

Whakawhanaungatanga with whānau Māori who experience trauma events

Whakawhanaungatanga with whānau Māori who experience trauma events is one of the most important things you can do as a clinician to improve their health care experience.

Developing and maintaining relationships helps to build trust and empowers whānau Māori to engage in their care planning and make decisions in their care journey. It also allows you to find out what matters to them as they embark on a rehabilitation and recovery process, so they get the right help from the right providers at the right time.

Here are some tips for whakawhanaungatanga in a clinical setting.

- Take time to correctly pronounce the names of both the patient and their main whānau support person and check you have pronounced names correctly.
- Introduce yourself to the patient and their whānau (including any new whānau members who are visiting). Try this:
 - [In te reo Māori:] Kia ora, he tākuta/ tapuhi/kairomiromi/ringa tauwhiro e tiaki ana i tō hoa. Ko tōku ingoa ko...
 - [In English:] Hello, I am the doctor/nurse/ physio/OT taking care of [use patient's name]. My name is....
- Share your mihi/pepeha and talk with the patient and their whānau about who you are and where you come from (where you grew up, your family, your hobbies).¹
- Take the time to share and give kai - this embraces the concept of manaakitanga and demonstrates respect, friendship and kindness.
- Offer karakia at start of any consultation with the patient and their whānau (repeat your mihi/ pepeha where required).
- Showing genuine interest in the patient and their whānau.
 - Friendly conversations not related to doctor/ patient discussions help to build trust and respect.
 - This will set up the trust and openness needed for the 'What matters to you and your whānau?' question.
- Include whānau in all discussions and decisions about their loved one's care and rehabilitation.
- Talk openly with whānau about what the rehabilitation journey will be like, and what will be needed to enhance their loved one's recovery both in the hospital and after going home.
 - This may include the importance of quiet spaces, rest, doing rehabilitation and time to teach whānau how to support the injured person through rehabilitation exercises.
 - Give whānau information that is practical, easy to understand and covers things like simple rehabilitation exercises, how to look for signs of mental distress in their loved one and how to get help.

¹ There are several resources online to help you create your mihi or pepeha. This from Te Wiki o Te Ro Māori is a good starting point: https://www.reomaori.co.nz/learn_your_mihi.

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*. See the full report at www.hqsc.govt.nz/resources/resource-library/whanau-maori-trauma-care-rehabilitation.

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