

Market event

Secondary Care

27 February 2025



He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.



Karakia

Whāia, whāia

Whāia te Tika

Whāia te Pono

Whāia te Aroha

Mō te oranga tāngata

Kia puta ki te whai ao

Ki te ao mārama

Haumi e, hui e

Tāiki e

Striving to do what is right

Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

Nau mai, Haere mai

Welcome to ACC's Secondary Care Market Event

Meet the team



Matt Jones
Head of System
Monitoring &
Performance



Dr Dilky Rasiah
Manager Strategic Clinical
Advice & Governance
Acting Chief Clinical Officer



Dr Pete Watson
Senior Clinical
Advisor



Trudie Scott-Walker
Manager Operations
Integration



Hamish Johnson
Portfolio Manager



Kylie Brown
Portfolio Manager



Willa Jones
Portfolio Advisor



David Candy
Health Partner

Note: This session
is being recorded

Questions



Use the Q&A at the
top of your screen

Access the content



We'll share the slides,
recording, and Q&A

Agenda

1 Purpose

2 Secondary Care

3 The opportunity

4 Questions & Answers

Purpose

We want to improve the way we work with the health sector

We're talking to you because we know you have ideas

Our focus for 2025 is about **how we work** with the health sector.

- We know that last year we signalled some contract changes with short notice and limited consultation.
- This was necessary given the challenges facing the Scheme.
- But we also know we need to work with you to overcome these challenges.

In this session, we want to hear your ideas to:

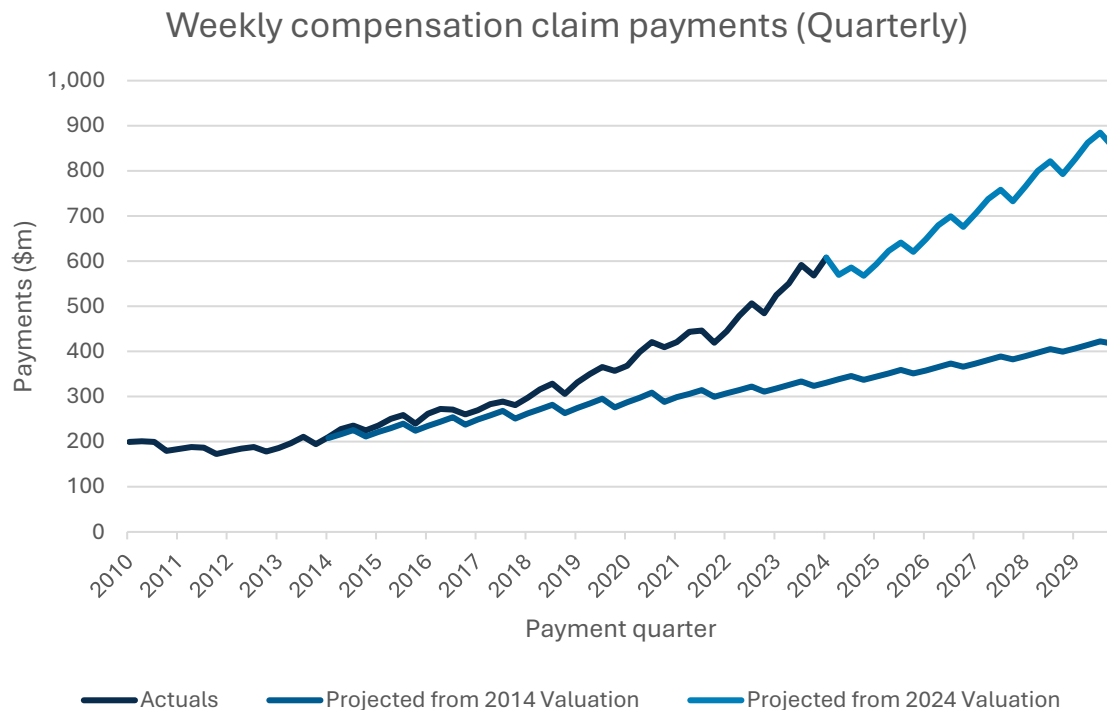
Improve recovery outcomes

Ensure sustainability of services

Secondary Care

Costs of providing entitlements have grown significantly in the past decade

This indicates worse recovery rates for clients and more pressure on the Scheme



“...issues that, if left unaddressed, are likely to result in the next generation having to pay significantly higher levies and taxes to ensure the Scheme remains sustainable.”

ACC Financial Conditions report

Improving outcomes for clients with musculoskeletal injuries is our priority in secondary care services

- Secondary care services cover a wide range of injury types, services and vocations.
- Our priority focus area is musculoskeletal injuries:
 - Majority of our patient numbers
 - **Increased percentage** receiving weekly compensation
 - Remaining on weekly compensation longer
- Result = **strain** on sustainability of entitlements

60%
of ACC Covered Injuries

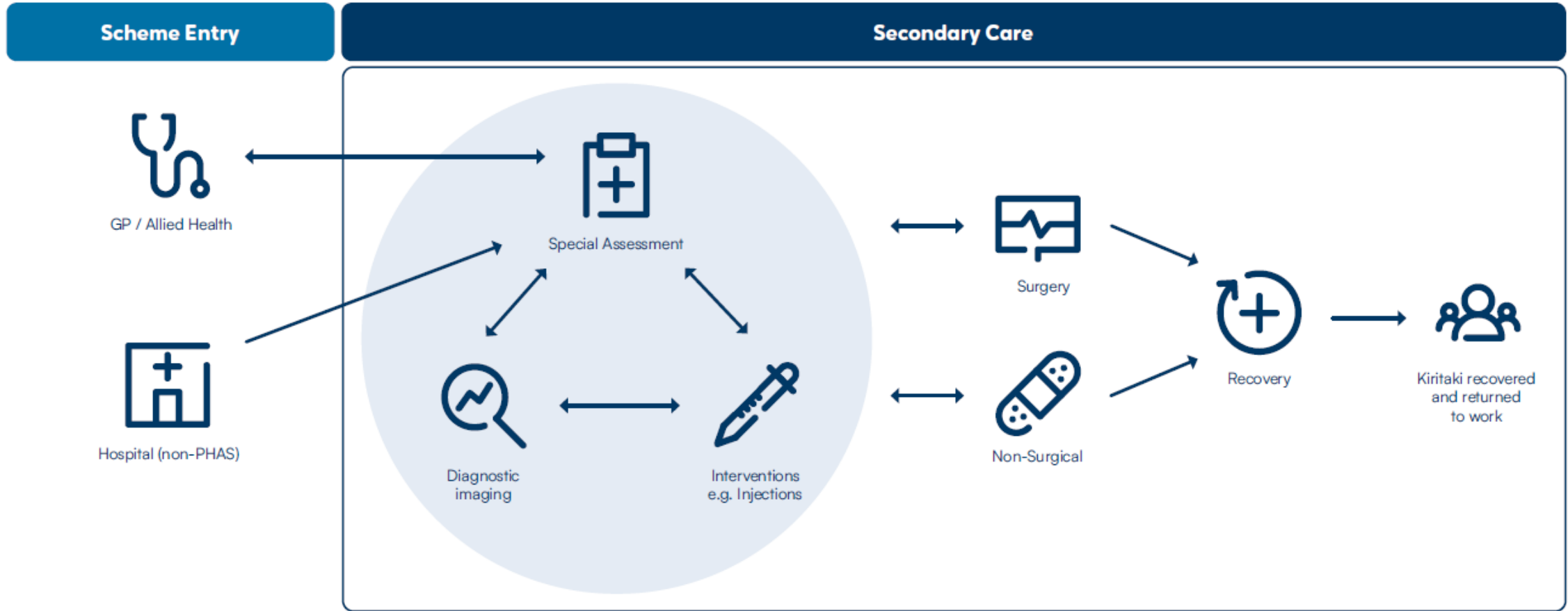
80%
of Secondary Care
Services expenditure

\$1.66B
Weekly comp costs



Opportunities

Areas that will enhance outcomes and ensure sustainability

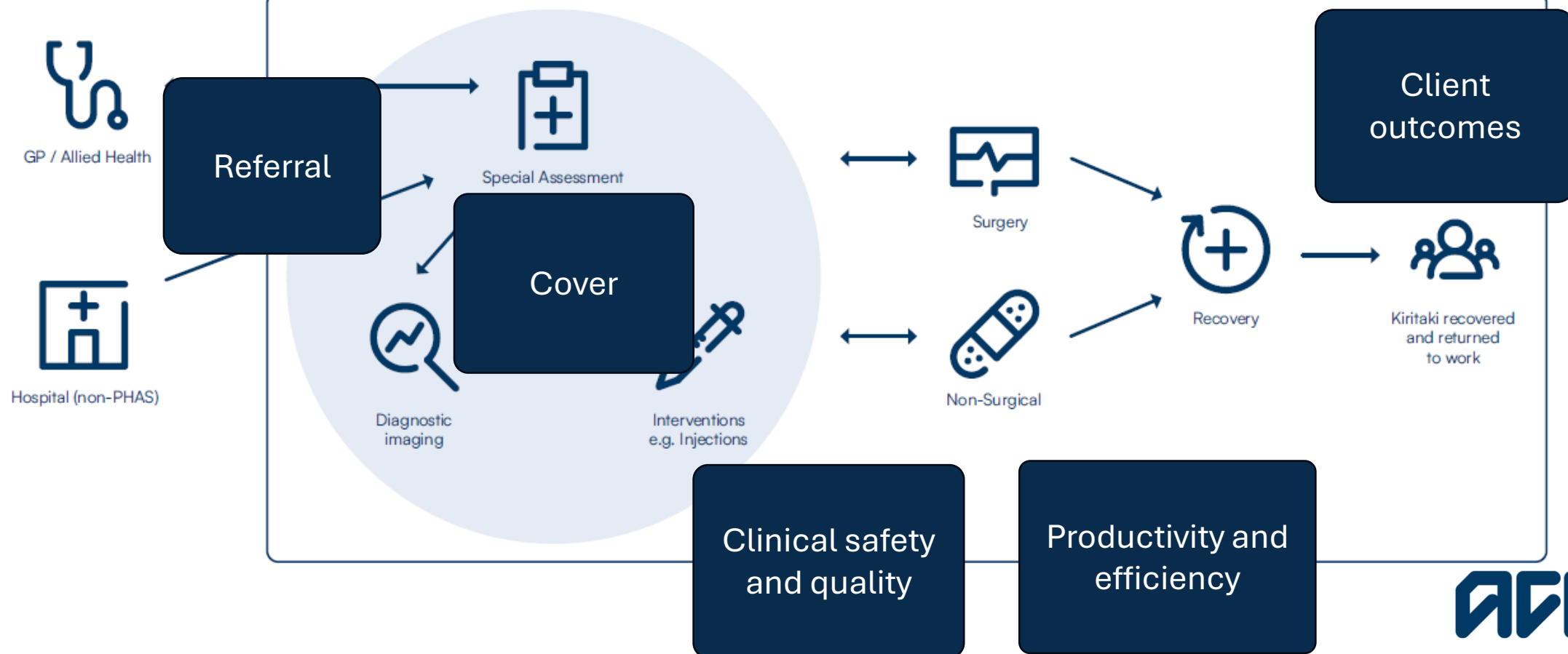


Opportunities

Areas that will enhance outcomes and ensure sustainability

Scheme Entry

Secondary Care



We've heard from you that there are challenges across each of these priority areas



Referral

- Referral quality mixed, and based on provider relationships
- Unnecessary referrals take place
- No visibility of system capacity



Cover & Entitlement

- Delayed decision making impacts outcomes
- Available clinical info not utilised
- Efficient diagnosis prioritised over accuracy



Clinical Safety & Quality

- Everyone's responsibility
- Collaboration and accountability needed across pathway
- Disjointed services result in gaps



System Productivity & Efficiency

- Prioritisation of lists by funder
- Not optimising resource use
- Reimbursement hinder adoption of new technology



Client Outcomes

- There is collective responsibility for poor outcomes
- Decision making can get in the way of quality outcomes

The Opportunity

We need your input

How can we work together to improve recovery outcomes and ensure sustainability of service?



Ideas on how we can collectively improve recovery outcomes – small or large

How do I submit my idea(s)?

Complete the Request for Information (RFI), available on GETS.

Submit your RFI via GETS by 31 March.

www.gets.govt.nz

Government Electronic Tenders Service (GETS) online

- Search for ACC
- Look for “Working together to improve outcomes – Secondary care”
- Subscribe to the notice to download the RFI
- Login using your RealMe account
- Raise all questions using the message function on GETS. We will publish the all answers here.
- For any issues or help with GETS, select the ‘supplier help’ link

The screenshot shows the GETS.GOV.T.NZ website. The top navigation bar includes links for 'Create account', 'Purchaser log in', and 'Supplier log in'. A red circle highlights the 'Supplier log in' link. Below the navigation bar is a search bar with the text 'Search Tenders' and a magnifying glass icon. A red line points from the 'Search for ACC' bullet point to the search bar. On the left side, there is a sidebar with two sections: 'ONLINE SERVICES' and 'POLICIES & INFORMATION'. The 'POLICIES & INFORMATION' section has a red circle around the 'Supplier help' link, with a red line pointing from the 'supplier help' bullet point to it. The main content area displays 'GETS search results' with a table of tenders.

RFx ID	Reference #	Title	Tender Type	Open Date	Organisation
31082972	EOPSUBPANEL2025	Equipment Subcontractor – ROI	ROI	9:00 AM 17 Feb 2025 (Pacific/Auckland UTC+13:00)	Enable New Zealand
31021296		ACC Voice of Customer Survey Programme	RFP	5:30 PM 5 Feb 2025 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30992153	SCRR 2025	Sensitive Claims Residential Rehabilitation Service (SCRR)	RFT	3:00 PM 31 Jan 2025 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30898821		Advance Notice – Print Technology and Associated Services	NOI	2:00 PM 21 Jan 2025 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30840913	11768	Advance Notice: Registrations of Interest (ROI) – Emergency Air Ambulance Helicopter Service (EAAHS)	FPO	6:00 PM 17 Dec 2024 (Pacific/Auckland UTC+13:00)	Health New Zealand (Te Whaitu Ora)
30779171		Transport Services	RFI	2:30 PM 5 Dec 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30755126		Wellbeing Measurement Tool – Request for Information (RFI)	RFI	11:00 AM 2 Dec 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30704547	Vehicle Mods Services Tender	Vehicle Modification Services	RFP	12:00 PM 25 Nov 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30628663		Pavroll Registration of Interest (ROI) – Notice of Information (Advance Notice) only	NOI	3:00 PM 13 Nov 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation
30591114		Provision of a Security Operations Centre (SOC) Service	RFP	3:00 PM 8 Nov 2024 (Pacific/Auckland UTC+13:00)	Accident Compensation Corporation

Next steps

Indicative dates	Activity
3 / 4 March	RFI guidelines available on GETS.
3 / 4 March	RFI submission period open
Submit all questions via GETS Submit your RFI to elective.services@acc.co.nz	
31 March	RFI submission period closes
April	ACC review
End of April/Early May	Update on response and next steps

How you can stay connected

**Working together to
improve patient outcomes**
on acc.co.nz

**Provider Update
newsletters**
[signup on acc.co.nz](https://acc.co.nz)

Share your ideas
gets.govt.nz

Questions?
gets.govt.nz

Questions & Answers

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THANK YOU FOR JOINING US TODAY

Ngā mihi nui

