In the event that Mission Coordinator is not available please contact:

Contact person:

Pacific Liaison Officer
Otago Polytechnic
03 479 6193

- **Other Cultures**

When interpreters are required they are usually arranged by the Credentialed Specialist prior to the patient's admission. They frequently are members of the whanau/family who are accompanying the patient through their arranged surgical procedure.

If the patient would prefer a non-family member as an interpreter, this will be arranged by Mercy Hospital. An interpreter may be requested from Southern District Health Board Interpreters' Services – Patient Affairs. During office hours If Patient Affairs is able to do so, they will provide an interpreter. This service is currently free of charge.

Contact person: Patient Affairs
Interpreter Administrator
SDHB
03 474 0999 or 027 5503 768
interpreter@southerndhb.govt.nz

Evaluation

- **An annual Cultural Audit is presented to the Quality and Risk Committee and includes:**
 - A summary of ethnicity data for the previous 12 month period
 - The number of staff who have participated in cultural in-service (includes both orientation and ongoing cultural updates).
 - Data from Patient Feedback Forms (and Patient Questionnaire when available) including a summary of patient's comments relating to cultural components of care.
 - A summary of the number of meetings with the mandated Runaka representative and the key issues discussed.
 - Any complaint received relating to cultural issues is discussed at the earliest convenience with the mandated Runaka representation as an additional component of the Complaints Process.
 - Evidence of consultation with the Mandated Representative in relation to key hospital documents, such as the Cultural Policy, [Family Violence](#), [Death of a Patient](#)

Associated Documents

External

Treaty of Waitangi
Health and Disability Standards
EQuIP 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

Acknowledgments

Hine Forsyth – Mandated Representative

Reference

Cornack, D. & McLeod, M. (2010) Improving and maintaining quality in ethnicity data collections in the health & disability sector.
www.ethnicity.maori.nz