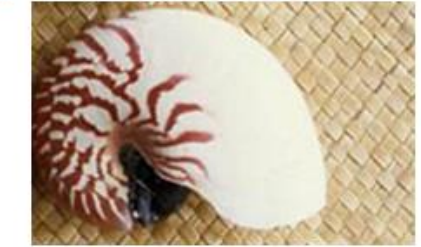




**NURSE MAUDE  
PACIFIC HEALTH PLAN  
2020 - 2024**



# 1 INTRODUCTION

## **Talofa lava, Malo e lelei, Ni sa bula, Kia orana, Fakafeiloaki, Fakaalofa lahi atu, Fakatalofa atu, Halo, Gude/Hai to Pasifikaa Peoples.**

*Pasifika peoples' is a collective term used to describe the diverse cultures of peoples from Polynesia, Melanesia and Micronesia. It includes groups with a range of ethnic affiliations (Bedford and Didham 2001). While this term is used to describe people who identify with a Pasifika ethnic group, it has been noted that the term disguises diversity and can generate a misleading impression of homogeneity within Pasifika communities. In New Zealand there are Samoan, Tongan, Cook Islands, Fijian, Niuean, Tokelauan, Tuvaluan, French Polynesia, Kiribati, Papua New Guinea and Solomon Islands. Tapu Misa (in Perrott 2007) says: "What connects us as PIs are the common experiences of being PI in New Zealand".*

The Nurse Maude Pasifika Plan sets out the strategic direction and actions for improving health equity between Pasifika and non-Pasifika peoples in the communities of Canterbury, Nelson/ Marlborough and Wellington where Nurse Maude operates. It is a collaborative effort made up of consultation that has taken place with staff and Pasifika people and live within the communities where Nurse Maude provides services. Based on the 2013 census data the NZ Pasifika Peoples population was 7.4% (295,941), the Canterbury Pasifika peoples population 5%, Tasman 480 Nelson 4.4%, Marlborough 2.3% and Wellington 8.7%.

*"Equity recognises different people with different levels of advantage require different approaches and resources to get health equitable outcomes."*

The Nurse Maude Pasifika Health Plan provides one framework of Pasifika Health to show the similarity to the familiar Māori Health Model Te Whare Tapa Wha (Mason Durie) There are several Pasifika models of health care which have been developed to recognise Pasifika worldviews and beliefs about health.



The Fonofale model was created by Fuimaono Karl Pulotu-Endemann, for use in the New Zealand context and is named after his maternal grandmother Fonofale. The Fonofale model incorporates the values and beliefs that many Samoans, Cook Islanders, Tongans, Niueans, Tokelauans and Fijians had conveyed to him during workshops in the early

1970s through to 1995. In particular, these Pasifika groups all stated that the most important things for them were aiga, culture and spirituality. Canterbury has the fourth largest group of Pasifika peoples consisting mainly of Samoan, Cook Island Maori, Tongan, Niuean, Fijian, Tokelauan and Tuvaluan

**The Fonofale Model explained:**

**The Roof:** Culture the roof represents cultural values and beliefs and they are the shelter for life.

**The Foundation:** Family which is the foundation or all Pasifika Island Cultures, nuclear or extended

**The Pou:** between the roof and the foundation are the four pou or posts representing Spiritual; Physical; Mental; Other and outside that - Environment; Time; Context - where/ how/ what/ and the meaning it has for that particular person or people, context too, can be in relation to Pasifika Island reared or NZ reared and includes politics and socio - economics.

**The Determinants of health for Pasifika Peoples**

Factors that have been shown to have the greatest influence on health for Pasifika peoples were socio-cultural and economic, education levels followed by employment status, occupation, income and housing. Based on death rates in New Zealand in 2012–14, life expectancy was 78.7 years for Pasifika females and 74.5 years for Pasifika males, compared with 83.2 years for females and 79.5 years for males in the total New Zealand population.

Unless preventative measures and treatment are tailored so that they are more effective for Pasifika peoples, the incidence and impact of chronic diseases in Pasifika populations will continue to grow. This places serious financial burdens on families and communities and puts pressure on their support systems. Pasifika peoples are often more exposed to these disease risk factors. To improve Pasifika peoples' health outcomes these factors need to be addressed through effective prevention and health-care interventions. Current interventions have been more successful in improving health outcomes among the European population. This indicates that the health system is responding inadequately to the health needs of Pasifika peoples.

**FAIVA ORA 2016-2021 NATIONAL PASIFIKA DISABILITY PLAN**

*The Ministry of Health Disability Support Services have worked with Pasifika disabled people, Pasifika communities and disability support services to develop the Faiva Ora National Pasifika Disability Plan 2016–2021.*

*Faiva Ora draws on multiple contributions from Pasifika peoples at all levels, including Pasifika disabled peoples, Pasifika communities, service providers and key government agencies such as the Ministry of Pasifika Island Affairs to promote participation of Pasifika disabled peoples and enable the Pasifika disability community to determine their own solutions.*

The plan focuses on:

1. ensuring disability services and supports meet the needs of Pasifika disabled people and their aiga
2. encouraging stakeholders to work in partnerships to address challenges experienced by Pasifika disabled and their aiga.

Building on achievements over recent years, this plan presents an opportunity to adopt innovative approaches to address current and future challenges experienced by Pasifika disabled people and their aiga. To support the delivery of quality disability supports and services to Pasifika people, requires getting their views, perspectives and input into policy development, service design and implementation.

**Pasifika Health Plan**

The Pasifika Health Plan highlights the Nurse Maude Policy “Responsiveness to Pasifika Values and Beliefs”. It is intended that the Pasifika Health Plan is treated as a living document and will be reviewed regularly to ensure progress is being made and that Goals are being met.

### **Key strategies**

The key strategies to be used to improve how Nurse Maude engages and works with Pasifika people are-

#### **1. DEVELOPING RELATIONSHIPS**

Developing Nurse Maude’s links with the Pasifika provider sector increasing the number of Pasifika peoples working for Nurse Maude will benefit Pasifika peoples and contribute to improved health outcomes for Pasifika peoples.

#### **2. ENABLING EFFECTIVE HEALTHCARE**

Pasifika peoples’ implicit message to health care professionals is that asking about Pasifika people’s beliefs regarding their disease is important, not just their knowledge or understanding of the disease. This can be addressed by responding in a culturally competent way that reflects the evolving and diverse nature of New Zealand society and therefore responding appropriately to the needs of Pasifika peoples.

#### **3. WORKFORCE DEVELOPMENT**

Health indicators show that Pasifika people seem to be well linked into the primary care system, demonstrated by high PHO enrolment rates, but the health indicators of life expectancy, avoidable and amenable mortality and ambulatory-sensitive hospitalisations suggest that health and disability services are not fully meeting the health needs of Pasifika people. Part of the solution is having a workforce that can relate to Pasifika people successfully.

#### **4. TAEAO O TAUTAI**

Pasifika Public Health Workforce Development Implementation Plan, 2012-2017 supports the vision that inequalities will be reduced and the health of all peoples in New Zealand will be improved through public health and societal strategies and outlines how the Ministry of Health will implement these actions to contribute to better health outcomes for Pasifika peoples.

#### **5. POPULATION HEALTH**

Many Pasifika people draw their sense of health and wellbeing from the quality of their relationships within their collective contexts, including extended aiga and community networks such as church, according to the 2006 census, just over 8 1n 10 Pasifika people identified with Christian religions. The 2001 Census showed that almost 60% of Pasifika people lived in the most deprived areas in NZ. Koloto’s report on Pasifika housing (2007) found that Pasifika households are larger than average and many include extended aiga members. It is important to understand Pasifika people as members of an extended aiga and community because the extended group is often involved in decisions on health care plans and management, and assists in the care-giving.

Issues to be aware of:

- providers may miss opportunities for screening or assessment because they are not familiar with the prevalence of medical conditions among Pasifika peoples
- providers may fail to take into account differing responses to medication, treatment or care options because of cultural beliefs
- providers may lack knowledge about traditional remedies, leading to harmful drug interactions or incomplete care planning to take account of other therapies or services being used
- providers may make diagnostic errors resulting from miscommunication

Therefore, it is important for Nurse Maude to first understand the issues in the Pasifika community to build a health relationship with Pasifika peoples to be able to undertake and provide good healthcare to this community and deliver care with a properly trained and culturally competent workforce supported by a workplace that actively encourages and develops the public health workforce.

## ACTION PLAN

GOAL 1	ACTIONS	KEY STRATEGIES	PROGRESS
<p><b><i>Develop effective relationships with Pasifika people to support active participation in their health outcomes</i></b></p>	<p>Increase access to primary health care services for all Pasifika peoples in the local community</p>	<p>Staff actively practice cultural safety principles that enhance engagement with Pasifika Peoples through understanding the Fonofale Model and how similar it is to Te Whare Tapa Wha</p>	<ul style="list-style-type: none"> <li>• Nurse Maude provides cultural safety, patient rights and ethnicity data collection training online and tutorials.</li> <li>• NNQA foundation skills and Core competencies are mandatory for Support Workers.</li> <li>• Introduce the Fonofale Model to staff</li> <li>• Kaiawhina continues to provide awahi for Pasifika patients and aiga</li> </ul>
		<p>Clinical Homecare Palliative and Hospital, Hospice services identify support networks for Pasifika Peoples receiving their service and will promote appropriate care and joint case management with Pasifika providers where appropriate</p>	<ul style="list-style-type: none"> <li>• Nurse Maude works collaboratively with others in the community</li> <li>• Information is available on the intranet for staff</li> <li>• Nurses recognise that there are opportunities to enhance child and youth health by having relevant networks in the community to refer them to</li> <li>• Work and refer to Tangata Atumotu Trust or clinician who is familiar with Tangata Pasifika</li> <li>• The Palliative/Hospice Culture Group</li> <li>• Nurses who identify as Pasifika</li> </ul>
		<p>Pasifika consumers have appropriate support and have knowledge of the organisation and the services it provides in languages and formats that are identifiable to their culture and world view</p>	<ul style="list-style-type: none"> <li>• Interpreter services are available for staff to use</li> <li>• Positive employment practices</li> <li>• Increase the diversity of languages used in pamphlets</li> </ul>
GOAL 2	ACTIONS	KEY STRATEGIES	PROGRESS

<b>2</b> <i>Enable effective access to health services based on Pasifika people's need and planning and delivering services accordingly</i>	<b>Services are developed in response to identified Pasifika health need and areas identified as high priority by Pasifika peoples</b>	Pasifika services are developed to meet the needs, with particular focus on Palliative care, Diabetes, Dialysis, Specialty services and Health promotion activities	<ul style="list-style-type: none"> <li>• Ethnicity is collected and aligned with population reporting</li> <li>• Promotion of healthy lifestyles and wellbeing education via Diabetes nurses</li> <li>• Privacy training at Orientation and available online for staff</li> </ul>
		Data base audit is undertaken to evaluate effectiveness of collection of ethnicity data	<ul style="list-style-type: none"> <li>• Ethnicity data for Nurse Maude is collected and is a regular item at the Q&amp;R Board Meeting</li> <li>• Ongoing recruitment of NM staff who are Pasifika</li> </ul>
		Recording of ethnicity data is evaluated and follow up actions are implemented as required	<ul style="list-style-type: none"> <li>• Referral forms, processes and CRM enable accurate collection of data inline with NZ Standards</li> <li>• Ethnicity Data is collected</li> </ul>
		Pasifika consumer feedback is evaluated and acted upon where it is required	<ul style="list-style-type: none"> <li>• Quality Teams evaluate data collected each month</li> <li>• Assura platforms collects Compliments, Complaints &amp; Incident reporting</li> <li>• Continuing working with Pasifika peoples and providers in the community to enable competent care</li> <li>• Yearly face to face hui/fono with consumers</li> </ul>
		Quality and Accreditation programmes meet Pasifika requirements	<ul style="list-style-type: none"> <li>• Review of programmes by Pasifika Staff and members of the Pasifika Peoples community.</li> <li>• There is access to Scholarships via newsletters, notice-boards, newsletters and intranet</li> </ul>
<b>GOAL 3</b>	<b>ACTIONS</b>	<b>KEY STRATEGIES</b>	<b>PROGRESS</b>
<i>Develop services that are based on Pasifika frameworks/models of health that promote clinical and cultural competence</i>	Identify and remove health inequalities	Increase Pasifika peoples participation at advisory and management levels	<ul style="list-style-type: none"> <li>• Key issues affecting Pasifika peoples are able to be addressed at SMT Level</li> </ul>
	Develop a culturally educated workforce that will respond effectively to the needs of Pasifika	Understanding of the Fonofale Model	<ul style="list-style-type: none"> <li>• All new staff have a basic understanding of cultural diversity</li> </ul>

	consumers		
	Strengthen relationships and networking with Pasifika Peoples Health Advisors and consumer representatives	Pasifika consumers and community tell us what their health aspirations are Pasifika consumers have appropriate support and have knowledge of Nurse Maude’s services in languages and formats that are usable to the consumer	<ul style="list-style-type: none"> <li>• Patient Rights education</li> <li>• Training support workers</li> <li>• Cultural Safety tutorials ongoing</li> </ul>
<b>GOAL 4</b>	<b>ACTIONS</b>	<b>KEY STRATEGIES</b>	<b>PROGRESS</b>
	Monitor and evaluate efficacy of the Pasifika Plan	Key issues affecting Pasifika peoples are able to be addressed at SMT Level	As per the most recent Pasifika Survey results Promoting participation of disabled Pasifika peoples
		CEO & Senior Management Team build relationships with key Pasifika stakeholders	Offer opportunities to staff to learn about the model Staff working with Pasifika aiga to know about the model
		A Pasifika peoples advisory position on the Ethics Advisory Committee Nurse Maude	When required
<b>Build the capacity of the Pasifika peoples workforce within Nurse Maude</b>	All Nurse Maude staff are culturally competent and credentialed at a level appropriate to their role	The nursing staff training plan reflects the knowledge base required: <ul style="list-style-type: none"> <li>o Working with Difference</li> <li>o Death and Dying</li> <li>o Cultural education for Carers</li> </ul>	<ul style="list-style-type: none"> <li>• Pasifika nurses continue to be employed in District Nursing</li> </ul>
		Pasifika peoples have knowledge and access to employment opportunities for within Nurse Maude	Provide Pasifika staff with consistent support and resources to develop professionally within Nurse Maude with regard to their culture and chosen speciality
		Development of organisational policies and practices affecting Pasifika peoples and encouraging engagement and participation when reviewing them	<ul style="list-style-type: none"> <li>• Promotion of recruitment and job vacancies sent out to all Pasifika networks and key stakeholders if appropriate, all advertising in free newspapers and on the internet</li> </ul>
	Provider and workforce development	Relationship building and meetings facilitated with <ul style="list-style-type: none"> <li>• Governance</li> </ul>	<ul style="list-style-type: none"> <li>• Pasifika staff supported to belong to local Pasifika Network groups</li> </ul>

		<ul style="list-style-type: none"> <li>• Senior management</li> <li>• Operational</li> </ul>	
		<ul style="list-style-type: none"> <li>• Maintain these strategies in the Nurse Maude Equal Employment Opportunities Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate staff are part of interview panels</li> </ul>
<b>GOAL 5</b>	<b>ACTIONS</b>	<b>KEY STRATEGIES</b>	<b>PROGRESS</b>
<b>Population Health Care</b>	New and revised organisational policies are monitored to ensure responsiveness to Pasifika peoples	Integrate bicultural processes to the selection and recruitment of staff in positions where they will be working with Pasifika peoples	<ul style="list-style-type: none"> <li>• Nurse Maude maintains close links with Pasifika Providers and Community &amp; Public health</li> </ul>
		Consistently collect and analyse data that reliably identifies ethnicity	<ul style="list-style-type: none"> <li>• Ethnicity data is used to identify Pasifika peoples who may benefit from health promotions</li> </ul>
		Pasifika User Quality Survey Undertaken regularly	<ul style="list-style-type: none"> <li>• Quality &amp; Risk Board to review Pasifika Plan/Policies and outcomes of surveys</li> </ul>

## REFERENCES

- 'Ala Mo'ui: Progress Report – Pasifika Health Care utilisation 2014-2018 updated 2019
- Achieving Equity in Health Outcomes – Summary of a discovery process 30 July 2019
- District Health Boards New Zealand. (2008). *Support and Clinical Placement Experiences for Maori and Pasifika Student Nurses and Midwives*. DHBNZ WSG  
*Support for Maori and Pasifika student nurses and Midwives version Nov 08*. District Health Boards New Zealand.
- Faiva Ora 2016-20210 National Pasifika Disability Plan Ministry of Health 30 August 2017  
<https://www.healthnavigator.org.nz/healthy-living/p/pasifika-health-overview>
- Health Research Council of New Zealand. (2008) *Performance Highlights 2007/08*: Health Research Council. Auckland New Zealand
- Health Research Council of New Zealand. (2005) *Guidelines on Pasifika Health Research: May 2005* Health Research Council. Auckland New Zealand
- Le Va and the Ministry of Health (2013) *Taeao o Tautai: Pasifika Public Health Workforce Development Implementation Plan, 2012-2017*
- Ministry of Health (2002). *The Pasifika Health and Disability Action Plan*. Wellington: Ministry of Health.
- Ministry of Health. (2008). *Improving Quality of Care For Pasifika Peoples – A paper for the Pasifika Health and Disability Action Plan Review*. Wellington:
- Ministry of Health. (2008). *Pasifika Cultural Competencies – A literature review*. Wellington: Ministry of Health.
- Ministry of Health. (2008). *Pasifika Provider Development Fund Purchasing Strategy 2008/09*. Wellington: Ministry of Health.
- Ministry of Health (2013) Pasifika Disability Plan 2010-2013 National Health Board Disability Support Services
- Ministry of Health. *Pasifika Health Work Programmes New Zealand*. Wellington: Ministry of Health. Retrieved from [www.moh.govt.nz](http://www.moh.govt.nz)
- Ola Manuia: Pacific Health and Wellbeing Action Plan 2020-2025
- Ministry of Health. *Tagata Pasifika in New Zealand*. Wellington: Ministry of Health. Retrieved from [www.moh.govt.nz](http://www.moh.govt.nz)



Pasifika Health and Disability Workforce Development Plan MOH. 2004 *Pasifika Health and Disability Workforce Development Plan*. Wellington: MOH  
Samoan Nurses Association of New Zealand Inc. (October 2003). *National Survey of Pasifika Nurses and Nursing Students 30 October 2003 – Final Report*. Wellington: MOH.  
Taeao O Tautai: Pasifika Public Health Workforce Development Implementation Plan 2012-2017 **Author: Le Va** and the MOH December 2013  
Tokelauan People in New Zealand: 2006.