



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whāra

# ACC Health Services Strategy 2016-2021

*A new way of working with  
health providers*



100% of our customers' first interaction with ACC is through health providers.

That's why building a strong relationship with you and other health providers is critical to delivering on our responsibility to effectively help New Zealanders prevent, manage or recover from injury.

An important part of this is **making it easier for us to work together**. That's why we're changing the way we work. We're partnering with health providers to develop new ideas, design and test new ways of working.

Our vision is to work harder to develop more **collaborative relationships** with health providers, so together we can achieve the best outcomes for New Zealanders.



We set ourselves a  
goal of achieving  
**three core outcomes**  
over five years:



High trust and confidence in ACC from health providers.

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Better rehabilitation outcomes for clients.

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Efficient management of New Zealand levy payers' contributions.

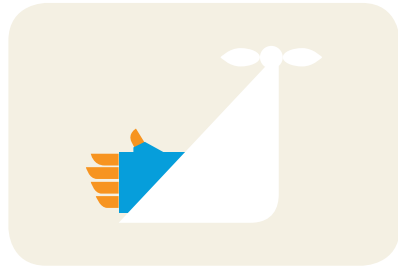
# How we intend to do this.

We're focusing on **four key strategic** areas to achieve these outcomes:



## Streamlining operational services

ACC is intending to simplify requirements of health providers submitting information, including streamlining payments and invoicing and where possible reducing our information requirements. This will ultimately result in health providers finding us easier to deal with on a daily basis.



## Adopting best practice treatment and rehabilitation pathways

We're working with health providers to trial different pathways which target improvements to the quality and cost of the client outcome. We're following international best practice by adopting outcome based systems and integrated healthcare delivery. Using this approach, we can focus on achieving better client outcomes rather than the process to get there.



### Sharing data insights

We're working to share the wealth of information we gather, as we know rich and accurate data is fundamental to identifying the best clinical pathways and outcome-based systems. This transparency of information is an essential part of building relationships with health providers.



### Improving accessibility

We're working with providers to combine data insights with new rehabilitation pathways to improve accessibility. Addressing accessibility for different socio-economic groups is a global issue, and one ACC wants to address by working with our provider partners.

# No 'one size fits all'.

There are too many variations in volume, spend and interactions between health providers and ACC for a 'one size fits all' approach. We need to ensure that all health providers are supported through a clear, consistent, flexible strategy to meet different needs.



# This means for health providers who:

## Handle minor injuries



We want to make it easy to access ACC support. Delivering the core services well for low cost, high volume treatments will remain important because of the nature of the interactions and treatments provided by this specific group of health providers. These health providers are our customer's only interaction with us, we want to ensure we make it as easy as possible for providers and clients to work with us.

## Deal with more seriously injured clients



We want to work towards an outcome based approach to improve client experiences and outcomes. We're shifting to a 'tight-loose-tight' approach to contracting. This means together setting clear client outcomes (tight) yet allowing health providers to take responsibility for how care is planned and delivered (loose). Reimbursement is based on clear demonstration that outcomes have been achieved (tight through measurement, reporting and performance targets).

# This is a snapshot of our Health Services Strategy.

Like you, we have a shared goal of  
wanting the best for your patient.

We're making progress but there's a lot to be done including some changes for ACC as an organisation to make this happen successfully by 2021. We're looking forward to working with you to ensure we get the best possible outcomes for all injured New Zealanders.

If you have any questions, comments or feedback about our Health Services Strategy please contact your ACC Strategic Partner.





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[www.acc.co.nz](http://www.acc.co.nz)