

An aerial photograph of a coastal region. In the foreground, a large, dark, forested island is visible, surrounded by shallow, turquoise water. To the left, a long, narrow peninsula extends into the sea, also covered in dense vegetation. The water transitions from a light turquoise near the shore to a deep blue further out. The sky is a clear, vibrant blue. The text "Ara mai he tete kura: Restorative responses after healthcare harm" is overlaid in white, bold, sans-serif font in the center of the image.

Ara mai he tete kura: Restorative responses after healthcare harm



**CAPITAL THINKING.
GLOBALLY MINDED.**
MAI I TE IHO KI TE PAE



**Te Ngāpara
Centre for
Restorative Practice**

Conflicts of interest

- JW serves as an advisory board member to Harmed Patients Alliance UK and is paid for consultancy including presentations, training and advice to Government agencies in New Zealand, Canada, and Scotland. She has no other conflicts of interest or financial disclosures.



Kia whakatōmuri te haere whakamua

**I walk backwards into the future with my eyes
fixed on my past**






Restorative systems

- Whakawhanaungatanga | Systems are comprised of people and relationships
- Whakapapa | Human wellbeing and relationships are interdependent
- Tapu | Restorative systems maintain and enhance dignity through relationships
- Taiao | Contextual conditions affect people and their relationships
- Mahi Tahī | Relationships are enhanced by co-production and co-design

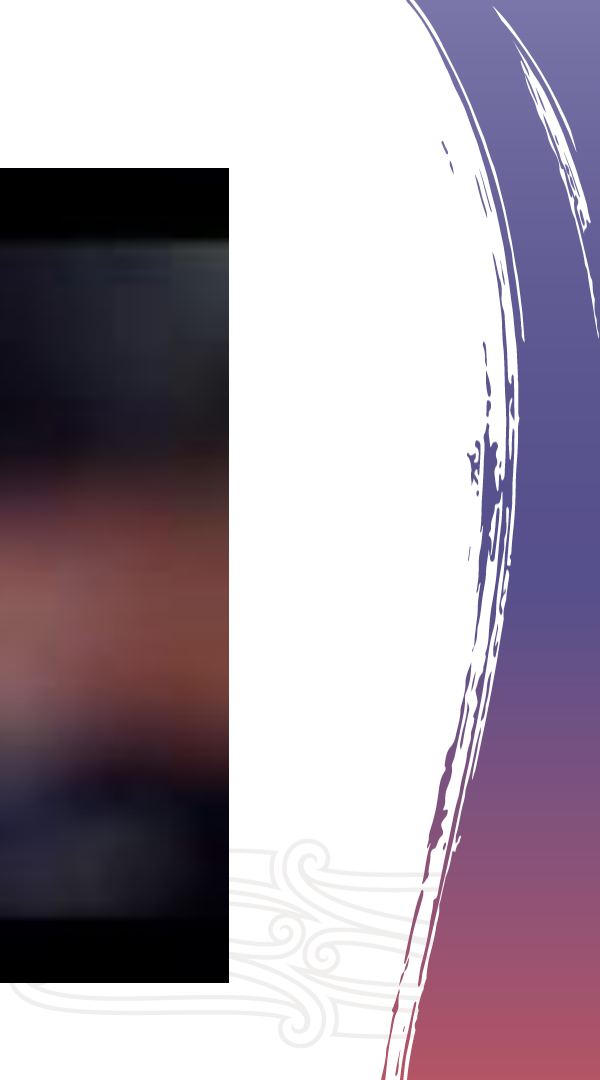
Wailling & Cameron (2022)

An aerial photograph of a wide, braided river system. The river consists of numerous light-colored, sandy channels that meander and branch out across a vast, flat landscape. The water in the channels is a pale, milky blue. In the background, a range of rugged mountains with significant snow cover stretches across the horizon under a bright blue sky with scattered white clouds. The overall scene conveys a sense of natural beauty and vastness.

Healing Learning Improvement

image from
Shutterstock

Pou hihiri, Pou o te aroha | Healing and learning from harm



What impacts have you noticed current harm responses have had on you or other people?



What do people need after harm and
how do we enable it?



Questions?

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HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa

Patient story: Matthew Gunter

