Ngā Paerewa Implementation Resources: A Guide for Healthcare Providers

This categorised list provides links to key documents, tools, and websites that can help you understand and implement the Ngā Paerewa Health and Disability Services Standard (NZS 8134:2021).

1. Te Tiriti o Waitangi and Māori Health Equity

• Ministry of Health (2014) Equity of Health Care for Māori: A framework: This framework outlines three key actions (leadership, knowledge, commitment) to support the provision of equitable healthcare for Māori. https://www.health.govt.nz/publication/equity-health-care-maori-framework

• Waitangi Tribunal (2019) Hauora: Report on Stage One of the Health Services and Outcomes Kaupapa Inquiry: This report provides valuable insights into the historical and ongoing inequities faced by Māori in the healthcare system and makes recommendations for achieving Māori health equity. https://www.waitangitribunal.govt.nz/news/report-on-stage-one-of-health-services-and-outcomes-released/

• Medical Council of New Zealand (2019) He Ara Hauora Māori: A pathway to Māori health equity: This statement guides medical practitioners on their roles in contributing to Māori health equity. https://www.mcnz.org.nz/assets/standards/6c2ece58e8/He-Ara-Hauora-Maori-A-Pathway-to-Maori-Health-Equity.pdf

• Whanganui District Health Board (2018) Pro Equity Check-up Report: This report provides an example of a self-assessment undertaken by a health entity to evaluate their progress in embedding a pro-equity approach. https://www.wdhb.org.nz/assets/Uploads/Documents/9cfc35bcfd/whanganui-dhb-pro-equity-report-december-2018.pdf

• Te Kāhui Māngai (Directory of Iwi and Māori Organisations): This directory, overseen by Te Puni Kokiri, provides contact information for iwi and Māori organisations across New Zealand. https://www.tkm.govt.nz/

• Māori Maps: This website, overseen by Te Potiki National Trust, helps to connect Māori descendants with their marae and facilitates connections with these centres of culture. https://maorimaps.com/

2. Person-Centred Care

• Health & Disability Commissioner, Online training on the Code of Health and Disability Services Consumers' Rights: This free online training provides an overview of consumer rights in the healthcare system (You are required to create a login to access the course). https://www.hdc.org.nz/education/online-learning/

• Health and Disability Commissioner's 'You have rights': This resource summarises consumer rights and responsibilities in an accessible format. https://www.hdc.org.nz/disability/easy-read-resources/

• People First New Zealand's 'How I make my decisions' form (easy read): This form can help service users communicate their decision-making preferences. https://www.peoplefirst.org.nz/easy-read-library/resource/people-first-supported-decision-making-how-i-make-my-decisions-form

• Health Quality & Safety Commission (2022) Code of expectations for health entities' engagement with consumers and whānau: This code sets out expectations for meaningful engagement with consumers and whānau in the design and delivery of healthcare services. https://www.hqsc.govt.nz/resources/resource-library/code-of-expectations-for-health-entities-engagement-with-consumers-and-whanau/

• Ministry of Health (2015) A Framework for Health Literacy: This framework provides guidance on making health information and services accessible to people with varying levels of health literacy. https://www.health.govt.nz/publication/framework-health-literacy

• Enabling Good Lives principles: These principles promote a person-cantered and community-based approach to supporting people with disabilities, emphasizing self-determination and inclusion. https://www.enablinggoodlives.co.nz/about-egl/egl-approach/principles/

3. Advance Care Planning

• Health and Disability Commissioner's webpage 'Advance Directives & Enduring Powers of Attorney': This webpage provides guidance on the legal and ethical considerations surrounding advance directives. https://www.hdc.org.nz/your-rights/about-the-code/advance-directives-enduring-powers-of-attorney

• Health Quality & Safety Commission webpage 'Te whakamahere tiaki i mua i te wā taumaha: Advance Care Planning': This webpage offers resources and support for advance care planning. https://www.hqsc.govt.nz/our-programmes/advance-care-planning

4. Informed Consent

• Advisory Committee on Assisted Reproductive Technology (2020) Guidelines for Family Gamete Donation, Embryo Donation, the Use of Donated Eggs with Donated Sperm and Clinic Assisted Surrogacy: These guidelines provide guidance on informed consent and other ethical considerations in reproductive technology services. https://acart.health.govt.nz/publications-and-resources/guidelines-issued/guidelines-for-family-gamete-donation-embryo-donation-the-use-of-donated-eggs-with-donated-sperm-and-clinic-assisted-surrogacy/

• Health Research Council's informed consent guidelines in: Pūtaiora Writing Group (2010) Te Ara Tika: Guidelines for Māori research ethics: A framework for researchers and ethics committee members: These guidelines provide a framework for researchers conducting

research with Māori participants. https://www.hrc.govt.nz/resources/te-ara-tika-guidelines-maori-research-ethics-0

5. Workforce Development and Cultural Safety

• Medical Council of New Zealand (2019) 'Statement on cultural safety': This statement outlines expectations for cultural safety in medical practice. https://www.mcnz.org.nz/our-standards/current-standards/cultural-safety/

• Nursing Council of New Zealand (2011) Guidelines for Cultural Safety, the Treaty of Waitangi and Māori Health in Nursing Education and Practice: These guidelines provide a framework for cultural safety in nursing education and practice. https://www.nursingcouncil.org.nz/Public/Nursing/Standards_and_guidelines/NCNZ/nursing-section/Standards_and_guidelines_for_nurses.aspx

• Midwifery Council of New Zealand (2011) 'Statement on Cultural Competence for Midwives': This statement guides midwives on providing culturally competent care. https://www.midwiferycouncil.health.nz/common/Uploaded files/About Us/Statement on cultural competence.pdf

• Ministry of Health (2010) The Credentialling Framework for New Zealand Health Professionals: This framework outlines the process for credentialing healthcare professionals. https://www.health.govt.nz/publication/credentialling-framework-new-zealand-health-professionals

6. Restraint and Seclusion Minimisation

• Ministry of Health (2018) Night Safety Procedures: Transitional guideline: This guideline provides guidance on reducing the use of restrictive night safety procedures. https://www.health.govt.nz/publication/night-safety-procedures-transitional-guideline

• Ministry of Health (2023) Guidelines for reducing and eliminating seclusion and restraint under the Mental Health (Compulsory Assessment and Treatment) Act 1992: These guidelines support the safe reduction and elimination of seclusion and restraint for people subject to the Mental Health (Compulsory Assessment and Treatment) Act 1992. https://www.health.govt.nz/publication/guidelines-reducing-and-eliminating-seclusion-and-restraint-under-mental-health-compulsory

• Health Quality & Safety Commission (2019) Mental health and addiction tools and resources: This document provides tools and resources from the mental health and addiction quality improvement programme's Māori advisory group. https://www.hqsc.govt.nz/resources/resource-library/mental-health-and-addiction-tools-and-resources/

• Huriwai, T & Baker, M (2016). Manaaki: Mana enhancing and Mana protecting practice: The purpose of this paper is to explore the concept and practice of manaaki in the addiction and mental health sectors https://terauora.com/manaaki-mana-enhancing-and-mana-protecting-practice/

7. Quality Improvement and Risk Management

• Health Quality & Safety Commission (2019) Health Quality & Safety Commission – Self-review Report Based on the Performance Improvement Framework: This report provides an example of a self-review conducted by a health entity using the Performance Improvement Framework. https://www.hqsc.govt.nz/publications-and-resources/publication/3916/

• Health Quality & Safety Commission (2017) Clinical Governance: Guidance for health and disability providers: This document provides guidance on establishing and maintaining effective clinical governance systems. https://www.hqsc.govt.nz/our-programmes/building-leadership-and-capability/publications-and-resources/publication/2851/

• Health Quality & Safety Commission (2023) National Adverse Events Reporting Policy: This policy outlines the requirements for reporting and responding to adverse events in healthcare. https://www.hqsc.govt.nz/our-work/system-safety/healing-learning-and-improving-from-harm-policy/national-adverse-events-reporting-policy/

8. Medication Management

• New Zealand Nurses Organisation (2018) Guidelines for Nurses on the Administration of Medicines: These guidelines provide guidance for nurses on safe medication administration practices. https://www.nzno.org.nz/Portals/0/publications/Guideline - Guidelines for Nurses on the Administration of Medicines (002).pdf

• Ministry of Health 'Advice to DHBs on prescribing controlled drugs': This resource provides guidance on the prescribing of controlled drugs. https://www.health.govt.nz/our-work/regulation-health-and-disability-system/medicines-control/controlled-drugs/advice-dhbs-prescribing-controlled-drugs

• Ministry of Health (2016) Standing Order Guidelines: These guidelines provide guidance on the use of standing orders for medication administration. https://www.health.govt.nz/publication/standing-order-guidelines

9. Information Management and Privacy

• New Zealand Standard on Health Records NZS 8153:2002: This standard sets out requirements for the management of health records. https://www.standards.govt.nz/

• Connected Health Information Services - Te Whatu Ora: the services provide secure sharing of trusted health information, and require a request form for access. https://www.tewhatuora.govt.nz/health-services-and-programmes/digital-health/connected-health/connected-health-information-services/

• Nursing Council of New Zealand's (2019) Guideline: Social Media and the Nursing Profession: This guideline provides guidance for nurses on using social media professionally and maintaining confidentiality. https://www.nzno.org.nz/Portals/0/publications/Guideline - Social media and the nursing profession, 2019.pdf

- Privacy Commissioner (2020) Health Information Privacy Code 2020 : It provides specific rules for health sector agencies regarding the collection, use, storage, and disclosure of health information about identifiable individuals. https://www.privacy.org.nz/privacy-act-2020/codes-of-practice/hipc2020/

- HISO 10001 2017: Ethnicity Data Protocols: These protocols provide guidance on collecting, storing, and using ethnicity data in healthcare. https://www.tewhatuora.govt.nz/assets/Our-health-system/Digital-health/Health-information-standards/hiso_10001-2017_ethnicity_data_protocols_21_apr.pdf

10. Legislation and Regulations

- Health and Disability Services (Safety) Act 2001: The primary legislation governing the certification of healthcare providers. https://www.legislation.govt.nz/act/public/2001/0093/latest/DLM119975.html

- Code of Health and Disability Services Consumers' Rights 1996: Sets out the rights of consumers receiving healthcare services. https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/

- Human Tissue Act 2008: Regulates the collection, storage, and use of human tissue. https://www.legislation.govt.nz/act/public/2008/0028/latest/DLM1152940.html

- New Zealand Standard on Non-therapeutic Use of Human Tissue NZS 8135:2009: Sets standards for the non-therapeutic use of human tissue. https://www.standards.govt.nz/

- Mental Health (Compulsory Assessment and Treatment) Act 1992: Governs the compulsory assessment and treatment of people with mental health conditions. https://www.legislation.govt.nz/act/public/1992/0046/latest/DLM262176.html

- Human Assisted Reproductive Technology Act 2004 (HART Act): Regulates fertility services. https://legislation.govt.nz/act/public/2004/0092/latest/whole.html

11. Specific Sector Resources

- Age-Related Residential Care (ARRC) and Age-Related Residential Hospital Specialised Services (ARHSS) service agreements: These agreements set out the terms and conditions for providing aged residential care services. https://www.tewhatuora.govt.nz/health-services-and-programmes/aged-residential-care/te-whatu-ora-aged-residential-care-provider-agreements/

- Contracts for disability support services funded by Whaikaha - Ministry of Disabled People: These contracts outline the requirements for providing disability support services. https://www.whaikaha.govt.nz/for-service-providers/contracts-and-service-specifications

- Office of Disability Issues (2016) The New Zealand Disability Strategy: The strategy provides information about things that are important to disabled people, and can be used by any individual or organisation that wants to learn more and make the best decisions. https://www.odi.govt.nz/nz-disability-strategy/

- Mental health and addiction service specifications: These specifications outline the requirements for providing mental health and addiction services. https://www.tewhatuora.govt.nz/health-services-and-programmes/nationwide-service-framework-library/about-nationwide-service-specifications/mental-health-and-addiction-service-specifications/

- Hospice New Zealand Standards of Palliative Care 2019: These standards provide guidance for hospice providers on delivering quality palliative care. https://www.hqsc.govt.nz/resources/resource-library/standards-for-palliative-care-fourth-edition-2019/

- Reproductive Technology Accreditation Committee, Fertility Society of Australia (2017) Code of Practice for Assisted Reproductive Technology Units: This code sets out standards for fertility service providers. https://www.fertilitysociety.com.au/wp-content/uploads/20211124-RTAC-ANZ-COP.pdf

12. Additional Resources

- Centre for Excellence in Universal Design website: This website provides information and resources on universal design principles, which can be incorporated into service development and delivery to enhance accessibility for all. https://universaldesign.ie/

- Te Whatu Ora's webpage 'Health literacy reviews': This webpage provides information on health literacy and tools for assessing and improving health literacy in services. https://www.tewhatuora.govt.nz/for-new-zealanders/public-health-resources/health-literacy/health-literacy-reviews/

- Ministry of Health's webpage 'Making a complaint about your residential care': This webpage provides information on the complaints process for aged residential care services. https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/making-complaint-about-your-residential-care

- The Chief Ombudsman's aged care monitoring programme under the United Nation's Optional Protocol to the Convention against Torture (OPCAT): This webpage provides information on the Ombudsman's monitoring of aged care facilities to prevent torture and ill-treatment. https://www.ombudsman.parliament.nz/what-ombudsman-can-help/aged-care-monitoring

- Ministry of Health (2020) Eating and Activity Guidelines for New Zealand Adults: These guidelines provide guidance on promoting healthy eating and physical activity for adults. https://www.tewhatuora.govt.nz/health-services-and-programmes/nutrition/eating-and-activity-guidelines

- Glasgow K, Fanslow KL (2007) Family Violence Intervention Guidelines: Elder abuse and neglect: These guidelines provide guidance on recognising, responding to, and preventing elder abuse and neglect. https://www.tewhatuora.govt.nz/health-services-and-programmes/family-violence-and-sexual-violence/health-professional-resources