

A newsletter for health care professionals

November 2008 – Issue 117



IN THIS ISSUE:

- Happy holidays
- Trial of social rehabilitation assessment tool
- New Resource for Physiotherapists
- Sending manual invoices to ACC
- Pharmacy case studies available
- New 'Obtain Employment' service
- Consultation ends soon on ambulance sector strategy
- Upcoming conferences and events
- Changes to hearing aid service item codes
- Unexpected deaths – information and support
- eLodgement update
- CoverPlus Extra – is it for you?
- Health Innovation Awards 2008

Happy holidays – see you next year!

This is the last ACC News for 2008 so it's that time of year when, once again, we'd like to wish you the very best for the holiday season.

It has been an eventful year in which we have made much progress together. For me, the highlights include publication of Guidelines on Maori Cultural Competencies for Providers, the Nursing Treatment Profiles, Practice Guidelines for Sexual Abuse and Mental Injury, and the compendium on Persistent Pain Assessment Instruments, among many other successful and worthwhile initiatives.

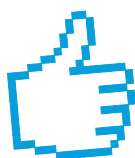
What they demonstrate is our close and productive relationship. Our hope is that this will develop further during 2009, as we work together on some significant changes to how

we manage claims and purchase your services.

We look forward to working with you next year to make further progress towards achieving our vision of keeping everyone in New Zealand free from injury and its consequences.

On behalf of everyone at ACC, have a restful, enjoyable and safe holiday. We wish you the very best for next year and beyond.

Gail Kettle
Director, Health Purchasing and Provider Relationships



Earn free CME Credits with the Goodfellow Club.

From September 2008 to March 2009, there will be five new ACC-sponsored, interactive case studies on occupational disease available on the Goodfellow website. These case studies will cover:

- Skin cancer (non-melanoma)
- Cancers of the trachea, bronchus and lung
- Contact dermatitis
- Malignant neoplasms of lymphatic and haematopoietic tissue
- Bladder cancer

It's easy to upskill and earn CME credits now – just visit
www.goodfellowclub.org



Trial of social rehabilitation assessment tool

Between 10 and 28 November, we worked with our assessors to trial a new tool/template for social rehabilitation assessments – that is, those assessments that are undertaken to:

- identify injured people's injury- and non-injury-related needs
- develop appropriate and viable options to meet those identified needs
- provide ACC with the information we need to make decisions on the appropriate entitlements and rehabilitation for the injured people.

The new tool/template is part of a wider review of social rehabilitation assessment services. We are aiming to assess our clients' rehabilitation needs more accurately from the start, thus minimising the need for subsequent assessments. The approach involves:

- reviewing the data we capture to reflect a more holistic approach to the assessment
- integrating the standard and complex generic assessments in addition to the

equipment, nursing and single discipline assessments.

To ensure our trial results accurately reflect sector opinion and user needs, the tool/template will be trialled with eight assessor vendors, chosen using criteria such as provider type (occupational therapist, nurse, physiotherapist), organisational size and geographic location.

The trial will be evaluated for:

- the proposed data capture method and whether it enables a more accurate assessment of clients' rehabilitation needs from the outset
- the impact on assessment durations
- the ease of use of the tool/template.

We appreciate the need to keep you informed and are planning to publish the outcomes of this trial on our website - www.acc.co.nz - towards the end of January 2009.

New Resource for Physiotherapists

ACC4765 Working overseas and treating injured New Zealanders?

A brochure answering common questions for providers working overseas has now been published. It's available via our provider resources page on the website at www.acc.co.nz/for-providers/resources or by calling the publications orderline 0800 802 444.

Sending manual invoices to ACC

Three reminders to medical centre administrators of the requirements for invoicing ACC:

1. As detailed in the June 2008 issue of ACC News, it's best if you can invoice ACC electronically for reports using service codes COPY, MEDR and SPTR (for allied health providers).
2. If you invoice ACC manually using a different name from your electronic invoicing, you may be asked by the ACC Provider Vendor Registration team to register again as a vendor (as opposed to a 'provider' – see below). This is determined by the business name and address on the invoice.
3. If you invoice ACC manually, you must comply with Inland Revenue's invoicing requirements (see below).

'Vendor' vs 'Provider'

The term 'vendor' applies to the medical centre, while 'provider' is the person who provides the services (such as a GP). Generic invoices received from medical centres are deemed to be invoices from the vendor.

If you'd like payment to go to a specific provider, your invoice needs to show this clearly. You have two ways of doing this:

1. Make sure the invoice clearly states that payment is to be made to the provider, quoting the full name of the provider and their appropriate provider number, or
2. Invoice ACC in the name of the provider.

Inland Revenue's requirements

We check every manual invoice we receive to ensure that it complies with Inland Revenue's requirements. Each invoice must include:

- the words 'tax invoice' in a prominent place (if you're claiming GST)
- the name (or trade name) and GST number of the vendor (if applicable)
- the name and address of the recipient of the supply (ie. ACC)
- the date the invoice was issued
- a description of the goods and/or services supplied
- the quantity or volume of the goods and/or services supplied (eg. hours of physiotherapy, photocopied pages of a report)
- the amount, excluding tax, charged for the supply
- the GST (if applicable) and the total amount payable for the supply, or
- a statement that GST has been included in the final price (if it has been).

This information has been adapted from the Inland Revenue website (www.ird.govt.nz/gst/work-out/work-out-records/records-tax/tax-info/).

Please also make sure your invoices are clearly addressed to ACC and include:

- the full ACC client name
- the client's claim number
- the purchase approval number relating to the approved services claimed (if required).

If you have any questions, phone the Provider Helpline on 0800 222 070 or send an email to ProviderHelp@acc.co.nz.

Pharmacy case studies now available

As part of ACC's commitment to support pharmacists, we've released our first two case studies for pharmacists, developed in conjunction with the New Zealand College of Pharmacists (NZCP).

The case studies are free, and neither ACC nor the expert commentators analysing them will be able to identify individual pharmacists from the answers and other information they provide. With a focus on pain management, the case studies are designed to assist pharmacists to:

- learn about the resources available through ACC to help prevent accident-related injuries
- help people with injuries
- provide accurate information to prescribers
- provide dependable medicine-related advice to clients.

NZCP members who complete the case studies will qualify for continuing education credits, and a partially completed Enhance CPD sheet will be made available from the College.

The case studies have been sent directly to pharmacists registered with NZCP and a free case study booklet providing 'best practice' answers developed by independent experts will be distributed in mid- 2009. If you're not a member of NZCP and would like copies, please contact Hans Jorgensen, Project Manager, ACC at hans.jorgensen@acc.co.nz or on 04 918 7696.

New 'Obtain Employment' service

The tender process for ACC's new 'Obtain Employment' service is now complete, with vendors expected to be selected by mid-December.

Designed for ACC clients who have lost their pre-injury jobs, Obtain Employment is an integrated, holistic and outcome-based service that's provided by a limited number of vendors. It aims to enable a more flexible approach to providing clients with permanent, sustained employment and is one of the first services to reflect ACC's purchasing framework.

The vendor selection process will indicate where and when the service will be rolled out. In areas where it is implemented, all Initial Occupational Assessments and Work Preparation and Work Ready Programmes will be gradually disestablished.

Once selected, the vendors will be named on the GETS (Government Electronic Tenders Service) website, www.gets.govt.nz. The Obtain Employment services will then be rolled out from March 2009 with the intention to have a nationwide service in place by mid – late 2009.

Consultation ends soon on ambulance sector strategy – have your say

Your views are important. The deadline on making a submission on the draft strategy for New Zealand's ambulance sector, is fast approaching – all submissions must be in by 12 December 2008.

The strategy was developed by ACC, the Ministry of Health (MoH) and Ambulance New Zealand. It aims to achieve a more cohesive, high-quality service, proposing that the health and ambulance sectors work more closely (at a strategic level and on the ground) to ensure the community receives the highest possible standard of health and emergency care.

The draft strategy also seeks to address key challenges currently facing the ambulance sector, including crewing levels, response times and training standards for paramedics.

The findings of the Health Select Committee Review of Ambulance Services were consistent with, and supported, the preliminary work on the draft strategy.

New vision, new leadership

In line with the new direction proposed in the draft strategy, a National Ambulance Sector

Office (NASO) has been created in a joint venture between ACC and MoH.

As well as managing the consultation on the draft strategy, NASO will:

- represent the Government in planning and discussions involving the ambulance sector
- coordinate sector engagement with the Government
- act as a single point of contact through which the sector can engage with ACC and MoH on matters relating to funding and provider contracts.

Making a submission

It's vital that the strategy in its final form accurately reflects sector opinion and user needs. To find out how to make a formal submission, visit www.naso.govt.nz.

Upcoming conferences and events

Needs Assessment and Service Coordination Association of New Zealand Conference

1-2 December, Christchurch. Theme: 'Navigating the Challenges – Needs Assessment and Service Coordination. www.hardingconsultants.co.nz/nasca2008.

Asian festivals, 2009

ACC's Asian Development team has been involved with many of New Zealand's Asian cultural events, with the aim of reaching out to, and raising awareness among the Asian community. Having already participated in the Diwali Festival 2008 in October, the team is now planning ACC's role at:

- the Chinese New Year celebrations in Manukau City and Christchurch on 24 January 2009
- the Lantern Festival in Auckland on 6-8 February 2009.

Changes to Hearing Aid Service Item Codes – 1 December 2008

We wish to advise audiologists that there will be an additional price list issued on 1 December 2008, with updated device codes. These changes have come about to address some issues arising from the existing system of grouping aids into 'families', which was not giving the required level of financial control.

This has led to mistakes in invoicing and recording the average price of aids – important for providing accurate feedback to you. There will now be an individual code for each model of hearing aid, which will enable more detailed analysis and reporting.

The benefits of the new coding system include enabling us to:

- issue more specific purchase orders by identifying the aid that has been approved through the Needs Assessment process
- report new purchasing trends, using detail available via the purchase order system, thus reducing the present time lag in reporting, by not needing to wait until hearing aids are invoiced.

Unexpected deaths – information and support

A new publication is being launched to help individuals and families/whānau affected by any kind of unexpected death – both soon after the event and in the weeks and months that follow.

'Death Without Warning' builds on the 2003 edition with updated content, new support options and a fresher, more user-friendly design. It covers topics such as:

- the different roles of professionals in response to an unexpected death
- practical matters to be dealt with
- personal and family grief support and other, ongoing sources of support
- the perspectives of New Zealanders who have been affected by unexpected deaths.

The handbook has been published by Skylight (which helps children, young people and their families/whānau through change, loss, trauma and grief) with support from ACC and the Funeral Directors' Association of New Zealand. It will be launched at Skylight on 5 December 2008.

If you, your patients or their families/whānau would like copies, they can be purchased from Skylight on 0800 299 100, or visit www.skylight.org.nz (discounts for multiple copies). Copies will also be given to clients of FDANZ funeral directors and ACC.

eLodgement update

Sending ACC45s promptly

If you complete an ACC45 injury claim form for an injury to one of your patients, please make sure you send the claim to us (electronically or in paper form) as quickly as possible – after all, the sooner we get the claim, the sooner your patient will get the help they need and the sooner you'll be paid.

If you're taking leave (or sick leave), please arrange for someone else to lodge the ACC45s while you're away. It's a simple process – but if you'd like help with training, the eBusiness team will be happy to talk people through it. Just phone 0800 222 994 option one.

Removing 'failed claims'

After months of testing, we've implemented the procedure to remove failed claims on the eLodgement site. By the time you read this, the only 'Failed' claims you'll see on your 'Claims List' should be those lodged in the previous couple of weeks. Note that the warning text referring to 'six months' will be amended during the next scheduled system update.

CoverPlus Extra – is it for you?

Does your income fluctuate from year to year?

Have you just started your own business?

Do you divide your income between yourself and your partner?

If you can answer 'yes' to any of these questions, now could be the time to consider ACC CoverPlus Extra – injury cover that gives you certainty on the ACC earnings compensation you'd receive if you were injured.

With ACC CoverPlus Extra you get all the normal cover of ACC CoverPlus, plus:

- lost earnings compensation based on 100% of a pre-agreed level of cover
- no reduction in weekly compensation if you make a partial return to work or receive business-generated income after your injury
- no need to prove your loss of earnings when you make a claim.

To find out more or to apply, visit www.acc.co.nz/cpx or call 0800 222 776.

Health Innovation Awards 2008

The latest Health Innovation Awards have just taken place and they have been deemed a huge success, highlighting some outstanding initiatives.

The awards, a joint endeavour of the Ministry of Health and ACC, have run annually since 2003. They are an opportunity to showcase some of the cutting-edge developments and improvements within the health service, and have become an integral part of the health industries calendar.

This year a groundbreaking health initiative from the National Heart Foundation won the overall Supreme Award, as well as the Excellence in Prevention Award.

The Foundation's Project Target 450 – Reducing sodium in bread, came about after a study by the Foundation revealed that some lower cost, high volume, packaged breads had a higher sodium level than more expensive alternatives.

The Foundation worked with New Zealand's two major bread manufacturers to lower the amount of sodium (salt) in certain breads and a pilot programme began in 2007 with the aim of reducing the amount of sodium in low-cost and high-volume breads to 450 milligrams per 100 grams. In some cases, this meant a reduction of 100 milligrams of sodium per 100 grams of bread.

Judges described the programme as "An impressive initiative, conceived, managed and implemented very effectively and achieving outstanding results."

The winners in full were:

- **Supreme Award Winner:** The National Heart Foundation of New Zealand; Project Target 450 – Reducing sodium in bread.
- **Excellence in Prevention:** The National Heart Foundation of New Zealand; Project Target 450 – Reducing sodium in bread.
- **Excellence in Rehabilitation:** Ministry of Social Development; PATHS – Providing Access to Health Solutions.
- **Excellence in Process Improvement:** West Coast District Health Board; Alternative Pathways for New Patients.
- **Excellence in Primary Health Care:** ProCare Network North & Ngati Whatua Nga Rima o Kaipara; Te Awaroa Lifestyles – A mana whenua & mainstream PHO partnership.
- **Excellence in Quality Improvement:** Canterbury District Health Board; Developing an acute non-invasive ventilation service at Christchurch Hospital.
- **Excellence in Innovation:** Hawke's Bay District Health Board; Incubator programme – health careers in schools.
- **People's Choice:** Hawke's Bay District Health Board; Incubator programme – health careers in schools.