



Talofa
Kia orana
Malo e lelei
Fakalofa lahi
atu
Ni sa bula
Taloha ni
Kia ora
Greetings

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How it began

- Ministry of Health and the Health Research Council are funders
- Aim = to develop a self assessment tool for Pacific health provider organisations

What we did

- Reviewed existing tools used here and overseas
- Set up two reference groups
 - Pacific health provider representatives/health professionals
 - Pacific community (non-health)
- Interviewed 20 Pacific health professionals
- Developed *Tauteuteaga*
- Pilot

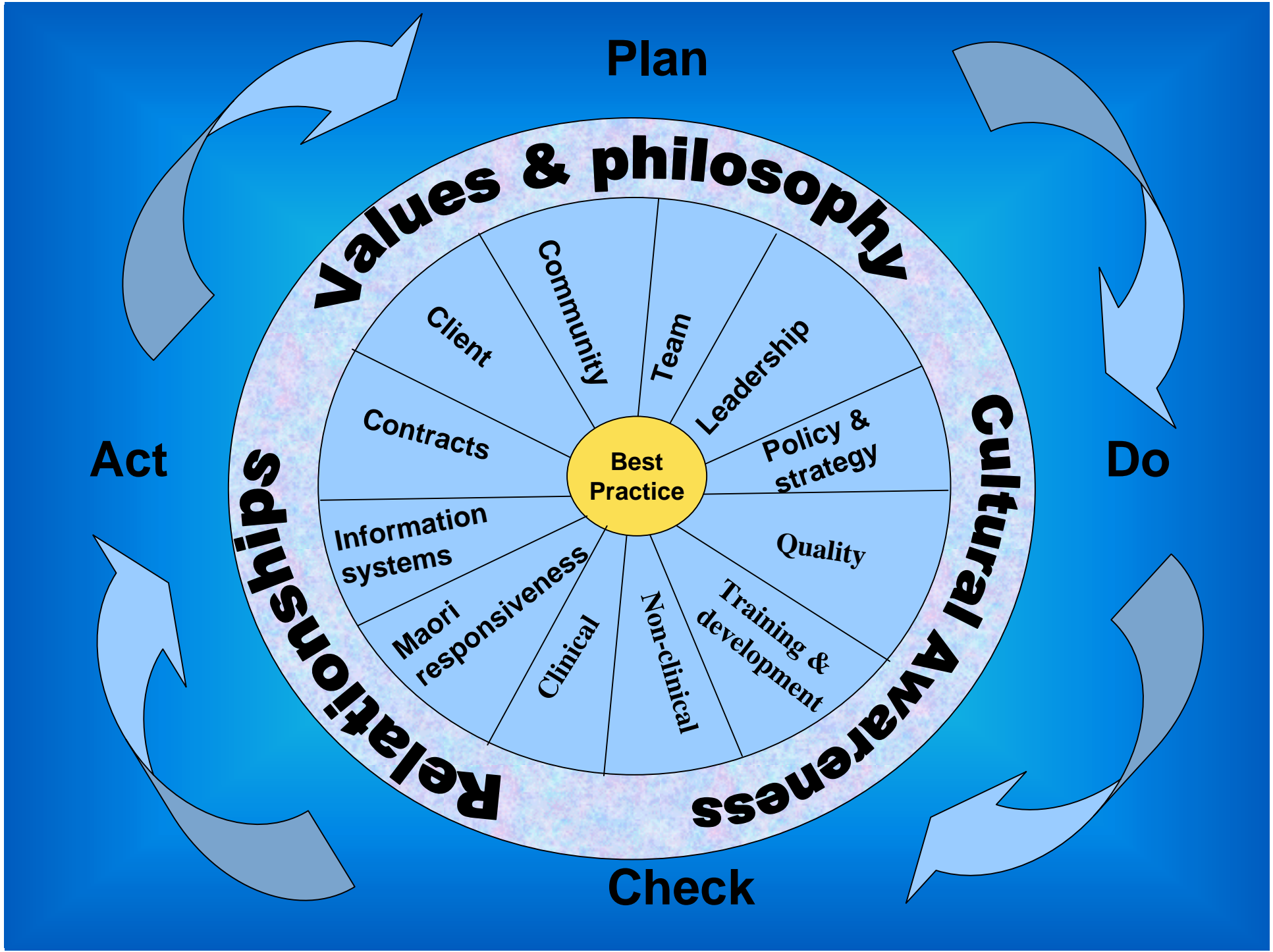
Tauteuteaga he fenoga

(preparation for the journey)



Tauteuteaga he fenoga (Niue)

- Samoa = Tapenaga mo le malaga
- Tonga = Teuteu ki he fononga
- Cook Islands Maori = 'Akate'ate'amamao no te kaveinga roa
- Fiji = Vakarau nai lako lako
- Tokelau = Tapenaga mo te malaga



Pacific Processes

- Values & philosophy
- Cultural awareness
- Relationships

Values & philosophy

- Set of ideas or beliefs held by the service

Overview

How to do *Tauteuteaga he fenoga*

- Step One: Complete the chart individually and rate each area
- Step Two: Complete the chart as a group and reaching agreement on the rating for each area
- Step Three: Choose three areas to work on over the following six months

How to do... Step one

- the rating scale

Beginning Preparation		Minimum preparation		Adequate preparation		Doing well		Exceeds stakeholder expectations	
1	2	3	4	5	6	7	8	9	10

How to do...Step one

- Read across the boxes on the chart for the area Values & philosophy – where do you think your organisation or service fits?
- When you've decided, put the number of the box you've chosen in the *My rating* column.

Beginning Preparation		Minimum preparation		Adequate preparation		Doing well		Exceeds stakeholder expectations	
1 The service's philosophy & values are not clear.	2	3 The service's values & philosophy are established.	4	5 The service's values & philosophy are visible and available to clients and community.	6	7 The service's values & philosophy are reflected in policies and procedures.	8	9 The service's philosophy & values clearly underpin the service's actions and decisions and show accountability to its key stakeholders	10

Cultural awareness

- An understanding of how patterns of behaviour and beliefs and values common to a group of people which shape how they make sense of the world e.g. religious practices, rituals, food choices – how these might impact on health, illness, care and hospitalisation.





Relationships

- Relationships are the connections between people and are the focus of how an organisation operates

How to do...

- When you have finished transfer your ratings onto your *rating record sheet*
- Hand in your rating record sheet to the facilitator
- Well done!

How to do...Step two


- Step 2: The facilitator will now go through the chart identifying the range of ratings given for each area and will ask the group to discuss and decide as a group what the rating will be.
- As the group decides on each area, write the group decision on your chart in the *Group rating* column.

How to do...Step three

- Step 3: *Action points* - as a group select three areas to work on as an organisation over the following six months including what to do, who is going to be responsible for making sure it happens, and the timeline.
- At the end of six months the process is repeated.

Overview

- Step 1 – do on your own
- Step 2 – do as a group
- Step 3 – decide on 3 areas to take action on



Fakaue lahi
Malo 'aupito
Fa'afetai tele lava
Meitaki maata
Vinaka vaka levu