

MĀORI HEALTH FRAMEWORK

“He aha te mea nui i te ao maku e kii atu he tangata, he tangata, he tangata.”
 “What is the most important thing in the world? People, people, people.”

VISION

Oranga Tangata – Best health outcomes for Iwi/Māori

VALUES

Clinical excellence will guide how we provide our services

Māori Whānau, Hapu and Iwi are within an environment that provides for their health needs, cultural values, aspirations and wellbeing.

- **Wairuatanga** – spirituality as the underlying essence
- **Whanaungatanga** – The importance of family and other kinship ties
- **Rangatiratanga** – Self determination
- **Kotahitanga** – Working together
- **Manaakitanga** – The art of caring for people and meeting the needs of the whole person

GOALS

<p>Pūtanga Access</p> <p>Improve service delivery by removing barriers to access for Māori</p>	<p>Whakaruruhau Quality</p> <p>Improve the provision of quality care for Māori by recognising and incorporating specific service needs for Māori consumers</p>	<p>Tōtika Business Development</p> <p>Develop systems and processes that inform planning and policy development</p>	<p>Whakapiki Human Resource Development</p> <p>Be responsive to Māori through the development of the Māori workforce and the training of the non-Māori workforce</p>	<p>Whai wahi Māori Health Information</p> <p>Improve responsiveness to Māori by addressing data collection, research and analysis to inform the planning and implementation of effective health services for Māori</p>	<p>Whakawhanaungatanga Māori Development</p> <p>Involve Māori in the planning, development and delivery of services through the development and maintenance of relationships with Iwi and other Māori stakeholders</p>
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CRITICAL SUCCESS FACTORS

<ul style="list-style-type: none"> • Least possible barriers • Working relationships • Culturally safe environment • Flexibility • Communication and information • Management of clinic non-attendances • Māori staff available 	<ul style="list-style-type: none"> • Practices for Māori • Participation • Māori practices values and beliefs • A quality improvement process • Seamless model of care 	<ul style="list-style-type: none"> • Māori Health Development • Māori participation • Treaty of Waitangi • Māori Health strategy 	<ul style="list-style-type: none"> • Māori workforce development policy • Māori training and development • Māori staff numbers mirror the population • Treaty of Waitangi and Tikanga Māori 	<ul style="list-style-type: none"> • Effective systems • Effective communication processes • Accurate ethnicity data • Māori Health information 	<ul style="list-style-type: none"> • Engage with Iwi and other stakeholders • Consultation & Planning • Participation • Appropriate and timely consultation • Partnerships • Linkages
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PRIORITIES

<ul style="list-style-type: none"> • Identify barriers and gaps for Māori 	<ul style="list-style-type: none"> • Consumer feedback, reflects Māori practices values and beliefs • Establish quality processes for Māori Health 	<ul style="list-style-type: none"> • Māori Health Strategy is reflected in strategic operational and business planning 	<ul style="list-style-type: none"> • Establish Māori staff workforce development policy 	<ul style="list-style-type: none"> • Review the process of collecting ethnicity data 	<ul style="list-style-type: none"> • Improve participation of, and partnership with Māori stakeholders
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KEY PERFORMANCE INDICATORS

Service Utilisation DNA rates	Customer Satisfaction Clinical outcomes	Business planning documents	Proportion of Māori staff Māori staff retention rate	Ethnicity data capture rate	Collaborative relationships
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