





Summary

Objective

This process describes how to set up and extend the Ongoing Nursing Services and Consequential Injury nursing services if required to support the client's needs. It excludes Long Term and Extended Nursing Services as these client's are not managed by a Recovery Team.

Background

This service is for clients with permanent, often life-long nursing needs.

Ongoing Nursing Services is usually in place for clients with Serious Injuries e.g. traumatic brain or spinal cord injuries. However, any Client with ongoing nursing needs is eligible for this service.

Owner Name Withheld

Expert Name Withheld

Procedure

1.0 Assess request for nursing services

Treatment and Support Assessor

- a Review the request or advice received from the hospital, rehabilitation facility or treating provider.

NOTE What if you are a Recovery Assistant, Recovery Coordinator or Recovery Partner and have received an ACC179 Nursing Services notification?

DO NOT ACTION this request. If you have received it via email forward the email to claimsdocs@acc.co.nz. Delete the email from your inbox. If you have received it via task move the task to Elective SC - TMT Triage. This process ends.

NOTE What if you need to refer the client for Nursing Services?

- 1) Create an 'Alert: You Have Mail' task
- 2) Include the Vendor details, reason for nursing services, and commencement date
- 3) Send the task to Elective SC - TMT Triage. If there has been a CNA completed advising nursing is required, attach to task and mention in the task.

IMPORTANT: A referral and CNA are two different requests.

NOTE What if treatment is for a consequential injury?

A Consequential Injury is a new injury that was caused as a direct consequence of the original injury, or as a consequence of treatment for the original injury. Consequential injuries are covered under the same claim number as the original injury, e.g. pressure injury developed as a consequence of a Serious Injury.

Nursing Services treatment for consequential injuries is provided using the service items for non-permanent injuries. The supplier should determine the appropriate service level to treat the consequential injury.

Nursing Services - Consequential Injuries
<https://go.promapp.com/accnz/Process/Minimode/Pei>

Nursing Services – Designated Providers
<https://go.promapp.com/accnz/Process/Minimode/Pei>

NOTE What is ongoing nursing support?

This service is for clients with permanent, often life-long nursing needs, and can only be accessed via a referral from an ACC Recovery Team member. Ongoing Nursing Services is usually in place for clients with Serious Injuries e.g. traumatic brain or spinal cord injuries. However, any Client with ongoing nursing needs is eligible for this service.

Nursing Services - Ongoing Nursing
<https://go.promapp.com/accnz/Process/Minimode/Pei>

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

- b Approve the request.

NOTE What if you decline the request?

In Eos, in the 'Documents' tab, generate the NUR04 Nursing Services decline letter to the vendor.

NOTE What if you are unsure whether or not to decline the request?

Please contact the Practice Mentor or Team Leader for clarification or support in making decision.

NG Principles Decision Making

2.0 Create and approve purchase order

Treatment and Support Assessor

- a In Eos, generate a Purchase Order

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

Creating purchase orders using general + QE

NOTE What if the requirement is to extend the support?

Add a new line to the existing Purchase Order as per the task, and include the new date(s) and visits required.

NOTE What entitlement code should you be selecting?

If the Intervention is Registered Nursing Care, select entitlement code of 'NS03', entitlement type request 'Treatment' and select 'Registered Nursing Care - Tmt'

NGCM Purchase Order Details - Nursing Services

- b Locate contracted vendors via the 'Geographic Location' search. Once selected, add the vendor as a 'Vendor – Contracted' participant in Eos.

If the vendor is a non-contracted vendor, use 'Search for a party' and add as a 'Vendor – Non-Contracted'.

Search for a Party

- c Approve the Purchase Order.

NOTE What if you do not have the delegation to approve the Purchase Order?

Save the Purchase Order, create a request authorisation task and fill out the e-form. Refer to the system steps below for more information and guidance.

-  Request Authorisation for a Purchase Order - System Steps

- d In Salesforce, add a contact to record the conversation with the client and the decision to approve/partially approve/decline the request.

- e Add the approved support as an intervention in the Recovery Plan.

NOTE How do you update the Recovery Plan?

Go to the process below.

-  **PROCESS** Create or Update Recovery Plan

3.0 Notify vendor

Treatment and Support Assessor

- a Notify the vendor (if you are setting up the initial support).

-  Email and Instant Messaging Policy
-  NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

NOTE What if you are extending an existing support?

In the case of an extension to an existing support and PO, email the vendor and include the existing Purchase Order number, new dates, visit times required if noted in the task and the NUR02 Nursing Services Approve – Vendor letter.

- b Close the referral task.

PROCESS

Create or Update Recovery Plan

Recovery Assistant, Recovery Coordinator, Recovery Partner

4.0 Contact client to discuss the support

Recovery Partner

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

-  Identity Check Policy
-  Client Legislative Rights and Responsibilities Policy

- b Explain the support, if it is being approved/partially approved/declined, and what their rights and responsibilities are.

For guidance on how to discuss the support with your client, refer to the notes below.

NOTE What else do you need to discuss with the client?

Advise the client that the provider will be in touch to arrange the support.

Nursing services are designed as a home-based service, however, they may receive treatment at their workplace, their school, a supplier clinic or other appropriate community location.

What consumables will be required and when they are likely to be delivered to their home.

For permanent, life-long nursing needs treatment and support will be ongoing and reviewed annually.

NOTE How do you manage participants on a claim?

For information on how to manage participants, refer to Manage Participants (Eos Online Help).

-  Manage Participants (Eos Online Help)

- c Check that the client has provided consent to collect and share information.

NOTE What if the client has not provided consent?

Go to the process below.

-  **PROCESS** Obtain Client Authority to Collect Information