

TE AO MĀRAMA



THE NEW ZEALAND MĀORI DENTAL ASSOCIATION

Mātauranga Oranga Niho

Improving the Oral health status of Māori and eliminating health inequity is a key priority for Te Ao Mārama. Appropriate responses to the needs and diversity of Māori within the oral health system of Aotearoa and specifically through interactions with oral health practitioners will contribute to progression of equitable oral health outcomes for Māori within and across the system.

These messages are for all oral health practitioners to reflect on how they interact with Māori and provide some insights to how you can better engage with your local Māori population.

We cannot treat every patient/customer the same - this is 'equality'. Equality is 'sameness', while equity is an ethical construct that recognises not all groups start in the same place and therefore may require different approaches and resources to attain the same health outcomes.

- The Treaty principle of Equity extrapolated from article three in Te Tiriti o Waitangi promises ōritetanga, equitable treatment
- Provides Māori the same rights and privileges (including the privilege of good health outcomes) as British subjects
- Despite the above, Māori health & socio-economic inequities are persistent and pervasive throughout the life course exacerbated by historical & inter-generational trauma

Our Professional Obligations:

As a registered oral health practitioner, we are being urged to strengthen our core cultural competencies to ensure that peoples' health needs are understood and met through interactions that are culturally safe, competent and intelligent. Acknowledging Te Tiriti o Waitangi and the place of Māori in New Zealand, oral health practitioners are also expected to have a working knowledge of the historical, spiritual and social factors that influence the health and wellbeing of Māori.

Examples of this Mātauranga, as manifests in pūrākau, whakapapa, korero o nehe enable oral health practitioners to provide quality services to Māori. This document is underpinned by Tikanga: Māori values, protocols, concepts and worldviews and premised upon the articles and principles Te Tiriti o Waitangi. They are a snapshot of goals and processes for oral health practitioners to consider during service provision. It is aimed to be supplementary to the Code of Health & Disability Services Consumers' Rights.

Learning Māori Health Frameworks/Models lead to increased understanding

In accordance with Professor Sir Mason Durie's health model, Te Whare Tapawhā, positions Māori views on health as framed by a holistic approach that encompasses four key pillars - wairua, hinengaro, tinana and whānau.

Key to being culturally competent and culturally intelligent is the development of important skills like: critical analysis, active listening, showing empathy – among a myriad of other critical skills.

Whānau

The concept of whānau extends beyond the biological family. Whānau support can be crucial to the patient's well-being and recovery. Always ask if there is someone they would like included in the conversation about that patient's care, then acknowledge and involve this person.

When welcoming the patient always acknowledge all whānau they are with (may be a family friend or an aunty or an uncle, this is perfectly normal and it is important to acknowledge all) while introducing yourself and, with the patient's permission, invite all present to be included in the consultation.

Even a simple question like "Who else has input into (*the patient's name*), daily routine?" While Western society typically tends to take a very individualistic approach, such an approach may not work in your dealings with Māori.

Mana-enhancing interactions

This is about taking the time to get to know the patient with each interaction. Creating an authentic therapeutic relationship with the person in front of you, e.g. slow down and give the patient / whānau time to soak in their surroundings. This process is an example of whakawhanaungatanga.

One important component of whakawhanaungatanga is proficient pronunciation of the patient's name. Being able to pronounce someone's name correctly is a fundamentally critical action you can do to improve that patient's health system experience which positively impacts the patient's wellbeing.

"If the (oral health professional) doesn't take time to learn how to pronounce my name, how can I have confidence in their ability to do much harder things?"

We cannot assume that the information shared and discussed has been fully understood so it's important to consistently check during each interaction ie: "*do you have any questions about what we are going to do today?*" "*Can I just check, what is your understanding about what we're doing today?*" This also shows the patient you have genuine interest in their health which leads to the patient improving their self-care.

Reports confirm that when Māori see Māori language signage in the clinic, this feels affirming and welcoming to them. Even Māori who are not fluent in te reo still feel that their clinic is at least including a Māori perspective and makes them feel like they aren't out of place. Signs in te reo are good for both patients and staff.

Hei Kupu Hou - Vocabulary

In Te Ao Māori - Dental Therapy, Dentist, Dental anything would likely be viewed as one and same hence, Tākuta and Rata easily being used when referring to someone looking after someone's mouth (ie Dental Therapist)

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| Dentist | Ngaio Niho |
| Dental Therapist | Kaihaumanu Niho |
| Dental Hygienist | Kaiakuaku Niho |
| Oral Health Therapist | Kaiakuaku waha |
| Dental Technician | Kaihangarau Niho |
| Dental Assistant | Kaiāwhina Mahi Niho |
| Tēnā koe | Hello (to one person) |
| Tēnā kōrua | Hello (to two people) |
| Tēnā koutou | Hello (to 3x or more people) |
| Kia ora | Hi |
| Mōrena | Good Morning |
| Ahiahi mārie | Good afternoon |
| Nau mai haere mai | Welcome |
| Ko wai tō ingoa? | What is your name? |
| Me tīmata tātou? | Shall we start? |
| Huakina tō waha | open wide |
| Kia whakatētē ō niho | Bite together |
| Ka taea e koe! | You can do it |
| Ka mau te wehi | Awesome! |
| Tino pai rawa atu | Excellent! |

Taupānga - recommended App's to download:

- [Aki-Hauora](#) – Māori Vocab learning app
- [Kupu](#) – Let's you take photos of things and says what they are in Māori
- [Drops](#) – Best language app in the world now includes Te Reo

References

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