

He hui, he hauora: an introduction to the Hui Process for hospital pharmacists

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Learning outcomes/objectives

By the end of this workshop, participants will be able to:

1. Describe the components of the Hui Process and their relevance to hospital pharmacy practice.
2. Demonstrate whakawhanaungatanga within a brief patient interaction.
3. Apply the Hui Process to a structured medicines conversation (warfarin monitoring).
4. Use poroaki to enquire about barriers to care and general practice registration, and identify who to refer navigation needs to.
5. Check and correctly record self-identified ethnicity, and explain its role in equity monitoring.

Content

The Hui Process is a validated framework for culturally safe clinical engagement with Māori patients and whānau, structured around mihi and whakawhanaungatanga (building connection), kaupapa (the clinical purpose of the encounter), and poroaki (closing the encounter well). Although widely taught in medical education, it has rarely been adapted for hospital pharmacy. This introductory workshop translates the framework into simple, practical skills pharmacists can use immediately. A warfarin monitoring conversation anchors the kaupapa. The poroaki extends to whakatere (navigation): enquiring about barriers to care, checking general practice registration, and knowing who to ask. A case twist — a Māori patient whose ethnicity is recorded as European — introduces ethnicity data quality as an everyday equity skill for pharmacy teams.

Format of activities

A 90-minute interactive workshop: short presentations to frame each component of the Hui Process, paired practice of whakawhanaungatanga, small-group case work (warfarin monitoring; poroaki and whakatere scenarios), and plenary discussion of the ethnicity data case. Approximately two-thirds of the session is active learning, closing with each participant committing to one skill to use in the following week.

Target audience

All hospital pharmacists and pharmacy technicians. No prior experience with te ao Māori frameworks is needed — the workshop is designed as an accessible introduction for any level of experience.

References

1. Lacey C, Huria T, Beckert L, Gilles M, Pitama S. The Hui Process: a framework to enhance the doctor-patient relationship with Māori. *N Z Med J.* 2011;124(1347):72-78.
2. Pitama S, Huria T, Lacey C. Improving Māori health through clinical assessment: Waikare o te Waka o Meihana. *N Z Med J.* 2014;127(1393):107-119.