



## ▶ CLASSact Meeting the needs of Māori

**CLASSact is a knowledge assessment and guided reflection activity based on CLASStime content.**

You will need to read the CLASStime article before undertaking CLASSact. If this topic is meaningful to you or your peer group, you may wish to suggest the associated CLASSmates activity for your next peer group meeting. All CLASSmates resources for this article can be found with the online version on [pharmacytoday.co.nz](http://pharmacytoday.co.nz) under Education.

**CLASSact objectives:**

- ▶ Improve understanding of hauora Māori
- ▶ Reflect on how competence standards have been met in practice
- ▶ Consider how new knowledge can be implemented in practice
- ▶ Prepare for a peer group meeting on this topic

Completing this CLASSact activity may allow you to fulfil some or all of the following elements of your annual recertification requirements:

- ▶ Keeping up to date
- ▶ Towards culturally safe practice
- ▶ Written reflection

## Assess your knowledge

**After reading CLASStime, assess your knowledge of this topic by selecting the appropriate answer(s) for each multiple-choice question.** Correct answers can be found at the end of this document.

**1.** When offering medicines information and support to Māori, it is important to initially do which TWO of the following?

- A.** Be non-judgmental
- B.** Build trust and rapport
- C.** Emphasise you are a trained healthcare professional
- D.** Request written feedback so you can improve your practice



**2.** Which of the following statements regarding how Māori perceive medicines and medicines management is the MOST CORRECT?

- A.** Hauora service provision and/or dispensing of medicines from marae-based health centres is preferred by Māori to mainstream healthcare services.
- B.** Māori are satisfied with how they receive medicines and medicines information because pharmacists already show plenty of respect and patience.
- C.** Māori feel medicines information should be freely offered by healthcare professionals rather than having to ask for it, because admitting they don't know might cause embarrassment or shame to themselves or the healthcare professional.
- D.** It is not necessary to give medicines information because Māori prefer to ask the doctor about their medicines face to face (kanohi te kanohi).

**3.** Hana has a strong tribal affiliation with her rural iwi but is struggling to live well in an urban environment. She visits the pharmacy intermittently, often late in the day, in a rush, with her three children. You want to gain her trust and optimise her health outcomes. Which TWO responses best describe how you can do this?

- A.** Ask how you can help. For example, offer free delivery so she can get home sooner.
- B.** Talk to her about the patient portal app offered by the local GP.
- C.** Tell her you have other Māori customers who are happy with the service provided.
- D.** Try to engage her in a short but meaningful conversation about what matters to her and her family.

**4.** What is the BEST way to discuss a medication adherence strategy in a limited time frame, when you sense a patient may be under financial pressure?

- A.** Dispense the medication and briefly mention adherence, then email or post information out so they can achieve this.
- B.** Let the patient know that adherence is very important and ask them to return to the pharmacy for further discussion.
- C.** Provide printed medicines information for them to read later and suggest convenient new technologies such as text reminders and blister packaging.
- D.** Tailor a medication adherence strategy to the patient's individual needs by offering time-delayed payment for prescription charges and/or for blister packs.

► What knowledge gaps did you identify?

► What would you like to know more about, and where will you look for that information?



## Write your reflection

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**The CLASStime article is a resource that can be used to assist you to write a reflection.**

Two sets of reflective prompts are provided, depending on whether you would like to focus your writing on a competency (below) or an experience (page 5) – complete one or both.

**1. Use knowledge gained from CLASStime to reflect on your practice against competency M1.5 – Understand hauora Māori, which includes the following behaviours:**

- ▶ **M1.5.1** – Understands and describes the relevance of Te Tiriti o Waitangi
- ▶ **M1.5.2** – Understands Māori perspectives of health
- ▶ **M1.5.3** – Recognises the differing health status of Māori and non-Māori and incorporates strategies in own practice to attempt to address these
- ▶ **M1.5.4** – Pronounces te reo Māori correctly, in particular proper nouns, understands common or relevant words and can use them when appropriate

**Use the following prompts to reflect on how you have demonstrated competency M1.5 in practice.**

Depending on where you are in your journey, select the prompt(s) most relevant to you.

- Do you ask about or collect ethnicity data for your patients?
- What information or resources do you have in your pharmacy that supports Māori to make informed decisions about their healthcare?
- How have you used your knowledge of Māori concepts and models of health to improve relationships and health outcomes?
- How have you applied the principles of Te Tiriti o Waitangi (partnership, participation and protection) in practice?
- What strategies do you use in your practice to address the differing health status of Māori and non-Māori?
- What strategies have you found to be effective for providing medicines information to your Māori patients?
- How have you tailored medication adherence strategies for Māori patients?
- What do you do to improve access to medicines and/or healthcare for your Māori patients?
- What kaupapa Māori services do you have in your area, and how can patients access these?

- ▶ Reflect on these prompts, evaluating what you have done well and what you need to develop



▶ From your reflection, identify a goal for changing or improving your practice

▶ What action(s) will you take to achieve this goal? Prioritise these as needed

▶ Intended goal achievement date

▶ Date goal achieved





**2. Use knowledge gained from CLASStime to reflect on an experience.**

▶ Did reading CLASStime make you think of an interaction or experience with a Māori patient? Describe what happened, focusing on the positives and negatives of the situation

▶ Based on what you read in CLASStime, why do you think things went well/badly?



► Using your new knowledge, what else could you have done to improve the outcome?

► What action(s) will you take if you are faced with a similar situation again?

**Answers to knowledge assessment:**

1. A & B
2. C
3. A & D
4. D



► Use this space to continue your reflections or to add outcomes at a later date

**When you have finished this CLASSact activity, remember to upload this PDF to MyRecert ([myrecert.pharmacycouncil.org.nz](http://myrecert.pharmacycouncil.org.nz)) as evidence of meeting Pharmacy Council recertification requirements**