

The beginner's guide to ACC for mental injury providers: Part 2

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Hosted by

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Clinical Advice Manager

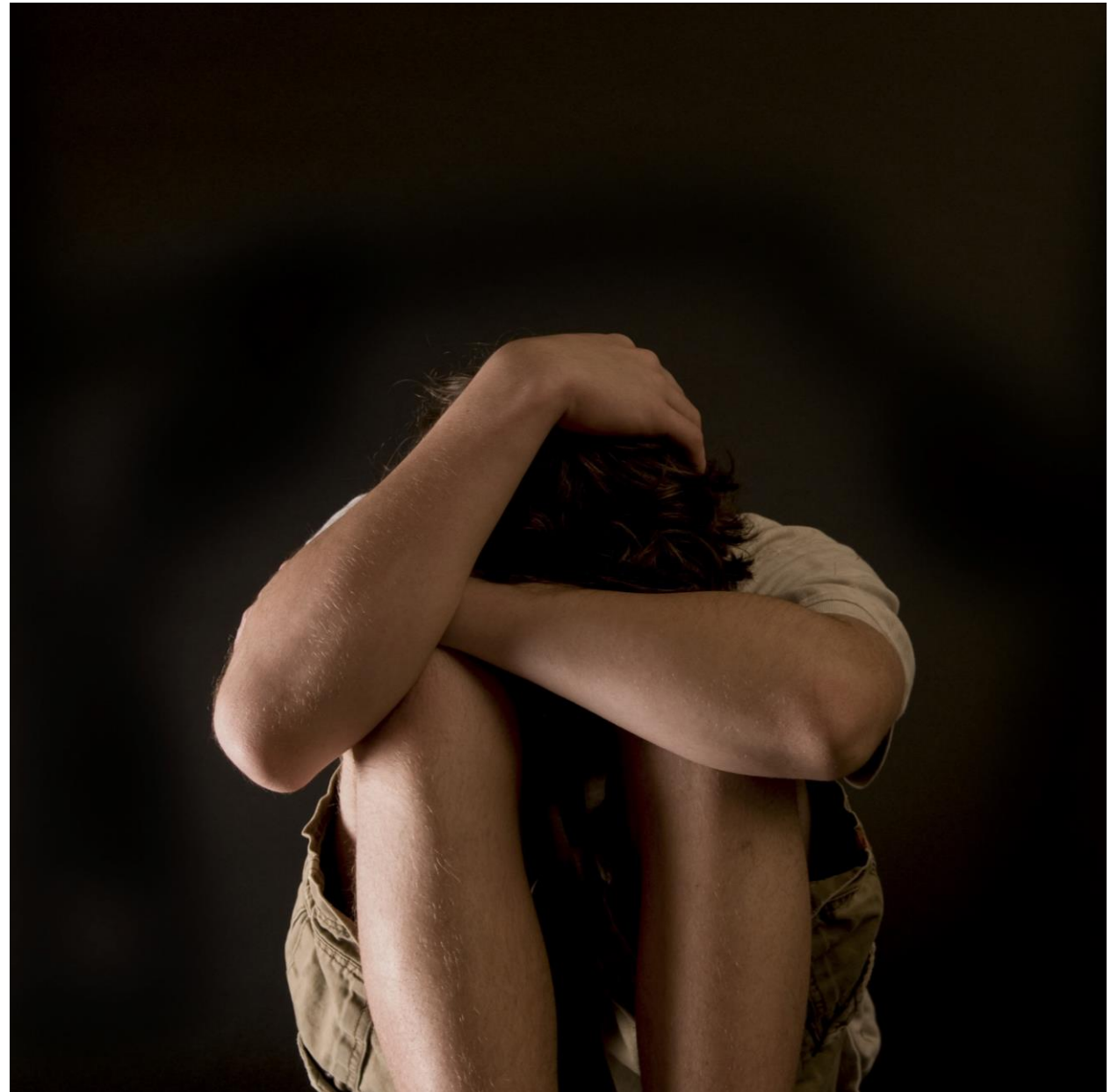
Penny Kokot Louw

Clinical Advice Manager



**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

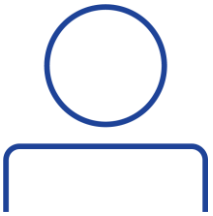
Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

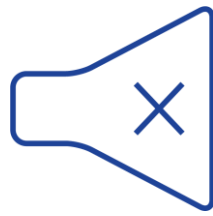
Welcome

Welcome to the beginner's guide to ACC for mental injury providers webinar: Part 2



People

Melissa Porritt
Penny Kokot Louw



Mute

Please mute
your microphone



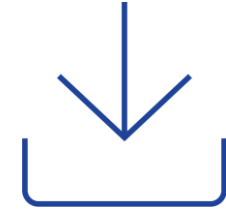
Chat

Use chat to
ask questions



Questions

Question time
periodically through
session as well as
Q&A at the end



Download

Download
this webinar



This session is being recorded

Agenda

1

Assessing mental injury

2

Expectations of Providers

3

Tips and take-home messages

4

How to contact us

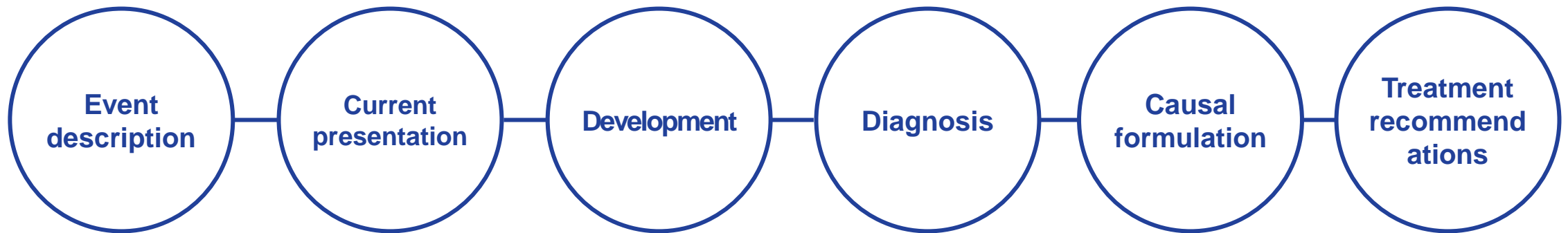
Assessing mental injury

1

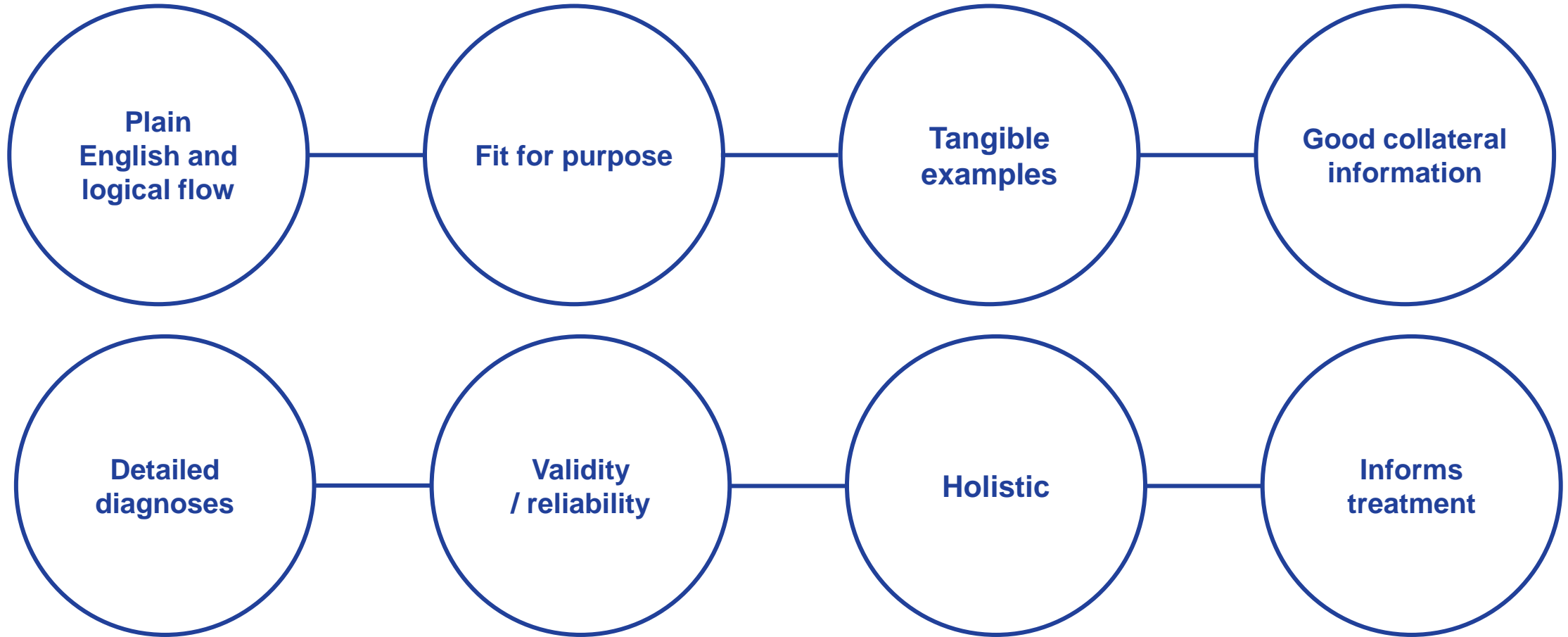
Mental Injury Assessment

Purpose and audience

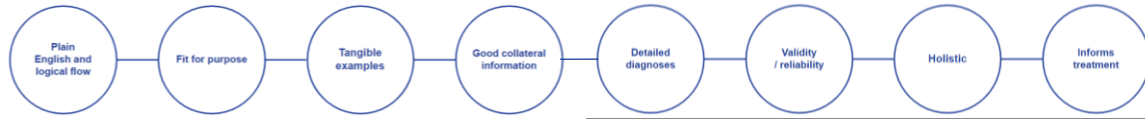
Why ACC needs this information



What makes a good MI Assessment/report?



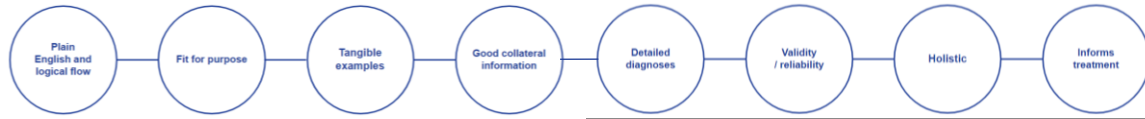
Plain English and logical flow



Your primary audience is non-clinical.



Fit for purpose

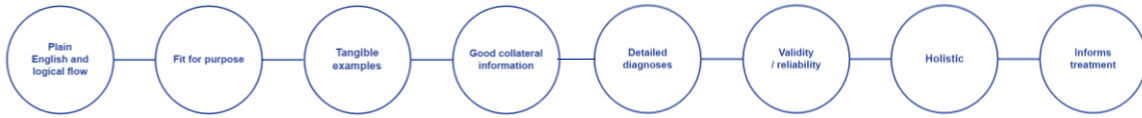


Is there a material link between the diagnosed condition and the event or injury?

How well can you convey your clinical reasoning?



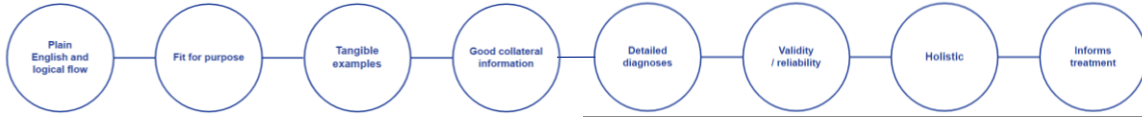
Tangible examples



This helps ACC know what the client needs help with and to judge how appropriate the treatment plan is.



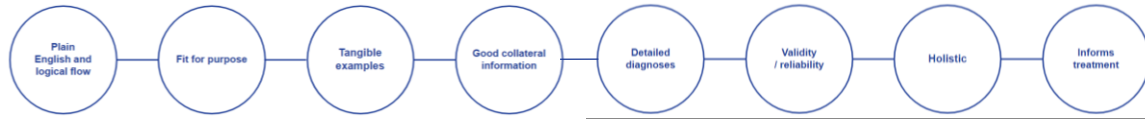
Good collateral information



Helps ensure that your report is balanced, credible and holistic.



Detailed diagnoses

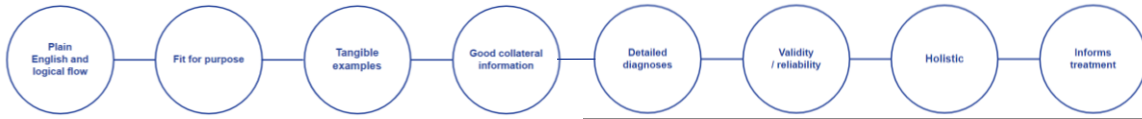


Appears in a recognised classification system.

Provides a symptom description (not a list).



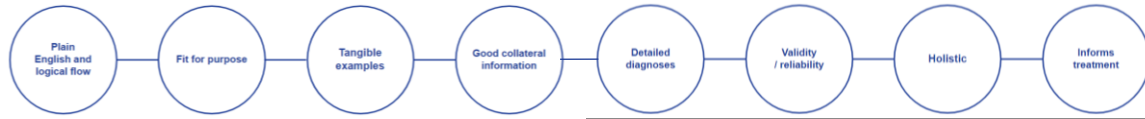
Validity / reliability



Should always be considered but especially in a medicolegal context.



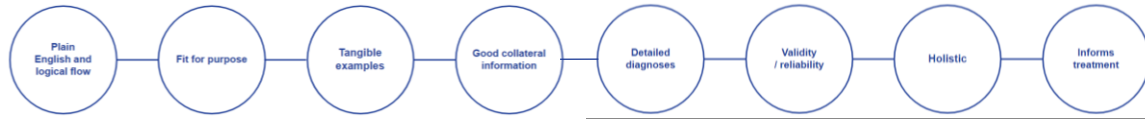
Holistic



Considers all areas of functioning.
Considers all diagnoses/explanations.
Addresses “personality” and “culture”
for everyone.



Informs treatment



Assessment is a key document in guiding recovery – our ultimate goal



Any questions?

1

Expectations of Providers and Assessors

2

Expectations of Providers and Assessors

- ✓ Actively managing safety
- ✓ Thinking holistically
- ✓ Risk of harm to self
- ✓ Risk of harm to others
- ✓ Children and vulnerable persons



Creating a safe space

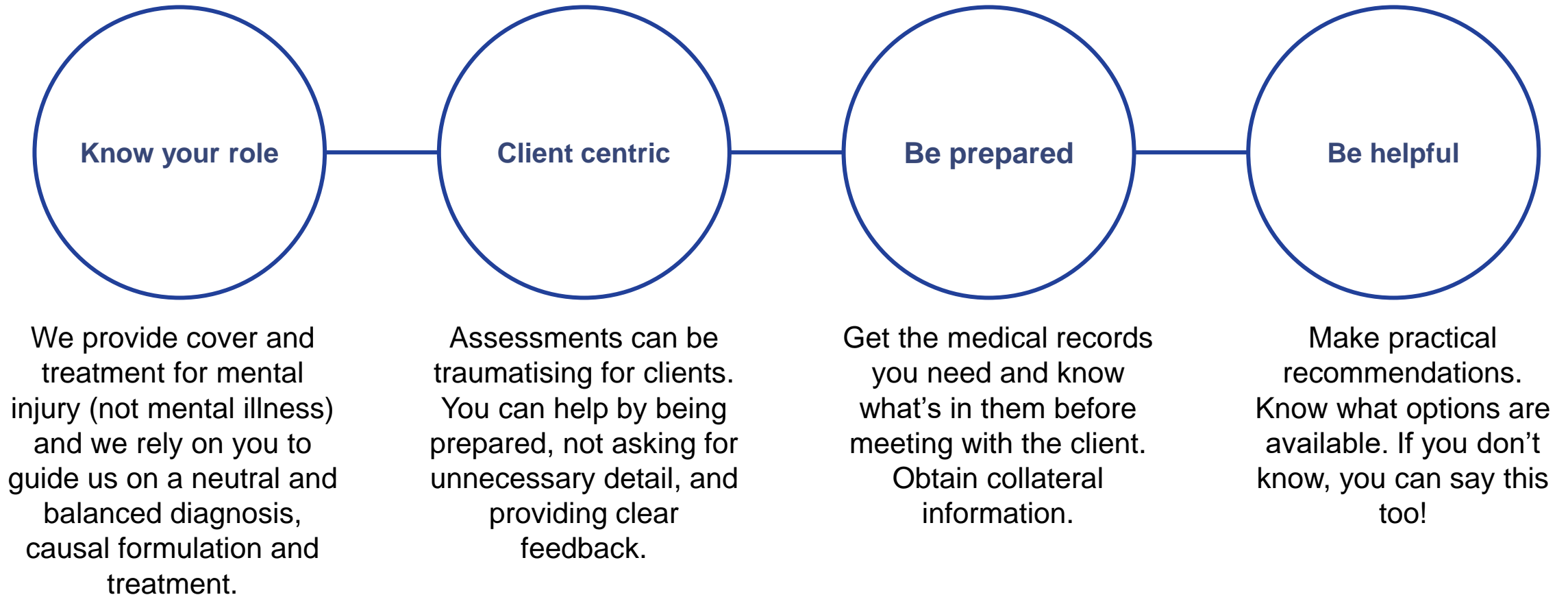
- ✓ Be organised - read the medical notes;
liaise with the lead provider
- ✓ Be culturally considerate
- ✓ Pacing of the assessment
- ✓ Delivery of the core findings
- ✓ Manage expectations



Top tips and take home messages

3

Getting a good outcome for everyone



Communication

- ✓ The best tip for a great outcome for everyone is to communicate well and as often as you need with ACC and other providers involved.



Services available to clients

- ✓ Individual therapy
- ✓ Group therapy
- ✓ Adjunctive Supports
- ✓ Family and whanau



Any questions?

3

How to contact us

4

Psychology Advisor (PA) Hotlines

Sensitive claims:

09 354 8425

Physical injury:

09 354 8426



Contact us

**Clients supported by a
dedicated Recovery Partner:**
0800 735 566

**Clients supported by
Assisted Recovery:**
0800 735 566 ext. 87878

**Update contractual and
referral information:**
health.procurement@acc.co.nz

Contract, newsletter and reporting link:
mentalhealth@acc.co.nz

Submit ISSC reports to ACC:
Sensitiveclaimsproviderreports@acc.co.nz



What's next?

We want your feedback.

We want to make sure future webinars are engaging, helpful and informative for you and other health providers.

Please click on the survey link in the chat and share your feedback for today's webinar.

You'll receive an email with a link to the recording of this webinar, where you can also download slides.

Getting Started

A new section on our website gives you all the basics of working with ACC.

Head to acc.co.nz/getting-started

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Thank you