

Policy Applies to:

All staff and those involved in the care of patients at Mercy Hospital.

Related Standards:

- Ngā paerewa Health & disability sector standards 2022
- Standard 1.6.3 – Equip – Criterion 1.6.3 The organisation meets the needs of consumers / patients and carers with diverse needs and from diverse backgrounds.

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
- Insight as a member of Mercy Māori Organisation Plan Leadership Team

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 whānau/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.

Objectives:

- To maintain a current and relevant partnership with Otakou Runaka
- To implement the Mercy Māori and Pacific Organisation Plans embedding best practice into departmental processes and hospital-wide operations.
- To identify patient's spiritual/religious preferences and ensure appropriate support is available in a timely manner.
- To allow opportunities for patients to identify specific needs which may require additional support or care from staff.
- To ensure relevant education for staff and development of policies and procedures that enable staff to respond appropriately to meet patients cultural needs
- 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.
- Kanohi ki te kanohi/Face to face visits with patients who identify as Māori and/or Pacific are made to ascertain whether cultural needs were met.
- Patients are also encouraged to communicate any specific cultural needs they may have for safety and support, including the support of their whānau / family.

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 New Staff Orientation, at which Tikaka/Best Practice is discussed in detail.
- 3 Ongoing hospital wide staff in-services 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 whānau / family participation and care.

Consultation:

- Leadership Teams of Mercy Maori and Pacific Organisation Plans
Contact person:
Mission Coordinator
Mercy Hospital
03 467 6657

- ***Interpreter Services***

When interpreters are required they are usually arranged by the Credentialed Specialist prior to the patient's admission. Members of the whānau/family who are accompanying the patient through their arranged surgical procedure are not the preferred option as an interpreter.

An interpreter may be requested from Te Whatu Ora 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
 Te Whatu Ora
 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 Cemplicity provides information on 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
 - Maori consumer presence

Associated Documents

External

- **Ngā paerewa Health & Disability sector standards**
EQuIP Standards

Internal

Orientation Booklet – Cultural Component
Tikaka / Best Practice Document
Mercy Māori and Pacific Organisation Plans
Death of a Patient Policy

Shared goals of care Policy
Consent Policy
Clinical Records Management Policy
Patient Assessment Policy
Privacy Policy
Clinical Tissue Policy
Adverse events & Incident Policy
Complaints Policy
Cultural resources

Acknowledgments

Hine Forsyth – Kai Tahu Mandated Representative