



 Frontline Services

KOTAHITANGA ON THE FRONTLINE THE WHĀNAU ORA NAVIGATION CANCER CARE SERVICE

Anita and Wendy are Community Cancer Navigators at Te Whānau o Waipareira Trust. They have both lived in the West Auckland area for the majority of their lives. Through their mahi, Wendy and Anita provide a free support service to Māori whānau who are aged 16-years and over and living in the West Auckland community.

Wendy Hayward-Morey

Ngāpuhi, Te Rarawa, Te Aupōuri, Scottish

Wendy is an Enrolled nurse with 39 years' experience in obstetrics, geriatrics (New Zealand, Australia) and IHC. At Waipareira she has held a number of roles, including as part of the Whānau Ora Cancer Care Service for 10 years, the Women's NCSP co-ordinator for nine years, and as part of the Whānau Ora Cancer Care Service Pilot for three years.

Anita Hakaraia

Tainui, English

Anita has a background in social work. At Waipareira, she has worked in a number of roles including as the Home Base & Behavioural Support team leader for five years, and as a Family Start & Parents as First Teachers (PAFT) social worker. Anita has been involved with the Whānau Ora Cancer Care Service at Waipareira for five years. Prior to her mahi at Waipareira, Anita was the manager of a Rest Home for 11 years.

Abstract

The Whānau Ora Navigation Cancer Care Pilot was a Whānau Ora co-designed Cancer Navigation Programme developed in partnership with Te Whānau o Waipareira and the Waitemātā District Health Board. The pilot involved a three-year research and development phase as part of cancer control strategy implementation project. The success of the pilot led to the Waipareira/WDHB Community Cancer Navigation service, a Whānau Ora and whānau-centred model by Māori which was evaluated in 2017. In 2019, Whānau Ora Navigation Cancer Care identified an innovative idea to make a difference to whānau engaged by the service, and were able to secure Pitch Local community funding, for 'Vidjourn'. The Vidjourn concept being, that a video of whānau who have been through the cancer journey, can be shared with newly diagnosed whānau to provide support and help them through their journey ahead.

Key words: cancer, whānau, Whānau Ora, co-design, navigation, innovation



Edith McNeil (nee Thomas)

*Waipareira/Waitematā District Health Board
Relationship Manager*

*Ngāti Paoa, Te Rarawa,
Te Aupōuri, Ngāti Whātua, Whakatōhea*

We would like to acknowledge the late Edith McNeil for having the foresight and the knowledge to put forward a business proposal and successfully secure the Whānau Ora Navigation Cancer Care pilot and contractual service for Māori and their whānau in the community, as the general manager of Wai Health & Social Services from 2006-2009. Edith also successfully held the first Māori International Cancer Conference 2009 in Rotorua. Edith moved on to become the Waipareira/Waitematā District Health Board (WDHB) relationship manager. She was responsible for facilitating the relationship between Waitematā DHB and Waipareira at governance and operational levels. This role was a key milestone in having formalised Whānau Ora relationships with funders to work on joint supportive approaches. Prior to this role, Edith was the Māori Planning and Funding Manager for WDHB. Edith had a Post Graduate Diploma in Health Science, majoring in Māori Health. She had extensive experience in the development and implementation of policies that supported the overall progression of Māori at a local, national and international level, and across community, primary, secondary and tertiary care.



Airini Tukerangi

*Waipareira Health
General Manager*

Ngāti Tamaterā, Hauraki

We would also like to acknowledge the late Airini Tukerangi (General Manager) for her leadership and management of Health Services. Airini's role was vital in supporting both a high quality of service as well as shaping the delivery of new services. Among many things, Airini was the chair of the Coromandel Independent Living Trust (NGO). She was a former, Minister appointed DHB Director of the Counties Manukau District Health Board, Director of Waitematā Primary Health Organisation, and chair and trustee of the Waipareira Trust Board. She was also a registered nurse with over 30 years' experience working in mainstream, iwi and Urban Māori development.

This article presents the whakapapa and some of the milestones of the Whānau Ora Cancer Navigation Service, and how it became an example of what can happen when we work in partnerships across organisations to tackle complex issues of health and wellbeing.

The Whānau Ora Navigation Cancer Care Pilot 2006-2009

The Whānau Ora Navigation Cancer Care Pilot was a Whānau Ora, co-designed cancer navigation programme, which was developed to address the broader health determinants, and patient level, whānau, systems and process barriers. The pilot was developed in partnership with Te Whānau o Waipareira and the Waitematā District Health Board. The pilot involved a three-year research and development phase as part of a cancer control strategy implementation project. Furthermore, it was one out of 21 cancer control strategy implementation research projects, yet the only one with Māori co-design and an intervention focus. Two full-time staff – a nurse and a social worker (Māori community funded) were hired to address multiple determinants and high whānau complexity.

The Whānau Ora Navigation Cancer Care pilot was underpinned by the Waipareira values, Te Kauhau Ora: the Code of Conduct, which is a representation of the core values and principles that underpin everything Waipareira offers, predicates all and is endorsed by Waipareira whānau, our Kaumātua Rōpū, the governance board and kaimahi:

- Whanaungatanga – we establish and maintain positive relationships
- Wairuatanga – we act in the spirit of all that is good
- Whakapapa – we honour the past, the present and the future
- Manaakitanga – we are hospitable, fair and respectful
- Aroha – we are empathetic, compassionate and have regard for all
- Tautoko – we support and encourage whānau to realise their full potential
- Kawa – we uphold the kaupapa in which Te Whānau o Waipareira trust was founded, its values, vision and standards – the Waipareira way
- Pōhiri – we embrace and welcome all
- Te reo Māori – we actively practice te reo Māori and tikanga
- Kotahitanga – we progressively act in unity

The Whānau Ora Approach To Cancer Navigation

Airini Tukerangi, the general manager for Waipareira's Health division and Sandra Sheene from Waitematā District Health Board, presented on the collaborative, Whānau Ora perspective to Cancer Navigation. Passionately speaking on a very emotional subject, Airini and her team of Navigators certainly were well received from a room full of other professionals. Whānau Ora is an inclusive approach to wellbeing, focusing on not only an individual but their immediate and wider whānau. Airini connected the model of Cancer Navigation to Professor Sir Mason Durie's Māori Model of Health and Wellbeing, Te Whare Tapa Whā¹, focusing on solidifying the foundations of all four pillars of your whare (wairuatanga, whānau, hinengaro and tinana) in order to be well.

¹ Durie, M. (1994). Whaiora: Māori health development. Auckland, N.Z: Oxford University Press.

Pilot Achievement

The pilot was an example of working together across an Urban Māori provider and a District Health Board to achieve common goals. Outcomes were multi-levelled, and identified and mitigated patient and whānau-level barriers to accessing services. The pilot also reduced DNAs (did not attend), and provided a communication liaison and health information advocacy regarding co-morbidities. The pilot also focused on early access to diagnostic and treatment services; support throughout the cancer care pathway, from screening, diagnosis, treatment, end of life care, planning, tangihanga; and consult liaison regarding system level factors with District Health Board [DHB] clinicians. The pilot was designed to be a Whānau Ora service, with a non-siloed, whānau-centred approach.

The success of the pilot led to a full roll-out of the service, co-designed and co-run by Te Whānau o Waipareira and the Waitematā District Health Board.

Waipareira/WDHB Community Cancer Navigation Evaluation

In 2017, the Cancer Navigation Service underwent an evaluation, which involved 21 Māori whānau who were past or current recipients of the service. The evaluation highlighted further key aspects of the service:

- the service is a Whānau Ora and whānau-centred model by Māori for Māori.
- the service is able to tailor provision to meet the needs of whānau and individuals with cancer, co-morbidities and complex social needs, in many cases, this included provision of services internally and externally through multiple agencies.

Furthermore, five key drivers were identified for good patient experience and positive cancer care outcomes for the Whānau Ora Navigation Cancer Care service:

- whānau ora/whānau centred approach – holistic approach to service delivery
- kawa/kotahitanga – appropriately skilled workforce
- whanaungatanga – relationships
- tautoko/aroa – psychological and emotional support
- kaupapa Māori – culturally-based model of care

The evaluation further acknowledged the skillset of the navigators, highlighting their proficiency (nurse and social worker) and ability to meet the needs of not only the whānau on the cancer pathway, but also their wider whānau too.

In regards to working across organisations, the evaluation commented that the navigators have good relationships with clinical and administrative staff at Auckland and Waitematā DHB (cancer streams and cancer pathway), along with other health and social providers including in the community, primary, secondary and tertiary care areas.

While the evaluation produced strong qualitative evidence that the service reduced barriers to cancer service access and care, it also highlighted that the service was under-resourced of kaimahi (1.0 – 2.0 FTE) and short on practical resources, such as access to a permanent car each (as opposed to daily fleet bookings).

Pitch Local2019 – Innovation Building On The Service

The innovation fund is small grant that is offered by Te Pae Herenga o Tāmaki - an Auckland Whānau Ora partner provider collective. The fund is designed specifically to grow capability in our community by identifying gaps in current service delivery. Whānau Ora Navigation Cancer Care identified an innovative idea to make a difference to whānau engaged by the service, and pitched the concept of 'Vidjourn' to the Pitch Local panel of judges.

The concept of Vidjourn is to provide a video journey of whānau who have been diagnosed with cancer. The aim of the video is for whānau to share their stories with the hope to help newly diagnosed whānau with cancer, and give a snippet of the rollercoaster journey ahead. By providing shared experiences of whānau who have completed their journey through the different cancer streams along the cancer pathway, others can learn and get supportive insight. Vidjourn is a resource made by whānau for whānau.

Whānau Ora Navigation Cancer Care service successfully secured funding for the project. Navigators hand delivered invitations to whānau that had attended an evaluation by Waipareira and Waitematā DHB in 2017. These whānau were past, current, and survivors of whānau that had used the service. 22 whānau were invited on the 3/5/19 to Whānau House to attend a consultation hui, during which they were invited to be part of the Vidjourn project.

Eight whānau consented to be a part of the Vidjourn. Filming commenced in mid-June 2019 and it is envisaged that once edited, whānau will be bought back to celebrate the Vidjourn. This resource will be given to the participants on a memory stick and there will also be a link for whānau to access.

From Pilot To Continued Collaboration

The journey from pilot to full implementation and to the current day is backed by a collaborative approach, using a Whānau Ora perspective to Cancer Navigation. Whānau Ora is an inclusive and holistic approach to wellbeing, and a model that embodies the value of kotahitanga. To truly help our whānau there have been multiple collaborations, not just with the Waitematā District Health Board - from the initial design, delivery and funding of the programme; but beyond into every aspect of our West Auckland community. Relationship building, engagement and innovation have all been at the heart of the story of this programme, which continues to grow and shape itself around the true needs of our West Auckland community.