# Guidance for trauma teams to support whānau Māori

This resource supports the actions to promote positive experiences for whānau Māori, identified in the report *Ngā whānau Māori wheako ki te tauwhiro pāmamae me te whakaoranga | Whānau Māori experiences of major trauma care and rehabilitation*. Providers are free to use and adapt the content to suit their service.

See the full report at [www.hqsc.govt.nz/resources/resource-library/whanau-maori-trauma-care-rehabilitation](http://www.hqsc.govt.nz/resources/resource-library/whanau-maori-trauma-care-rehabilitation).

## Introduction

People who experience injury, and their whānau, will encounter numerous health and social service professionals during their time in hospital, and afterwards. Trying to understand and navigate through all this can be challenging and overwhelming for individuals as well as for their whānau, who are often their main support during this time.

This resource contains useful informat ion for health care teams to support people and their whānau following a trauma event and provide a culturally appropriate health service. Cultural responsiveness of health services is integral to the experiences of rehabilitation for Māori.

We have divided the information into:

* actions providers can take to improve experience of whānau Māori using their services.
* information providers can include in communications to whānau.

As each health service will differ, we have provided the information in a text-based format so providers can easily adapt it as needed. A checklist can sometimes be useful as a prompt for conversations. You can copy and paste from this web page or download a MS Word version of this content at the bottom of the page.

### Background

This resource supports the actions to promote positive experiences for whānau Māori, identified in the report *Whānau Māori experiences of major trauma care and rehabilitation*. The actions focus on what clinicians and health or social service teams can achieve by making small changes to the way they deliver care. These actions will serve to improve experiences for Māori.

The report also contains direct quotes and insights from whānau Māori about their experience of major trauma care and rehabilitation. The people interviewed appreciated the value that culture added to the rehabilitation experience as much as the quality of health care they received.

See the full report at [www.hqsc.govt.nz/resources/resource-library/whanau-maori-trauma-care-rehabilitation](http://www.hqsc.govt.nz/resources/resource-library/whanau-maori-trauma-care-rehabilitation).

## Some key actions providers can take to improve experience of whānau Māori using their services

### Practise whakawhanaungatanga

Whakawhanaungatanga is the process of building relationships. It can help whānau feel more engaged in their care journey and more confident about their care team and their rehabilitation plan. This directly influences their ability to make a full recovery.

As this is a sizeable topic, we have created a dedicated resource for clinicians on practising whanaungatanga. See the PDF download at: [www.hqsc.govt.nz/resources/resource-library/whanau-maori-trauma-care-rehabilitation](http://www.hqsc.govt.nz/resources/resource-library/whanau-maori-trauma-care-rehabilitation).

### Adopt a culturally effective approach to care

Where possible, make kaiāwhina (assistants) available to be an integral part of trauma teams. Having kaiāwhina and Māori liaison people on the trauma team that can support team members to develop their cultural responsiveness as well as meet the cultural requirements for whānau will be valuable in enhancing experiences of care.

Routinely refer Māori trauma patients to the hospital’s Māori support service with the patient’s agreement.

Ensure hospital trauma clinicians receive training in cultural competency and are encouraged to learn te reo Māori. See the resources at: [www.tearawhiti.govt.nz/tools-and-resources/](http://www.tearawhiti.govt.nz/tools-and-resources/)

### Assess, monitor and support the psychological and emotional wellbeing of the patient and whānau

Routinely screen all Māori trauma patients for clinical signs of pain, post-traumatic stress disorder and concussion, with whānau engagement and referral as appropriate. Given the burden placed on whānau as informal caregivers, providers should extend screening to whānau wherever possible and offer support to informal caregivers.

Offer whānau some educational resources, for example, information about how to spot signs of emotional distress and chronic pain and how (and where) to get help.

Where feasible, assess the wellbeing of the patient and whānau using a hauora Māori model. One of the simplest tools for this is the Hua Oranga survey ([see Appendix 1 of the full report for a copy](https://www.hqsc.govt.nz/resources/resource-library/whanau-maori-trauma-care-rehabilitation)).

### Involve and provide supports for whānau Māori

Use a consumer/whānau panel to inform service improvement. Whānau play an essential role in supporting the rehabilitation and recovery process, and their role as informal caregivers must be recognised. Exmaples include specific acts of affirmation or practical reimbursement such as providing parking and food vouchers or intentional information.

Use experience-based co-design – see the resources at:

[www.hqsc.govt.nz/resources/resource-library/engaging-with-consumers-a-guide-for-district-health-boards-additional-reading-and-useful-links/](http://www.hqsc.govt.nz/resources/resource-library/engaging-with-consumers-a-guide-for-district-health-boards-additional-reading-and-useful-links/)

### Invest in kaupapa Māori service providers and support their use

Patients and whānau should be given the opportunity to choose between a mainstream and/or a hauora Māori service, based on which they see as more appropriate for their needs.

Routinely refer Māori patients to kaupapa Māori or rongoā māori (natural medicine) services if they agree.

Do an environmental scan of local or regional kaupapa Māori providers and be aware of the full breadth and scope of these services available to whānau. If possible, use whanaungatanga to develop a reciprocal relationship between your service and that of local or regional kaupapa Māori providers.

Invest in training staff, including ACC case managers and hospital Māori support service staff, to effectively communicate with rangatahi.

Encourage inpatient case managers, Māori liaison or Māori support teams to identify the broader social needs of patients and whānau.

**Some key messages/information providers can include in communications with people and their whānau**

Having whānau tūroro in hospital is a worrying time for everyone. We understand it can be a very stressful time with caring for your tūroro/loved one, meeting lots of new faces, understanding all the clinical information and looking after the rest of the whānau at the same time.

You may want to have a kōrero with the clinicians or have some more questions to ask. We are here to help with anything you are uncertain about.

It’s important you get the support and information you need for your tūroro/loved one and whānau at this important time. Here are a few ways we can help:

* If you would like to meet with the doctors, nurses and other people caring for your tūroro/loved one, don’t hesitate to ask.
* You can receive daily updates in a way that best suits your tūroro/loved one and whānau. Daily updates help to keep everyone informed and up to date with care plans and are a chance for everyone to kōrero about their expectations. Our staff can talk to you about making daily updates happen and ensure the right people are involved.
* Don’t hesitate to talk to staff if, at any time, you have any questions about what’s happening or don’t understand the information or discussions taking place. We know it can all get a bit overwhelming and we want to make sure whānau understand what’s going on. Ask us anything.
* We know this can be a very stressful time for whānau and we have people who can talk to you and support you, such as such as a tauwhiro/social worker, kaiārahi/counsellor, kaimātai hauora hinengaro/psychologist, kaumātua, tiaparani/chaplain, minita/minister or kaiāwhina. Please let us know if you would like to talk to a support person or people.
* We have a Māori liaision service and kaiāwhina available that can provide tautoko and manaaki from a te ao Māori perspective. They can help answer any questions you have and explain things in a way that is often easier for everyone in the whānau to understand. If you would like support from this service please let us know.
* We recognise the importance of wairuatanga and the importance of karakia for whānau during this time. You are able to request that karakia be included in your tūroro/loved one’s care plan and we will be guided by you on how you want this to be done.
* Manaakitanga is so important at this time. Please let us know how we can support your whānau as you care for your tūroro/loved one while they are in hospital. This may be karakia, having kai together as a whānau, having whānau and friends visiting as a rōpū, or needing to stay before or after visiting hours. You may even want staff to join in these activities as a way to whakawhanaungatanga. Please kōrero with us about how you want to manaaki your loved one and we will ensure their care plan reflects this.
* As your tūroro/loved one gets closer to leaving hospital and returning home, this can also be a time that you may have some questions or concerns. You are able to request a hui to kōrero with us and we will always answer any questions you have. Please share with us what matters to you and any concerns you have with returning home so we can ensure these concerns are supported in the discharge plan for your tūroro/loved one. See also the resource ‘Me whakamahere i te wehenga i te hōhipera | Let’s plan to leave hospital’ at: [www.hqsc.govt.nz/resources/resource-library/lets-plan-to-leave-hospital](http://www.hqsc.govt.nz/resources/resource-library/lets-plan-to-leave-hospital).
* As whānau, you play a very important role in the recovery and healing of your tūroro/loved one. We will help you prepare for this and what you might need as you prepare to go home.

Published in April 2022 by the National Trauma Network and the Health Quality & Safety Commission, PO Box 25496, Wellington 6146.