

7 Keys for Navigating a Terminal Diagnosis

Te Ararua Walk Two Paths

Support patients and whānau to hold onto hope while also helping them access clear, honest information. This balance helps them stay positive and realistic.

YOUR ROLE:

Check in on what they are hoping for and gently explore what they may also need to plan for.

Kia māori te āhua Know Their Style

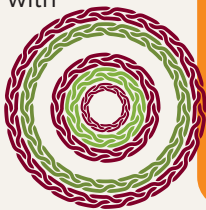
Patients and whānau cope in different ways. Their usual style of managing stress influences how they experience illness.

YOUR ROLE:

Notice their coping style. Pace you korero. Offer strategies that match their way of understanding and processing information.

Aro ki ngā Pānga Notice the Ripple Effects

Illness affects whānau and carers as well as the patient. Their whānau will be on a hikoi with the patient.



YOUR ROLE:

Acknowledge the whānau journey. Ask 'who is your whānau?'. Encourage them to seek information, support, and respite when needed.

Kōrero Atu Speak Up

Patients and whānau may hesitate to ask questions. Silence does not always mean understanding.

YOUR ROLE:

Invite partnership. Encourage questions. Provide time, space, and reassurance so people know their concerns can be voiced. You may need to do this several times.

Tiro Whānui See the whole picture

Illness often follows a pathway. Sharing the "big picture" helps patients and whānau understand what to expect.



YOUR ROLE:

Explain likely patterns and stages. Use simple language and invite questions about the illness journey.

Manaaki ā-tangata, ā-whānau Person- & Whānau-centred care

Good care reflects what matters most to each person and their whānau.



YOUR ROLE:

Ask what is important to them, listen for their values, and tailor care and communication accordingly.

Whiria te hononga Make the connections

Patients and whānau often become the link between multiple services.



YOUR ROLE:

Actively support coordination of care across GP, hospital, hospice, Māori health services, and community providers. Check understanding at key transition points. Invite shared care: Say 'Let's talk about how you can stay organised, prepared and feel more in control?'

The Waiting Room
REVOLUTION

