



# Developing patient information resources for Māori

## part of the Unequal Treatment Project

Shirley Simmonds

Te Rōpū Rangahau Hauora a Eru Pōmare, University of Otago, Wellington, Aotearoa

### Background

#### The Unequal Treatment Project

This project seeks to examine the role of unequal treatment in the New Zealand health system and how it contributes to Māori and non-Māori disparities.

#### Aim

One aim of the project is to develop high quality, effective resources for Māori patients, whānau and communities in order to improve access to gold standard care and reduce inequalities in the health system.

This presentation summarises some of the key points from a literature review conducted in this area.

### Why develop patient resources?

Reasons for developing patient resources include:

- to fulfil the right to quality health care
- to enhance patient empowerment
- to facilitate patient navigation through the most appropriate pathway of care
- to ensure patients are fully informed of options for treatment and of the risks and benefits involved
- to reduce inequalities in health and health care

### A Kaupapa Māori Approach

#### Kaupapa Māori Theory

Kaupapa Māori philosophy centralises indigenous realities, is specifically responsive to the circumstances and experiences of Māori and is centred on the Māori culture and worldview. In this context, it aims to operationalise Māori self determination in health care, delivery of health services, health research, and in the development of quality resources for Māori patients whānau and communities.

#### Values and Principles

Five principles have been identified that should underpin the development of resources for Māori:

- *tika* – rights

Māori patients and whānau have the right to all information about their condition, a right to good health and high quality health care. *Tika* also means the correct way of doing things. Health information should be honest, accurate and thorough.

#### *whānau* – family centredness

Family consists of all those that surround a patient in their daily life; relatives friends, colleagues, careworkers, whanau, hapu, marae and other community members. Patient information resources should avoid an individualistic approach and be aimed for all of the whanau that play a part in the continual wellbeing of the patient.

- *aroha ki te tangata* – respect

Patient rights, needs and entitlements in the health system must be respected. Resources should avoid patronising and paternalistic perspectives. Patients bring special qualities to a consultation and resources should empower patients to make informed decisions, support whanau and encourage reciprocity in a patient-clinician consultation.

- *kawe* - responsibility

There is a governmental responsibility to ensure everyone in this country has access to gold standard health care.

The development of health information resources will further empower patients and whānau to take more responsibility for their own health and wellbeing.

- *tino rangatiratanga* – self determination

This refers to patient and whānau autonomy. Māori patients and whanau have the right to make fully informed decisions and exercise own judgement in matters relating to their health and the health of their whānau.

### Summary

This literature review revealed a lack of information on developing culturally appropriate, effective health information resources specifically for Māori.

Therefore a kaupapa Māori approach has been taken to develop values and principles for resource development, taking into account the particular aims of the Unequal Treatment project.

### Acknowledgements

The Unequal Treatment research team: Bridget Robson, Fiona Cram, Gordon Purdie, Matire Harwood, Donna Cormack, Ricci Harris, Sarah-Jane Paine

Funding from the Health Research Council of New Zealand

### Glossary

Aotearoa – New Zealand  
Hapū – subtribe  
Marae – ceremonial gathering place  
Whānau – family / extended family

