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**WHAKAWHIRINAKITANGA AHUA:
EXPLORING A MĀORI MODEL OF
HEALTH SERVICE DELIVERY**

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A thesis submitted for the degree of Doctor of Philosophy in
Public Health (Māori Health) Massey University

2015

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Abstract

Māori health service delivery is underpinned by Māori tikanga, philosophies, values and processes; and Māori providers have consistently developed and delivered tikanga-based services to meet the needs of Māori and whānau. This thesis explored a Māori model of health service delivery, Whakawhirinakitanga Ahua, developed by an iwi health provider, Best Care (Whakapai Hauora) Charitable Trust. It aimed to uncover if health service delivery was reflective of the model, and if it addressed the health needs of Māori accessing services at Whakapai Hauora. This research was undertaken within the interpretivist paradigm using qualitative methods aligned to Māori-centred research. It drew upon the experiences, attitudes and beliefs of 50 key informants; health professionals (Māori and non-Māori) who delivered services and Māori who accessed services at Whakapai Hauora. The primary focus is on collaborative processes involved in the delivery of integrated health care. Findings in this research indicated how Māori and non-Māori work together in a Māori health environment, how they work with clients and whānau, and also at the interface with mainstream services. It demonstrated how Māori utilise tikanga-based service delivery in the provision of care to individuals and whānau; and how non-Māori working at Whakapai Hauora utilise significant aspects of tikanga-based and Treaty principles in service delivery, in response to Māori health interests within the context of Government health priorities and social policy. This thesis draws a distinction between client-centred care and whānau focused care. While client-centred practice has been a widely accepted philosophy in holistic approaches to care, whānau focused care places whānau central to all service delivery processes. It challenges health professionals to reconsider the way in which they engage with Māori and whānau, shifting mindsets from working with individuals to whānau as a collective. It challenges health professionals to acknowledge the wider environment and the determinants that impact on health and wellbeing. This thesis also acknowledges the expertise and strengths from both Te Ao Māori and Te Ao Pākehā, and highlights the significance of health professionals having to walk in both worlds in order to facilitate better outcomes for Māori.

Acknowledgements

Undertaking this research has been a long journey for me, one that I will never forget. Being privileged to work with and among Rangitaane o Manawatu, the tangata whenua of the Manawatu in a Kaupapa Māori environment, has reaffirmed my own roots as an indigenous person. Although I am of mixed ethnicity, I identify as being indigenous and affiliate with my Javanese heritage. It is important for me, that I thank all who have helped me throughout this journey. I wish to acknowledge the late Whaea Ruth Harris and the vision she had for Best Care (Whakapai Hauora) Charitable Trust towards achieving the best outcomes in health service delivery for Māori, whānau, and the community it serves. I would also like to acknowledge the late Koro Ropata Te Hina and the late Kuia Kararaina Tait for all their aroha and awhi during my journey. I wish to acknowledge and thank Te Mauri O Rangitaane (Council of Elders), and Chief Executive Danielle Harris for their unwavering support while undertaking this research. I also wish to acknowledge Huataki Whareaitu; I thank you for your guidance in Rangitaanenuirawa. To my whānau ā kaupapa: Donna Cummerfield, Kiwa Whareaitu, Michael Armstrong, Jenny Wikeepa, Kararaina Oldridge, Daniel Kawana, Raewyn Skipper, and all the staff at Piki Kotuku Te Awhi Hinengaro and at Whare Tiaki; the Nurses, Community Health Workers and Doctors at Whakapai Hauora, I sincerely thank you for all your aroha and awhi as well.

An acknowledgment also goes out to the staff of Whakapai Hauora who initially developed the model in 2003: Virginia Dyall-Kalidas, Kevin Collins and Donna Cummerfield, including the Piki Kotuku Team of 2003 who were also involved in its development.

To all my supervisors, I thank you: Dr. Lesley Batten, for making me rise to this challenge; Professor Tairahia Black, for giving me the courage to continue with my research; Dr. Margaret Forster for your expert supervision in tikanga; and most importantly, my Primary Supervisor, Dr. Maureen Holdaway; for your expert supervision, for all your time, for having faith in me and staying with me when the journey got rough. No amount of words could thank you enough Maureen, for all that you have done for me. Finally most dear to my heart are my own whānau, my source of inspiration; my four older daughters: Aroha Taimai, Kairi Taimai-Watty, Piri Taimai-Brown and Waimarie Taimai (Ngāti Whātua); my younger daughter Meri Haami and son Pita Rhys Haami (Te Āti Haunui-a-Pāpārangī). Also my whānau from Singapore: I wish to acknowledge my late parents, Anthony Emmanuel Fernandez and my mother, Peggy Clunies Ross McCully. To my brothers Michael and Mark, I thank you all for your love, constant support and your faith in me to complete this work.

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Glossary of Māori words

ahua:	to form, make
aroha:	love
aromatawai:	assessment
awa:	river
awhi:	embrace
hapu:	sub-tribe, clan
hauora:	health, wellbeing; health centre
hinengaro:	mind, mental
hōhā:	bored, annoyed
iwi:	tribe, nation
ihi:	the power
kai:	food
kaimahi:	worker, employee
kanohi ki te kanohi:	face to face
kapa haka:	Māori cultural performance
karakia:	prayer
kaumātua:	elder
kaupapa:	strategy, theme
kawa:	protocol, etiquette
korero:	speak, narrative
koro:	grandfather

kotahitanga:	unity, collective oneness
kuia:	elderly woman, grandmother
kupu:	talk, statement, discussion
Kura Kaupapa:	Māori language immersion school
mana:	prestige
manaaki/manaakitia:	to care for, show respect
manaakitanga:	entertain, hospitality, generosity
manuhiri:	visitor
marae:	meeting area of a village or settlement including its buildings and courtyards
mātauranga:	knowledge, education, information
mihimihi:	a greeting to welcome visitors
mokopuna/moko:	grandchild
nga kete o te mātauranga:	the baskets of knowledge
noa:	free from tapu
ora:	to be alive, well, safe
Pākehā:	non-Māori, European, Caucasian
pakeke:	adult
powhiri:	welcome, opening ceremony
puku:	stomach
pupuri taonga:	the capacity for guardianship
rangatahi:	youth
raranga:	to weave, weaving
taha Māori :	a Māori perspective

tamariki:	child
tangata whenua:	people of the land
tangata whaiora:	mental health consumers
tapu:	sacred, forbidden
tauwiwi:	non-Māori, foreigner
tautoko:	to support, to advocate, to agree
Te Ao Māori:	the Māori world
Te Ao Pākehā:	the non-Māori world
te reo:	the language
Te Whare Tapa Wha:	Māori model of health developed by Dr. Mason Durie
tika:	to be true, correct
tikanga:	protocols, practices, customs
tinana:	body, physical
tino rangatiratanga:	self-determination, sovereignty
tohunga:	a skilled person in healing
tohatohatia:	the capacity to share
tūpuna:	ancestor
tūrangawaewae:	a place to stand and belong
waiata:	song
wairua:	spirit, attitude
wairuatanga:	spirituality
waka:	canoe
wana:	the authority

wehi:	to be awesome
whakamā:	shy, ashamed, embarrassed
whakamana:	the capacity to empower
whakatuaki:	proverb
whakapapa:	genealogy
whakapiki tangata:	empowerment
whakapono:	faith, trust
whakatakoto tikanga:	the capacity to plan ahead
whakatuia:	integration
whakawhanaungatanga:	coming together as a family/group
whānau:	family
whānau pohara:	restricted family
whānau tukino:	unsafe family
whānau tumokemoke:	overwhelmed family
whānau wewete:	laissez-faire family
whanaungatanga:	relationship, kinship
wharenuī:	main building of a marae where guests are accommodated
whenua:	land

Glossary of Abbreviations

AOD	Alcohol and Other Drug
BSMC	Better Sooner More Convenient (Care)
CBG Research	(Carol Boustead & Barry Gribben) Research
CEO	Chief Executive Officer
COPC	Community Orientated Primary Care
CYFS	Child Youth and Family Services
DHB(s)	District Health Board(s)
DNA	Do (Did) Not Attend
GP(s)	General Practitioner(s)
IFHC(s)	Integrated Family Health Centre(s)
IT	Information Technology
MDHB	MidCentral District Health Board
MOU	Memorandum of Understanding
MPDS	Māori Provider Development Scheme
PHO(s)	Primary Health Care Organisation(s)
RHA(s)	Regional Health Authority(s)
TMI	Tānenuiārangi Manawatū Inc.