

ACC News

»» A newsletter for health care professionals

»» AUGUST 2007 – ISSUE 104

Helping to prevent industrial injuries

ACC has launched a software-based, interactive injury prevention programme designed for people working in residential care, manufacturing and construction businesses and 'industrial' workplaces.

Called 'Industrial HabitAtWork', the programme is also useful for health professionals treating patients who are suffering discomfort, pain or injury – and those advising employers on injury-prevention practices. It can also be used in conjunction with other health and safety training and information initiatives.

The easy-to-use programme is free and available online and on CD. It:

- » dispels common myths on the causes of discomfort, pain and injury in the workplace
- » provides practical tips for enhancing workplaces and people's physical postures
- » provides comprehensive advice on dealing with pain

- » provides tools for assessing the risks associated with specific tasks in the workplace.

Industrial HabitAtWork is an update of HabitAtWork, which is designed for people working in an office environment. Both are available at www.habitatwork.co.nz or on CD by calling 0800 THINKSAFE (0800 844 657).

Social rehabilitation assessment report templates simplified

Social rehabilitation assessors undertaking standard and complex assessments will soon find their reporting processes much easier with the release of simplified reporting templates and updated referral forms.

The templates have been revised in response to feedback on the report formats from assessors and ACC staff. They are now easier to follow, with three key sections on claimant information, claimant needs and assessor recommendations.

The templates will be available from 1 October.

Social rehabilitation assessment contracts rolled over

ACC's social rehabilitation assessment contracts, due for renewal in November, will be rolled over for another 12 months. All the essential features will remain the same, so the rollover will happen automatically with no action required from providers.

Safety NZ Week

This year ACC Safety NZ Week, on 3-9 September, will set the scene for the beginning of a three-year safety communication strategy to increase safety awareness and create change.

Unlike previous years, the focus this year will be less on events and activities and more on celebrating successes; sharing stories of how individuals, communities and workplaces have made great changes to keep their whanau, families, neighbours and workmates safe.

ACC Safety NZ Week will create a context for this longer-term approach by focusing on the New Zealand Community Safety and Injury Prevention Awards. Held in Wellington on 6 September, the Awards are jointly hosted by ACC Chief Executive Dr Jan White and the Safe Communities Foundation NZ Director, Dr Carolyn Coggan. The Awards will be presented by the Minister for ACC, the Hon Ruth Dyson.

During Safety Week the best of 2006 and 2007 safety initiatives will be promoted through mainstream and targeted advertising, and later through community media and a website forum.

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Occupational disease reviews

The occupational disease reviews included with your copy of ACC News aim to help you to understand, treat and manage occupational diseases.

Please make sure you take an occupational history if a patient's condition suggests they have an illness or disease with a possible work-related cause – and lodge a claim if you consider that a disease is the result of occupational exposure. Our occupational disease specialists at Workwise will assess the claim and, if it's accepted, provide advice and support in treating and managing the disease.

Resources for the Deaf

The 2001 New Zealand Disability Survey identified 223,500 people as being deaf or hearing impaired.

Recognising the importance of communicating effectively with deaf people who are injured, ACC has already established dedicated email and fax addresses for people with hearing loss. It has also worked with representatives from the deaf community to develop:

- a signed and captioned DVD of information on how to access ACC and our services, which has been distributed to relevant community organisations, educational facilities and ACC staff
- an e-learning module for ACC staff on the tools available to work with deaf claimants.

If you'd like a copy of the DVD for your own information or for your patients', please contact Sandie Waddell by email at Sandie.Waddell@acc.co.nz, by phone on 04 918 7400 or by fax on 04 918 7636.

National trauma database project

Work is progressing on the national trauma database project, which aims to improve the standard and quality of care for people who have experienced traumatic injury.

The project recognises that the availability of accurate and timely data is essential in developing trauma management strategies. Its key focus involves developing a tool for collecting data on injured patients admitted to hospital, covering information not currently collected such as:

- injury severity (according to an established score)
- elements of the care process
- pre-hospital information
- functional outcome measures
- differentiation of injury force (eg blunt vs penetrating)
- relevant injury details, such as passenger vs driver of a vehicle.

The database will be invaluable in:

- identifying and benchmarking best practice in trauma service delivery
- measuring performance and resource use
- improving case management and rehabilitation co-ordination
- injury prevention and professional and public education programmes
- identifying research opportunities.

A variety of stakeholders are being consulted on the regional implementation of the database, including district health boards, emergency care coordinator teams and ambulance services.

Dental update

Prior approval for dental crowns

Please remember that prior approval is still required for all dental crowns – not just for crowns for under-18-year-olds. This has already been covered in the February and July issues of ACC News and applies until further notice.

X-ray requirements

If a patient presents with a dental injury that may qualify for ACC cover, please make sure you take X-rays straight away. And remember, all X-rays, photos and diagnostics going to ACC for prior approval must have dates on them.

Invoicing for dental examinations and periodic reviews

A reminder to all dental practices of the invoicing requirements for five key items in the Dentists' Costs of Treatment Regulations 2006:

- DE2 and DY2, 'Periodic oral examination/review' support the Dento-alveolar Trauma desktop guide and focus more on observation and review than treatment. Examples include:
 - observing a concussed tooth or teeth
 - reviewing whether a splint is ready to be removed
 - reviewing whether an implant is ready for a permanent restoration
 - reviewing vitality and whether root canal treatment is required in the absence of pain
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Examples include:

- observing a concussed tooth or teeth
 - reviewing whether a splint is ready to be removed
 - reviewing whether an implant is ready for a permanent restoration
 - reviewing vitality and whether root canal treatment is required in the absence of pain (note the list isn't exhaustive)
- DT1 'Emergency Temporary Cover' is for an emergency presentation where a temporary treatment not described on the dental list is used.

You can invoice for X-rays with DE2, DY2 and DT1. These codes should not be used if the consultation involves other treatment items from the Regulations list.

'Ultra' complex coronal reconstruction in composite resin

We've heard from a number of dentists that ACC's contribution of \$175 for Regulation DR9 is not realistic for quality complex coronal reconstructions in composite resin, instead of crowns.

In response to these concerns, we've made some amendments to the codes:

- DR6 is for non-metallic simple filling
- DR7 is for non-metallic filling (more than one surface)
- DR9 and DY16 are for complex reconstructions in composite crown for up to 50% of the coronal structure
- DR9 and DR7 are for 'ultra' complex reconstructions in composite crown for 'more than' 50% of the coronal structure.

ACC45 – a reminder

A reminder to all treatment providers on the 'must dos' when completing an ACC45 (injury claim form):

- Include information on your patient's ethnic background (note this isn't mandatory, but it helps us to ensure our services are culturally appropriate and that our injury-prevention strategies are effective, relevant and work well for the patient)
- Complete the 'Accident and employment details' section fully, as it helps us to identify clearly the nature of the injury and tailor injury-prevention strategies to activities identified as causing accidents
- Complete the name and address details of the patient's employer. (Even if the injury is non – work related, ACC may need to work with the employer to assist the injured person to return to their job)
- Make sure the patient has given their authority for you to lodge the claim on their behalf and that they have read and signed the claimant declaration and consent. ACC strongly recommends that for audit purposes, you keep a signed copy of the ACC45 in paper or image form. (Refer: pg 57 Treatment Provider Handbook 2007)

Please lodge your ACC45(s) promptly – send manual claims daily where practical and electronic forms regularly through the day. Remember, if we don't get the correct information, there may be a delay in your patients getting the help and support they need (including weekly compensation).

Help for Asian migrants in New Zealand

ACC recognises that many Asian migrants experience language barriers and cultural differences in their interactions with treatment providers. Many have little or no knowledge of ACC – a fact reflected in claim rates, which are low among Asians overall. In particular, there is an increasing disparity among Asian females aged 15 to 39 and Asian males aged 40-64 compared with their European counterparts.

To raise awareness of ACC and bridge these cultural and linguistic gaps, ACC has appointed three Asian Cultural Advisors – three (Chinese, Indian and Korean) in Auckland; one (Chinese) in Wellington; and one (Chinese) in Christchurch. Their role is to liaise between the Asian community and ACC branches in their areas and provide cultural support and advice to ACC frontline staff.

ACC claimants with injuries that require more than one week of rehabilitation and who have cultural and language difficulties can ask for support from an ACC Asian Cultural Advisor by phoning ACC on 0800 101 996.

ACC-sponsored awards

Health Innovation Awards

The judges of the Health Innovation Awards have announced the 22 finalists – selected from 190 entries! Six are from Canterbury, six from Auckland, five from Hawkes Bay, four from Waikato and one from South Canterbury.

You can see the full list at www.healthinnovationawards.co.nz. The finalists will be showcased at the New Zealand Health Innovation Awards Expo and Symposium on 10 October in Wellington, with the winners being announced at a gala dinner that night at the Wellington Town Hall.

Business excellence awards

For the seventh year in a row, ACC is a sponsor in several of New Zealand's regional Business Excellence Awards programmes. We sponsor the ACC Workplace Safety Award, which recognises businesses that integrate health and safety into their operations and are proactive in dealing with workplace hazards.

The 2007 competition is underway, with awards already presented in Wellington. Between now and November we'll be sponsoring awards in Manukau, North Shore, Papakura, Northland, Wanganui, Tauranga, Christchurch and Queenstown.

Upcoming conferences and events

College of Emergency Nurses New Zealand – 16th National Conference

30 August – 1 September, University of Otago, Dunedin.
www.emergencynurse2007.co.nz.

'Working Together' Primary Health Nursing Conference

31 August – 1 September, Copthorne Hotel & Resort, Waitangi, Northland.

Practice Managers and Administrators Association of New Zealand Conference 2007

6-9 September, Rutherford Hotel, Nelson. This year's theme is 'Seize the day'. www.pmaan.org.nz.

Medical Education Convention Aotearoa (Clinicians Meca'07)

28-30 September, Dunedin Centre, Dunedin.
www.meca07.com.

'Nutrition for Falls Prevention' Workshops

29 September – Wellington, 30 September – Christchurch.
www.foodworks.co.nz nutritionfoundation.

New Zealand Health Innovation Awards Expo and Symposium

10 October, 1.30pm – 5pm, Wellington Town Hall West Court. Entry is free.

New head injury resources for patients

If you have patients with head injuries, you may be interested in two new brochures, and one recently updated one that are designed to be given to patients during clinical consultations.

They are:

- ❖ a new 'Knowing about your mild traumatic brain injury' brochure (ACC 4154)
- ❖ a new 'Caring for your child after a head injury' brochure (ACC4155)
- ❖ an updated 'Caring for yourself after a head injury' brochure (ACC572), which has been rewritten and redesigned for adults.

You can order the brochures at www.acc.co.nz (in the 'For Providers' section under 'Claimant Resources') or through ECOS.

A couple of reminders...

To ensure we meet our privacy obligations, we ask all providers who call us in relation to a claim to have handy the claimant's name and date of birth as well as one of three identifiers: the injury type, the approximate injury date or your provider address.

If you'd like to enquire about schedules or payments, please call our Provider Helpline on 0800 222 070.