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New website promotes scooter safety

A new website aims to help motor-scooter riders improve their safety on the road.

Called 'Scooter Survival', the website features short, engaging videos fronted by TV personalities Tamati Coffey and Carolyn Taylor, together with a host of tips on things like safe riding techniques, the gear to wear and what to look for when buying a scooter.

The site also features Dr Daniel Watson, of Wellington Hospital's Emergency

Department, explaining the types of injury that commonly result when scooter riders fall off without adequate safety gear to protect them. Unsurprisingly, these injuries often include extensive loss of skin, and broken limbs.

This interactive channel was chosen because most scooters are bought second-hand through online sites such as Trade Me. To see it for yourself, visit www.scootersurvival.co.nz.



Draft New Zealand Ambulance Strategy – update

The National Ambulance Sector Office (NASO) has completed consultation on the New Zealand Ambulance Strategy.

NASO is a joint ACC/Ministry of Health team charged with managing ambulance-related matters for both agencies. It was formed in September 2008 following the Strategy's development and recommendations that the Crown agencies have a single focus on the purchase of ambulance services.

In addition to the public consultation process, NASO undertook a series of meetings with interested stakeholders. This enabled it and stakeholders to ensure that the Strategy addressed all major concerns and to decide on the order in which the recommendations should be addressed.

NASO has now begun dialogue on the Strategy with the Minister of Health and Associate Minister for ACC.

Promoting disability management in the workplace – a first for New Zealand

In 2007, ACC purchased rehabilitation product licences from the National Institute of Disability Management and Research ('NIDMAR') in Canada. A number of service providers and other organisations attended consultation forums in Auckland, Wellington and Christchurch during 2007 and 2008, where we explored their views on how the NIDMAR products and approach could be implemented, and on the issues that might arise. Overall, those attending agreed there were potential benefits in introducing to New Zealand a consistent framework for disability management in the workplace.

The licensed products are:

- two professional certifications for those working in disability management
- a 25-module training course to support the two professional certifications
- a workplace audit tool that helps employers to promote return to work.

Following a tender process, Otago Polytechnic has become the first New Zealand-based institution to offer a specialised training and professional certification programme in workplace disability management, designed to plan for better management of valuable 'people resources'.

The online Disability Management in the Workplace programme prepares professionals to facilitate a successful return to work for those living with a disability through either illness or injury. It includes disability management theory and practice, the New Zealand service delivery environment and interpersonal skills for those involved in the return to work process.

Workers with a disability may face significant social, psychological and financial challenges. Graduates of the programme will have the necessary skills to facilitate these workers returning to normal employment, and assist employers who seek to retain trained, experienced and committed staff.

Otago Polytechnic will offer the online programme on a national scale, through its School of Occupational Therapy. "This programme is endorsed by the International Disability Management Standards Council (IDMSC™) as meeting best practice for workplace rehabilitation," explains Jackie Herkt, Head of the School of Occupational Therapy at Otago Polytechnic. "It complements our current programmes and we are delighted to have been granted the exclusive contract to offer the programme in New Zealand.

"It has been internationally proven that co-ordinated return-to-work programmes improve outcomes for both organisations and their employees, and the introduction of this programme can only benefit New Zealand's businesses and workers."

The IDMSC™ has also endorsed two occupational standards – the Certified Return to Work Co-ordinator and the Certified Disability Management Professional. These certifications are awarded to professionals who successfully pass the professional certification examination managed by Otago Polytechnic. The examinations will be suitable for people with strong backgrounds in the disability management field – either as rehabilitation providers or case managers or working in organisational health and safety – who are looking to gain an internationally recognised certification.

Promoting disability management in the workplace – a first for New Zealand continued ...

The programme has been adopted by 13 countries around the world, including England, Ireland, Australia and Germany. New Zealand implementation has been overseen by a Steering Group comprising ACC, Business New Zealand, the New Zealand Council of Trade Unions, the Ministry of Social Development and the

Ministry of Health, which saw the potential benefits for New Zealand workers affected by injury or ill-health.

For further information, please contact Jackie Herkt at jackieh@tekotago.ac.nz or 03 479 6177, or visit: www.dmw.ac.nz.

New neuropsychological assessment contract

On 1 June, a revised neuropsychological assessment contract will come into effect.

The revised contract aims to improve the quality of neuropsychological assessments, encourage more practical recommendations, and raise the standard of assessment reports by ensuring that all providers:

- have appropriate qualifications, training, experience and supervision
- know what's expected in a neuropsychological assessment and report.

The contract specifies that reports must comprehensively assess pre-accident cognitive, behavioural, emotional, social and vocational functioning, and makes effort testing mandatory in all child and adolescent neuropsychological assessments.

It also requires ACC branch advisory psychologists to approve every neuropsychological assessment referral and review all neuropsychological reports and recommendations. This aims to ensure that:

- only necessary assessments are carried out

- the right questions are asked and necessary information obtained
- the reports are of sufficiently high quality
- only necessary services and interventions are implemented.

The contract allows universities with formal neuropsychological training programmes to provide services using students who've already received the appropriate training. The students can continue to provide assessment services under direct supervision once they've qualified and until they have enough experience (two years) to become 'named providers'. A named provider must countersign all reports compiled by students or people still gaining experience.

Those who are accepted as 'grandparented providers' under the contract can be named providers but only:

- for the duration of this contract
- if they provide clear evidence of their skills by supplying three examples of neuropsychological assessments previously compiled for ACC.

ACC News feedback:

We welcome feedback on, and suggestions for, ACC News. Please email us at feedback@acc.co.nz.

New Stay at Work service

From 1 July, ACC will be integrating a new 'Stay at Work' service currently being provided in Counties Manukau with the nationwide 'Graduated Return to Work' contracts.

The integrated service, designed for clients who still have their pre-injury jobs, aims to:

- minimise unnecessary time away from work
- further support clients' recovery at work
- develop customised return to work plans
- encourage employers to be actively involved in the return to work process.

The move reflects our 'Better at Work' approach, which focuses on:

- building a stronger focus on workplace rehabilitation and early intervention (international best practice advocates recovery from illness or injury within the workplace)
- delivering better results for ACC clients
- reducing the social and financial impacts of non-participation in the workforce
- ensuring the ACC scheme remains sustainable.

We've advised all current Graduated Return to Work service providers that they'll be offered the new contract in May, for implementation on 1 July. For more information, visit www.acc.co.nz/news/PRD_CTRB109046.

Pharmaceutical update – applying for special authority

A reminder to prescribers that all ACC clients are considered eligible for special authority funding from Pharmac.

We've had to decline a number of clients' requests for reimbursement of prescription costs because they don't have this funding – a frustrating process for them, as they

then have to go back to their prescribers to arrange it.

Please remember to apply for special authority funding for our clients – and please code prescriptions correctly (usually 'A4' for primary care prescribing, not 'NS').

Upcoming conferences and events

1–3 May – **New Zealand College of Practice Nurses Conference**, Palmerston North Convention Centre. <http://mpnc2009.scarletvault.com>

11–14 June – **GP CME Conference**, Energy Events Centre, Rotorua. www.gpcme.co.nz

21–25 July – 2009 **AFRM/NIRR/NZRA Rehabilitation Conference**, 'Working together across the lifespan – An interdisciplinary approach to rehabilitation', Rydges Hotel, Queenstown. www.rehabconference2009.org.nz

23–26 July – **The New Zealand Pain Society Annual Scientific Meeting**, Distinction Rotorua Hotel, Rotorua. www.confer.co.nz/pain2009

The Treatment Injury Centre – an overview

ACC's Treatment Injury Centre is the assessment hub for treatment injury claims from throughout New Zealand. It's also responsible for assessing claims for any potential risk of harm to the public.

Assessing treatment injury claims

The Centre starts the claim assessment process as soon as it receives the relevant ACC45 claim form along with an ACC2152 (treatment injury claim form) and/or supportive medical records. If the Centre only receives an ACC45, the claim process is delayed while the Centre obtains either the ACC2152 or the records.

Each claim is allocated to one of the Centre's clinical advisors. Offering clinical experience in disciplines ranging from nursing and midwifery to pharmacy, physiotherapy and medicine, their role is to assess the individual facts of claims and make decisions about whether or not to cover the claims.

About a third of claims are decided within 20 days. Any delays are likely to result from the need for additional information and/or external clinical advice.

Once a decision on cover has been made, the Centre informs the client and advises them to let their health professional know

Protecting privacy

When you next email or fax health information or reports to ACC or other health professionals, please make sure you use the correct email address or fax number.

The easiest way to do this is to program fax numbers into your machine and, when

about it (it doesn't contact the health professional directly). If the claim is accepted, ACC will either pay the relevant invoices (if no further assistance is required) or transfer the claim to management by the client's local ACC branch if they need more intensive assistance. ACC accepts about 66% of the treatment injury claims that are made.

Assessing for potential public harm

In assessing claims for potential risk of harm to the public, the Centre undertakes a robust process of assessment and ratification. Notifications are made monthly to authorities such as the Director General of Health, Medsafe and, in some circumstances, registration councils or boards.

Data analysis

As part of its work the Treatment Centre team analyses treatment injury data. It shares the results through the monthly treatment injury case studies included with ACC News and through presentations to clinical meetings, conferences and seminars. If you'd like to arrange a presentation, please contact the Centre's Clinical Analyst, Dylan Tapp, at Dylan.Tapp@acc.co.nz or 04 918 7514.

sending an email for the first time, send a test email before sending the message – then add the email address to your contacts list.

Free injury-prevention workshops

During May and June, Safekids New Zealand will be running free half-day injury-prevention workshops on the themes of the 2009/10 campaign:

- motor vehicle child passenger safety
- preventing cutting and piercing injuries.

The workshops are an opportunity for individuals and community groups to meet and develop strategies for community action on the themes. They're particularly relevant to community leaders and decision makers; Maori, Pasifika and new

migrant community groups; those working in injury prevention, health promotion and/or involved in child health; those working in local government; Road Safety Co-ordinators; educators and child care services; Plunket and Well Child Providers; Police; those in the Fire Service; and ACC consultants. In fact, anyone with an interest in keeping kids safe.

To join a workshop in your area, visit www.safekids.org.nz for details. The workshops begin in Invercargill on 6 May and continue throughout the country.

Physiotherapy for ACC clients

As part of our drive to manage costs across all treatment and rehabilitation services, ACC is working with physiotherapy professional bodies on ways to achieve long-term and significant savings in expenditure, while still providing the services required by our clients.

This development reflects evidence that the existing and predicted future levels of physiotherapy expenditure are not sustainable. The current recession has made the issue more visible, but in reality the trends have been building in recent years.

Currently, Endorsed Provider Network (EPN) expenditure accounts for about 90%

of ACC's total physiotherapy spending. Higher-than-expected growth in volumes and costs for the services provided means the costs for physiotherapy services increased from about \$58 million in 2003/04 to \$124 million in 2007/08. If current purchasing arrangements continue, costs are forecast to increase to \$145 million in 2008/09 and to \$232 million by 2013/14.

If you're a physiotherapist and have any suggestions or questions on the issue, please pass them on to your professional body so they can develop a unified view on behalf of the industry. They, and we, will keep you informed on progress.

ACC Provider Helpline Delays – 0800 222 070

The Provider Helpline is currently experiencing high call volumes and at times you may find it difficult to speak with one of our Customer Service Representatives due to the extended wait.

As an alternative to speaking with one of the team we are offering you the option of sending your queries to us via fax on 09 915 8301 or by email to providerhelp@acc.co.nz.

The Provider Helpline is open from 8am to 6pm Monday to Friday with the exception of 1pm until 2pm each Friday when critical work-based training and development occurs.

We apologise for any inconvenience and thank you all for your patience.