‘Parallel Journeys and Shared Opportunities’

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DEMystifying Whanau Ora
‘Of Parallel Journeys and Shared Opportunities’

• Nothing new mysterious or threatening about Whanau ora

• A rich blend of common sense, empowerment and cultural sensitivity

• Not a passing fad but a serious intersectoral intergenerational approach to solving significant social and health status issues for Iwi Maori [but applicable across all ethnic groups]

• Plays to the strengths of all parties in the service delivery chain including the patient/whanau

• GPs an important link in a delivery chain that typically has its genesis and resolution in the social services sector
Confident, capable and healthy parents

All clients & whānau achieve their hauora goals

All clients and whānau receive high-quality, tailored clinical services to meet their needs and achieve their goals

Client-owned “My Health Plans” completed

All eligible clients receive a high-quality (i.e. timely and relevant) Whanau Ora ASsessment (MHP and/or IMAP)

All clients and whānau are motivated and supported to achieve clinical and/or social goals

All clients & whānau achieve their IMAP goals

All clients and whānau receive high-quality, tailored intersectoral services to meet their needs and achieve their goals

Client-owned “IMAP Plans” completed
Clinical Governance

Guardians of Clinical Quality Standards and Practice

Medical Model

For: Drs, Nurses, HCA, Allied Practitioners

Example Roles: reduce and eliminate clinical barriers across primary, secondary, tertiary services; and whanau ora programmes

Ensure member primary care services are clinically safe and effective (including business plans)

Are committed to learn and understand the Dynamics of Whanaungatanga and whanau centred/cultural practice.

Development of the clinical workforce nationally

Health & Wellbeing from a clinical perspective

Whānau Ora Governance

Guardians of Cultural Quality Standards and Practice

Cultural Model

For: Genealogists, Tohunga, Rongoa Practitioners, Mirimiri, Kaumatua & Kuia

Development of the Whanau ora workforce

CSW trained as Whanau Ora Practitioners with indigenous Tohu

Example Roles: reduce and eliminate cultural barriers across health and social services

Maintain the mauri, mana and cultural integrity of whanau ora

Ensure whanau ora programmes and member primary care services are culturally safe and effective (including whanau ora plans, workforce development, etc)

Work collaboratively with Hapu and Iwi to roll-out and maintain whanau ora (e.g. lead whanaungatanga practice and change) Whanau centred Model, connection between whanau ora and clinical workforces

Health & Wellbeing from a cultural perspective

WHANAU

Working together to provide services to meet needs and encourage whanau driven solutions to achieve Rangatiratanga

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Clinical Governance

Guardians of Clinical Quality Standards and Practice

Medical Model

• For: Doctors, Nurses, HCA, Allied Practitioners
• Example Roles: reduce and eliminate clinical barriers across primary, secondary, tertiary services; and whanau ora programmes
• Ensure member primary care services are clinically safe and effective (including Business plans)
• Are committed to learn and understand the Dynamics of Whanaungatanga and whanau centred/cultural practice.
• Development of the clinical workforce nationally
• Health & Wellbeing from a clinical perspective
Whanau Ora Governance

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- ensure whanau ora programmes and member primary care services are culturally safe and effective (including whanau ora plans, workforce development, etc)
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- Health & Wellbeing from a cultural perspective
DEMYSTIFYING WHANAU ORA

Te Puna’s parallel journey with ProCare

• An alliance document agreed in May 2011
• A partnership of equals with sovereignty of each retained
• Parallel governance processes; clinical and whanau ora
• Plays to the strengths of the two parties to achieve ‘a best of both worlds outcome’
• High trust transparency are hall marks of the alliance
• Both parties breaking new ground in forming the alliance
DEMYSTIFYING WHANAU ORA

ProCare’s Approach

• Relationship based, development of alliances with Iwi and Gov’t sector providers

• Focus on playing strong role within the health component of the whanau ora service delivery chain

• Ensuring strong understanding of the boundaries and interfaces with the social services providers [eliminating under laps and minimising over laps]

• Strengthening referral and knowledge transfer links between GPs and their social services sector

• Training their CHCS in TWONA’S IMAP delivery protocols and practices

• Governance of Whanau ora overseen by ProCare’s Maori health committee [PROMA] but managed by TWONA, owners of the IMAP model
DEMYSTIFYING WHANAU ORA

Overview of the ‘TWONA IMAP Model’

The essence of Whanau ora is to address, enhance and restore the Tapu of people so that they have the Mana to achieve their goals in life.

It is empowering in nature and recognises self responsibility as the foundation of personal success but within a supportive environment.

The teachings for the IMAP model are based upon the Dynamics of Whanaungatanga model of Pa Henare Tate.

The IMAP approach is a model that is strengths and outcome-based and has a continuous quality improvement philosophy.

IMAP is a national quality awards winner with a proven track record of success within Te Puna Hauora over a number of years.

Now being adopted by other providers throughout Aotearoa NZ.
DEMYSTIFYING WHANAU ORA
The nuts and bolts of it all

• IMAP tools and processes designed to help restore Mana and dignity. the very foundation for moving forward

• IMAP tools designed to address both the underlying causes and the symptoms

Whanau developed IMAP plans to map their journey out of complex social and health situations. Holistic and empowering

• Coordinated plans developed by the network of providers [social and health] required to address the multiple challenges faced by the whanau
Some final thoughts

- Real power in the ‘parallel journey’ model; optimises skills and resources [clinical, social, cultural].
- Transformational outcomes[the goal!] are more likely with culturally appropriate practitioners. That applies to all cultures.
- Workforce development both regulated [particularly nursing] and non regulated [Qualified Whanau Ora delivery practitioners] a key component for success. Plans are well advanced to address this.
- This is a long journey with many challenges. It requires the goodwill and cooperation of ‘road makers’, not the hindrance of ‘barrier builders’
- General Practice needs to help lead the health component of the ‘road making’ team!