

Integrated Care Pathways Musculoskeletal

24 JANUARY 2024

Supplier Onboarding Playbook



**He Kaupare. He Manaaki.
He Whakaora.**
prevention.care.recovery.



Welcome

This playbook will support you through your onboarding and induction to the Integrated Care Pathways Musculoskeletal (ICPMSK) service. We will outline what learning you will complete, what to expect after go-live (hypercare), and where to go for further support.

Over the course of the learning, you will be asked questions to test your understanding from the webinar, guidance documents, and case studies. These will be included in the webinar registration links, live polls in the webinar, and a final feedback form before go-live.

We will continue to refine and improve how we onboard suppliers to ICPMSK. We ask that you provide honest feedback on your experience and content to help us improve.



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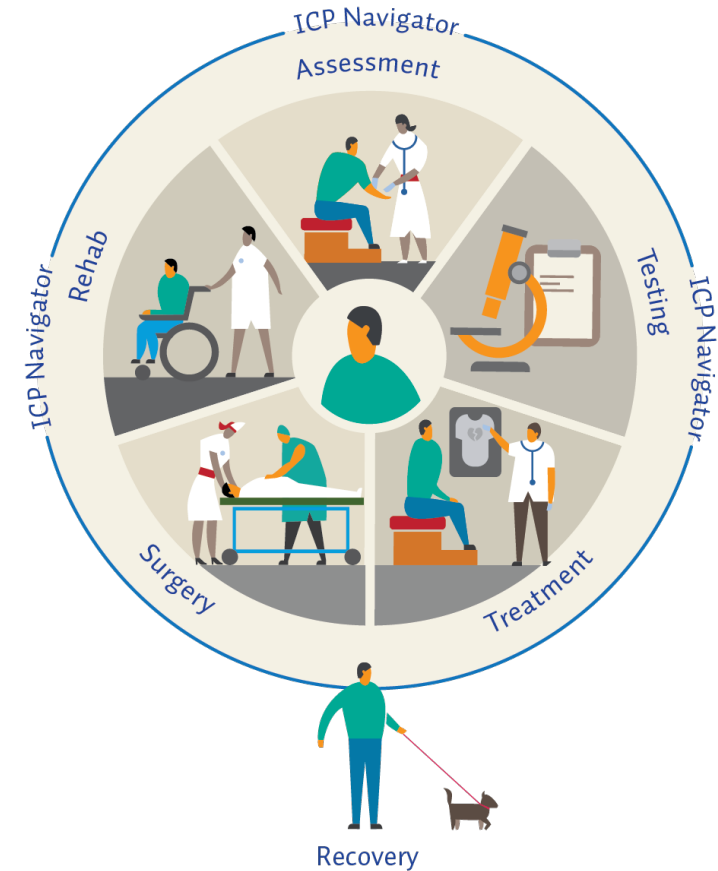
Where to go for further support?

ICPMSK Overview

1

What is ICPMSK?

Integrated Care Pathways Musculoskeletal (ICPMSK) is an innovative way of managing people with injuries that require multiple rehabilitation services. We have designed ICPMSK for kiritaki who need integrated, specialised, and coordinated treatment so that they can achieve the outcomes that enables them to return to their pre-injury life.



What is value-based healthcare?

Value-based healthcare is a model of healthcare delivery that places the emphasises on improving patient outcomes, while reducing the overall cost of care. It shifts the focus from the volume of services provided, to the quality and effectiveness of care delivered. It recognises that spending more doesn't always mean you'll get better outcomes for the client.

ICPMSK will see a key shift from the traditional fee for service model to value-based healthcare.

We are making that key shifts using bundled funding.

Learning Pathway

2

Learning Approach

Our learning approach has been designed to accommodate all styles of learning.

We will have webinars that will cover broad topics providing key information. These webinars will be supplemented with guidance documents that go into more detail. You can then test your learning by working through case studies. We will also provide an optional drop-in session if you have questions or get stuck.

Our team will support you with any questions you have, making sure you are fully prepared for ICPMSK.



Webinars



Guidance documents



Case studies with drop-in sessions



Videos

Week one topic - claims management

We will take you through the responsibilities of the ICP Navigator's role, the aspects of the claims management they will fulfil, how to fulfil these and how ACC's ICP team will work in partnership to support you.

By the end of this topic, you will confidently be able to do:

- ✓ Identify when and how to update a diagnosis
- ✓ Develop a recovery plan
- ✓ Understand the role of ACC's ICP team

This is for:

- ICP Navigators and/or any IDT members providing navigation support
- People in roles supporting ICP navigation operations



Claims Management
webinar

**Register for the
webinar [HERE](#)**



Guidance Documents:

- Rehabilitation Pathway Planning
- Recovery Plan
- Understanding Claim Review
- Managing Kiritaki with additional injury claims
- Understanding Weekly Compensation



Case Studies:

- Rehab Pathway Planning
- Claim Review
- Exits

Week two topic - how to triage kiritaki

We will take you through some key triage processes including updating ACC with the confirmed triage diagnosis, assessing the complexity needs of kiritaki, and matching these needs with appropriate resources.

By the end of this topic, you will confidently be able to do:

- ✓ Analyse a kiritaki contextual needs
- ✓ Determine appropriate funding based on likely complexity

This is for:

- ICP Navigators and/ or IDT members who will be having conversations with kiritaki using the ICP Complexity tool.
- ICP Navigators and/ or IDT members who will be completing triage accept/ decline information flows.
- Staff who will be supporting bundle selection and invoicing



How to triage kiritaki
webinar

**Register for the
webinar [HERE](#)**



Guidance Documents:

- Complexity tool User Guide
- Eligibility and Triage
- Bundles and Exceptional Funding



Case Study:

- Bundles and Exceptional Funding

Week three topic - additional supports

We will provide an overview of the additional supports that could be offered to kiritaki, outside their integrated care pathway to support their recovery, and how these can be requested.

By the end of this topic, you will confidently be able to do:

- ✓ Assess needs to establish appropriate supports
- ✓ Present a process for implementing in-scope services into a Recovery Plan

This is for:

- ICP Navigators
- People who will be supporting ICP Navigators and their operations



Additional supports
webinar

**Register for the
webinar [HERE](#)**



Guidance Documents:

- Elective Surgery and Clinical Services



Case Studies:

- Vocational Rehabilitation
- Social Rehabilitation
- Supporting a return to work
- Service Linkages

Week 4 topic - provider performance framework

We will provide an overview of the provider performance framework, review the requirements of the key performance indicators, outcomes and reporting. We will also discuss our expectations regarding this provider led recovery pathway, supplier performance, and how we will partner together in the evaluation of this service to ensure better health outcomes for our shared kiritaki.

By the end of this topic, you will confidently be able to do:

- ✓ Know how ACC will monitor and use information for Provider Performance Monitoring

This is for:

- ICP Clinical Directors
- ICP Supplier Performance Managers
- ICP Navigators



Provider performance
framework webinar

Register for the
webinar [HERE](#)



Operational Guidelines:
Section 16 ICPMSK
provider performance
monitoring

Hypercare

3

Purpose of hypercare

Hypercare is the period immediately following the contract going live, and you start onboarding clients into your service. This phase focuses on providing support and addressing any issues that may arise during the early stages of the new service.

Hypercare ensures a smooth transition from new implementation to ongoing success of the service.

We want you to provide us feedback on your ICPMSK onboarding and induction experience. We will use this information to improve the learning materials and processes that support the ICPMSK service being delivered.

What you need to know

- Hypercare will be running for a period of three months
- We will be available to answer queries and support you
- You will meet regularly with your EPM to discuss cases you come across

If you need support during hypercare?

If you get stuck at any point, the primary support material will be the [ICPMSK Operational Guidelines](#).

You will also meet regularly with an Engagement & performance Manager (EPM). This time will be used to discuss risks and performance.

We will also be holding drop-in sessions where you can bring cases that you need support on. These session will include members from the ICP Team, EPM, and Portfolio Manager.

Otherwise, will we follow the [Resolve Issues Together](#).

If you come across any issues with your PMS, please contact your PMS vendor.

Need further support?

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How can you contact us?

For support during onboarding and hypercare

Email integratedcarepathways@acc.co.nz

For support on ICP claims after go-live

Contact the ICP team ICPMSK.Team@acc.co.nz

For support with performance

Contact your Engagement & Performance Manager

For all other issues

Email integratedcarepathways@acc.co.nz

Website

www.acc.co.nz/icpmsk

Queries

integratedcarepathways@acc.co.nz

ACC developer's site

<https://developer.acc.co.nz/integrated-care-pathways-icp>

Provider update

[Subscribe to provider updates](#)

New to working with us?

If you, or any of your team members are new to working with us we have additional resources that can support you. They cover the basics of ACC, what we cover and how you work with us. These can be found on our website.

Getting Started

- [How to provide your services](#)
- [Understanding your responsibilities](#)
- [Cultural safety and competency](#)
- [Using the right read code](#)
- [Updating or changing a claim](#)
- [Invoicing us](#)

The beginner's guide to ACC for

- [Medical specialists](#)
- [GP or Nurse Practitioner](#)
- [Nurses](#)
- [Allied Health Providers](#)
- [Physiotherapist](#)
- [Practice managers and administrators](#)
- [Welcome to the team - for health providers working with ACC](#)

Complex Cover

- [Understanding complex cover](#)
 - Mental Injury group
 - Treatment Injury
 - Work-related Gradual Process
- [Understanding claims and cover](#)

Thank you | Ngā mihi nui