HCS Reporting

Read time: 3 mins

Data is critical for the monitoring and evolution our Home and Community Support (HCS) services. As we work to develop a long-term data sharing solution, this quick guide shows you how to complete the reporting spreadsheet we require from you monthly (HCSRTI) or quarterly (HCSMI).

Why the data is important

We need to monitor the performance of the new Return to Independence (RTI) and Maximise Independence (MI) Home and Community Support (HCS) services so that future refinements and improvements can be made.

To do this effectively, it is crucial that the data we receive is of high quality. Data quality is a Key Performance Indicator. We require the data to be complete, accurate, consistent between sources (interRAI and/or billing) and submitted in a timely manner.

The ability to measure HCS reliably is a key factor in ensuring the best outcomes for our clients.

Where to send the data and when

All data will be sent via a Business-to-Business (B2B) SharePoint site. B2B is a mutually accessible workspace that supports secure and easy sharing of your data with us into a folder, like a drop-box. This is an interim data sharing solution until a long-term solution has been agreed. Each supplier will be provided with a log-in to the B2B site where you can access your secure folder.

The HCSRTI service reports monthly (by the 15th of each month, for the month prior).

The HCSMI service reports quarterly (by the 15th of April, July, October, and January for the preceding quarter).

Reporting tool general guidelines

- The RTI and MI spreadsheets are in your B2B folder. Check your folder regularly and always use the latest version of the spreadsheet (do not use a copied file).
- Save your file using this format: 'HCSservice_reporting_supplierID_submissionmonthnumber_year.xlsx' (eg HCSMI_reporting_S01234_03_2024).
- Submitted data that does not meet requirements will be returned for resubmission.

For HCSRTI claim-level reporting:

- only include data for clients who have **completed** a package within the reporting month
- do not include data for clients whose details you have previously submitted (unless the data pertain to a clients' subsequent package of support)
- accuracy of the ACC claim number (or ACC45 form number) is important. This is the only way we can link this spreadsheet data with other ACC data related to the same client.
  - Remember, this is unique to the client's current injury which they are seeking HCSRTI support for.

Tips for filling in the spreadsheets

To ensure high quality data, the spreadsheet has built-in warnings, data validation, and conditional formatting. Follow the instructions and check your responses carefully.

- **Any cell shaded yellow** is mandatory and must be filled in. Do not leave any fields blank.
- **Any cell shaded red** indicates your data entry is not valid or does not comply with the formatting requirements.
  - Do not submit any file with red cells. These cells must be resolved first.
- **Any cell shaded orange** is a warning, prompting you to consider requesting another support package for the client.
  - You may still submit data with orange cells.

Getting help

If you have any pātai (questions) about the reporting tool or the data transfer process, contact your Engagement and Performance Manger.

Email IHCS@acc.co.nz.