



# Achieving a culture of whanaungatanga

## A culturally informed grounded theory



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# Literature Review

Māori healthcare consumers prioritise relational values and practices.

Whanaungatanga is central to wellbeing.

There is a need to restore essential relationships between nurses and patients and whānau.

The healthcare system can be hostile for Māori healthcare consumers and impedes relational values from being exercised.

(Pene et al., 2023)





Image: Waka Huia box symbolising leadership and mana

“How can Māori relational values and practices reorient relational practice in a publicly funded acute inpatient hospital from the perspective of Māori healthcare professionals, patients and whānau?”

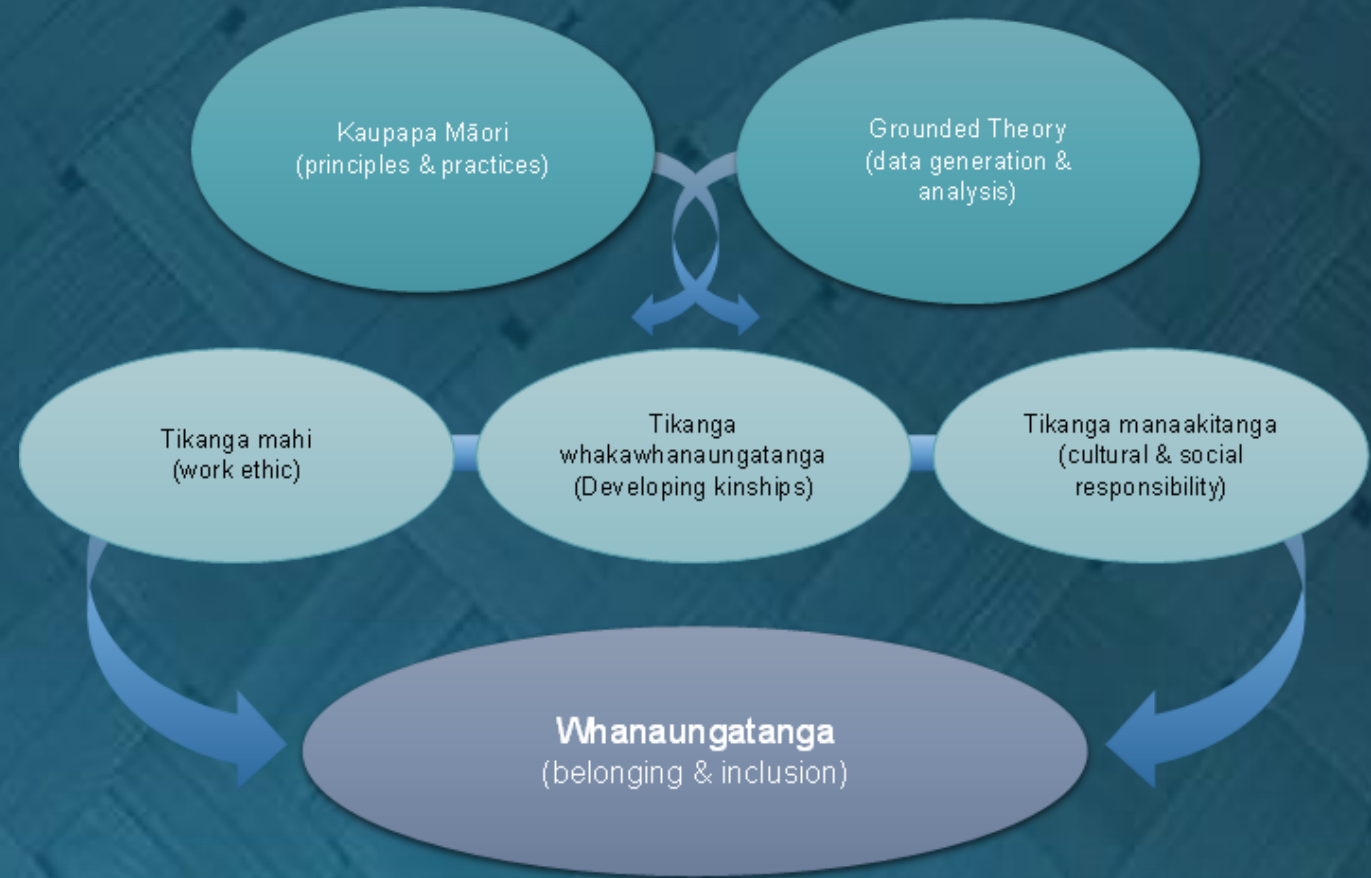
# Research at the interface

## Kaupapa Māori

- Ethical and culturally specific framework.
- (Smith, 2022)

## Constructionist Grounded Theory

- Systematic methods to generate and analyse data.
- (Birks and Mills, 2023)



# Whakapapa *(origins)*

“Imagining the possibilities”

- Colonisation
- Decolonisation
- Indigenisation

Kia whakatōmuri te haere  
whakamua

*I walk backwards into the future  
with my eyes fixed on my past*

*“Our dream would be that you would hardly use a Māori  
resource department and that everyone is good at doing it.”*

Image: Te Whare Rūnanga – Waitangi Treaty Grounds



# Tikanga mahi (*work ethic*)

“setting the standards & expectations”

- Leadership
- Mentorship & role modelling
- Common purpose and shared values
- Meaningful education
- Having a toolkit

Tē tōia, tē haumatia

*Nothing can be achieved  
without a plan, workforce,  
and a way of doing things*

*“If everybody knows what the tikanga is, then they can decide if they want to run with that tikanga or just go somewhere else.”*

# Tikanga whakawhanaungatanga

*(developing kinships)*

“becoming whānau”

- Staff kinship
- Connecting with patients & whānau
- Collective and collaborative care
- Removing barriers
- Balancing power

He aha te mea nui o te ao?  
He tāngata! He tāngata!  
He tāngata!

*What is the most important  
thing in the world? It is people!  
It is people! It is people!*

*“When I’m trying to build a connection with you, in some  
capacity, I see you as whānau.”*



# Tikanga manaakitanga

*(cultural and social responsibility)*

“looking after people”

- Making people feel welcome
- Making people feel safe
- Having a healing and enabling environment
- Appreciating difference

He aroha whakatō, he  
aroha puta mai

*If kindness is sown, then  
kindness you receive*

*“You just make people feel welcome whether they are your family  
or not, whether they are Māori or not.”*



# Whanaungatanga

*(belonging & inclusion)*

“achieving a culture of whanaungatanga”

He waka eke noa

*A canoe which we are all in with no exception*

- Kotahitanga (unity)
- Relationship focused
- Whānau focused

*“Having your heart in the right place.”*





# Whanaungatanga

- Commitment
- Support
- Ethic of care
- Belonging
- Inclusion
- Safety

*“They’re like little feathers in a cloak that wrap around you, and you wrap around them, and you take them with you along your journey.”*



# Ngā mihi

*“Nā tō rourou, nā taku rourou, ka ora ai te iwi”*

*(With your food basket and my food basket the people will thrive)*

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