



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Awhina Hunga Whara

# ACC and General Practice Connect National Roadshow



Provider Service Delivery  
Health Sector Strategy and Design Team  
February 2019



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1

# Welcome Introductions



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2

## Session overview

- 1 Welcome**  
Introductions
- 2 Session overview**  
What to expect
- 3 What brings us here today?**  
ACC and General Practice Connect
- 4 Our design challenge**  
Exploring alternatives to the current system
- 5 Tell us what you think**  
Q&A opportunity
- 6 Approach**  
How will we achieve this?
- 7 Tell us what you think**  
Have your say



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3

# What brings us here today? ACC and General Practice Connect

# Our intent

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

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

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



# Partnering with national bodies



## Essential partners in the process

General Practice New Zealand  
Royal College of General Practitioners  
New Zealand Medical Association

## Seeking involvement from

Te ORA  
NZNO  
NPNZ  
PMAANZ  
Allied health bodies

“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*

# A different way of working



## A collaborative relationship with flexible delivery models.

Opportunities to work with PHOs, and to develop ways of implementing inter-disciplinary 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.**



# 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.

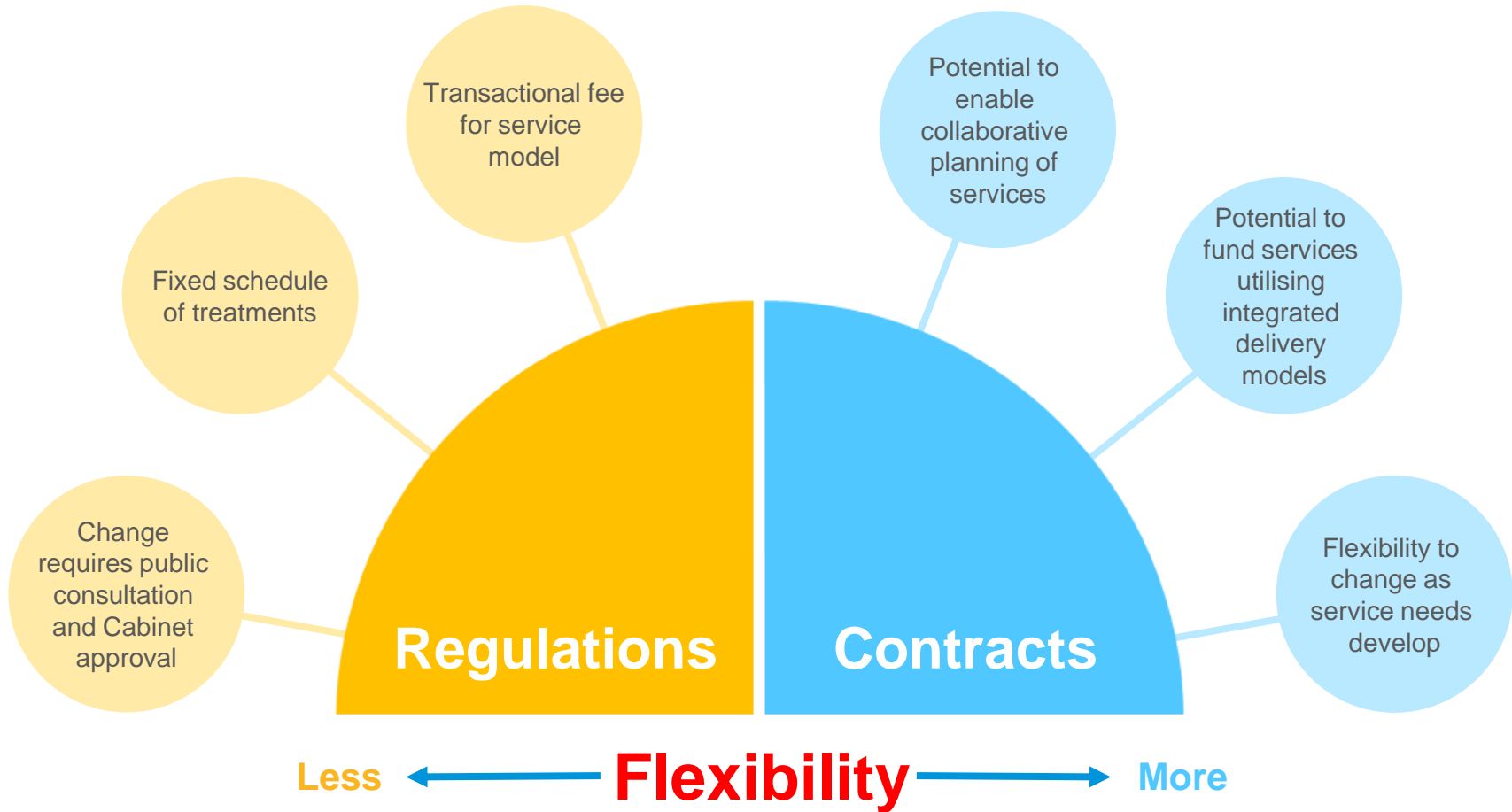
### Regulations

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

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



# How we currently work with General Practice





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4

## Our design challenge

# Why should we explore an alternative?

**GPs have indicated they would like to see a more flexible approach to the way we work together, and we agree.**



**We know what the issues with the current system look like from our perspective and we'd like to know what the system looks like for you.**

# General Practitioner feedback

- Repeated requests for the same clinical notes
- Long waits for calls to be answered and rarely get to speak with the same person
- Must see a patient in person to be paid for clearances



# Exploring an alternative

**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.**

# 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

# What could we achieve together?



- **How would we create service options for co-ordinated multi-disciplinary care?**
- **Would you value the opportunity for more hands-on clinical education?**
- **How can we implement new pathways of care that enable GPs to access high tech imaging on a national scale?**
- **How do we successfully introduce injury prevention at a population level?**
- **Should we work with PHOs? What would be the role of the PHO?**
- **Where might we use innovation to deliver more value?**





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5

**Tell us what you think**  
**Your thoughts and questions**



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# 6 Approach

# Roadmap for change



Roadshow  
February 2019



Concept Design  
Workshops



Concept Design  
Presented to  
Leadership

Consumer  
Workshop  
March 2019

April 2019

Concept Design  
Out For Feedback  
May/June 2019

July 2019



## Establish connection

2019

Detailed  
Design



2020

Ministerial  
& Cabinet  
Approval  
Process



New Framework  
in Place



2022

Build capacity further

2024

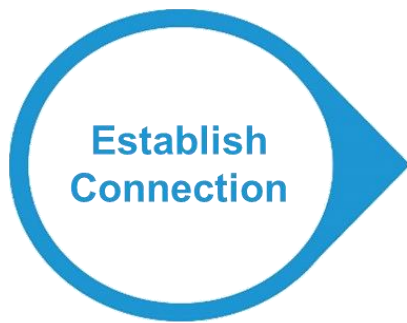
Consolidate for the future

# Co-design

An internationally practiced participatory way of creating better services with and for people.



# Concept phase



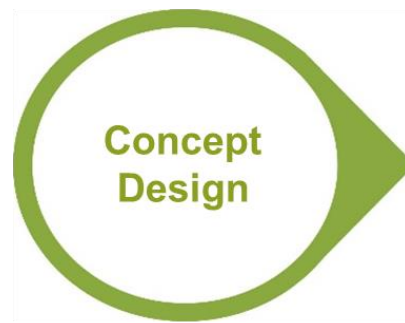
**Establish  
Connection**

Partnering with  
GPNZ  
RNZCGP  
NZMA



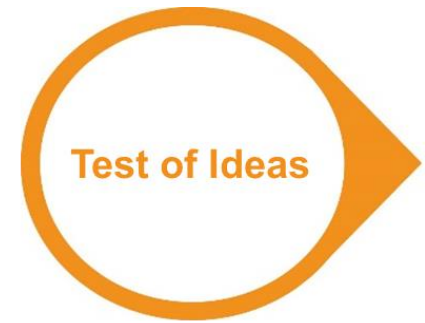
**Develop a  
Shared Vision**

**February 2019**  
National roadshow  
**March 2019**  
Consumer workshop



**Concept  
Design**

**April 2019**  
Concept design  
workshops



**Test of Ideas**

**May 2019**  
Sector feedback  
on concept design



## Establish connection



We have partnered with

General Practice New Zealand

Royal New Zealand College of  
General Practitioners

New Zealand Medical Association

**Together, we have created a set of principles to guide this process and form the foundation of our future relationship.**

- Be person and whānau centred – organise and fund services around patient needs.
- Improve partnerships with providers and work in a way that is fair and in good faith.
- Promote health and injury prevention with a focus on improved equity, access and outcomes.
- Value the comprehensive care and continuity delivered by general practice teams.
- Harness primary health workforce skills to drive for quality.
- Align ACC with Government's health strategy, enabling innovation and integration.



## Develop a shared vision



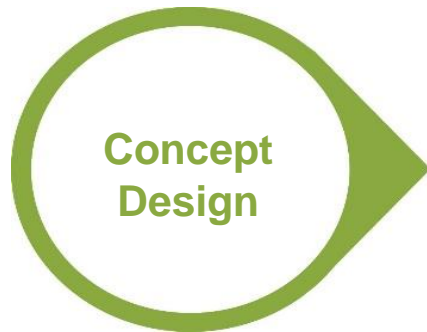
- Shared understanding of the system
- Collaboratively validate the problems
- Generate ideas for an alternative way of working
- Themes from roadshow events used to inform concept design

- Shapeyouracc.co.nz is an anchor point for ongoing engagement
- Provide a platform for participation and idea generation outside roadshow events
- Enable open communication and updates as the work progresses

- Establish project-specific consumer group
- Consumer workshop mirroring roadshow event format



## Concept design



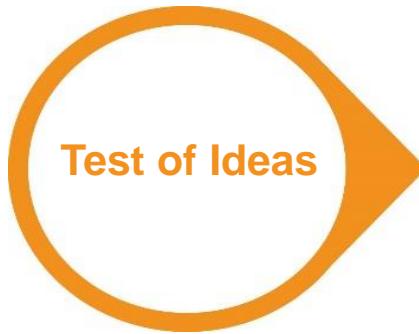
### Concept workshops April 2019

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





## Test of ideas



### Validating the concept design

- Concept design expected in May 2019
- Concept design published on [shapeyouracc.co.nz](http://shapeyouracc.co.nz)
- General Practice feedback mechanism via [shapeyouracc.co.nz](http://shapeyouracc.co.nz)
- Final concept to be delivered to ACC leadership



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7

**Tell us what you think**  
**Feedback on posters in-room**  
**Complete a comment card**  
**Check out [shapeyouracc.co.nz](http://shapeyouracc.co.nz) on an iPad**