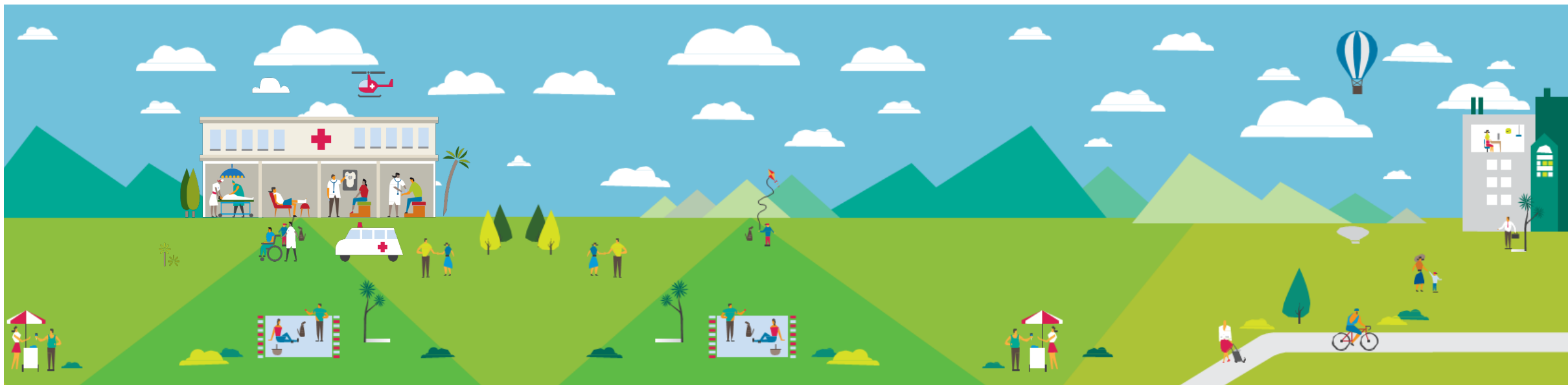


## *ACC – Investing in Better Outcomes*



*Nurse Practitioners New Zealand (NPNZ) Hui  
Miramar Golf Course, Wellington  
6 November 2020*

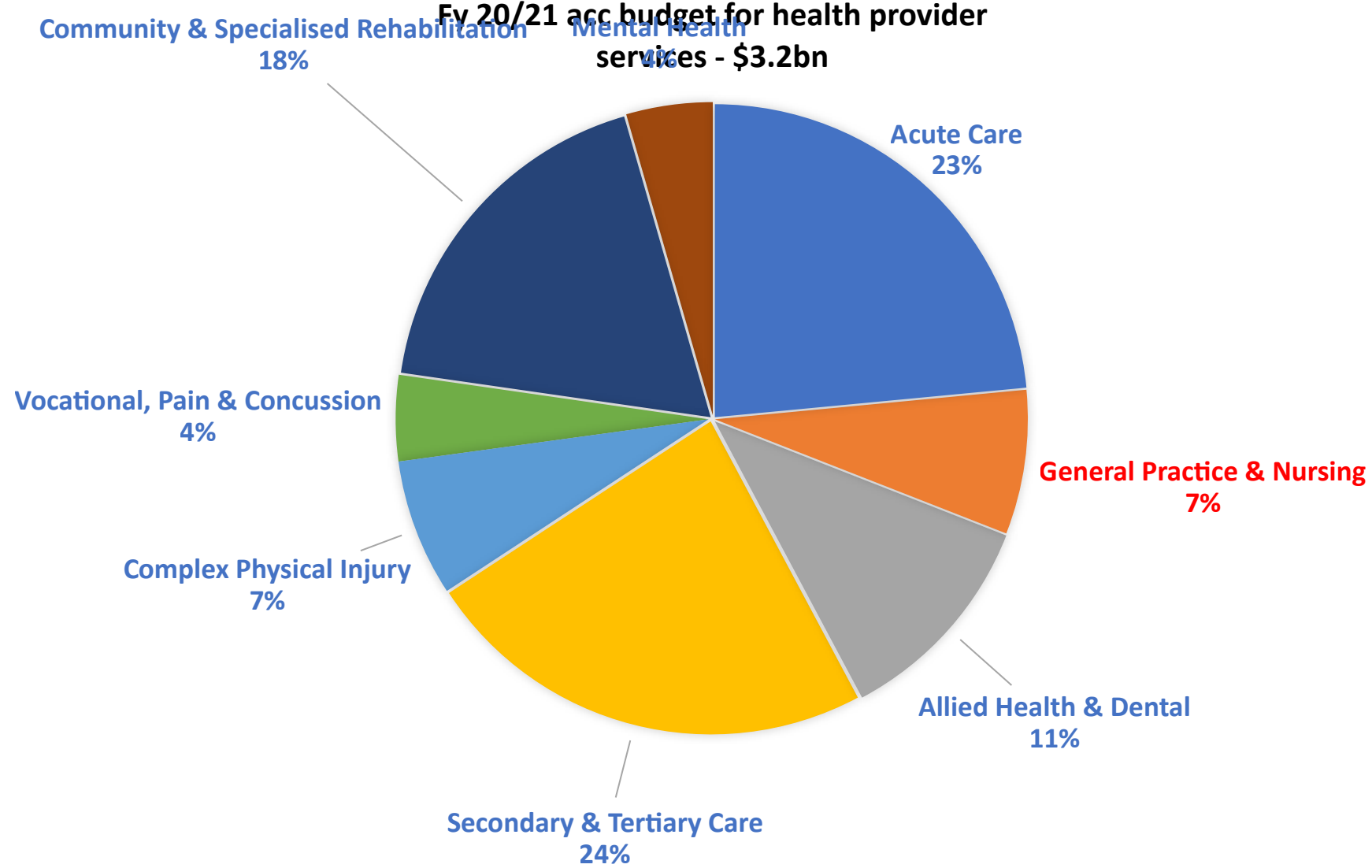
*Jeremy Ly – Portfolio Manager General Practice & Nursing Services*

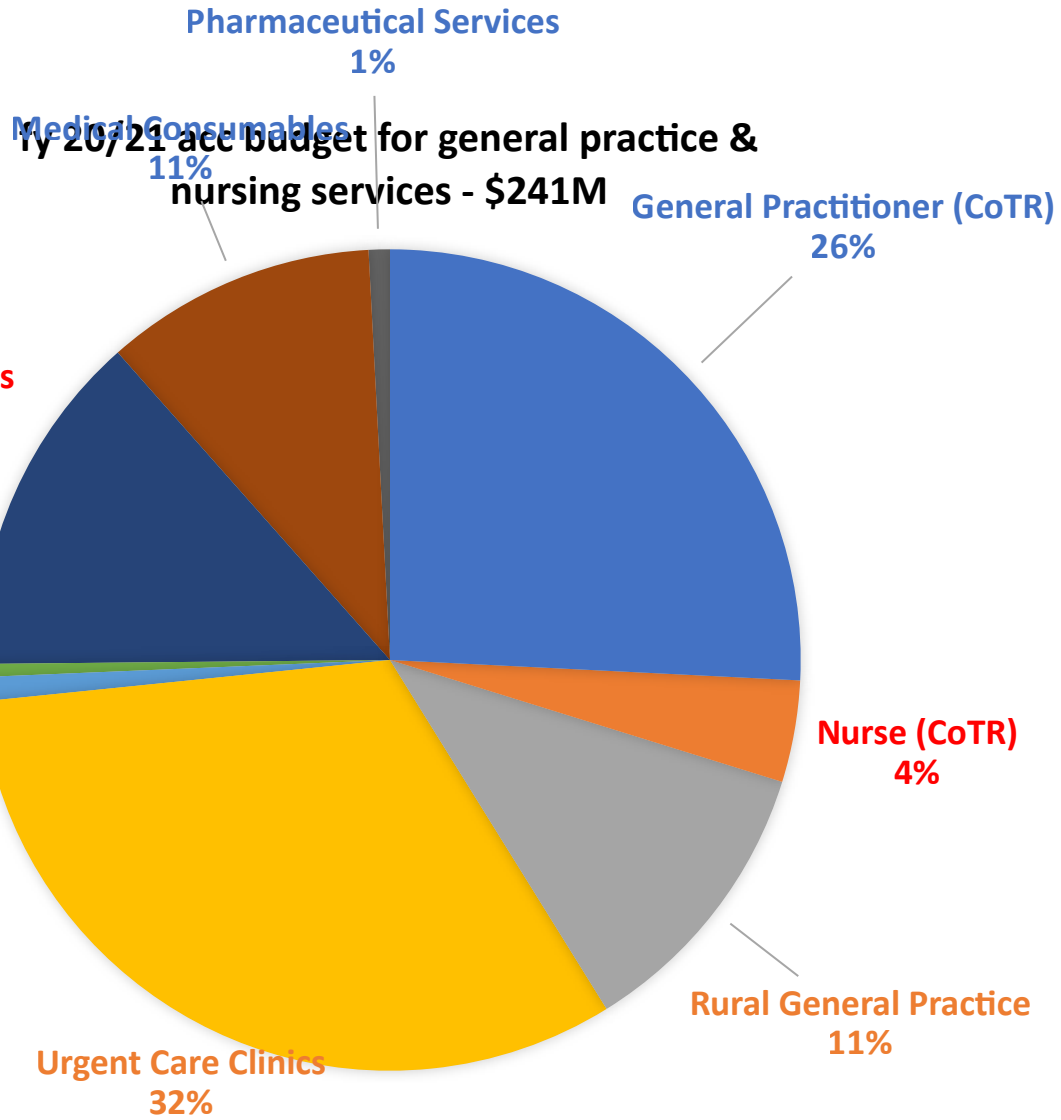
# Agenda

- Background
- ACC's Health Sector Strategy
- How ACC Purchases Health Services for ACC Clients
- Work Underway at ACC
- Questions & Answers
- Your Feedback!



**Fy 20/21 acc budget for health provider services - \$3.2bn**





# Service Performance Measures?

**ACC collects a lot of information. For each service ACC understands the:**

- total amount spent
- total number of ACC clients accessing this service
- average number of visits per ACC claim
- average cost per claim
- number of providers billing for services
- number of providers who may be overbilling us for services!
- type of injuries accessing the service
- where services are being delivered
- client demographics, etc.

# ACC's Health Sector Strategy

## Vision

To develop more **collaborative relationships** with health providers, so together we can achieve the **best outcomes** for New Zealanders

## Outcomes



**High provider trust and confidence in ACC**



**Better rehabilitation outcomes for clients**



**Efficient management of levy payer funds**

# How ACC Purchases Health Services

## 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

- Defines clear client eligibility, service delivery, quality and performance requirements.

## Cost of Treatment Regulations (CoTR)

- Default mechanism of paying for a service if a specific contract does not exist.

## Non Contracted Codes

- For other forms of treatment purchased by ACC that are not covered under a Contract or the CoTR .

# What's the Best Approach?

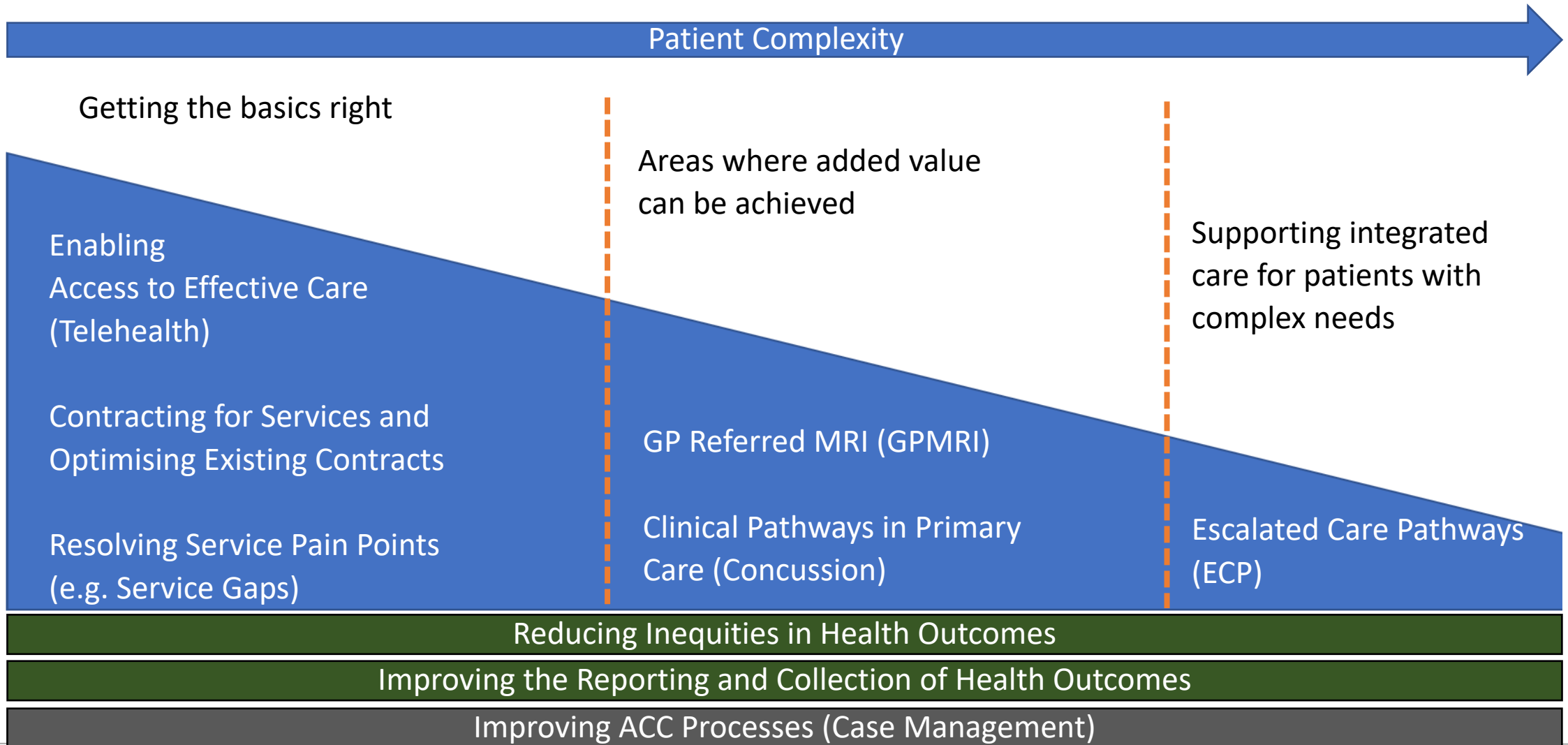
Each method has its merits, but if we want better health outcomes for New Zealanders sometimes we want to...

- Establish evidence-based models of care and clinical pathways
- Ensure quality assurance standards that add value are in place
- Understand whether services are making a difference on clients' health outcomes
- Support collaboration to iterate and improve

**Contracts** therefore become a preferred structure for ensuring ACC and its health providers are clear on service expectations; and can continuously improve on arrangements in a more timely way.



# Areas of Work at ACC



# Upcoming Opportunities / Challenges

## **Commissioning for Outcomes**

- what does this mean and where do we start?

## **Health & Disability System Review**

- what will this mean in terms of who and how we commission services?

## **Equity of Access to Services**

- understanding where ACC can / should act independently, and where efforts should be joined up with MoH

# Measures of Success

Patients	Providers	ACC
<ul style="list-style-type: none"> <li>• Patients needs are meet by the clinician with the right skills in a accessible location</li> <li>• Recovery time is quicker</li> <li>• Barrier to accessing care are removed</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced referrals of low complexity into secondary care</li> <li>• Providers are accountable for patient care and are remunerated accordingly</li> <li>• Standardisation (where clinically appropriate) and improved quality of care</li> <li>• Greater appreciation for each other’s disciplines</li> </ul>	<ul style="list-style-type: none"> <li>• Improved value for money</li> <li>• Reduced weekly compensation</li> <li>• Improved net trust score</li> </ul>



# Key Take Home Messages

- ACC has a Health Sector Strategy which is helping shift our focus to how can we collaborate with the sector to improve ACC client outcomes.
- New ideas are being tested, to enable earlier, effective, and coordinated care.
- For existing services; there will be a focus on the understanding whether they benefit from a contracting model, and what health outcomes are being measured and achieved.
- Ultimately about ensuring the Scheme delivers on investing in the right outcomes.

# Thank You



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