

ACC News

»» A newsletter for health care professionals

»» MAY 2008 – ISSUE 111

ACC/DHB Hospital Services Group

The ACC/DHB Hospital Services Group unites representatives from ACC, district health boards (DHBs) and the Ministry of Health on matters of interest relating to ACC and New Zealand's hospital services.

Formed in 2000, the Group meets six times a year and comprises eight DHB representatives (two from each DHB region), a Ministry of Health observer and ACC staff appropriate to the topics of discussion. The DHB representatives network with other hospitals in their regions to reflect organisational or regional views.

The Group was set up to:

- » work on projects agreed with the joint ACC/DHB Strategic Relationship Group
- » resolve service issues with a national impact for hospitals and ACC
- » identify risks and promote issues and solutions to the DHB/ACC Strategic Relationship Group

- » be an information-sharing forum with a focus on relationship-building and collaboration between DHBs and ACC.

The Group's achievements in the past couple of years have included:

- » agreeing guidelines for DHB ACC patient discharges
- » developing guidelines for lodging self-harm claims
- » updating Accident Services 'Who Pays?' publication
- » implementation of various e-business initiatives.

This year it will be contributing to the review of public health acute services and developing a sound process for managing equipment handovers between DHBs and ACC after hospital discharge.

For more information on the Group, please contact Ruth Taka (the ACC Chair) at ruth.taka@acc.co.nz or Eileen Duncan (the DHB Chair) at eileen.duncan@cdhb.govt.nz.

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Calling the Provider Helpline?

To ensure you get a prompt and accurate response when you contact the Provider Helpline, please make sure you have the following information handy (or include it in your email or fax):

- » The date of the accident.
- » The injury site you're treating.
- » A description of how the accident happened.
- » Your patient's date of birth.
- » The correct spelling of your patient's name.

You can contact the Provider Helpline by:

- » freephone on 0800 222 070
- » fax on 09 915 8301
- » email at providerhelp@acc.co.nz.

Elective surgery update

On 1 July, the codes for elective surgery procedures will change (and the number of codes will increase from 231 to 295).

Developed by the New Zealand Orthopaedic Association, ACC clinical advisors and independent orthopaedic surgeons, the revised codes aim to ensure that, where possible, health professionals use only one code when requesting surgery. Any two code requests will be considered with extra scrutiny and three code requests should become extremely rare.

Five generic operating codes – GOPo8, GOPo9, GOP10, GOP11 and GOP12 – are now body specific. For example:

OLD CODE	OLD DESCRIPTOR	NEW CODE	NEW DESCRIPTOR
GOPo8	Arthroscopy any joint + additional procedure – simple	KNE5o	Knee arthroscopy – simple
GOPo9	Arthroscopy any joint + additional procedure – complex	AFT6o	Ankle arthroscopy – complex
GOP11	Removal plate – deep/complex and rod	HIT17	Removal compression hip screw and plate

A guide to these codes will be available at www.acc.co.nz (under 'For Providers') before implementation.

Injury prevention initiatives online

If you'd like to learn more about the injury prevention initiatives happening around New Zealand (and adopt or share some in your own practice), take a look at the New Zealand Injury Prevention (NZIP) Programmes Database at <http://db.nzips.govt.nz/index.htm>.

You can use the database to get a broad picture of New Zealand's injury prevention work or search for programmes in which you're interested, whether they are:

- in a specific region
- linked to a particular injury type or setting (such as at home, at work or on the road)
- designed for a specific group (such as the young, the elderly or a specific ethnicity).

If you're running your own injury prevention programme(s), please add it to the Database by visiting <http://form.nzips.govt.nz>. It only takes a few minutes, and could benefit others greatly. You can also help raise the database profile through newsletters, flyers etc and a link on your website. For more information, please contact Jane Mills on 04 977 7313 or jane.mills@acc.co.nz.

Electronic billing for clinical notes – update

ACC's medical fees payment system has been changed to enable providers to use more codes in their bulk billing schedules. Registered treatment providers can now add the following codes for photocopying and interpreting notes, as requested by ACC:

- COPY – Photocopying of clinical notes. (please indicate the number of pages copied in the quantity field)
- MEDR – Provision of complex clinical notes/reports by a medical practitioner eg. GP. (please specify the time taken to complete the report or editing of notes)
- STPR – Provision of complex clinical notes/reports by specified treatment providers eg. physiotherapists, chiropractors. (please specify the time taken to complete the report or editing of notes).

If you have any questions, please phone the ebusiness team on 0800 222 994, option 1.

Note the process for requesting and billing for claimant notes from a DHB remains unchanged.

Short Notes

DVD on ACC services for the Deaf

If you or any of your colleagues or patients are deaf, you may be interested in a DVD on the services and support ACC can offer to people who are deaf. The DVD illustrates how ACC helped two deaf people to recover from their injuries and the support they received.

For a copy of the DVD, send an email to deaf@acc.co.nz or a fax to 0800 332 354.

Hints and tips for ACC paperwork

- When completing the ACC45, remember to complete the name and address details of your patient's employer – even if the injury is non-work related. We may need to work with the employer to help your patient return to their job.
- Looking for a contracted treatment provider? Click on to <http://healthwise.hosting.co.nz/cgi-bin/search-contracts>.

Two new pain management services – the detail

You may remember the April issue of ACC News covered a suite of new and revised pain management services.

Two of these services were the Progressive Goal Attainment Programme (PGAP) and the Pain Disability Programme (PDP) – chosen because of the strong evidence of their effectiveness in reducing disability, improving functionality and facilitating a return to work, particularly when used as early interventions.

The programmes were developed by Professor Michael Sullivan and his colleagues at the McGill University Centre for Research on Pain and Disability. They were the first standardised interventions specifically designed to target the psychosocial risk factors for pain and disability.

The programmes' main goals are to:

- reduce psychosocial barriers to rehabilitation progress
- promote re-integration into life-role activities
- improve quality of life
- facilitate return to work.

These goals are achieved through targeted activity scheduling, where the provider works with the client through a series of one-hour sessions over 10 (maximum) weeks. Both programmes use standardised assessment to establish the impact of pain on the client in the initial session and measure progress both at week four and at the end of the treatment programme.

The main difference between the PGAP and the PDP programmes is that the PDP is also suitable for clients with mental health issues, such as depression.

In New Zealand, these programmes will be available to clients who:

- are six weeks to six months post injury
- have a vocational rehabilitation entitlement
- are showing signs of being at risk of developing persistent pain.

The programmes can only be delivered by people who have successfully completed a training course and received a completion certificate. Professor Sullivan has trained a number of our providers, and most now hold contracts to deliver either PGAP or PDP.

If you have a patient who you believe could benefit from either PGAP or PDP, please contact your nearest ACC branch. For more information on the services, contact Helen Anderson at helen.anderson@acc.co.nz.

Provider resources

- ACC4470 Pain Disability Prevention (PDP) Client Workbook
- ACC4471 Progressive Goal Attainment Program (PGAP) Client Workbook

These resources are now available for order via the publication order form on the website (www.acc.co.nz/ForProviders/Resources) for those of you authorised to provide these services for ACC clients.

Conference reports

Annual Rural General Practice Network conference

ACC was a key sponsor of the Annual Rural General Practice Network conference, held in Christchurch on 28-29 March with the theme of 'Working together, doing it better'. Our workshop speaker was Dr Richard Wong She from Middlemore Hospital, who spoke on the 'Management of Burns and Scalds in Primary Care'. Feedback was positive and the new guidelines on managing these injuries proved very popular.

Maori GP Conference

ACC was also one of the sponsors of the Maori GP Conference, held on Porangahau Marae in Hawkes Bay at ANZAC weekend. Speakers included liver surgeon Dr Jonathan Koea and Dr Lance O'Sullivan, who led a programme with Maori men to address cardiovascular disease in Northland. Doctors and student doctors also presented research on health issues of concern to Maori – a presentation that was both educational and moving.

This sponsorship reflects ACC's commitment to building our relationships with Maori, and particularly Maori health professionals, to promote Maori access to the ACC scheme. We look forward to working more with the conference attendees in advocating improved access for Maori injured in accidents.

Upcoming conferences and events

Acupuncture AGM and Conference

20-22 June, Te Papa, Wellington. Theme: 'Working Together'.

Ski Field Emergency Services Meetings

ACC is hosting two meetings to discuss the issues and expectations of, and agree on solutions and processes for, emergency services in central Otago, particularly during the ski season.

- Monday 23 June, 7.30pm, St John Training Room, 10 Douglas Street, Frankton, Queenstown.
- Tuesday 24 June, 7.30pm, St John Training Room, 1 Link Way, Wanaka.

RNZCGP Annual Conference 2008

16-19 July, Millennium Hotel, Queenstown. Theme: 'Thrills and Spills of General Practice'. www.rnzcgp.org.nz.

Emergency Nurses' Conference

28 August – 1 September, University of Otago, Dunedin. Theme: 'Diverse Challenges, Driving Change'. www.emergencynursingconference.co.nz

NZ Association of Hand Therapists' Conference

30-31 August, Rydges Hotel, Christchurch. Theme: 'Under the Thumb'. Email: handconference@gmail.com.

NZ Association of Occupational Therapists Conference

4-7 September 2008, Palmerston North. Theme: 'Energy and Action' www.nzaot.com

Claims and expenses

Next in an occasional series, some interesting statistics from www.acc.co.nz...

Claims processed for 2006/07

From 1 July 2006 to 31 June 2007, ACC:

- received an injury claim on average every 17 seconds
- processed 1.8 million claims.

On a daily basis in 2006/07 ACC:

- sent 24,000 letters to clients, levy payers and health providers
- answered more than 23,000 telephone calls
- dealt with 7,000 claims.

Services ACC paid for in 2006/07

ACC paid \$2.42 billion in total claims costs, including:

- 3.1 million visits to physiotherapists
- 2.5 million visits to GPs and other treatment providers
- \$27.3 million in dental treatments
- \$175.5 million on hospital treatment
- 200,000 vocational rehabilitation sessions
- 1.7 million occasions of social rehabilitation support.

Total expenditure for 2006/07 came to \$2,808 million (\$2.80 billion) for rehabilitation, compensation and administration.