TIAKI SCRIBE – BACKGROUND and FAQ APPENDIX (FOR MIDWIVES)

Version: December 2025 – For Early Adopters & Extended Pilot Participants

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THE JOURNEY SO FAR – Why Midwives Can Trust This Work

- **Early 2025:** National engagement continues to highlight documentation pressure as a major challenge for LMC midwives.
- **Evidence-based decision:** MMPO reviewed multiple commercial AI scribes and found that none completely met New Zealand's clinical, privacy, cultural or Māori data sovereignty maternity requirements.
- **A deliberate choice:** MMPO committed to building a solution **specifically for midwifery**, embedded within Tiaki, with safety and cultural integrity at the centre.
- **Co-design in practice:** Midwives, the Clinical Reference Group, and the College shaped templates, workflows, language, consent materials, and safety settings.
- **Technology proven:** A prototype established secure Aotearoa-based processing and bilingual speech recognition architecture.
- **Health NZ engagement:** A submission requesting endorsement for community midwifery use was lodged (September 2025) and is currently being reviewed.
- **Initial pilot:** ~30 midwives evaluated accuracy, usability, cultural safety, and mama experience, confirming strong potential benefits.
- **Extended Pilot (December 2025):** Approved by Health NZ to extend testing group, refine safety controls, and continue evaluation across diverse midwifery settings.

These steps demonstrate that Tiaki Scribe is the product of **careful, methodical development—not rushed innovation**.

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1. What is Tiaki Scribe?

Tiaki Scribe (powered by Whio) is an assistive digital documentation tool designed by midwives and developed by the MMPO and Make Collective for use in Aotearoa. It records a visit (with informed consent), converts the audio to text, and generates a **draft visit summary** for the midwife to review, edit, and approve.

It is:

- For documentation **only**
- **Not** a clinical decision-support system
- Currently for antenatal and postnatal use only **... Not** for labour or birth documentation
- Built to support midwifery practice — not replace it
- Enables you to stay in full control – Tiaki Scribe does not provide clinical decision support and is not used for labour or birth documentation.

2. How will it help you?

Midwives consistently identify documentation as one of the biggest pressures affecting:

- workload and fatigue
- after-hours work
- time with women and whānau
- quality and consistency of notes

Tiaki Scribe aims to reduce delayed and/or duplicated work, improve note structure, and support more present, relationship-based care.

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3. Is Tiaki Scribe replacing "In Person" midwifery care?

Absolutely not.
Tiaki Scribe is an **assistive scribe**, not a clinical decision-support tool.
Midwives retain **full control and accountability** at every step:

- You must review, edit, and approve every note
- Tiaki Scribe does not save anything directly into your digital clinical system
- Tiaki Scribe does not advise, diagnose, interpret, or recommend care

The midwife remains the author and accountable clinician

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4. How Tiaki Scribe works in 5 simple steps

1. Obtain informed consent (the app reminds you)
2. Tap **Start visit** and complete the appointment as usual
3. Tap **End visit**, select the woman and visit type
4. Review, edit and approve the draft summary
5. Copy into BadgerNet or the system you use to complete your documentation

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5. How does informed consent work?

Informed consent is required **for every session**.

This includes:

- Explaining how Tiaki Scribe works
- Confirming the recording is only used to generate a draft summary

- Explaining deletion timelines
- Affirming that participation is optional and can be withdrawn
- Using the Tiaki consent script and/or leaflet

Consent information is available in English in easy-to-read formats.
(Te reo Māori version in development.)

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6. How is privacy protected?

Tiaki Scribe is designed according to **privacy-by-design** principles:

- All processing is **Aotearoa-based** on Catalyst Cloud
- **No audio is ever stored**
- Transcripts exist only temporarily (up to 30 days) then are permanently deleted.
- Only the midwife-approved visit note is saved
- No recordings or transcripts are used for training the model
- Full Privacy Impact Assessment completed

Audit logs (non-clinical metadata only) are held for 12 months.

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7. What about Māori data sovereignty?

Tiaki Scribe supports Māori data sovereignty through:

- Partnership with **Te Hiku Media** and the **Papa Reo bilingual speech model**
- Keeping all language and clinical data inside Aotearoa
- Kaitiakitanga-aligned processing principles
- No secondary use of Māori language data without governance approval

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8. Does Tiaki Scribe support te reo Māori?

- Partial support now (recognises some te reo phrases)
- Full bilingual ASR (automatic speech recognition) is **in active development** with Te Hiku Media
- Updates will roll out gradually through the Tiaki Scribe development cycle when ready

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9. How accurate is Tiaki Scribe?

Accuracy varies based on:

- Clarity of the recording
- Background noise
- Speaking pace
- Use of clinical vs conversational language

So far, midwives in the pilot report:

- High accuracy for English
- Improving accuracy for te reo Māori
- Low error rates after editing and review
- Considerable time saved in documentation

As with all ambient AI tools, Tiaki Scribe may occasionally make mistakes or omit details. Midwives must review and approve every summary for accuracy and completeness before it becomes part of the clinical record.

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10. What protects you and your practice "Who oversees safety and quality"?

Tiaki Scribe has been developed so far under one of the most comprehensive safety frameworks applied to any digital tool the MMPO has undertaken.

Professional and clinical governance:

- Guided by the **New Zealand College of Midwives** to ensure alignment with midwifery standards, ethics, and the partnership model.
- Informed and evaluated by the **MMPO Clinical Reference Group**, representing midwives from across Aotearoa.

Technical and cultural integrity:

- Built by **Make Collective**, specialists in Aotearoa health technology and secure infrastructure.
- Further design and development work underway by **Make Collective** with **Te Hiku Media**, ensuring Māori data sovereignty and bilingual capability development.

Privacy and compliance:

- Full **Privacy Impact Assessment (PIA)** completed.
- All data processing occurs **within Aotearoa**, using encrypted, health-grade infrastructure.
- **No audio is ever stored**, and transcripts are automatically deleted within 30 days.

Independent review:

- Aligns with **Health NZ | Te Whatu Ora's Generative AI Policy**.

- Undergoing review by the **National Artificial Intelligence and Algorithm Expert Advisory Group (NAIAEAG)** to ensure transparency, fairness, equity, privacy protection, and safe clinical use.

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11. What are the limitations?

- Not to be used in labour/birth documentation
- Requires informed consent for each session
- Audio recording must be clear
- Te reo Māori support still maturing
- Drafts may require editing depending on conversation style
- Requires active internet connection
- Does not enforce or interpret clinical standards

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12. What does the pilot involve?

The extended pilot will:

- Evaluate real-life accuracy
- Review time saved
- Evaluate template performance
- Gather feedback from māmā and whānau
- Check cultural safety, consent understanding, and comfort
- Monitor any bias signals
- Assesses equity impact for Māori, Pacific, and rural users

Participants receive full support and training free of cost during the extended pilot phase.

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13. What devices can Tiaki Scribe be used on?

Tiaki Scribe can be downloaded from either the Apple App Store or Google Play-store onto any **modern smartphone, or iPad,** which has:

- A working microphone
- A stable internet connection

Tiaki Scribe has been designed and built as a native app so that midwives in time will be able to always access and use the app and its full functionality even if there is no reliable internet connection.

Most midwives use Tiaki Scribe on their **mobile phone** during visits because it is quick, discreet, and easy to operate. It also works seamlessly on **iOS and Android** devices.

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14. What support is available?

Full support is included:

- 1:1 onboarding
- Quick-start video demo
- Practice session with a support person
- Troubleshooting guidance
- Tips for improving transcription
- Regular updates and training refreshers

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15. How do I sign up and then what happens?

Click here to Sign Up

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16. What is coming next?

The two-weekly upgrade cycle will progressively release:

- Stronger te reo Māori recognition
- Improved accuracy in pregnancy-specific language
- Better formatting of structured notes
- More flexible visit templates
- Expanded educational resources
- Revised consent materials
- Enhanced BadgerNet export pathways

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17. Who do I contact for help?

MMPO Support:

📧 mmpo@mmpo.org.nz
📞 03 377 2485 (option 1)
🕒 7am–5pm