

ACC News

» A newsletter for health care professionals

» OCTOBER 2007 – ISSUE 106

Health Innovation Awards winners

A programme tackling obesity in Auckland's Mangere town centre won the Supreme Award at the 2007 New Zealand Health Innovation Awards, held in Wellington on 10 October.

The 'Healthy Kai' programme, run by the Auckland Regional Public Health Service, has been changing eating habits in the town to help combat obesity, type 2 diabetes and cardiovascular disease. It also won the Excellence in Prevention award.

Other winners included:

- » Excellence in Rehabilitation: Hawke's Bay District Health Board's 'Friendly Landlord Housing Initiative', which provides rent subsidies for tenants who are high users of mental health services
- » Process Improvement: Waikato District Health Board's innovative approach to the pre-admission of elective gynaecological patients at Waikato Hospital

- » Primary Healthcare: South Link Health's 'Mental Health Brief Intervention Service', which is providing fast, effective and accessible mental health support to clients within primary care
- » Quality Improvement: Waitemata District Health Board's Colorectal Cancer Service Improvement Programme, which has enhanced patients' experiences by increasing their choice and access to services and reducing unnecessary delays
- » Excellence in Treatment: ElderCare NZ's 'LIFE' personal wellness programme for older people
- » Innovation: ARANZ Medical's SilhouetteMobile, a digital device that provides accurate and detailed monitoring of wound healing
- » People's Choice: Tamatea Medical Centre's 'Keep me Smiling' oral health project for children under five in Hawke's Bay.

The Supreme Award winner received \$13,000, while category winners and the People's Choice award winner received \$4,000. The 22 finalists, chosen from 190 entries, presented their ideas during an expo at the Wellington Town Hall before the evening awards ceremony.

In this issue:

- » Health Innovation Awards winners
- » Safety awards winners
- » Injury prevention programmes database launched
- » ACC's Māori specialists
- » Hints and tips for ACC paperwork
- » Work-related gradual process claims
- » Sexual abuse and mental injury practice guidelines
- » Claimant travel reimbursement forms
- » Protecting your patients' privacy
- » Turning the spotlight on 'return to work'
- » Upcoming conferences and events

Safety awards winners

This year's New Zealand Community Safety and Injury Prevention Awards (held as part of Safety NZ Week) were presented on 6 September.

Highlighting the best of community-based injury prevention and safety promotion, the awards went to:

- » Ola Fa'asaoia – 'To Save Lives': This road safety initiative was established by a Samoan church community in collaboration with the local Police and the Waitakere City Council
- » 'Stay Safe in the City': This 2006 Christmas/New Year campaign was run by Wellington City Council with a focus on keeping Wellingtonians safe while they socialised at night in the central city
- » the removal of caustic dishwashing powder from sale in New Zealand: This award recognised Safekids NZ's collaboration with other agencies and stakeholders in raising awareness of the dangers of caustic dishwashing powder – and advocating successfully for a change to the law on the sale of caustic formulations
- » 'The Holistic Approach to Health, Safety and Wellness': This award recognised New Zealand Steel's commitment to improving the health and wellbeing of its workforce.

For more information on the Awards and Safety NZ Week, visit www.safetynzweek.co.nz.

Injury prevention programmes database launched

ACC's Injury Prevention team has launched a new online resource that provides a comprehensive list of injury prevention programmes and initiatives around New Zealand.

Available at <http://db.nzips.govt.nz/index.htm>, the 'New Zealand Injury Prevention Programmes Database' is designed to help people working in the injury prevention sector to plan, and work together more effectively, at national, regional and local levels. Visit the site and you'll be able to search for programmes in your region or under a particular target group or injury prevention area.

Promote your injury prevention programmes

The database currently lists about 300 programmes. The Injury Prevention team welcomes new listings – so if your programme isn't listed on the database already, simply download the form at <http://form.nzips.govt.nz>. It takes around five minutes to complete – and the more information you provide, the more useful the database will be.

You can also promote the database by:

- including its address in newsletters or flyers
- letting your team know that it's live and providing them with the link
- emailing the link to professional networks you think should be included – or simply visit – the database
- include a link to the database on your website.

For more information on the database, contact Jane Mills at jane.mills@acc.co.nz or phone 04 977 7313.

ACC's Māori specialists

Māori people are under-represented in ACC claim statistics. With this in mind, in April 2006, the ACC Board approved a new Māori Access Strategy/Implementation Plan, which aims to improve Māori access to ACC help and entitlements. Key positions were developed within ACC to implement the Māori strategy, and we'll be profiling the team over the next two issues.

Michelle Nathan – Māori Development Manager, Māori and Community Relations (Te Aupori, Ngati Porou me Waikato)

Michelle joined ACC two years ago after managing the Tainui MAPO (Māori Co-Purchasing Organisation). She's responsible for helping to improve services to Māori through the Māori Development team's external contracts and relationships. These include ACC's community relationship agreements and kaiawhina (ACC support workers based in community organisations in areas with high Māori populations).

If you have any queries about how kaiawhina can help your patients access the ACC scheme – or have a general question about the Māori strategy – please contact Michelle at michelle.nathan@acc.co.nz or 07 957 5936.

Hints and tips for ACC paperwork

When you're completing an ACC45, remember to include information on your patient's ethnic background. While this isn't mandatory, 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.

Work-related gradual process claims

GPs who lodge claims for work-related gradual process injuries can speed up the cover decision-making process with a new online resource.

Currently, GPs lodge gradual process claims on the ACC45 injury claim form and, once ACC receives this form, are sent a questionnaire asking for more details of the patient's condition, which they complete and return to ACC.

That questionnaire is now available at www.acc.co.nz, under 'For Providers'. You simply need to process the ACC45 as usual and during the consultation download and complete the questionnaire (ACC271), then post it to the Christchurch Contact Centre, PO Box 13-447, Christchurch 8141, Attention Sue Hanton.

We encourage all GPs to use the online questionnaire – it's a great way to help ensure your patients get the treatment and support they need as soon as possible.

Sexual abuse and mental injury practice guidelines

ACC has developed new practice guidelines for assessing and treating people who've experienced mental injury as a result of sexual assault or sexual abuse.

The guidelines were researched and compiled by the Raranga Whatumanawa research project team at the Turitea Psychology Clinic, Massey University. The team's aim was to produce guidelines that both addressed the unique needs of New Zealanders and were acceptable to the variety of health professionals working with people who've suffered mental injury.

The guidelines will be sent to all ACC registered counsellors and other stakeholder groups before the end of the year. At the same time, ACC and representatives from the Massey research team will also run a series of 'roadshows' in Auckland, Wellington, Christchurch and Dunedin to introduce the guidelines and answer any questions. All ACC registered counsellors will be invited to attend.

For more information on the project, visit <http://whatumanawa.massey.ac.nz>. The site will eventually also host copies of the technical manuals.

Claimant travel reimbursement forms

If you endorse a claimant's request for reimbursement of their travel costs, please remember we can only reimburse these costs if:

- the claimant is receiving treatment or services from you that are funded by ACC
- the treatment or service is provided on the date for which the travel reimbursement is claimed
- the claim number is correct and will match your invoice for the date of service.

If you're not sure whether your patient qualifies, please contact the Provider Helpline on 0800 222 070.

Please note that all transport claims must meet our criteria for factors such as distance travelled.

Protecting your patients' privacy

Providers who phone ACC sometimes report frustration at having to answer security-related questions about their patients.

However, we have good reasons for doing this: to protect our claimants' privacy and ensure that only those authorised to access their information do so.

As a minimum we require your patient's full name and date of birth, so you'll be asked for this information every time you call. You'll also be asked for one other piece of information, such as their address, phone number, injury type or body site.

With your help this process can be fast and efficient, so please have this information ready when you call.

Turning the spotlight on 'return to work'

An early return to work provides a number of benefits for your patients, including:

- reduced periods of incapacity
- minimised financial losses
- treatment and rehabilitation benefits (e.g. by promoting their physical activity, improving their functional capacity and helping them to maintain their normal lifestyles)
- job retention
- prevention of the adverse consequences of unemployment.

Please remember to consider 'graduated return to work' or 'employment maintenance' programmes to help your patients return to work safely as they recover.

ACC is currently upskilling its Contact Centre staff to help ensure that ACC clients who may benefit from these programmes are referred to them.

Upcoming conferences and events

International Society of Aeromedical Services (ISAS) Conference

1–3 November, Te Papa, Wellington. This year's theme is 'Saving Lives – Together'. www.isas.org.au.

Westpac Waikato Business Excellence Awards

2 November, Mystery Creek Events Centre, Hamilton. www.beawards.co.nz.

The 14th New Zealand Ergonomics Society Conference

7–9 November, Waiheke Island Resort and Conference Centre, Palm Beach, Waiheke. The conference theme is 'Ergonomic(s) Perspectives'. www.ergonomics.org.nz.

Westpac Tauranga Business Excellence Awards

9 November, Baycourt, Durham Street, Tauranga. www.tauranga.org.nz

Mountain Scene Queenstown Business Excellence Awards

16 November. Millennium Hotel Ballroom, Queenstown. www.queenstownchamber.org.nz.

Second National Consumer's Summit – Strengthening Consumer Voice

26 November, Waipuna Hotel & Conference Centre, Auckland. www.nzgg.org.nz.

Conference reports

New Zealand College of Pharmacists' 10th OMRO (Optimising Medicines Related Outcomes) Symposium, Christchurch, 10–12 August

ACC also sponsored 'OMRO 10', a multidisciplinary event designed for pharmacists working in clinical practice and undertaking medicine reviews. This year's theme was 'Pain Management, Mental Health Issues and Infectious Diseases'.

Barry Kirker, ACC's Clinical Advisor Psychology, spoke at the Symposium on the stress-vulnerability model of mental health, as well as cognitive behavioural therapy – an area not covered in pharmacists' training courses yet one to which they are exposed every day. Christine Bloomfield, Rehabilitation Adviser, Workwise, ACC, discussed the management of acute low back pain based on the Acute Low Back Pain Guidelines.

New Zealand Dental Association Conference, Dunedin, 24–27 August

ACC sponsored a key speaker to this conference – Dr Brett Dorney from Sydney, an internationally renowned researcher of sports related dental injury patterns and their prevention and treatment, as well as modern, effective mouthguards and their design. Dentists at the conference reported concern at the increasing number of dental injuries from non-rugby sports, such as mountain biking, that could be prevented with effective custom-made mouthguards.

College of Emergency Nurses New Zealand – 16th National Conference, Dunedin, 30 August–1 September

This ACC-sponsored conference adopted the theme of 'Emergency Care is No Accident'. Keynote speakers included Jean Proehl, an Emergency Clinical Nurse Specialist at the Dartmouth-Hitchcock Medical Center in New Hampshire, USA, and Lt Col Gerard Wood, the Director of Nursing Services for the New Zealand Defence Force.

ACC Relationship Managers and the Programme Manager attending the conference were available to answer questions and provide information and advice to emergency nurses – an excellent opportunity given the nurses' busy working lives.

Primary Health Care Nurses' Conference, 31 August–1 September, Waitangi, Northland

The Primary Health Care Nurses' Conference adopted the theme of 'Celebrate Innovation and Partnerships'. Presenters included Erima Henare, Chair of the Maori Language Commission, and Stephen McKernan, Director General of the Ministry of Health. ACC representatives also delivered a presentation on the importance of the provider role in getting patients to access ACC entitlements; and ACC's Maori strategy and the roles of the kaiawhina and community relationship manager.

Practice Managers and Administrators Association of New Zealand Conference 2007, Nelson, 7–8 September

ACC was a gold sponsor of this conference, themed 'Seize the Day'. Key speakers included:

- ✦ Health and Disability Commissioner Ron Paterson
- ✦ Peter Foley, Chair of the New Zealand Medical Association
- ✦ Dr Jocelyn Tracey, Clinical Director, PHOCUS on Health
- ✦ Heather Gilbert and Rose Middleton from ACC, whose 'Hot Tips for Practice Managers' workshop was warmly received.