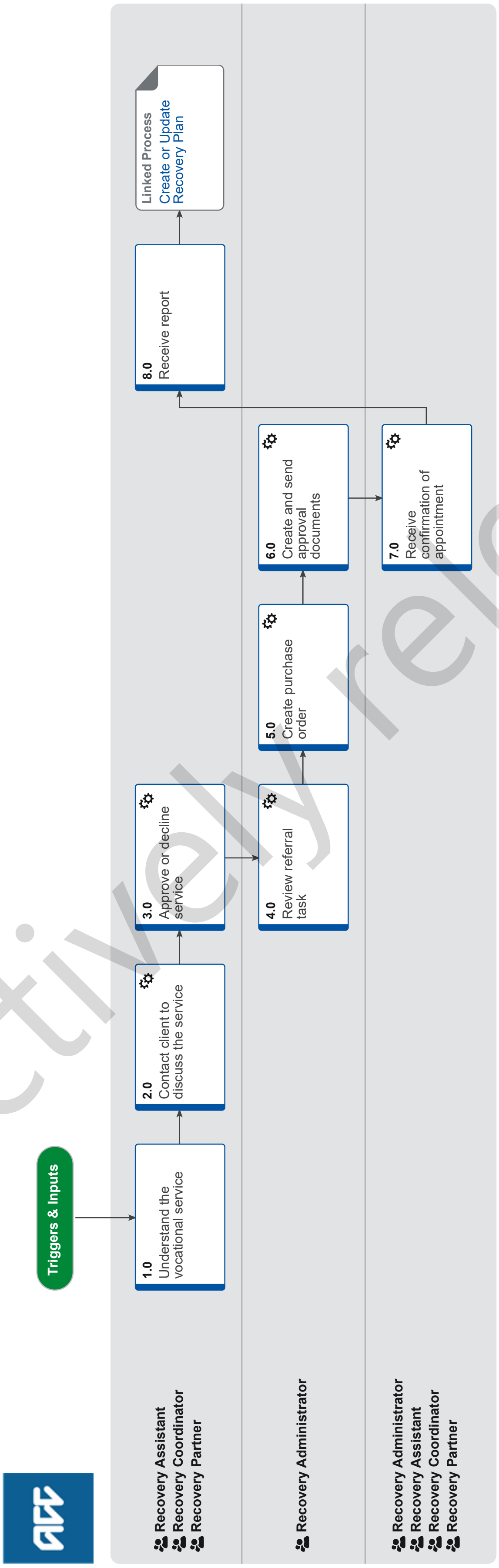
Set Up Kaleidoscope Spinal Injury Support - Inpatient v6.0



Set Up Kaleidoscope Spinal Injury Support - Inpatient v6.0

Summary

Objective
To provide early intervention vocational rehabilitation to a client who has been newly admitted to an inpatient setting with spinal cord impairment to enable them to return to work or seek employment.

Background
The Spinal Injury Vocational Services model has two components:
1) early intervention for clients in the Burwood and Auckland Spinal Units, and
2) vocational rehabilitation for clients living in the community.

The supplier agrees to provide services to the client to:
• return to work in a timely and safe manner, and/or
• support the client to seek and gain employment, and /or
— for self- employment, where the self-employment option has been approved by ACC.

Expected Outcomes
The goals for this service is to help a client to, as appropriate:
• maintain employment, or
• obtain employment.

Owner [Name withheld]

Expert

Procedure

1.0 Understand the vocational service

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Determine if the Kaleidoscope inpatient service is right for the client. The service is available in the Christchurch and Auckland spinal units.

NOTE **What if I receive notification with a plan to approve?**
The Kaleidoscope inpatient service may start prior to a referral being sent and you may receive notification with a plan to approve. This removes any unnecessary delay for our clients.

b Confirm the client's eligibility for the service.

NOTE **What is the eligibility criteria for the service?**
The Kaleidoscope inpatient service is only for clients with a spinal injury. This service is for serious injury clients who are eligible for vocational rehabilitation and have been referred to the service by a serious injury team member.

NOTE **What do you need to consider when the entitlement request is received and deemed cover exists?**
Refer to the Deemed Cover and Entitlements Policy for considerations to determine client entitlement eligibility while in deemed cover period.

- Deemed Cover and Entitlements Policy

c Review information about the Kaleidoscope inpatient service, including what's involved and any prerequisites.

NOTE **Where do you find information about this service?**
The Kaleidoscope inpatient service is part of the vocational assessments and supports that Recovery staff can arrange in line with the client's Recovery Plan. The service is provided under contracts managed by Provider Service Delivery.

Consider information below about the contract and service.

- Kaleidoscope Spinal Injury Vocational Services Service Page
- Service Schedule for Spinal Injury Vocational Service
- Spinal Injury Vocational (SIVS) - Operational Guidelines.doc
- Kaleidoscope Service

NOTE What if your client is in an inpatient setting (ie, a hospital or spinal unit)?
The services delivered to a client in the inpatient setting include:
• Early Vocational Action Plan (EVAP) - this will include contact with your client's employer if appropriate, although you'll need to do the first contact.
• Early Stage Career Support is a range of actions and tasks identified in the EVAP to support your client prepare for vocational rehabilitation to return to or regain employment.
• Kaleidoscope can support the relationship between the client and their employer, and between ACC and the hospital or spinal unit, to facilitate a return to work outcome.

NOTE What if your client is living in the community?
Go to Set Up Kaleidoscope Spinal Injury Support - Community.
PROCESS Set Up Kaleidoscope Spinal Injury Support - Community

Service Contracts and Contracted Providers - MFP spreadsheet

2.0 Contact client to discuss the service
Recovery Assistant, Recovery Coordinator, Recovery Partner

a Confirm you are speaking with the right person by asking ACC's identity check questions.

Identity Check Policy

b Explain that you are referring them to the service, what the service will do and what their responsibilities are. Ensure:
• your client understands and agrees with the referral
• the employer is aware of the referral.
For guidance on a client's responsibilities to participate in rehabilitation, refer to the Policy link below.

Client Legislative Rights and Responsibilities Policy

NOTE What if you have already discussed the service with the client?
During welcome conversations and Recovery Check in conversations you may already have discussed the service with the client and agreed to it. If that is the case, you don't need to contact them again.

NOTE What else do you need to discuss with the client?
Advise the client that the provider will introduce the Kaleidoscope inpatient service to them.
The multi-disciplinary team will assess and agree on when and if the client will participate in the service.

Ensure your client understands the purpose of the service and the possible outcomes. The reasons for the support should be based on the agreed vocational rehabilitation recorded on the client's Recovery Plan (RP)

NOTE What if the client does not agree to participate?
Find out why the client does not want to participate and consider their reasoning and alternatives. Go to (NGCM) Seek Internal Guidance if you're unsure how to proceed.
PROCESS Seek Internal Guidance

c In Salesforce, add a contact note as a record of the conversation.

d Add the agreed intervention to the Recovery Plan.

NOTE How do you update the Recovery Plan?
Go to (NGCM) Create or Update Recovery Plan.
PROCESS Create or Update Recovery Plan

NOTE How do you manage participants?
The Recovery Team Member must ensure all known participants are loaded on the file and then removed when they are no longer relevant. For information on how to manage participants, refer to Manage Participants (Eos Online Help).

Manage Participants (Eos Online Help)

3.0 Approve or decline service
Recovery Assistant, Recovery Coordinator, Recovery Partner

a Approve or decline the Kaleidoscope Programme Spinal Injury Vocational Services Inpatient Referral form.

NOTE What if your client has a Care indicator?
You need to clearly outline this in the e-form.

Refer to Disclosure of Care Indicator Information to Third Parties Policy for more information on how information is disclosed.

Disclosure of Care Indicator Information to Third Parties Policy

NOTE What if the referral is declined?
The Recovery Team member will need to state in the task why the approval for the Kaleidoscope inpatient service has been declined.

b Send the approval letter or the inpatient approval form from the spinal unit.

NOTE **What do you do if you don't have all the information to approve the inpatient service?**
Once you have requested the information required, create a reminder action, set the target date for when you expect to receive the information. If you require further information, follow the process below.

Gather Additional Information or Advice
https://go.promapp.com/accnz/Process/Minimode/Permalink/HS0ATIDytZ8yBQRRsKhoDY

c Perform privacy checks on documents.

Privacy Check Before Disclosing Information Policy

NOTE **What do you need to check?**
Check documents:
• are relevant to the referral
• do not contain any third-party information
• do not contain any unnecessary sensitive personal information.

For details on what checks you need to complete before sending documents out, refer to NG SUPPORTING INFORMATION Inbound and Outbound Document Checks.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

NOTE **What if you find information that needs to be redacted?**
Send an email to Recovery Administration (recoveryadmin@acc.co.nz) and include the document to be redacted plus your redaction instructions, before adding the document to the document group.

NGCM - Redact information from PDF documents

d Create a referral-specific document group and enter 'Kaleidoscope inpatient service' and todays date in the document group description field.

e Add the documents to the group.

NOTE **What if there are documents from other claims that are relevant to the assessment?**
When a request for a referral is required and the supporting documents are on another claim, it is important to transfer the documents to the relevant claim. This will ensure the right documents support the recovery decisions for each claim.

To transfer documents from one claim to another:

• Create a bulk print of all documents on the other relevant claim and complete mandatory fields and description
• Open PDF document from email link
• File the PDF away to the relevant claim
• Repeat these steps if there is relevant documents on multiple relevant claims

The PDF should also be renamed something short but relevant, and identify which claim number the information came from, so it is included/printed in further referrals or copy files. E.g. Medical records and reports from claim: 100XXXXXXXX
Please do not create a bulk print on one claim and then move it to another claim, renaming it and using it in a referral for advice as it will not appear in any file copy subsequently used.

Manage document groups

f Generate a Vocational Rehabilitation referral task to Recovery Administration for a 'Kaleidoscope inpatient service'.

NOTE **How do you generate and send a referral task to Recovery Administration for the service?**
Go to NGCM Create a Referral Task.

Creating Manage Referral Tasks - System Steps

Contracted Suppliers by Geographic Area of Coverage

NOTE **What information do you need to include in the referral task?**
• Hospital and spinal unit location
• Vendor preference, if applicable
• Client's covered injury
• Reason for the referral
• Provide the correct service code. Refer to the Purchase Order guidelines.

NG GUIDELINES Purchase Order Details - Kaleidoscope

NOTE **What if the request is urgent and needs to be completed that day?**
• Call Recovery Administration
• Give the Recovery Administrator who answers the call the claim number
• The Recovery Administrator will open the claim in Eos and find the task on the claim
• Transfer the task into the Recovery Administrator's name. This will move it to their personal Eos queue and stop it from being reallocated by Salesforce

NOTE **What if the request is required in the future?**
If the request is required in the future, set a reminder task for the future date when the service will be required. When the reminder task comes up send a task to Recovery Administration to continue with the process. Consider the contract timeframes and SLAs as specified in the service page

NOTE **What are the SLAs?**
The referral tasks route to the Recovery Administration team with an SLA of 24 hours.

Service Contracts and Contracted Providers - MFP spreadsheet

Purchase Order - Handy Hints on how to create and edit POs

4.0 Review referral task
Recovery Administrator

a Following the task assignment in Salesforce, navigate to Eos and select 'Do Task' from your task queue.

b Review the task to ensure it has all the information you need to proceed.

NOTE **What if you don't have all the information you need?**
If required information is missing from the task, or you need guidance on working within the Administration Team, refer to the link below.

Principles of Working in the Administration Team

5.0 Create purchase order
Recovery Administrator

a In Eos, generate a purchase order using the entitlement type VSI01 - Early Vocational Action Plan. Refer to the documents below for more information.

Creating purchase orders using general + QE

NG GUIDELINES Purchase Order Details - Kaleidoscope

b Add a participant in Eos. Select the vendor as specified in the task.

NOTE **What if the Vendor hasn't been added as a participant?**
Add the Vendor as a participant.

Manage Participants (Eos Online Help)

Add a participant

NOTE **What if a vendor has not been specified in the task?**
Check with the Recovery Team member for the correct vendor (ie, which spinal unit the client is inpatient in).

NOTE **What if the participant is a contracted vendor?**
Locate the contracted vendor via the Geographic Location search, this must be done even if the vendor details are provided in the task. Once selected add the vendor as a 'Vendor - Contracted' participant in Eos.

Contracted Suppliers by Geographic Area of Coverage

c Approve the purchase order.

NOTE **What if the purchase order requires a higher delegation?**
Save the purchase order. Create and send a Request Authorisation task to a Recovery Leader for a purchase order approval.

Follow the system steps below.

Request Authorisation for a Purchase Order - System Steps

Purchase Order - Handy Hints on how to create and edit POs

6.0 Create and send approval documents
Recovery Administrator

a Create the approval for the Kaleidoscope inpatient service.

b Populate with any extra information noted on the referral task.

c Check the task to ensure all relevant information is captured before you exit the document.

NOTE **What does a quality referral look like?**
Refer to the 'Admin Template - Vocational Referrals' document below.

Admin Template - Vocational Referrals.docx

d Ensure you have completed the document (to convert the document into a non-editable pdf).

e Link the approval to the document group 'Kaleidoscope inpatient service'.

f Perform privacy checks using Inbound and outbound document checks.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

g Create an email using the Requests and referrals template, and attach the approval documents from the group. Select the most appropriate email address.
TIP: It is common for the applicable email address to be listed under General Purchasing.

NGCM - FINAL Emailing from Eos using a Template - System Steps

h Send the approval documents to the vendor.

NOTE **What if the Vendor requires the documents to be sent via courier?**
Open the Packing guide below and follow the instructions on this guide.

Packing guide.docx

i In Salesforce, close the referral task.

7.0 Receive confirmation of appointment

Recovery Administrator, Recovery Assistant, Recovery Coordinator, Recovery Partner

a Receive confirmation of the appointment from the provider and file email away to Eos. As the client is inpatient, the provider will make all the arrangements.

NOTE **What if the client fails to attend the appointment?**
If the client fails to attend or take part in the appointment, you should find out why. In some cases you may need to decline their entitlement. See the policy below.

Decline Entitlement When Client is Non-compliant Policy

8.0 Receive report

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Receive notification that a Report has been attached to the claim.

NOTE **What will the provider submit to ACC?**
Providers will provide an initial report, an update on progress when exceptions occur to the service, and a completion report when the client is discharged from hospital.
Where necessary, the completion report will include a recommendation for ongoing vocational rehabilitation or supported employment services.

b Review the report. Refer to Kaleidoscope Spinal Injury Vocational Service Page for guidance.

Kaleidoscope Spinal Injury Vocational Services Service Page

c Perform privacy and relevancy checks on the report.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

d Discuss with the provider any questions you have and agree on a timeframe for completing an amended report, if required.

e Provide a copy of the report to the client and key stakeholders.

NOTE **Can I send the report to an employer?**
Do not send the full report to the employer as it contains client's health information. Only send a copy of the Initial plan. For what to send to the employer, refer to Disclosure of Clients' Health Information to Employers Policy.

Disclosure of Clients' Health Information to Employers Policy

NOTE **What if the client requests that the report is changed or incorrect?**
A client can request that information held by ACC is changed or updated if it is factually incorrect (ie: wrong DOB, incorrect name spelling etc). If it is the opinion of an assessor or provider, the client can supply a 'statement of correction' to ACC which is then included with the report. This means that any time the report is sent out, the statement of correction must be sent as well.

Refer to (NGCM) Update Client Details on Party Record.
PROCESS Update Client Party Records

f Update the Recovery Plan with the outcome of the intervention.

PROCESS **Create or Update Recovery Plan**
Recovery Assistant, Recovery Coordinator, Recovery Partner
