

# ACC News

» A newsletter for health care professionals

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## Four new publications released

June sees the release of four major publications for providers – ‘the *Treatment Provider Handbook*’; ‘*Guidelines for District Health Board ACC Patient Discharge*’; ‘*Management of Burns and Scalds in Primary Care*’; and its associated ‘*Summary Guidelines*’.

The *Treatment Provider Handbook* has been thoroughly overhauled and updated. It’s now a one-stop reference resource for all providers with everything there is to know about your, and ACC’s, responsibilities when working in partnership for the best outcome for a claimant. This handbook is for practitioners whose contact with ACC is daily or only occasional.

Packaged as an easy-to read, colour-coordinated manual, the Handbook contains information on everything from registration, claims, cover, treatment paths, invoicing and payments, cultural aspects, entitlements and compensation to rehabilitation, health service contracts and working electronically. And if there’s a term you don’t know, just consult the extensive glossary.

The package also contains a very comprehensive CD with a PDF of almost 80 resources – guidelines, forms, brochures, clinical reviews, in fact every document mentioned in the Handbook. It even includes a copy of the Handbook.

And if you still need more information or want to talk to someone from ACC, there are details of all relevant contacts.

This new *Treatment Provider Handbook* will be dispatched to each medical practice later this month. It will also be available on the For Providers pages of the ACC website.

After considerable work by both ACC and District Health Board New Zealand, ACC is pleased to release the resulting joint initiative, *Guidelines for District Health Board ACC Patient Discharge*. This work is the culmination of months of discussion, clarification and relationship-building between the two parties. It sets national guidelines on processes and boundaries for operational staff in both organisations, ensuring a smooth transition from hospital care to rehabilitation services for people who have been injured.

In the Guidelines’ foreword, Dr Jan White, Chief Executive ACC and Jim Green, DHBNZ’s Lead CEO ACC, DHBs express their delight at the very successful collaboration and new way of working together for the two organisations.

Copies are being distributed to DHB ACC staff. The Guidelines will also be available in PDF form on the For Providers section of the ACC website under Resources.

Recommendations in another new publication, *Management of Burns and Scalds in Primary Care*, are designed for health care practitioners to enable appropriate decision-making in discussions with injured people. Emergency departments and those involved in the planning and funding of health and support services will also find this guideline a useful resource.

This publication was commissioned by ACC and developed by the New Zealand Guideline Group in partnership with the Counties Manukau DHB. Stephen Mills, plastic and reconstructive surgeon at Middlemore Hospital, chaired the multi-disciplinary team of representatives from professional, cultural and consumer perspectives through the development. The work has the endorsement of five Australasian organisations.

A short summary document with key messages and recommendations is also available and copies are being distributed widely to ensure practitioners and nurses likely to require this frontline knowledge are well informed. This includes not only those registered or working with ACC but also organisations such as the Fire Service, St John and the Defence Force.

Both publications will be available in PDF form on the For Providers section of the ACC website under Resources.

*Management of Burns and Scalds in Primary Care* will be the focus of a workshop at the July conference of the Royal New Zealand College of General Practitioners (RNZCGP).

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## Work-related gradual process injury

A number of physiotherapists are treating patients with work-related gradual process injury (WRGPI) claims before the patients have been seen by a medical practitioner and an ACC45 lodged. ACC wants to remind all physiotherapists that treatment is not funded by ACC until a medical practitioner submits an ACC45 to ACC's Claims Registration.

The IPRC Act 2001 rules on WRGPI claims include:

- WRGPI claims can only be lodged by medical practitioners.
- The date of injury is the earlier of the following dates:
  - a) the date on which the person first receives treatment from a registered medical practitioner for that personal injury as that personal injury
  - b) the date on which the personal injury first results in the person's incapacity.

Further information is available on the Provider Lodgement Framework on ACC's website under For Providers.

### Take action

If a physiotherapist determines that a person has a WRGPI claim but has not yet seen a medical practitioner, they should:

- Refer the patient to their medical practitioner for lodgement of the ACC45 as soon as possible.
- Make a business decision on how best to manage this situation, particularly if the patient is unable to see the medical practitioner on the same day. For example, do you rebook the appointment for a date following the medical practitioner visit, or does the patient agree to fund the visit themselves? There may be other options available.

When the medical practitioner has completed and lodged the ACC45, physiotherapy treatment can be funded as part of the assessment process, up to the trigger number.

Please note that if treatment is declined, funding for further treatment ceases.

## Knowing About – a new look

The 'Knowing About' brochures have been given a facelift and now share the ACC claimant brochure style.

However, the information hasn't changed and they remain a clinician-moderated resource providing some acute care information and rehabilitation exercises.

Brochures can be ordered through the ACC website – [www.acc.co.nz/for-providers/resources](http://www.acc.co.nz/for-providers/resources) (under 'Claimant Resources') or through ECOS.

There are six in the series:

ACC2172 – Knowing about your low back pain

ACC2173 – Knowing about your ankle sprain

ACC2174 – Knowing about your fractured metacarpal bone in the hand

ACC2175 – Knowing about your rotator cuff

ACC2176 – Knowing about your tennis elbow

ACC2177 – Knowing about your carpal tunnel syndrome

## Two provider surveys

### Treatment provider survey

Once again treatment providers' overall satisfaction with ACC stands at 70% according to the results of the annual survey conducted in 2006.

General practitioners and physiotherapists agreed with the rating although acupuncturists put it much higher at 83% while counsellors were less happy at 59%.

Professionalism, payment timeliness and ease of transaction were all considered satisfactory but not so ACC's focus on best practice and ability to understand and resolve issues.

And again, Provider Relationship Managers received high ratings although seem to be under-utilised with only 35% of GPs and physiotherapists accessing their service.

Likewise, Case Managers again rated highly as key contacts with 75% of treatment providers having had contact in the previous 12 months. However, their availability and responsiveness rated less well.

Results relating to the knowledge and usage of the Provider Helpline and the Clinical Advisory Service remained comparable with 2005 with less than 50% of providers using the Helpline and only 39% the Advisory Service. However, those who did use these services were happy with their effectiveness and the capability of staff.

The survey also asked respondents what they considered about a selection of ACC publications. It seems that most are well read even though not particularly useful and that there is a growing preference for electronic access rather than hard copies being mailed to them.

Almost 3,300 completed surveys were received, the highest number of any year since the initial questionnaires of 2001.

Note: At the time of ACC News going to print, the results of the section on occupational disease, infections and injuries were unavailable for reporting.

### Contact details:

## Sensitive claims provider survey

The results of a recent survey of sensitive claims providers have been released.

Almost half the providers completed the survey and in general, satisfaction rates were good. One particularly noteworthy aspect was the usefulness providers found of both the monthly newsletter and meetings with the Sensitive Claims Unit.

Issues of some concern related to timeliness for returning calls, availability of appropriate staff to field calls, and numbers of staff in the Unit. These are all being addressed by ACC with additional staff already on board and further recruitment in progress.

Further information is available on [www. acc.co.nz/for-providers/resources/sensitive claims providers' newsletter](http://www.acc.co.nz/for-providers/resources/sensitive-claims-providers-newsletter).

## Dental implant surgery: a reminder

All requests to ACC for prior approvals for dental implants must be submitted with study models, photos of the mouth, record of dental maintenance history (treatment note for the previous five years) and panorex X-rays.

These items must accompany the two accurately completed forms:

- ✦ ACC899 Assessment and Treatment Plan for Dental Implants.
- ✦ ACC737 Dental Implant Surgery Standard Price Form.

Incomplete requests will cause delays in decision-making as they are likely to be returned for completion before being re-submitted for consideration by ACC.

## Conferences

### RNZCGP conference

July's RNZCGP conference will once again include significant input from ACC – principal sponsor status, keynote speaker, three workshops and the launch of a major new guideline for the management of burns and scalds in primary care.

Chief Executive Dr Jan White's keynote address will focus on GPs, primary care and ACC.

Topics for the three ACC-sponsored workshops are:

- ✦ **Traumatic brain injury.** This will be delivered by Dr Robert N Butler, Head of Department, Emergency Medicine, Hawkes Bay Hospital, Hastings. Dr Butler was the commentator for the traumatic brain injury case studies prepared for emergency departments in 2006.
- ✦ **The management of burns and scalds.** This workshop will highlight evidence-based best practice from the newly developed and launched Management of Burns and Scalds in Primary Care. Dr Richard Wong She, the clinical head of the National Burns Unit at Middlemore Hospital, will be the presenter.
- ✦ **Occupational disease.** This workshop, chaired by Dr Gerard Walker, Director, Workwise Christchurch, will cover occupational asthma, occupational dermatitis and leptospirosis. It will be an interactive session with time for questions and answers.

What: RNZCGP conference

When: 11 – 14 July 2007

Where: Rotorua

#### ACC-sponsored programme:

Friday 13 July	1.40pm	Keynote speaker Dr Jan White, Chief Executive, ACC
	2.20pm	Workshop: Traumatic Brain Injury
	4.30pm	Workshop: Burns and scalds
Saturday 14 July	2.00pm	Workshop: Occupational disease

What: New Zealand Pain Society Annual Scientific Meeting

When: 17 – 19 August 2007

Where: Palmerston North Convention Centre

For programme details, keynote speakers and registration visit [www.nzps.org.nz](http://www.nzps.org.nz)

## Claims – what site and by whom?

Each year ACC gathers data on the claims we receive, eg injury site, diagnosis and provider type. A quick top-line summary for the 12 months to 30 June last year is below. These numbers will give you a basis for comparison when the 2006/07 figures become available in a couple of months.

Of the 1,751,060 claims, the majority (67%) were lodged by general practitioners with physiotherapists the next major contributor at 13%. Across other types of treatment provider the percentage was in single figures, even though actual numbers reached as high as, eg 50,529 from ambulance officers.

Injury sites also varied, with the most common being lower back/spine, knee, finger/thumb, ankle, face and shoulder. 65% of all lodgements were made electronically.

## ACC treatment provider market research – your opinion is valuable to us

ACC is continually working on initiatives to improve our relationship with health professionals, whom we recognise play a key role in the delivery of quality care for ACC patients when they are injured.

To achieve our goal, we recognise the importance of understanding provider needs and expectations for a positive relationship in more detail – and we need your help to do so.

We have commissioned Research New Zealand to undertake a two-stage, independent market research programme. Stage 1, consisting of in-depth interviews with a small sample of providers, is now complete and we'd like to take this opportunity to thank all those who participated. Stage 2, a telephone survey of 1,000 providers across a range of provider types is expected to begin soon. Prospective participants will be notified by letter then telephoned to ask if they are happy to take part in the 20-minute survey, and to arrange an appropriate time. As a token of our appreciation, participants will enter a draw to win one of 20 professional journal subscriptions for a year.

This is a great opportunity for you to express your views on your relationship with ACC, and give us an indication of how we can make improvements in the future. We encourage you to take part in the survey if you are contacted, and would be most grateful for your support.

If you have any questions about this research, please contact Kelvin Lange at Research New Zealand on 0800 500 168 during office hours (8.30am-5.00pm).