

M DENTAL TIKANGA GUIDELINE

As stated in our service agreement for the provision of oral health services for adolescents and special dental services for children and adolescents the Treaty of Waitangi establishes the unique and special relationship between iwi Maori and the Crown.

The aim of this information sheet is to provide a guideline for working with Maori in our service delivery. It will contribute to providing services that are responsive to Maori rights/rites, needs and interests.

Central to this guideline is the expectation that all users of our service are treated with dignity and respect. In turn users of our services are expected to behave respectfully.

Providing a quality service is what we are about. Cultural competence is everyone's responsibility and is part of providing a quality service.

The Medical Council of New Zealand has defined cultural competence as:

“Cultural competence requires an awareness of cultural diversity and the ability to function effectively and respectfully, when working with and treating people of different cultural backgrounds”. Cultural competence means a doctor has the attitudes, skills and knowledge needed to achieve this. A culturally competent doctor will acknowledge:

- That New Zealand has a culturally diverse population.
- That a doctor's cultural and belief systems influence his or her interactions with patients and accept this may impact on the doctor-patient relationship.
- That a positive patient outcome is achieved when a doctor and patient have mutual respect and understanding.

In the Health and Disability Code of Rights. Right 1(3) states *‘every consumer has the right to be provided with services that take into account the needs, values, and beliefs of different cultural, religious, social and ethnic groups.’*

Recommended Best Practice is a term that indicates a method of delivering a product or service in a way that provides optimal outcomes and achieves optimal performance of a process in the majority of instances. It is the best way of doing something, given current knowledge, research, benchmarking and resources.

Tikanga

Tikanga is about principles, values and spirituality. Tikanga is also *‘as much a comment on process as it is on fixed attitudes or knowledge.’* (Mason Durie)

Maori beliefs values and concepts are inherited, practised, and passed from generation to generation. This is clearly demonstrated at tangihanga (the mourning process before

burial). Values also include the importance of te reo (language), whenua (land) and in particular whanau (family and extended family group).

Integral to this are Maori views on health which include a holistic approach encompassing the elements of wairua (spiritual), hinengaro (psychological), tinana (physical) and whanau (extended family). The connection to wairua is intrinsic to Maori traditional beliefs. For instance, karakia (blessings or prayer) is essential in protecting and maintaining the wairua, hinengaro and tinana aspects of a person within a healthcare setting.

Common Terms and Definitions

Wairua	Spirit or spirituality. A recognition that the Maori view of spirituality is inextricably related to the wellbeing of the patient.
Aroha	Compassionate love. The unconditional acceptance which is the heart of care and support.
Turangawaewae	A place to stand. The place the person calls home, where their origins are. Must be identified for all Maori patients.
Whanaungatanga	The extended family. Takes responsibility for its members, their wellbeing and broader inter-relationships with others.
Tapu/Noa	Sacred/profane. The recognition of the cultural means of social control/norm envisaged in tapu and noa including its implications for practices in working with Maori patients.
Mana	Authority standing. Service must recognise the mana of Maori consumers – recognition of Te Tiriti o Waitangi partner.
Manaaki	To care for and show respect to. Services show respect for Maori values, traditions and aspirations.
Kawa	Protocol of the marae land, iwi. Determines how things are done in various circumstances. Respect for kawa is very important. If the kawa is not known the tangata whenua should be consulted.
Karakia	Prayer, blessing incantation. Shared at almost all occasions and part of lifestyle.
Tupapaku	Deceased person. Deceased is elevated to a position of respect during tangihanga (funeral and burial).
Marae	Place of Maori practice. Place of belonging and link to past generations and the future. Comprising of carved meetinghouse, marae atea, dining room and ablution facilities.

Cultural Competence Guidelines

These guidelines will assist you to understand work with and communicate with Maori as you provide their dental care.

Greeting

- The face of the dental practice is reception. The reception is often the first person a patient sees and the first contact the patient has with your dental care team. Using a welcome phrase like “Kia ora “or “Welcome Mr...” will enhance a sense of welcome.
- Ensure to attempt to pronounce Maori names correctly and ask when unsure.
- Endeavour to use the preferred name of the patient.

Whanau Support

- Be mindful that the term whanau can be broad to include others in the home not just blood relatives.
- Patients and whanau should be actively encouraged and supported to be involved and include in all aspects of dental care and decision making.
- If the patient seems reluctant to talk, include the support whanau in the conversation.
- Be aware that a patient or whanau may wish to nominate a person to speak on behalf of the patient.
- The M dental team will acknowledge and actively involve the nominated person.
- The Dentist will give serious consideration to whanau who ask to be present during a procedure.

Seek help with pronunciation

Ask the family/whanau on how to pronounce names correctly as a show of respect.

Information and Support

- Dentists, Dental Assistants and reception staff should introduce themselves and explain their role.
- Ensure that information will be delivered clearly and in terms the patient and whanau understand.
- Ensure the patient and whanau understand the information given.
- Provide information in more than one way where possible e.g. spoken, written, brochures, photos and xrays.