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Questions and Answers

ICPMSK Webinar: Provider Performance Management

This document includes answers to the questions raised at the ICPMSK Provider Performance Management webinar on 22 February 2023.

Can you describe how a contract review will be undertaken?

As outlined in the contract, from time to time we may review the Services in any or all rohe (regions). The purpose will be to review the extent to which the Service Objectives are being met. Contract reviews won't take place more than once in any 12-month period.

Any service review would likely be in response to consistent ongoing performance issues or possible service pathway failure. We would also follow Clause 13 of our Standard Terms and Conditions in regarding to Service Evaluation.

We expect that our ICPMSK Suppliers are continually self-monitoring their pathway and that they maintain ongoing performance discussions with their EPM prior to any Service Review being implemented.

If the benchmarks are partly compared to ECP pilot data, then some consortia are being benchmarked against themselves? Can you please confirm this is not the case?

No, we are measuring ICPMSK outcomes against our service baseline data, leveraging the information from the ECP pilot regarding service outcomes alongside our other treatment and rehabilitation services.

This is to ensure that our baseline targets are consistent and can be applied to ICPMSK service performance and ICPMSK specific health outcomes.

How does ACC intend to apply and use volume cap restrictions?

It is vital that our Suppliers provide a quality service for all kiritaki (clients) that enter their pathway. We will work with Suppliers to ensure that their pathway remains viable and achieves the desired outcomes for our kiritaki.

If performance isn't being achieved consistently (despite the Suppliers and our remedial efforts, or, there is failure to comply with the contractual obligations), we may implement a volume cap to allow the Supplier time to ensure current kiritaki are achieving sustainable outcomes within the pathway. ACC will work with Suppliers on pathway remedies which will need to be resolved prior to the lifting of the cap and allowing new kiritaki to onboard.



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Any application of the volume cap restrictions will be determined by us in conjunction with the Supplier in question.

Are you expecting us to purchase the dynamometer required to measure the Clinical outcomes?

We are expecting that Providers will use an appropriate dynamometer to capture the Clinical outcome measures of Isometric Strength. We are not prescribing the arrangement under which you obtain the use of the dynamometer(s), and Providers are encouraged to investigate what is in the market and come to an arrangement that suits their needs.

Noting that the following question was submitted and answered in Webinar 1 Q+A. We have amended the answer in that FAQ document also.

If a kiritaki is seen initially via Te Whatu Ora after injury, are they able to be referred into ICP by a non-Te Whatu Ora provider? Or would they be ineligible?

A kiritaki (client) can be referred into ICPMSK by any of the sources noted in the service schedule and operational guidelines.

The ICPMSK team are currently reviewing the interaction that a referral from Te Whatu Ora may have between the other ACC contracts, eg Public Health Acute Services (PHAS) and ICPMSK. We will inform you when we have further information to share.

We have been reviewing the interaction that a referral from Te Whatu Ora may have with ICPMSK. Our current position is that an ICPMSK referral for any clients discharged from Te Whatu Ora cannot occur within the first 6 weeks following discharge from Te Whatu Ora. We will continue to explore how these services can align and will inform you when we have further information to share.

We are fielding a few questions related to ICPMSK Outcome Measurement Licencing

We are still in the process of obtaining a licence for the ICPMSK service measures.

We understand that ICPMSK Suppliers will be able to collect the outcome measures under the licence that we will be obtaining. This also means that if ICPMSK Suppliers wish to collect, use, store or share the outcome measures for purposes outside ICPMSK kiritaki (clients), they must be responsible for investigating their need for a license.