

Māori Health Action Plan template - External

Provider Name:

Date:

GOAL	EXAMPLES	ACTIONS PLANNED	TIMEFRAME	OUTCOME
<p>Criteria 1.1</p> <p>To establish and maintain partnership relationships with Māori stakeholders and advisory groups</p>	<ul style="list-style-type: none"> - Utilise current structures to ensure that a process is in place to involve iwi/Māori in planning, management, service delivery and monitoring of your service/s. - Ensure the above process is documented in service plans. 			
<p>Criteria 2.0</p> <p>To ensure the participation of Māori /iwi/community service providers in the provision and transfer of care occurs</p>	<ul style="list-style-type: none"> - maintain relationships with Māori providers - when making referrals, refer Māori patients/clients to Māori service providers, where appropriate 			
<p>Criteria 3.0</p> <p>To improve opportunities for Māori to provide feedback to the service</p>	<ul style="list-style-type: none"> - Monitor Māori customer satisfaction regularly and take corrective action where necessary - Provide quarterly reports on Māori customer satisfaction to Māori Health - Monitor Māori customers who enter services, who seek cultural advice from Māori specific positions and the actual number of Māori customers receiving cultural advice. - In addition to the generic process already in place, document Māori customer satisfaction – both written and verbal. - Document verbal complaints from Māori consumers/their whanau or significant others, and treat such complaints in the same manner as written complaints. 			

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<p>Criteria 3.1</p> <p>To ensure both written and verbal information is provided to Māori patients/clients and whanau and the information is understood by Māori patients and whanau.</p>	<ul style="list-style-type: none"> - More bi-lingual pamphlets be displayed in entrance, waiting rooms and a range of bi-lingual pamphlets made available for Māori patients/clients and their whanau. - ensure Māori patients/clients and whanau receive all relevant information in both written and verbal form - ensure that such information is understood by the recipients. 			
<p>Criteria 3.2</p> <p>To ensure ethnicity data collection occurs, is accurate, monitored and sensitive.</p>	<ul style="list-style-type: none"> - Review current ethnicity data collection practices to ensure that: <ul style="list-style-type: none"> - ethnicity data is always collected upon admission - collected in a sensitive manner - where previously recorded, checked with the Māori patient/client or a whanau member for accuracy - accurately recorded on the computer system - stored so as to protect the privacy of the patient/client <p>Produce reports on the above, as requested for example, reports may be required around key performance measures on Māori health gain areas relevant to your service.</p>			
<p>Criteria 3.4</p> <p>To demonstrate how service delivery is aligned with holistic and empowerment frameworks.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - Te Whare Tapa Whā - Te Tiriti o Waitangi - Te Pae Mahutonga 	<ul style="list-style-type: none"> - How do Maori models influence care planning? 			
<p>Criteria 3.5</p> <p>To ensure the service</p>	<p>Ensure that processes on the following are developed and implemented:</p>			

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<p>responds in a timely manner to the needs of Māori consumers.</p>	<p>Monitoring processes in place regarding</p> <ul style="list-style-type: none"> • Attendance • Follow up • Referral • Discharge 			
<p>Criteria 3.6 To ensure Māori education programmes are utilised by the Service and evidence of projects (products of this learning) are kept.</p>	<ul style="list-style-type: none"> - Monitor staff knowledge of Māori Health gain priority areas as part of staff development plans - require all staff to attend organisational education and training on understanding Māori culture and health. - Develop and maintain a register of staff attendance at organisational education and training on understanding Māori culture and health. 			
<p>Criteria 3.7 To ensure employment policies and practices support professional career development of the Māori health workforce and the recruitment and retention of Māori employees at all levels of the organisation and service reflect the Māori population.</p>	<ul style="list-style-type: none"> - access and maintain a Māori staff profile - develop strategies and targets to attract and retain Māori staff. Strategies could include: - actively explore opportunities to employ suitably qualified Māori staff, - monitoring Māori staff satisfaction via career development plans 6 monthly - monitoring Māori staff exit interviews to identify reasons for leaving and how these reasons could be addressed (where possible) to retain Māori staff in the future. 			