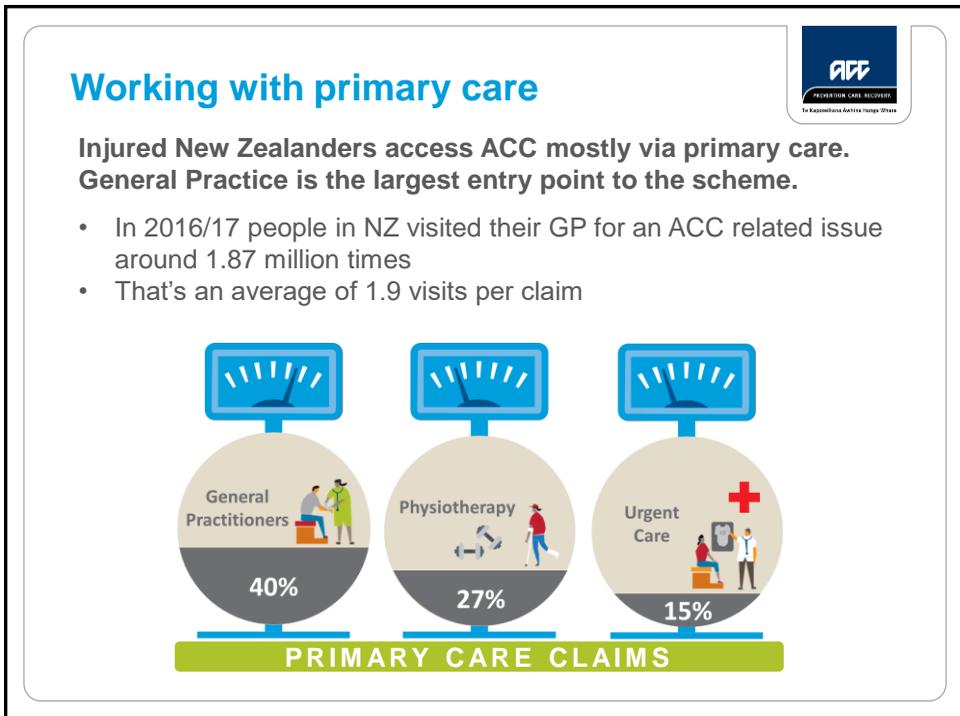


ACC
ACCIDENT COMPENSATION CORPORATION
Te Kaitiaki Take Kōwhiri Whakamā

ACC and General Practice Connect

Ali McDougall, Design Lead
Provider Services Delivery - Health Services Strategy and Design
6 April 2019



ACC
ACCIDENT COMPENSATION CORPORATION
Te Kaitiaki Take Kōwhiri Whakamā

Working with primary care

Injured New Zealanders access ACC mostly via primary care. General Practice is the largest entry point to the scheme.

- In 2016/17 people in NZ visited their GP for an ACC related issue around 1.87 million times
- That's an average of 1.9 visits per claim

Primary Care Category	Percentage
General Practitioners	40%
Physiotherapy	27%
Urgent Care	15%

PRIMARY CARE CLAIMS



Our intent

ACC Health Services Strategy focus on greater collaboration and partnerships with providers

When the words **we** and **our** are used we are talking about **all of us**

General Practice has asked for a conversation about a different way of working



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Partnering with national bodies

- General Practice New Zealand
- Royal College of General Practitioners
- New Zealand Medical Association
- New Zealand Nurses Organisation
- Practice Managers & Administrators Association of New Zealand
- Physio New Zealand

"This is a rare opportunity to shape the relationship between ACC and General Practice. NZMA sees this as a chance to make our future with ACC – one we want to be part of."

*Dr Kate Baddock
Chair
NZMA*

"I encourage GPs to be part of this consultation process. ACC is keen to get GPs' perspectives on the way it currently interacts with primary care, and it has expressed genuine willingness to co-design a solution that works well for practitioners and patients."

*Terina Moke
Acting Chief Executive, RNZCGP*

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A different way of working



A collaborative relationship with flexible delivery models.

Links directly to the three core outcomes of success for ACC's Health Services Strategy.

Improve patient rehabilitation outcomes.

Build strong relationships that improve trust and confidence in ACC.

Efficient management of levy payer funds.

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The current approach



The Accident Compensation Act

- ACC operates under the Act and is liable to pay for or contribute to the cost of treatment for people who sustain an injury from a covered accident.
- The Act sets out how this payment can be made.



Contracts

In the absence of a contract, Regulations must be used to pay for General Practice treatment.

Regulations

General Practice not covered by contracts must be paid under Regulations.

They operate on a 'fee-for-service' model.

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Exploring an alternative

ACC
Primary Care Network
To Reimburse And To Change What

What would an alternative to Regulations look like for General Practice teams?

Together, we would like to create a relationship framework that...

- Enables us to collaboratively assess needs, determine priorities, and proactively plan for improved patient outcomes.**
- Supports innovation in General Practice with integrated interdisciplinary delivery models and enhanced clinical pathways such as enabling GP access to High Tech Imaging (HTI).**
- Provides visibility of service quality and outcomes for ACC patients in primary care.**

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Recent learnings



Working with PHOs

High Tech Imaging (HTI) Proof of Concept

- GP access to MRI for 4 injury sites
- Improved pathway of care with hands-on clinical education package for GPs

What we've learned

- PHO capability in clinical quality assurance and education mechanisms
- Infrastructure to support delivery of new models

Contracts

Physiotherapy Rural General Practice Urgent Care Clinics

- Working closely with practitioners to improve quality of care

What we've learned

- Closer relationships with providers enables improved patient outcomes

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Roadmap for change



Phase 1
2019-2020

Establish Connection

Phase 2
2021-2022

Build Capacity Further

Phase 3
2023 >

Consolidate For The Future

Impetus for change

The Regulations do not support innovation, or provide visibility of service quality and outcomes for ACC patients in primary care.

Improve patient access and experience through service integration with outcome-based, data-informed, consistent care pathways.

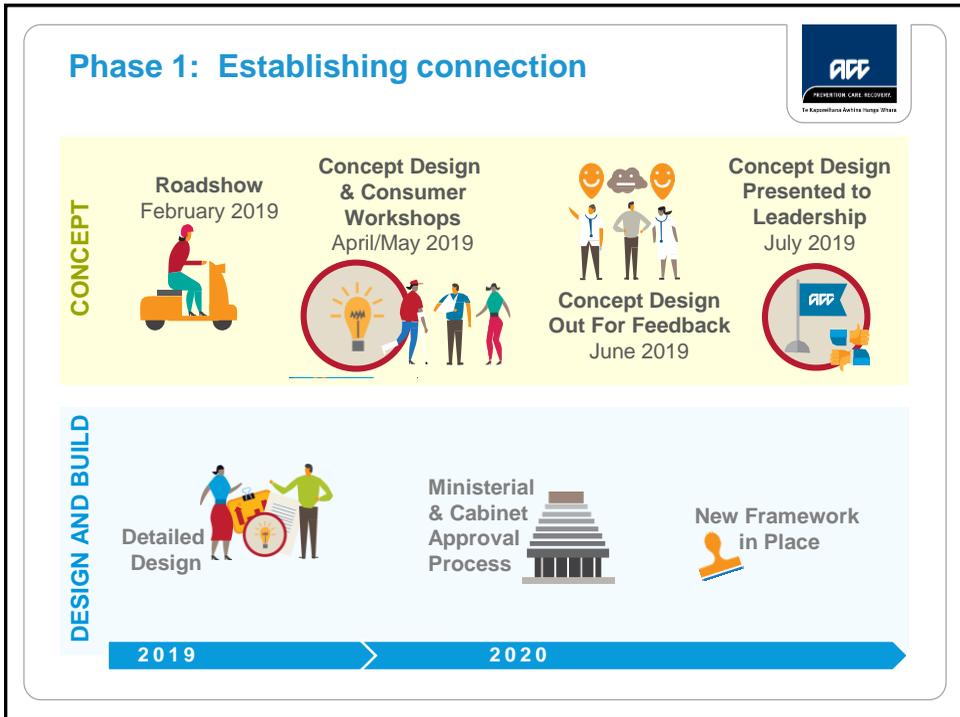
A system approach to collaboratively assess needs, determine priorities and design services to match.

Objectives

- General Practice rates that support best use of workforce.
- Enable telehealth.
- Introduce enhanced clinical pathways such as HTI.
- Develop quality measures and cultural capability.

- Support integrated models of care.
- Care co-ordination in General Practice for more complex cases.
- Promote injury prevention in General Practice.
- Improve data collection.

- General Practice teams, rather than ACC, are best placed to lead patient recovery for some injury types.
- Consolidate purchasing for all General Practice services.



shapeyouracc.co.nz

- Anchor point for ongoing engagement
- Platform for participation and idea generation outside roadshow events
- Enable open communication and updates as the work progresses

Help shape your ACC

ACC is for you. It's funded by you. Let us know your thoughts and ideas to help us be the ACC you need.

General Practice Connect

Have your say on how ACC and General Practice could work differently together.

Who this impacts
GPs, practice nurses, practice managers, general practice owners, primary health organisations, primary care providers, NGOs, patients

What we're discussing
How can ACC and General Practice work differently together?

[Find out more](#)

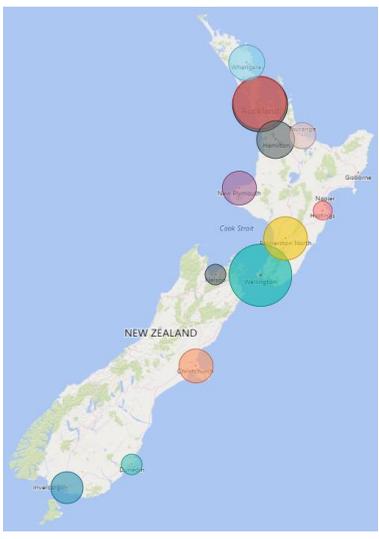
National roadshow



Objectives

- Develop a shared understanding of the system
- Collaboratively validate the problems
- Generate ideas for an alternative way of working

Themes from roadshow events will be used to inform concept design



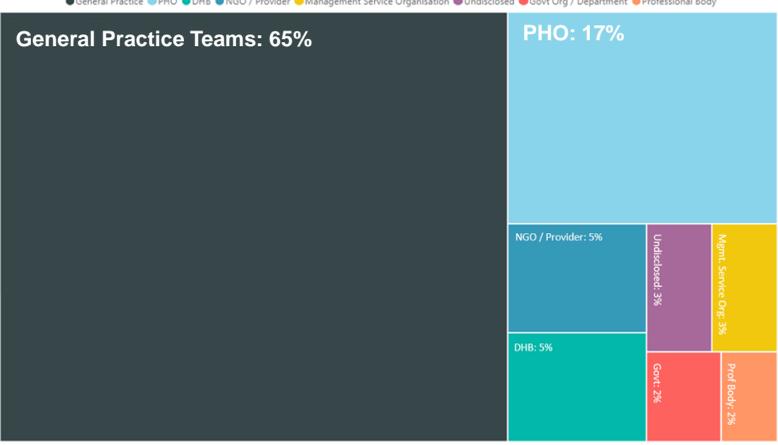
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National roadshow attendees



Attended by 199 health care professionals from across the primary care sector

● General Practice ● PHO ● DHB ● NGO / Provider ● Management Service Organisation ● Undisclosed ● Govt Org / Department ● Professional Body



Sector	Percentage
General Practice Teams	65%
PHO	17%
DHB	5%
NGO / Provider	5%
Management Service Organisation	3%
Undisclosed	3%
Govt Org / Department	2%
Professional Body	2%

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Key themes



- ACC needs to trust that **General Practice teams know the patient and what is best for them.**
- We need to **view the patient as a whole person with often complex needs**, not just an injury.
- **Fund** in a way that fully utilises the **capability of the wider general practice team** and **empowers** general practice teams to **lead recovery.**
- **Lack of technology / integration** has a significant impact on General Practice.
- **One size may not fit all** – recognise regional demographic, infrastructure, and market differences.
- PHOs can play a role in training and education but most practitioners want to **retain a contractual relationship directly with ACC.**

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Next steps



- Concept design workshops in April/May 2019
- Themes from roadshow events used to inform concept design
- Stakeholders invited to participate in workshops such as GPs, nurses, practice managers and owners, PHO representatives, and professional bodies.



- Concept design expected in June 2019
- Concept design published on shapeyouracc.co.nz
- General Practice feedback mechanism via shapeyouracc.co.nz

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Have your say

www.shapeyouracc.co.nz