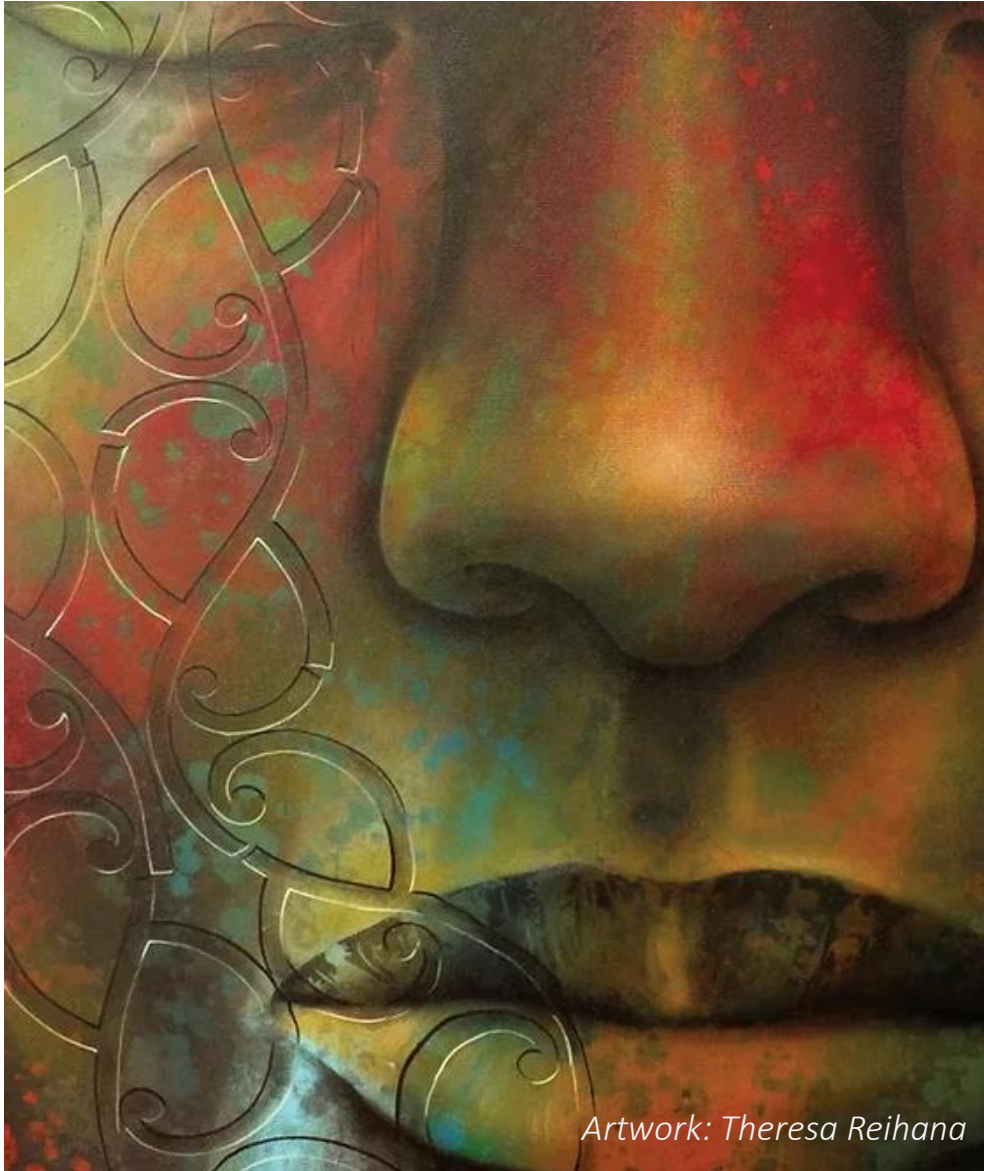


Tiheiwa
Mauri ora



Artwork: Theresa Reihana

Tiheiwa Mauri ora

Atua breathed life into man

He sneezed

He became



Mauri ora Tamati Krueger

'Mauri ora is feeling the thrill of being alive.'

In this place where the rapture of life is full, mauri ora can be restored and sustained.

This comes from unconditional acceptance of who they are , others understanding what is important to them and having self efficacy to determine life direction'



| Mauri ora Flourishing | vs | Mauri noho Languishing |
|--|-----------|------------------------------|
| Enlightened spirit | Spiritual | A loss of hope |
| Clear and alert mind | Mental | A clouded mind |
| Fit for purpose body | Physical | A tortured body |
| Nurturing and resilient whanau/ family | Emotional | An impoverished family |

Four pillars
of wellbeing
resembles
the structure
of a house

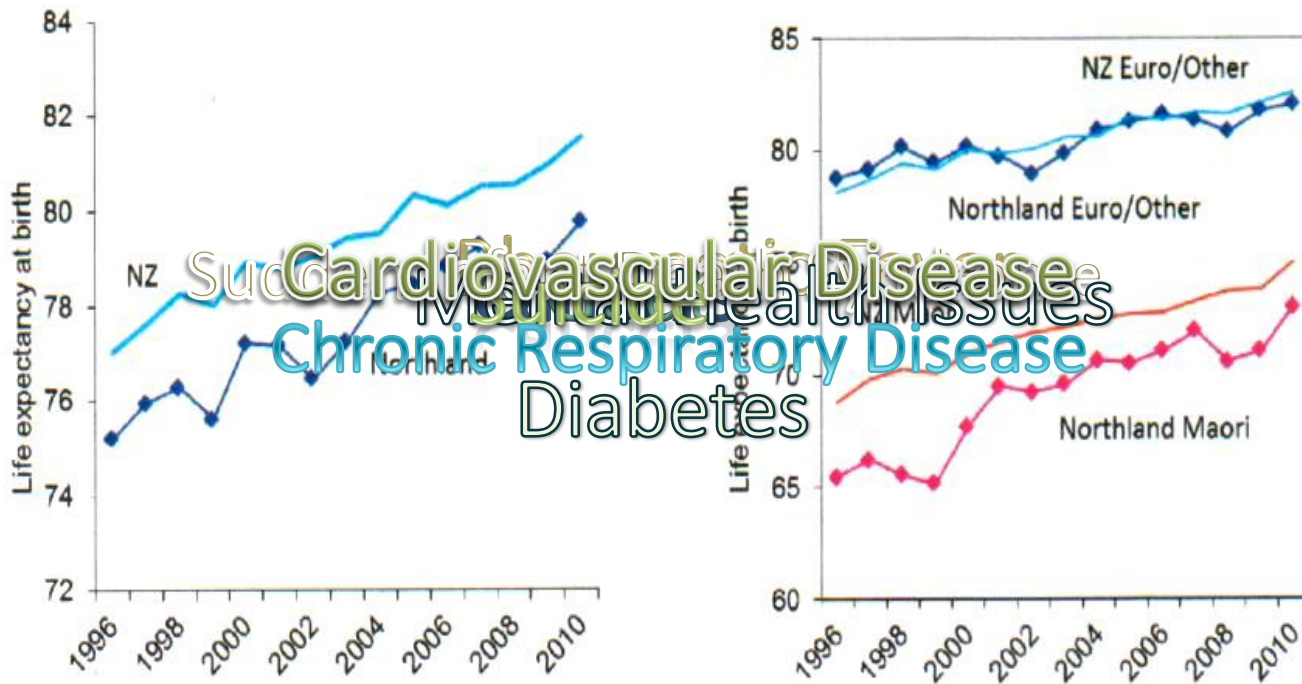


Mauri ora
Breathe life

Life expectancy

Goal : From a difference of 14 years to a difference of 9 years

Figure 2 Northland life expectancy compared to New Zealand, 1996-2010



Cardiovascular Disease
Mental Health Issues
Chronic Respiratory Disease
Diabetes



Health and wellbeing affected by rurality housing, roading, flooding etc.

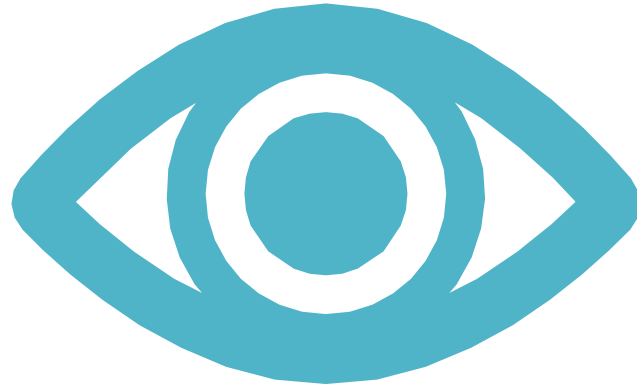


NZ Epidemiologist

Dr Juliet Rumball Smith

Leads out with the instruction that services can approach inequitable health outcomes in three specific ways:

1. Through addressing systems
2. The patient or individual themselves
- 3. The patient provider interaction**



Hidden in plain sight

Camara Jones

Camara Jones – African American physician and expert in racism and equity, proposes three barriers impacting on equitable health outcomes.

1. There are **differences in social determinants of health** for everyone
2. There are **differences in access** to services for everyone
3. **Differences in the quality of health care.**



Equality

doesn't mean



Equity

Equity

*Equals must be treated
equally (a) and unequal's
unequally (b) according to
their relative inequality*

Aristotle



Every time a person enters your space,
seeking your care and attention,
you are being presented a
window of opportunity,
a chance, a moment, a break

*Poipoia te kakano
kia puawai*

*Nurture the seed
and it will blossom*



Mauri ora window

1. **CONNECT:** -Open the flow of warmth, trust and communication e.g. **Say Kia ora** – my name is BEFORE you do anything else
2. **Mauri Ora:** Show them how happy you are to see them –it’s their birthday/ **‘to feel the rapture and thrill of being alive’**
3. **Reflect:** Check yourself on any judgements, stereotypes / unconscious bias
4. **ACTION : Be responsive to Person, Place, Process, Pace** Don’t rush – Use less words and rely on your touch, pace, and connection through body language, acknowledgement and consideration
5. **Stay connected – in relationship with them;** Shift the service starting point , Shift the power to the patient
6. **SHARE: prepare, support, empower**
7. **Evaluate the encounter and learn**

Make every encounter a Mauri Ora experience



Put people above
tasks

1. Connect

Kia ora/ Say hello
– my name is

Correct
pronunciation of a
name

Firm handshake or
hongi

Check out
understanding

Create a specific
space for the right
processes to occur

*Less about time –
more about quality
use of time*



2. Mauri ora

Breathe life –help them to feel the thrill of being alive

- Show them how happy you are to see them
- It's their birthday
- They may come with their own biases feeling guarded, protective, and their lived experience of being poorly treated in the health system or feeling on the 'back foot'.
- Your response can change this view.



3. Reflect

We need to maintain a vigilance to detect our own and other's biases

Ann McKillop

How do you know when you have an unconscious bias?

'An unconscious bias maybe manifested in our little irritations, impatience, blind spots.'

Hemaima



Our unconscious bias is experienced by the patient



in our touch, our pace, the tone of our voice or movements around them, our body language and eye contact



Clinical Competency

The **Science** of our work

Cultural Competency

Is the **Art** of our work

Clinical competency – is a clinical response to a set of steps or procedures

Clinical competency is a technical process

Can follow – technical process

Style

Approach

Your intention to be inclusive

The 'Tone' of your visit

Softness

Level of Respect

Quiet mindfulness

Consideration

Awareness

Culture matters



4. Clinical Action

Be responsive to the **Person**,
in the **Place** where you find yourself
performing your nursing support,
through **Processes** that make and
maintain connection,

Pace: Don't rush – Use less words
and rely on your touch, pace, and
connection through body language,
acknowledgement and
consideration

5. Stay connected, whilst shifting the power to the patient



Try again and again and again to stay in relationship

Critical reflection is key to stay moment by moment in connection with the person in front of you, through the processes you are engaged in.

Recognise when a problem arises

Accept your contribution to the change that can be made

Consider your unconscious biases and how they play into your engagement so you can stay connected.

The patient can be a great teacher in this moment- shift the power back to them.

What matters to them?

What can you learn?

How can you work together?

6. Share-prepare, support, empower

Inform patients - assist information sharing to strengthen family support

Progress and share referrals with other services for timely and effective care within the system



7. Evaluate the encounter and learn

1. Relationship: I Feel understood, respected and or accepted by the nurse or Dr

1 _____ 5
I did not I did

2. Goals and topics : Work on or talk about what I wanted to work on or talk about

1 _____ 5
We did not We did

3. Approach and methods: The approach is not/is a good fit for me

1 _____ 5
Is not is

4. Overall : There was something missing in the consult today -I did not feel or I did feel like I was part of the process today.

1 _____ 5
I did not feel I did feel



Mauri ora window

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6. **SHARE:** prepare, support, empower
7. **Evaluate the encounter and learn**

Make every encounter a Mauri Ora experience



Ka marama ki roto , Ka tiaho ki waho
Hei Kaitiaki , Mauri ora e

*What efforts of knowledge and compassion is
planted in the heart , these shall be returned to
us As hope, as breath , as life.*

Mauri Ora window



Thank you for
listening

Tiheiwa
Mauri ora

Artwork by Theresa Reihana



Mauri ora

Individuals and
families
flourishing