

Scenario 4 AE/TPA needs to provide data to ACC and understand their performance

ACC monitors the performance of an AE across a range of domains, including both programme outcomes and key drivers.

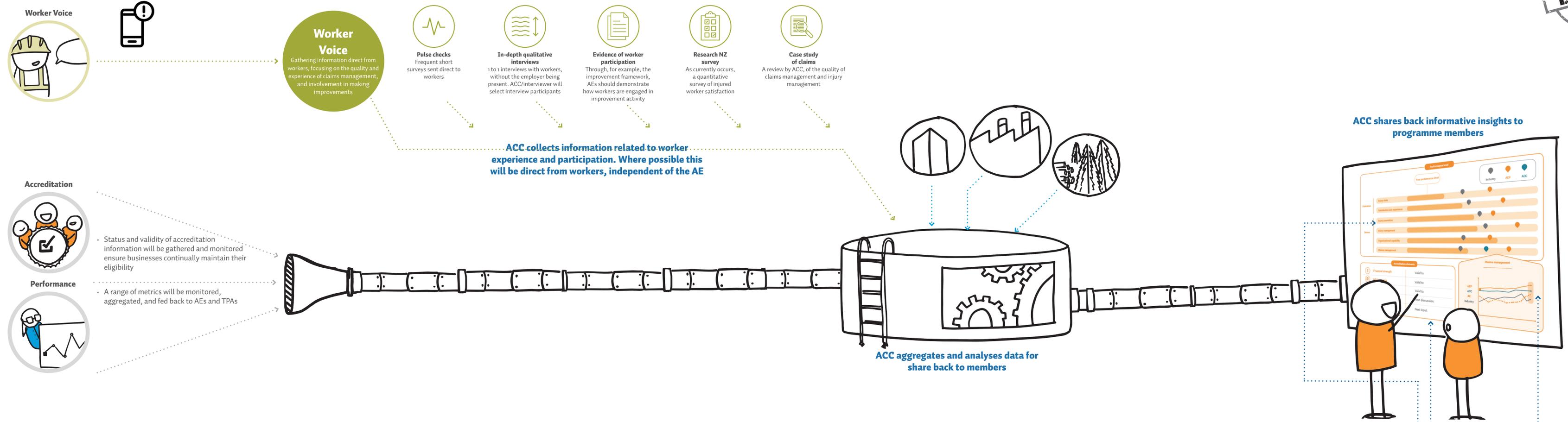
This data is aggregated across New Zealand and made useful for members of the AEP, as well as measuring performance.

Data sources

Data collection

Data processing

Adding value to data and feeding back



? **Workers – what would make you feel able to contribute your thoughts and feedback to ACC?**

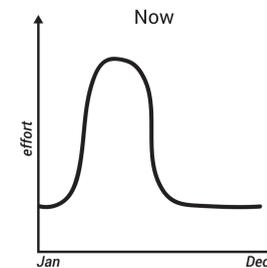
? **What data privacy issues might you be concerned about?**

? **What kind of information would you like to receive from ACC?**

Current State:

Outside of annual audits ACC has little ability to monitor the performance of members and the programme as a whole. This is because data is limited.

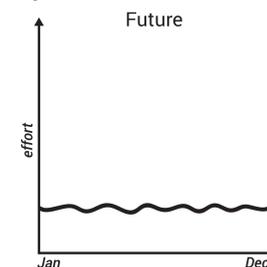
Effort and engagement between ACC and AE is largely tied to the audit process.



Future State:

Through continual performance monitoring and collection of more detailed data through a variety of sources, ACC will have the ability to measure programme effectiveness at any point.

Contact between parties will be more regular.



What data might be collected, and why

Injury Statistics

Data/information to be captured

Injury Rates
E.g No. of severe injuries (drawn from claims data)

Work/non-work comparison
E.g Change in no. of non-work injuries
Near misses/incidences

(possibly not collected initially but nice-to-have in future)
E.g How many workplace incidences occur?

Why are we capturing this data/information?

To ensure that AE members truly are better performers than non-AE members, and that the existence of the programme is justified

Relevant to 2020 target of 25% reduction in serious injuries / fatalities

Injury Management

Data/information to be captured

Cover decision timeliness
E.g No. of severe injuries (drawn from claims data)

Injury Management Capability Investment
E.g Total investment in injury management capability

Why are we capturing this data/information?

Cover decision timeliness is a key driver of satisfaction

Injury Prevention

Data/information to be captured

Injury Prevention Investment
E.g Total Injury Prevention investment

Initiatives Actioned
E.g What is the impact of these IP initiatives?

Why are we capturing this data/information?

Assessing how embedded a H&S culture is in the organisation.

improvement mindset through investment.

Promoting a continuous

Claims Management

Data/information to be captured

High level claims data
E.g Number of claims, number of declined claims

Claim Reviews (quantitative)
E.g No. of declined cover decisions

Claim reviews (qualitative)
E.g Perform reviews of a selection of claims to ascertain reasons for delay or decline, measuring technical quality, customer experience, the appropriateness of decision making, and consistency

RTW Rate and Re-injury
E.g % outcomes - Full RTW, VI, non-compliance, cease, suspended

Complaints
E.g No. of complaints to ACC resolved informally

Why are we capturing this data/information?

Claims Management continues to be a key aspect of AEP

Delayed and declined cover decisions have a big impact on satisfaction and experience for injured workers

Re-injury rates signal quality of rehabilitation and return-to-work decisions

ACC can make assessments on whether AE/TPA are making decisions in line with legislation (i.e. if all information is available, a decision should be made, not delayed)

ACC must ensure that AE's continually meet legislative requirements, and that injured workers are receiving the same or better level of service from an AE/TPA as they would with ACC

Where do we supply 'RTW Indicators'? i.e. typical timeframes etc.

Organisational Capability Improvement

Data/information to be captured

Employer capability
E.g Measured against a unit standard completion requirement

Initiatives Actioned
E.g What is the impact of these IP initiatives?

Why are we capturing this data/information?

Assurance there is organisational capability to manage their place in the programme and succession planning in place

What you might see on the dashboard

Performance Level (point in time)

Performance level across the six performance domains could be displayed, acting as an objective reflection of an individual members performance at a point in time in comparison to other groupings, such as industry, the entire AE programme, or the general ACC scheme (where relevant).

Performance Level (trends)

Performance level across the six performance domains could be displayed, acting as an objective reflection of an individual members performance over a period of time, including comparison to other groupings, such as industry, the entire AE programme, or the general ACC scheme (where relevant).

This could show relative trends, indicating whether improvements or drops in performance are consistent or inconsistent with other parties.

Annual valuation

ACC would provide an annual valuation of claims so that AEs are always aware of the potential liability they hold.

Accreditation Elements

Information related to the status of all accreditation elements could be displayed, acting as a reminder to members that participation is based on always having satisfied required criteria for each element.

What might the 'worker voice' focus on?



Injury management and claims management should be at the core of the engagement

Worker voice channels should be used to collect information on injury and claims management, injury prevention and wider H&S practices within a workplace. Across each of these, there should be evidence of:

- Worker participation and engagement.
- A focus on improvement.
- Good practice and performance.

