

Market engagement

Primary & Secondary Care

29 May 2025

- 12pm - 1pm
- 6pm - 7pm



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 Combined Market Event

Note: This session
is being recorded



Chris Ash
Acting DCE
System Commissioning &
Performance



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



Matt Jones
Head of System Monitoring
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Manager Health Sector
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Merian Graham
Portfolio Manager



Hamish Johnson
Portfolio Manager

Questions



Use the Q&A at the
top of your screen

Access the content



We'll share the slides
and recording on 30
May

Agenda

1 Purpose

2 Your feedback

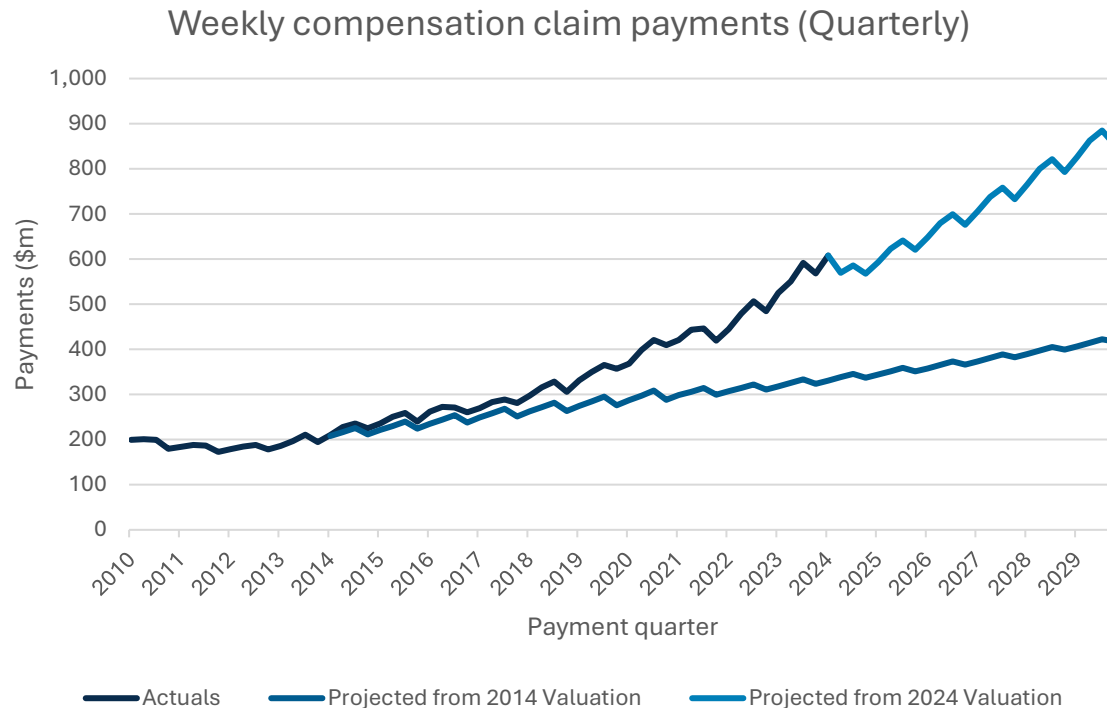
3 Starting the work

4 Next steps and Q&A

1. Purpose

The Challenge

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

Problem Statement: We’re seeing more people requiring time off work due to injury, and their average time to recover and return to work and independence, is getting longer.



Key Objectives

Work better together

**Improve recovery
outcomes**

**Ensure Scheme
sustainability**

2. Your feedback

Primary Care

A summary of your feedback



56

ideas submitted

Top themes

- Improving access
- Reducing administrative burden
- Shared care records
- Integrated comprehensive models of care
- Digital health solutions
- Innovative rehabilitation programs
- Educational resources & clinical pathways



42

respondents

Sector representation

- Rural and urban general practice
- Occupational medicine
- Professional practice fellows/lecturers
- Urgent care, ED
- Technology experts



45

expressions
of Interest

Expert Reference Group

- Variety of primary care clinicians
- Diverse geographical spread
- Well-rounded mix of gender and ethnic backgrounds

Secondary Care

A summary of your feedback



54 ideas submitted

Top themes

- Integrated clinical pathways
- Return to work opportunities
- Use of technology and AI



35 respondents

Sector representation

- Suppliers
- Info & tech vendors
- Health professions



36 expressions of Interest

Clinical Advisory Group

- Range of professions from across the country

What your combined ideas told us

Clinical pathways

Develop clinical pathways along a client's journey from primary through to secondary care.

Ensure pathways are client centric, holistic, evidence based.

Recovery outcomes

Build a clear shared understanding of client recovery outcomes, and what information needs to be shared to monitor and continuously improve.

Clinical governance

Ensure clinical quality and safety is embedded.

Foster continuous improvement across the whole system.

Technology and data

Use technology to create efficiencies – eg better access to records, communication, decision support tools.

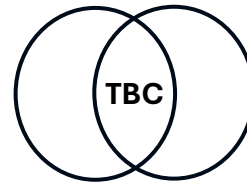
Where do primary and secondary care overlap in a client's recovery journey?

PRIMARY CARE



Effectively manage scheme entry, certification, access to appropriate services – ensuring clients return to work and independence.

TBC



Explore areas where there are options to be included in primary or secondary care (or both).

SECONDARY CARE



Ensure clients receive appropriate best-practice integrated secondary care services. Outcomes are visible and value is understood, leading to improved client outcomes and scheme sustainability.

3. Starting the work

Our approach for primary care



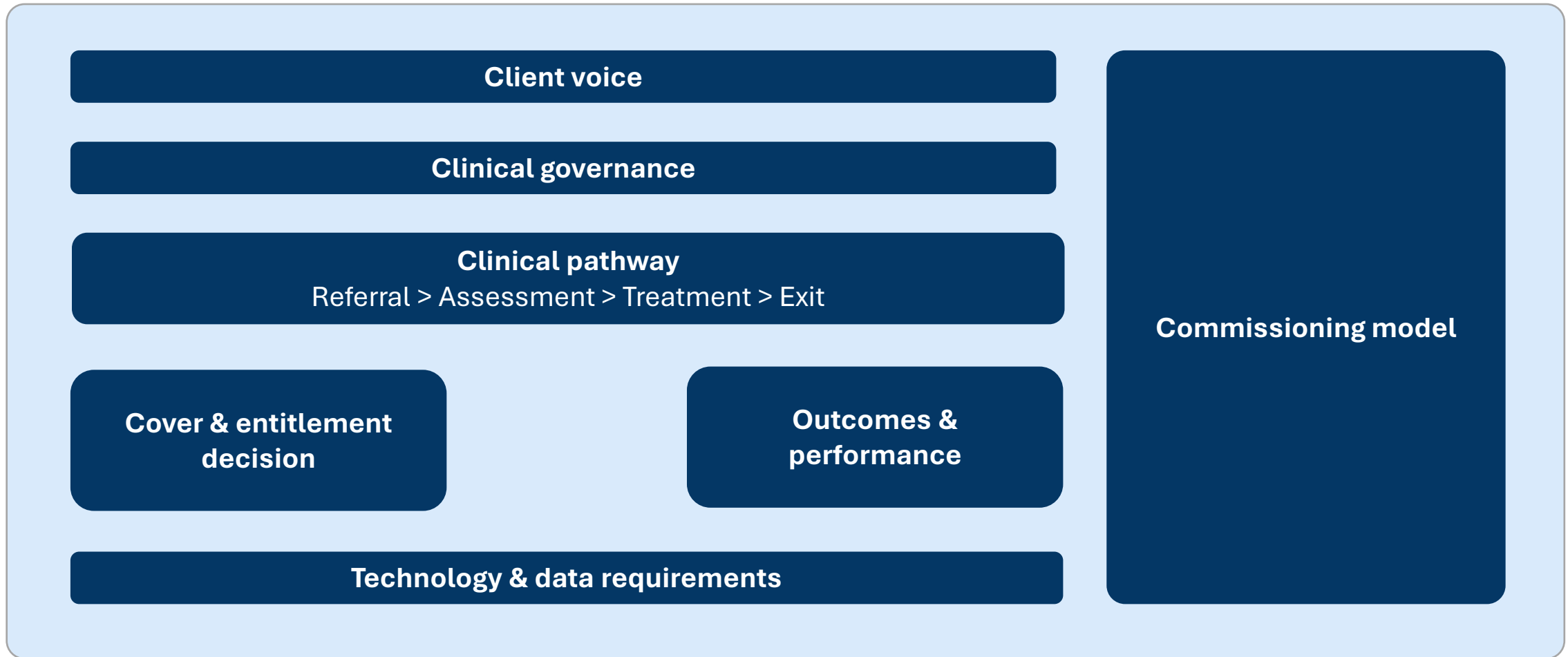
Our plan is to deliver a primary care commissioning model that supports greater integration and delivers improved outcomes.

Our approach for secondary care



In secondary care we have extended key contracts such as Elective Surgery Services, High-Tech Imaging, and Clinical Services to give time to complete the redesign work.

We'll cover these key components during our engagement



Primary care will be supported by an External Reference Group

- We have now selected 12 members of the Primary Care External Reference group
- This group consists of a broad range of health professionals and technical expertise
- The membership reflects diverse gender, ethnic, and geographic representation, ensuring a wide range of perspectives and expertise.

We are confident that we have the right mix of experts on this group to help guide us to solutions that will work for everyone.



**Stafford
Thompson**

Manager Health Sector
Engagement &
Performance



**Dr Rochelle
Phipps**

Strategic Clinical
Advisor



**Merian
Graham**

Portfolio Manager

Secondary care will be supported by a Clinical Advisory Group

- We're still finalising the members of the Secondary Care Clinical Advisory Group.
- A range of clinical professionals are represented.
- We want to ensure we truly reflect the sector and the communities we serve across the motu.

We're being intentional about seeking diversity in appointments to encourage different perspectives and experiences.



Hamish Johnson
Portfolio Manager



Dr Rochelle Phipps
Strategic Clinical Advisor

4. Next steps and Q&A

Engaging with you throughout the design phase



www.acc.co.nz/health-sector-engagement



Provider Update e-newsletter

www.acc.co.nz/provider-news



**Regular
online market events**



Ask us questions via email at:

engage.primarycare@acc.co.nz

engage.secondarycare@acc.co.nz

Pātai | Questions ?

We'd love your feedback

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