

ACC / DHB Chief Executive Newsletter

Issue 9, December 2019



Circulated to National DHB Chief Executives, GMs Planning and Funding, Chief Operating Officers, and Directors of Allied Health.

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Changes in ACC's Provider Service Delivery

Jade Walker-Clark began her new role as ACC's head of Provider Service Delivery on Monday 25 November. Jade previously led the pre-eminent medical faculty in Australasia, as the Chief Operating Officer of the Faculty of Medicine, Dentistry and Health Services at the University of Melbourne. She has also served as the Deputy CEO and Company Secretary of IPC Health.

Jade is recognised as a visionary leader with a long history of executive leadership in several public-sector organisations on both sides of the Tasman and ACC is thrilled to have her on board. Jade is keen to meet with health sector leaders and the national DHB CE forum.

We are also pleased to confirm that following his decision to step down for the role of Head of Provider Service Delivery, Graham Dyer will remain with ACC on a part time capacity as a Strategy Adviser while he pursues his long-held ambition to do a PhD in Behavioural Economics in Health. Whilst the details of areas of focus are still being finalised, linkages with the DHB sector in relation to Health Strategy are likely to continue.

Engaging with Aotearoa

Recent research has shown awareness and understanding of ACC, its role and services, is low across all customer segments and even more so for Māori. In Q1 FY20, 46% of New Zealanders had low awareness of ACC, a figure that increases to 57% for Māori. Low awareness of ACC is a barrier to accessing our services and impacts on the public's trust and confidence in ACC – it's hard for people to trust an organisation they don't know.

ACC will begin work in January 2020 to raise awareness of the scale and range of ACC's services. This work will focus on four areas, including:

- New Zealanders' relationship with water
- Navigating the complexity of relationships
- Our whānau returning home safely
- Sport as an integral part of Māori communities.

ACC will be using digital, print and radio, to reach approximately 90% of New Zealanders between January and June. The work is part of a five-year, multi-phase initiative designed to increase awareness and understanding of what ACC is, what it does, its value to individuals, families and communities, and ultimately build a trusted partnership with all New Zealanders.

Live Stronger for Longer

We are happy to share that the Live Stronger for Longer case for re-investment has been given the green light from the ACC Board.

A number of partnering agreements expire in 2020, and the approval enables ACC to extend its funding contribution to all current services until December 2020.

We'll be in touch with each area individually to develop a plan for the next year that will put the programme in the best position for ongoing delivery. Key to this will be understanding the benefits that are being gained, contributions from all parties, and how improved outcomes can be maximised in each area.

Escalated Care Pathways

Escalated Care Pathways (ECP) is a four-year pilot project that will test new ways of managing the recovery of people with non-acute knee, shoulder and lower-back injuries. Patients will follow an integrated, customised and coordinated plan to move them smoothly from injury to recovery.

The service is now live, following the recent formal agreement to partner with an ECP provider group. This group (TBI Health and Southern Cross Hospitals) will provide ECP services in the lower North Island, upper South Island, and Canterbury. Other provider partners will come on board in the coming weeks, meaning the service will be available in a number of other regions throughout New Zealand. We will provide more information on the providers and locations in the New Year via your ACC relationship manager.

DHBs can also expect to hear from an ECP provider in their region with more information on referral processes and entry criteria. ACC will not be involved in referring patients into ECP.

The ECP provider partners were selected by ACC following a procurement process in 2018. Nearly 50 ideas to improve patient outcomes were submitted from groups of healthcare professionals from around the country. Following a shortlisting process, we worked closely with a small number of groups to co-design the new ECP pathways.

ECP is designed for patients requiring more specialised and coordinated treatment than can be provided in primary care. However, the primary care provider will continue to have an important role in the recovery of the patient, including diagnostic referral if they are involved in ACC's High-Tech Imaging programme.

ECP will test the impact on patient outcomes, including reduced risk of re-injury, reduction in unnecessary treatments and more timely access to surgery and rehabilitation. ECP will also have a strong focus on increasing access for Māori and Pasifika patients — with cultural responsiveness threaded throughout the pathways.

More information available on the [ACC website](#).

Progress on General Practice Connect

We'd like to build a framework that develops our relationship with urban General Practice and moves us to a way of working that supports innovation, improves access and outcomes for patients, and drives system efficiencies.

Together with a working group comprising of national sector representatives, we have developed a high-level concept and are now seeking sector feedback.

A key priority is the need to redesign the clinical consultation. This will overcome some current limitations with the current model. A new commercial agreement is also needed to support this change.

In revisiting the clinical consultation, we propose to explore several factors, including enabling multidisciplinary teams and virtual technology, and funding for non-clinician-specific services and after-hours and weekend work.

The supporting commercial agreement will need to cover a range of functions such as the delivery of culturally appropriate services and quality measures. Our intention is to develop an agreement which is modular and adaptable to individual practise choice for service delivery.

You can find more information and let us know what you think about our proposed concept at the Shape Your ACC website (www.shapeyouracc.co.nz) until Monday 16 December 2019.

Workplace safety

ACC's Healthcare and Social Assistance programme on improving worker health and safety continues to progress with Auckland, Lakes, Capital & Coast, Southern, and Canterbury DHBs. Three, key areas were highlighted earlier this year during co-design work and will be used to inform future work; these include:

1. Collective ACC and DHB senior level sponsorship and buy-in to create a positive authorising environment.
2. Collaborative approaches to enable successful delivery, with clearly defined roles and responsibilities.
3. The right approach and tools to achieve the task at hand, through the building of an organic relationship to remove undue pressure from all contributors.

As previously noted, ACC will sponsor a one-off national health and safety forum for DHB stakeholders on 26 February 2020, in Wellington. The forum will be tailored for leaders (CEO, COO, Board, and GM level) and practitioners (health and safety managers, health and safety advisors, and health and safety representatives including union representatives) to encourage and develop a greater level of interaction in health and safety improvement between DHBs. If you're in one of the roles noted above, you're welcome to register your interest with the event coordinator, Amie Shadbolt, by emailing amie.shadbolt@acc.co.nz

Treatment safety

ACC is working with four DHBs (Southern, Taranaki, Canterbury, and Capital & Coast) and one private hospital (Mercy Ascot) in relation to adverse event reviews. ACC will support DHBs by providing Human Factors expertise and working with services around the development and implementation of recommendations in a non-blame service improvement approach. Final details have not yet been agreed at all sites however it is expected the focus areas will include maternity, medication safety, pressure injuries, and infection prevention.

This initiative will be specific to these DHBs; however, it is expected that the general learnings from these processes will be formalised and shared across the DHB sector in late 2020 or 2021.