

# QUALITY IMPROVEMENT, CULTURE AND EQUITY

## – AN INTERPRETER IS REQUIRED?

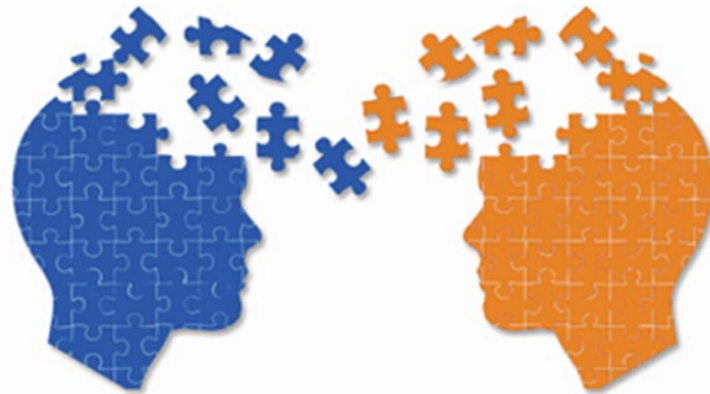
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**PHARMAC**  
TE PĀTAKA WHAIORANGA



# WHAKAKOTAHI - ORIGINS

- Health Quality & Safety Commission's Primary Care Quality Improvement Programme
- Build quality improvement capability
- Projects chosen by the sector with a focus on:
  - Equity
  - Consumer engagement
  - Integration



*Together – we partner with others,  
and learn and share together*

# A GROWING FOCUS ON EQUITY

2017	2018	2019
3 projects	6 projects	9 projects
<p>All in General Practice, one integrated with the DHB</p> <p>2 VLCA practices with high priority populations</p> <p>2 projects centred on Māori, Pacific peoples and areas of high deprivation.</p>	<p>4 General Practices (VLCA) 1 Pharmacy (Hastings) 1 NGO Kaupapa Māori Health Organisation (Tūranga Health, Gisborne)</p> <p>All projects centred on Māori, Pacific peoples (Tuvaluan) and areas of high deprivation</p>	<p>Equity weighted in selection criteria</p> <p>7 embedded in General Practice (6 VLCA) 3 Pharmacies</p> <p>4 Iwi and Māori health providers &amp; the Tongan Health Society</p> <p>All projects centred on Māori, Pacific peoples and areas of high deprivation</p>

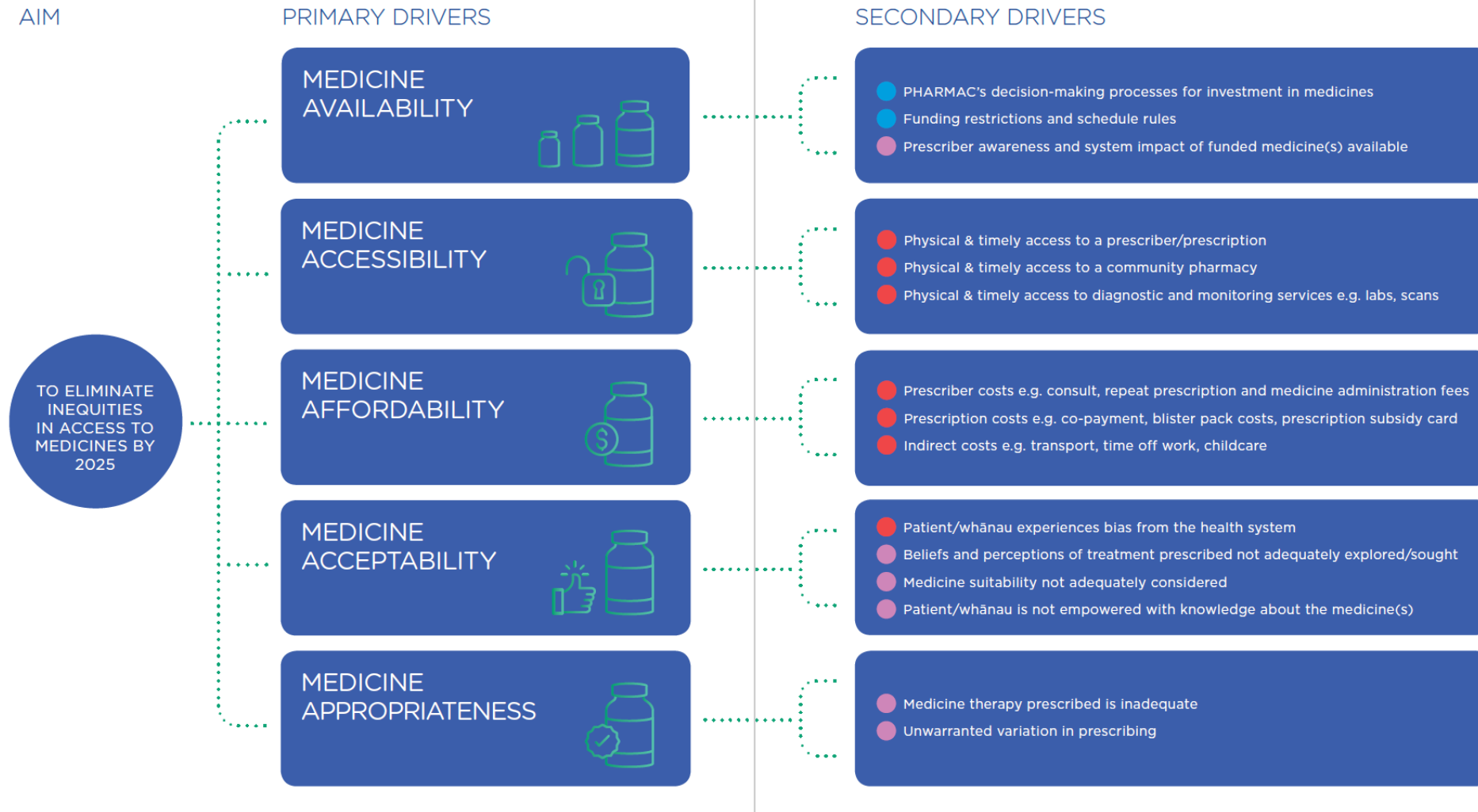
# 2019 PARTNERSHIP WITH TE TIHI O RUAHINE WHĀNAU ORA ALLIANCE

- Partnering with the Commission to strengthen:
  - The focus on equity
  - Engagement with Māori to improve health outcomes for tangata whenua



# MEDICINE ACCESS EQUITY DRIVER DIAGRAM

AIM



A colour key is used in the driver diagram to indicate the level of PHARMAC's impact.

- PHARMAC HAS CONTROL** means that it has direct levers related to that driver.
- PHARMAC HAS A ROLE** means that PHARMAC has existing programmes, advisory committees and networks related to the driver.
- PHARMAC HAS INFLUENCE** means that PHARMAC does not have a direct role or lever but as a Crown entity can influence policy and practice in other parts of the health and wider system.

# THREE MEDICINE ACCESS EQUITY QUALITY IMPROVEMENT PROJECTS

PHARMAC  
TE PĀTAKA WHAIORANGA



1

## WESTBURY PHARMACY/ HORA TE PAI HEALTH SERVICES KĀPITI COAST

The 'hauora pai' project (Māori for 'good health'), is improving Māori and Pacific patients' long-term gout management and reduce inequity of service provision.

2

## TE WHĀNAU A APANUI COMMUNITY HEALTH CENTRE TE KAHA, BAY OF PLENTY

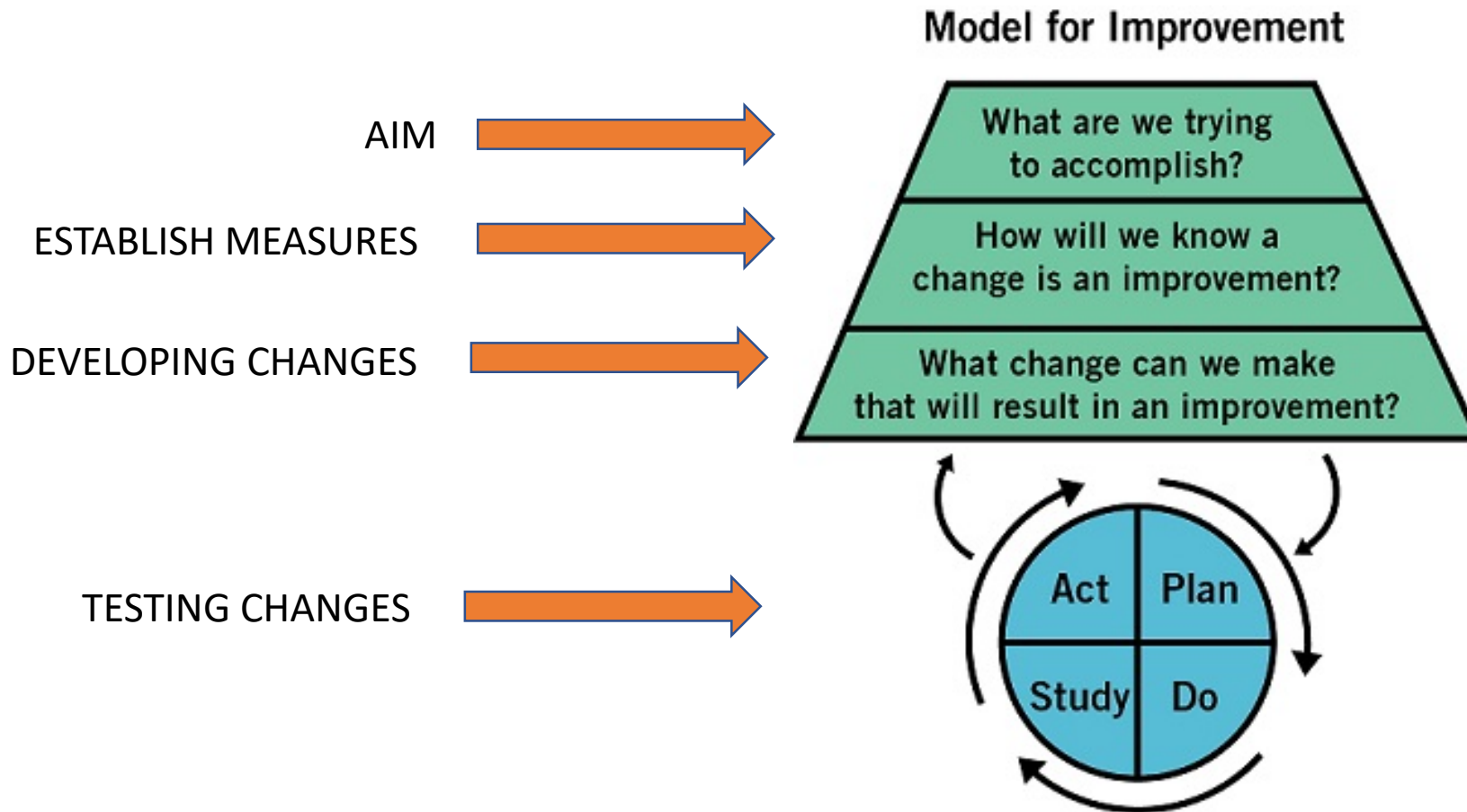
Medicines access in a remote rural community to address health disparities of its high-need, predominantly Māori population.

3

## TONGAN HEALTH SOCIETY ONEHUNGA, AUCKLAND

To reduce the rate of diabetic complications in the Tongan population, clients will be offered an integrated wrap around model of care focused on improving insulin starts for those in need.

# THREE QUESTIONS AND A CYCLE

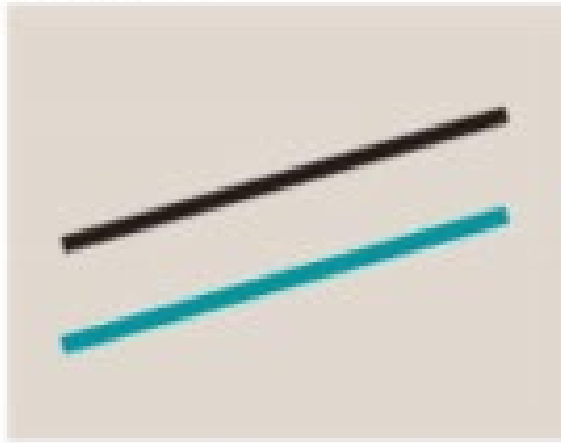


Source: Institute for Healthcare Improvement, [Basic Improvement Methodology](#) presentation



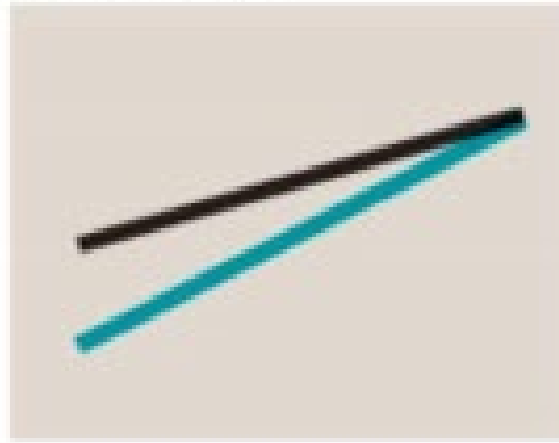
# QI APPROACHES CAN IMPROVE EQUITY - BUT IMPROVED EQUITY IS NOT GUARANTEED

**Neutral**



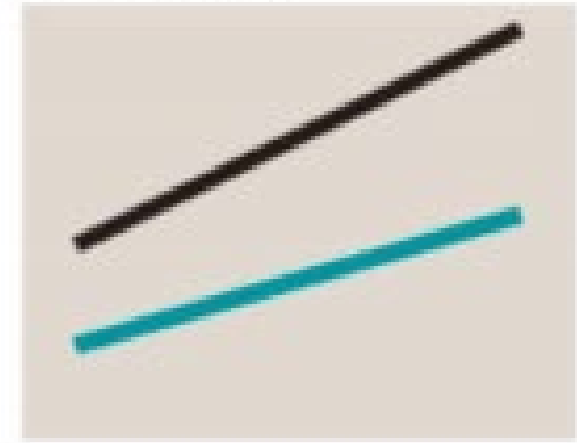
**More of the same**

**Narrowing**



**Shows improvement**

**Widening**

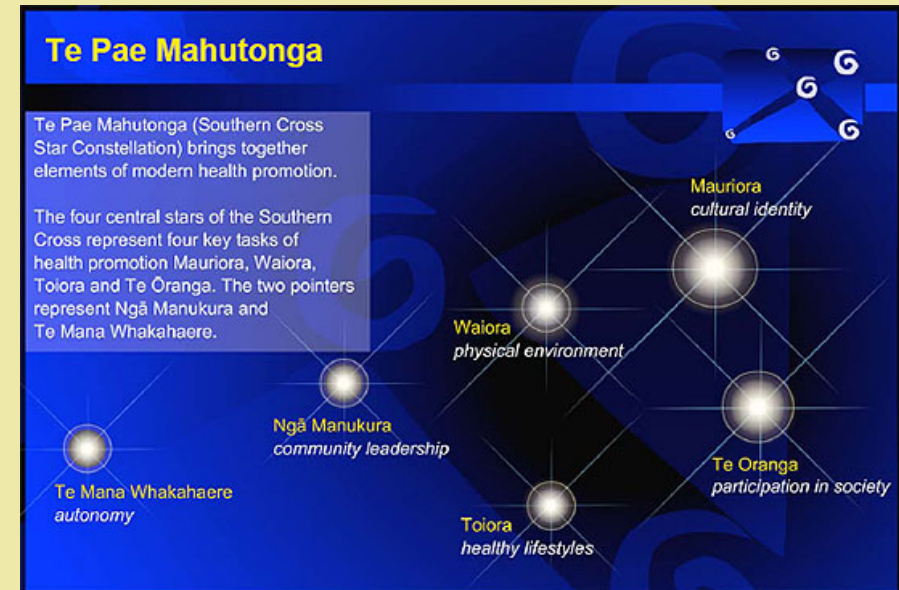


**Gap worsens**

Source: Cited in [Quality improvement: no quality without equity?](#) Poynter M, Hamblin R, Shuker C and Cincotta J. Health Quality & Safety Commission, 2017



# TE AO MĀORI MODELS



# WHĀNAU ORA



**Whānau** are self-managing and empowered leaders



**Whānau** are leading healthy lifestyles



**Whānau** are confidently participating in Te Ao Māori (the Māori World)



**Whānau** are participating fully in society



**Whānau** are economically secure and successfully involved in wealth creation



**Whānau** are cohesive, resilient and nurturing



**Whānau** are responsible stewards of their living and natural environment

# NGĀ KAUPAPA TUKU IHO

## TE REO

### Language

Recognises the diversity of language as a means to exchanging information and communicating.

Acknowledges the 3 official languages of Aotearoa New Zealand.

Promotes, advocates and protects Te Reo Māori as the bearer of all Māori knowledge which is crucial to the continued existence of the Māori culture across all generations

## WAIRUATANGA

### Spirit, spirituality, strength, courage, character, determined, soul, life-force

Embracing the link between spirit and the physical, psychological and social environs respecting all beliefs and values and the importance of nurturing the spiritual essence.

## WHAKAPAPA

### Genealogy, lineage, descent, bonds, historical linkages past/present/future

Acknowledging whakapapa as the framework that connects people to one another, to generations past, present and future, and to the wider environment. It reminds us of our responsibilities to one another and the need to regard each other's genealogy, and also the importance of inter-relationships of all things by virtue of birth and descent.

## WHANAUNGATANGA

### Relationships, kinships, connecting, unions

The connection, responsibility and obligation for an association, and for its wellbeing.

Recognising that everyone has a wider set of relationships and associations that provide support, assistance, sustenance, guidance and direction when needed, and the importance of maintaining these relationships.

## KŌTAHITANGA

### Unity, strength within solidarity and accord

Developing, pursuing and maintaining a unity of purpose and direction towards a shared vision where all are able and encouraged to contribute in order to bring benefit to all.

## ŪKAIPŌTANGA

### Origin, real home, place of sustenance

A place (or places) where one can belong, gain strength from, and feels valued. Is where they matter and where they can contribute. Is also the responsibility of caring for those locations.

## PŪKENGATANGA

### Skills, expertise, specialised knowledge/resources

The acquisition, application and sharing of knowledge and skills to enable full and productive lives celebrating the strengths and valuing the diversity of culture and identity.

## KAITIAKITANGA

### Guardianship, Stewardship

The responsibility of caring for all of creation which includes natural resources, inherited treasures, people and communities. Nurturing, consolidating, and developing one another so that everyone and everything continues to fulfil their roles, functions and duties.

## RANGATIRATANGA

### To exercise autonomy, self-determination, leadership, authority

The attributes of leadership and leading by example ("walking the talk") including humility, integrity, selflessness, generosity, diplomacy, professionalism.

Enabling and encouraging people to determine and have jurisdiction of their own hopes, desires, aspirations and destiny.

## MANAAKITANGA

### To value and show regard, respect and care for someone/something

Actively demonstrating generosity, kindness, hospitality, thoughtfulness, consideration and reciprocity toward others for the purposes of enhancing esteem and regard.

# TAUMARUNUI COMMUNITY KŌKIRI TRUST

## Mission Statement

**I roto i ngā ahuatanga me ngā tikanga, ka ora te iwi Māori**

Based on traditional values and correct procedures, we will have wellness

### Acknowledgements

Taumarunui Community Kōkiri Trust

Piki Taiaroa – Operations Manager

Aroha Te Tai-Dempsey – Quality Improvement Facilitator & Disease State Management Registered Nurse

# TAUMARUNUI COMMUNITY KŌKIRI TRUST

## Core Values

- **Ma Te Reo Māori – Ka Pūmau ai tō tātau Māoritanga** (language preserves our Māoridom)
- **Manaakitanga** – Caring, sharing and taking responsibility for your impact on others
- **Wairuatanga** – A life force within us that determines our own behaviour
- **Whakapapa** - Acknowledgement and respect of a larger sense of belonging - includes maunga, awa, waka, iwi, hapū, marae, whare, tīpuna and ingoa
- **Whanaungatanga** - Building relationships and recognising the role of whānau relationships in the wellbeing of the individual
- **Rangatiratanga** – Acknowledgement of oneself and others by acting with responsibility and integrity
- **Kotahitanga** – A sense of unity and recognition that everyone has a role that contributes to the whole
- **Kaitiakitanga** – Responsibility as worthy guardians of Māori health and wellbeing
- **Te Tiriti O Waitangi** - Reflecting the role of *Partnership, Participation and Protection*

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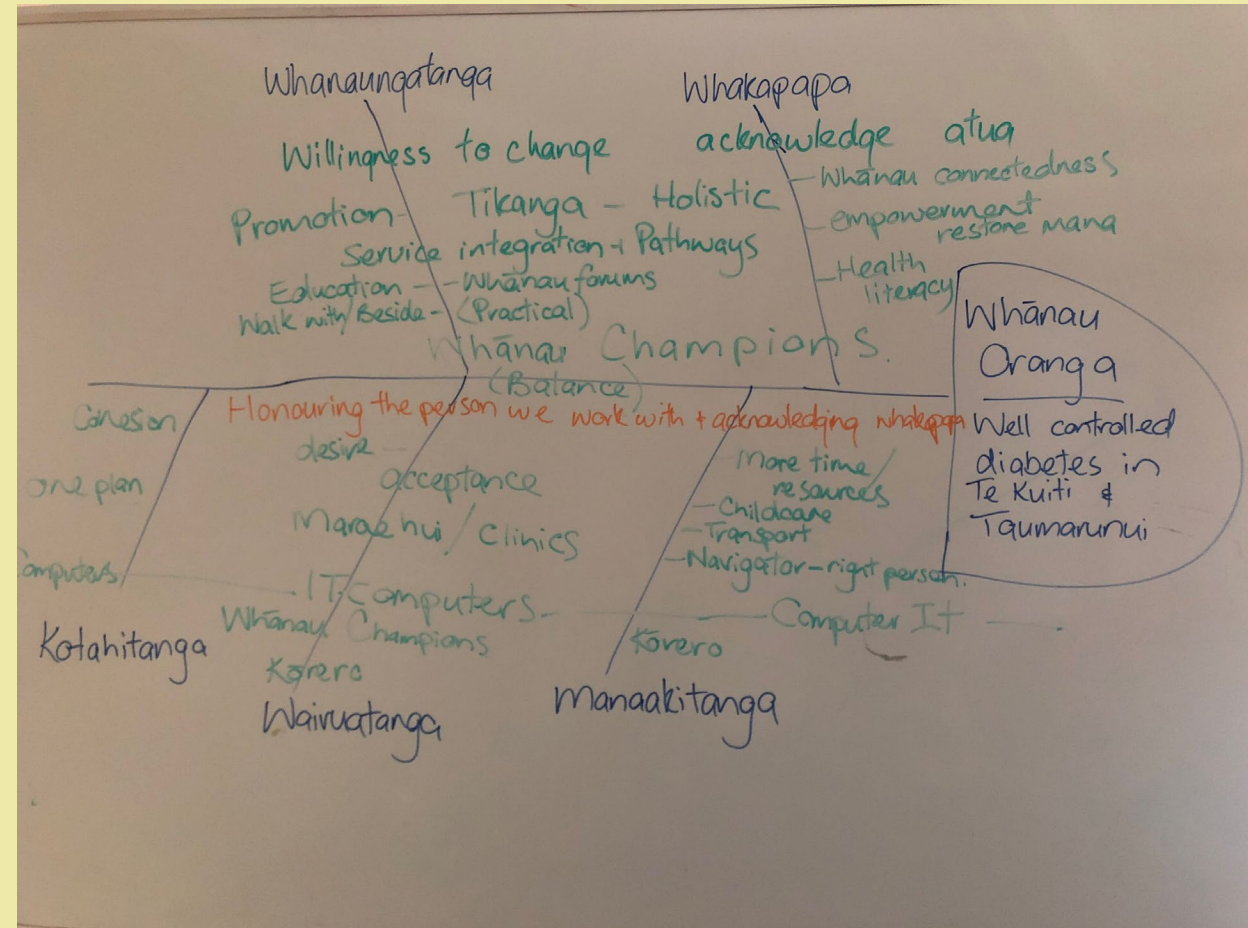
# TAUMARUNUI COMMUNITY KŌKIRI TRUST

## Whakakotahi 2019

Aim of the project:

To decrease HbA1c for Māori and Pacific Island peoples enrolled in the Chronic Disease Management programme

***Underpinned by the Taumarunui  
Community Kōkiri Trust Whānau Ora  
Model of Care***



Acknowledgements

Taumarunui Community Kōkiri Trust

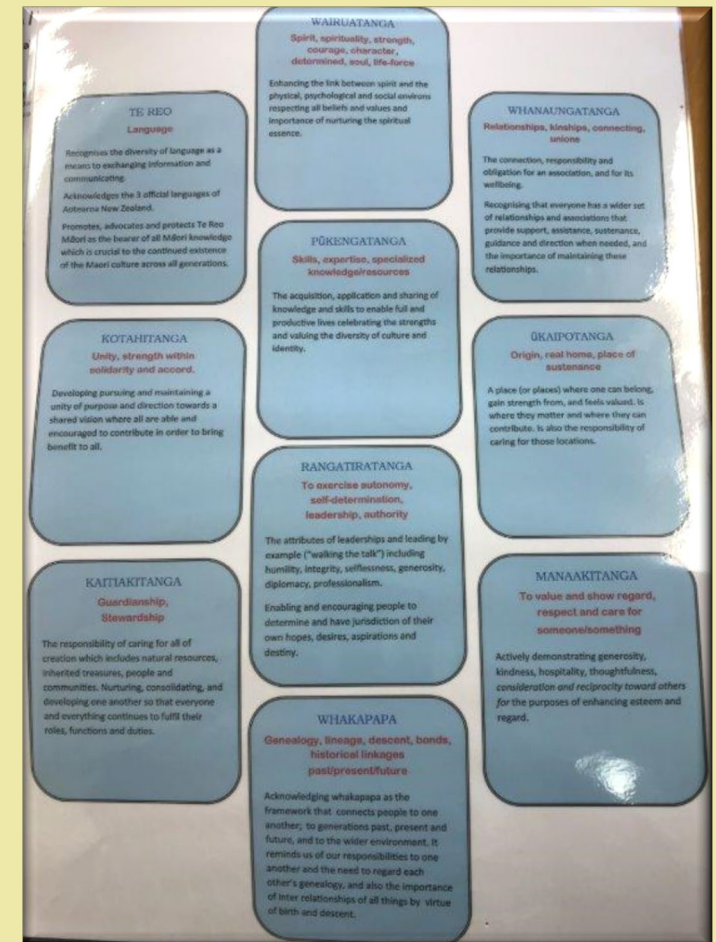
Piki Taiaroa – Operations Manager

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# HORA TE PAI HEALTH SERVICES AND WESTBURY COMMUNITY PHARMACY

## Kaupapa of the Practice

- Te Reo
- Wairuatanga
- Whanaungatanga
- Pūkengatanga
- Kotahitanga
- Rangatiratanga
- Ūkaipōtanga
- Kaitiakitanga
- Whakapapa
- Manaakitanga



### Acknowledgements

Hora Te Pai Health Services and Westbury Community Pharmacy

Cherie Seamark – Practice Manager

James Westbury & Reuben Teo – Quality Improvement Facilitators & Community Pharmacists

# HORA TE PAI HEALTH SERVICES AND WESTBURY COMMUNITY PHARMACY

## Defining the outcome measure



### Acknowledgements

Rakau te ora Te Maipi - Kaumatua

Hora Te Pai Health Services and Westbury Community Pharmacy

Cherie Seamark – Practice Manager

James Westbury & Reuben Teo – Quality Improvement Facilitators & Community Pharmacists



# **HORA TE PAI HEALTH SERVICES AND WESTBURY COMMUNITY PHARMACY**

## **Whakakotahi 2019**

### **Clinical Aim versus Community Aim**

*“To identify self-reported improvement in wellbeing in specific whānau diagnosed with gout.”*

#### **Acknowledgements**

**Hora Te Pai Health Services and Westbury Community Pharmacy**

**Cherie Seamark – Practice Manager**

**James Westbury & Reuben Teo – Quality Improvement Facilitators & Community Pharmacists**

# HORA TE PAI HEALTH SERVICES AND WESTBURY COMMUNITY PHARMACY

## Identifying the drivers

- **Taha Tinana – Physical Health**

Pūkengatanga, skill, expertise, specialises, knowledge, resources

- **Taha Hinengaro – Mental Health**

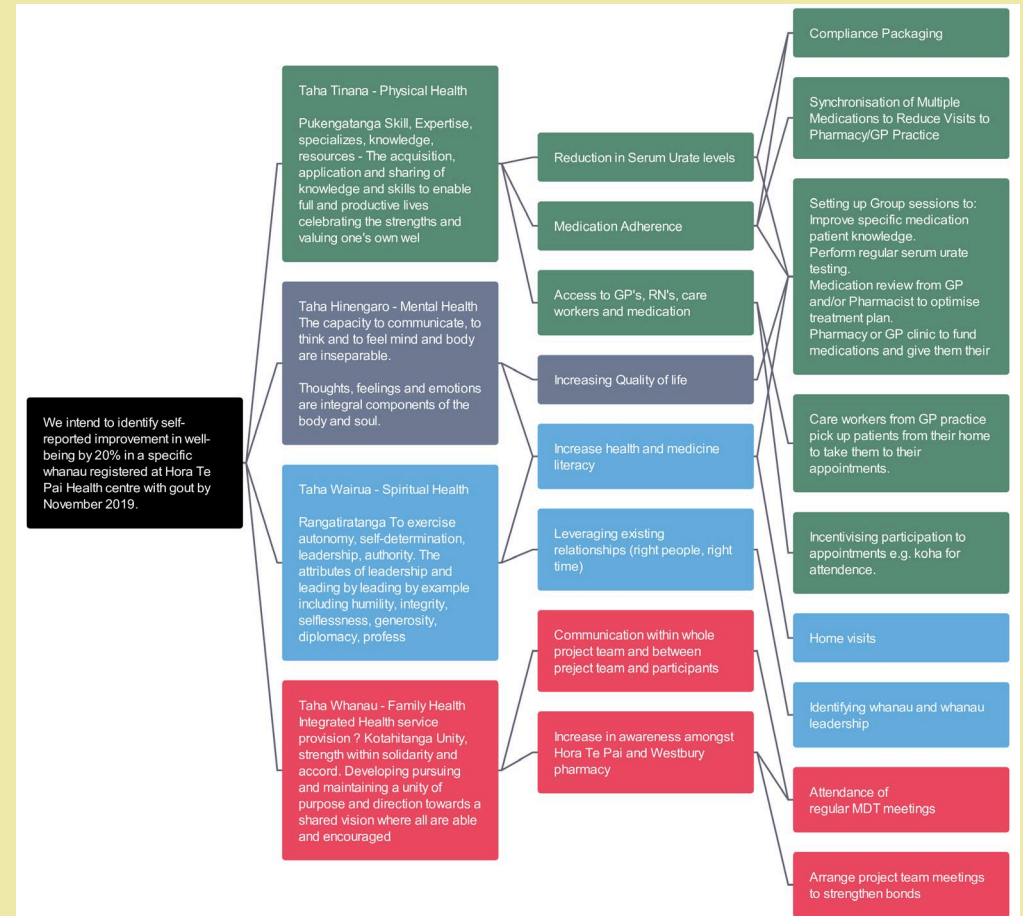
Thoughts, feelings and emotions

- **Taha Wairua – Spiritual Health**

Rangatiratanga

- **Taha Whānau – Family Health**

Kotahitanga, unity



### Acknowledgements

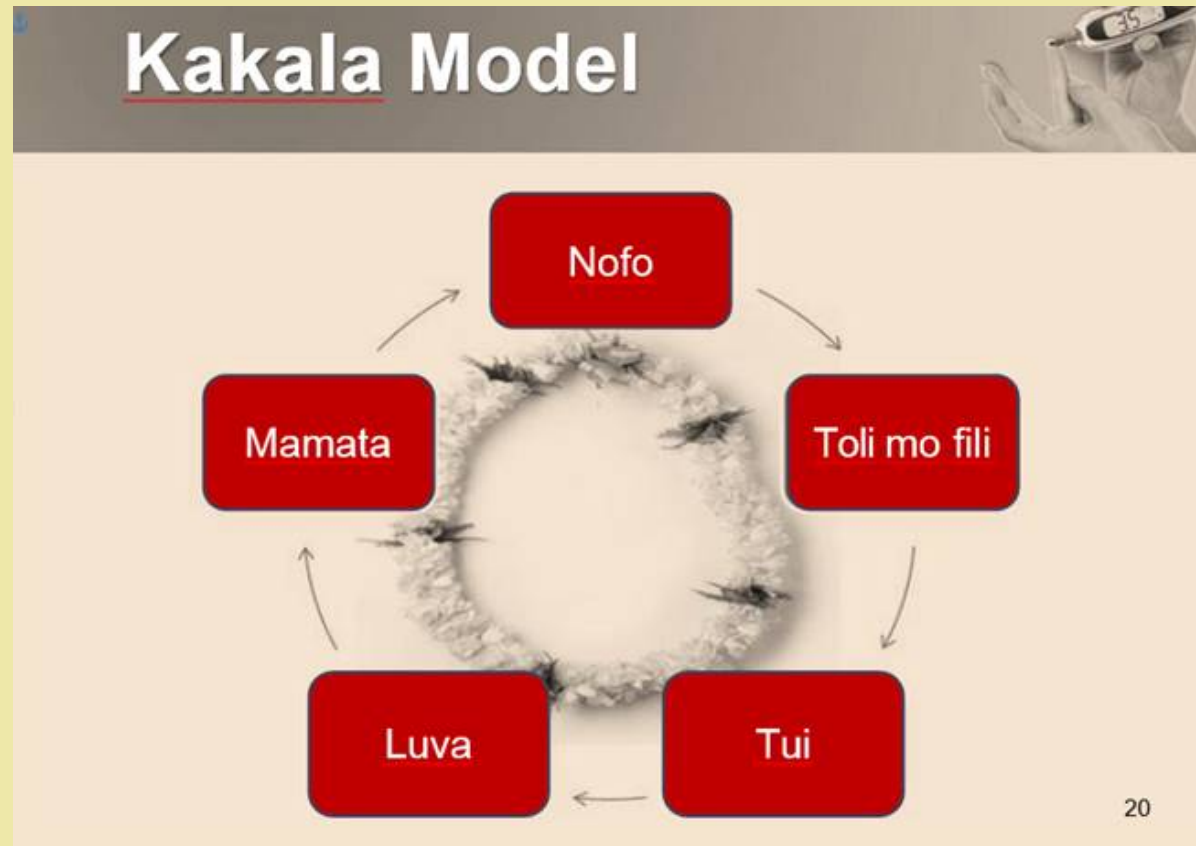
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# TONGAN HEALTH SOCIETY

## Kakala Model (Prof Konai Helu Thaman)



Source: Tongan Health Society Inc, NZ

### Acknowledgements

Langimalie Clinic, Tongan Health Society, Onehunga, Auckland  
Dr Glenn Doherty – CEO and Clinical Director  
Mele Vaka and Deepika Sonia – Quality Improvement Facilitators

# TONGAN HEALTH SOCIETY

## Whakakotahi 2019

- Aim

*“ To reduce the average HbA1c of the 254 enrolled diabetes patients who are on maximum oral doses of hypoglycaemic medicines by 15% by April 2020”*

- What is the problem we are trying to solve?

*“254 of our people with diabetes on the maximum oral dose need to start insulin but are hesitant. We need to identify the barriers to uptake Insulin and help bring down HbA1c values of these patients for better quality of life”*

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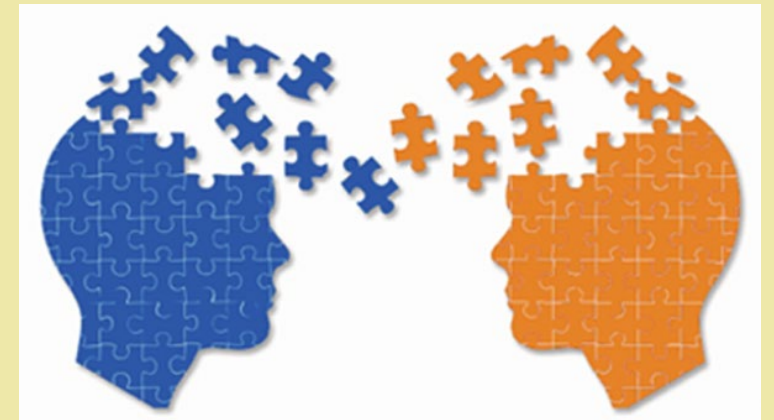
Mele Vaka and Deepika Sonia – Quality Improvement Facilitators

# TONGAN HEALTH SOCIETY

## Patient Experience 1

- 43-year-old male patient is a truck driver working 6 days per week from 4 am to 6 pm.
- His ability to access healthcare is diminished due to his busy schedule and he cannot take time off work.
- No practical knowledge of insulin regimen apart from what he's seen other people doing.
- He is not happy with his current health status but doesn't know how to fix the situation, so continued with his routine.

Interpretation  
required



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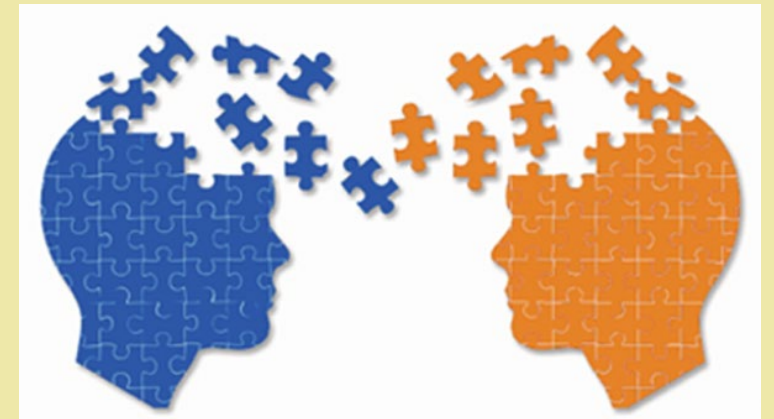
Mele Vaka and Deepika Sonia – Quality Improvement Facilitators

# TONGAN HEALTH SOCIETY

## Patient Experience 2

- 51-year-old female with Type 2 diabetes.
- Been ignoring her diabetes due to previous unsatisfactory experience with Insulin.
- She has been on different insulin regimen/s in NZ & Tonga in the past.
- She was hurting herself previously when injecting Insulin due to different needle lengths and techniques.
- She is scared of injecting herself again.
- She was initially very reluctant to discuss her diabetes status due to misconception of ill treatment by clinicians i.e. getting blamed for poor health status.
- Has 12 children with gestational diabetes for many of these.

Interpretation  
required



### Acknowledgements

Langimalie Clinic, Tongan Health Society, Onehunga, Auckland

Dr Glenn Doherty – CEO and Clinical Director

Mele Vaka and Deepika Sonia – Quality Improvement Facilitators

# QUALITY IMPROVEMENT, CULTURE AND EQUITY

- an interpreter is required?

 Whānau are self-managing and empowered leaders	 Whānau are leading healthy lifestyles	 Whānau are confidently participating in Te Ao Māori (the Māori World)	 Whānau are participating fully in society	 Whānau are economically secure and successfully involved in wealth creation	 Whānau are cohesive, resilient and nurturing	 Whānau are responsible stewards of their living and natural environment
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**TE WHARE TAPA WHĀ**  
Māori Health Model | Hāora Māori



**Kakala Model**



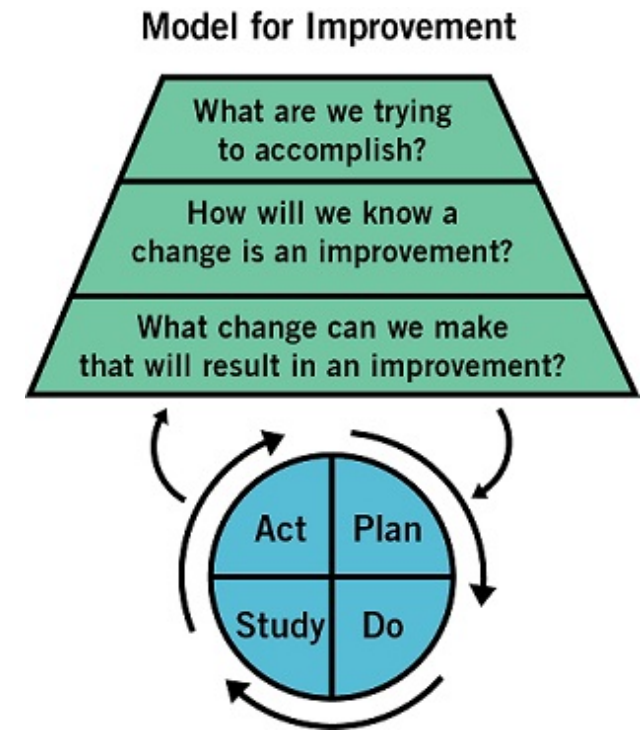
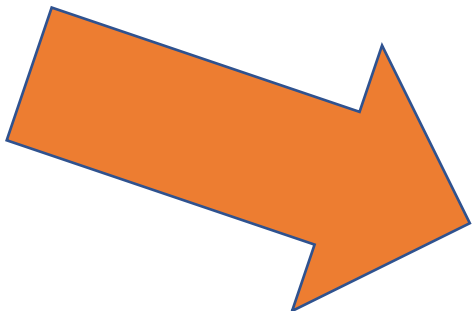
**Te Pae Mahutonga**



**TE WHEKE**



**Ngā Kaupapa Tuku Iho**



# REFERENCES

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