

ACC Rehabilitation Improvement Group (RIG)

Understanding the Rehabilitation System

DATE: November 2023



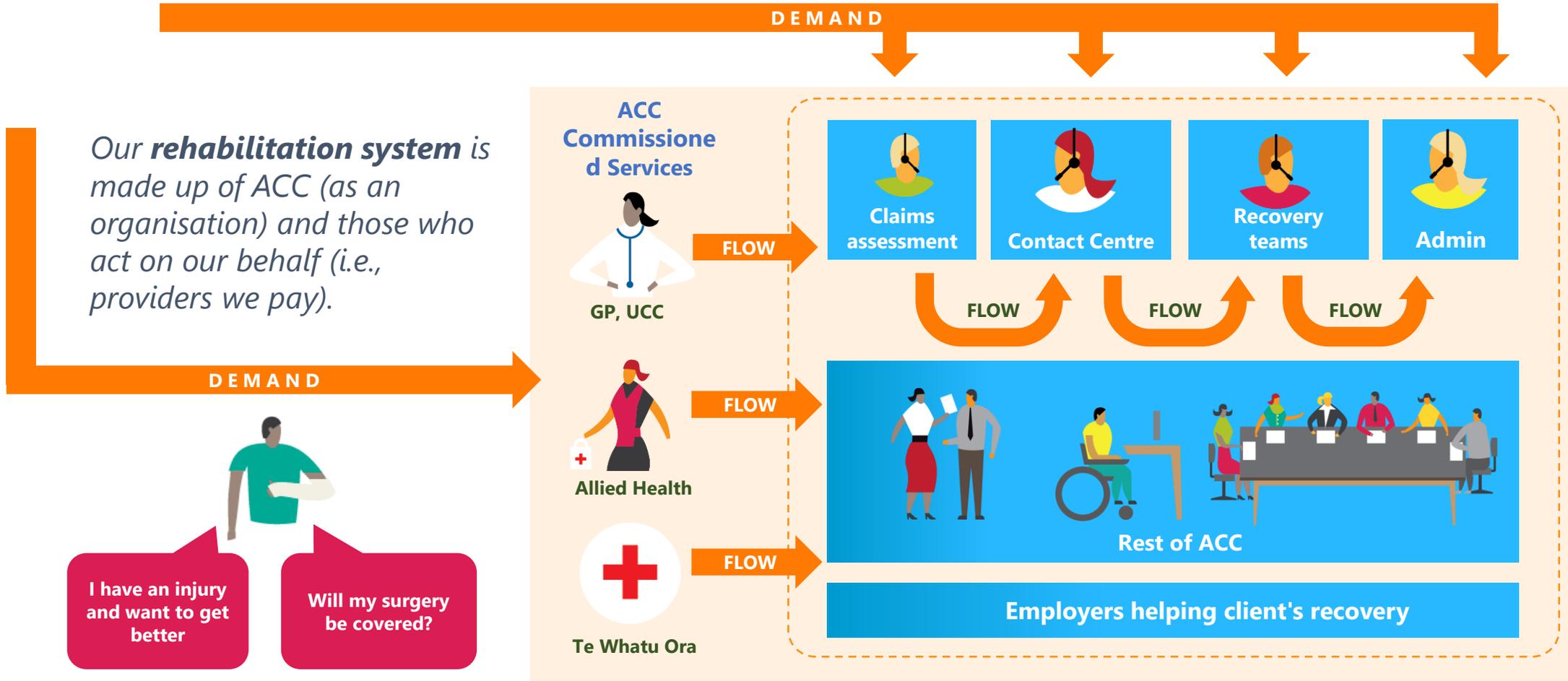
**He Kaupare. He Manaaki.
He Whakaora.**
prevention. care. recovery.

Why we are doing this work

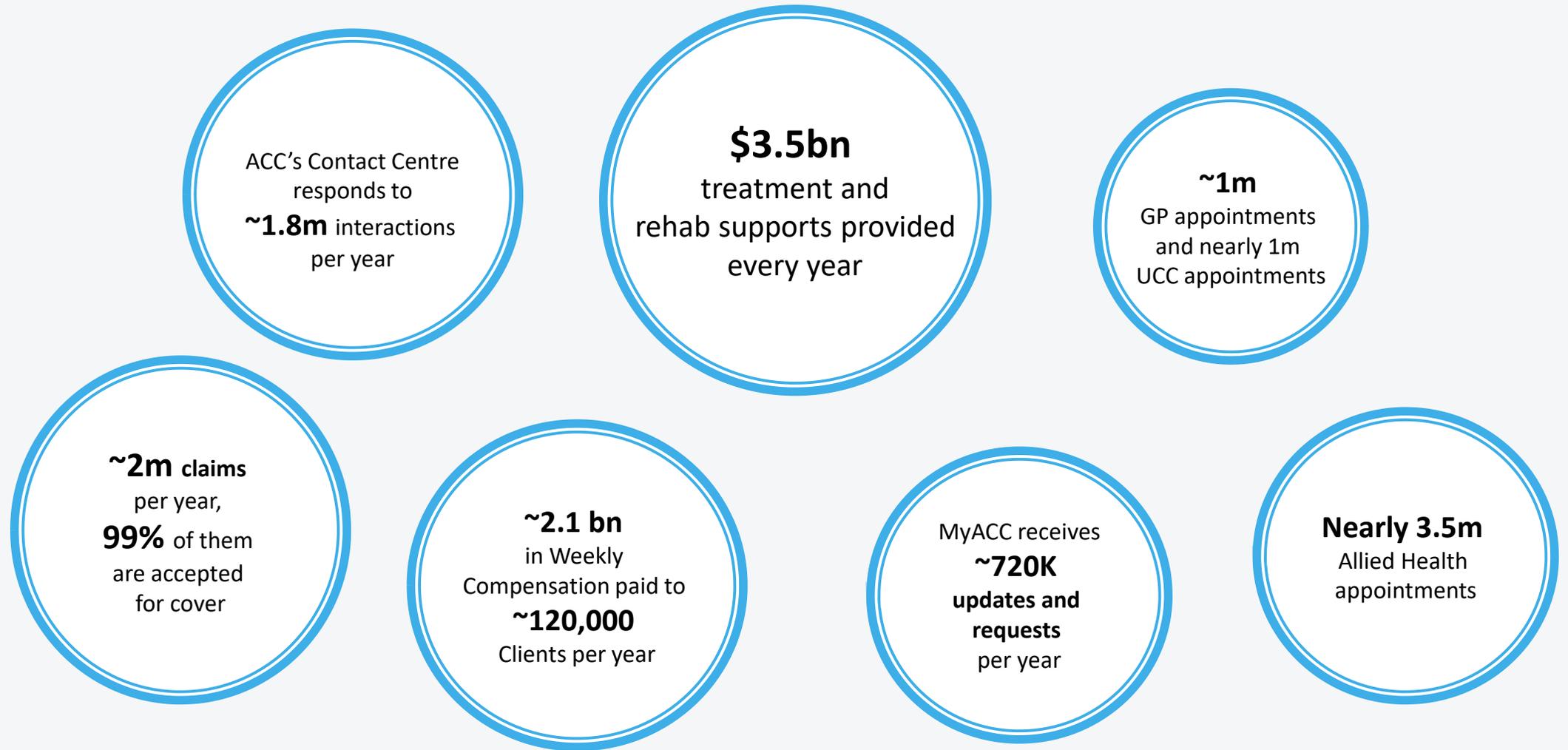
- The Rehabilitation Improvement Group (RIG) was set up in December 2022 to better understand the 'end to end' experience of our clients and to improve rehabilitation outcomes.
- We knew there were opportunities to improve the experiences our clients had through the rehabilitation system, as well as their outcomes, and to make it easier for our providers and employers to support our clients every day.
- Rehabilitation outcomes, both short and long term, have been declining gradually for a decade. There are a range of reasons for this, and our world is very different today to back then.
- We've also heard from our providers and employers that at times our processes are making it harder for them to do their part, and that we can make it easier for them to support our clients.
- ACC is complex, and part of a wider health and social services system. We had changed, and the system had changed due to the impacts of COVID-19, health system reform and so on.
- We have an ambitious new strategy Huakina Te Rā, and a new ACC Board and Executive who wanted to understand the system in detail.



The “rehabilitation system”



The system in context



Approach to understanding customer demand

To understand Customer Demand we asked:

What are our customers contacting us for?

What matters to them and what do they really need?

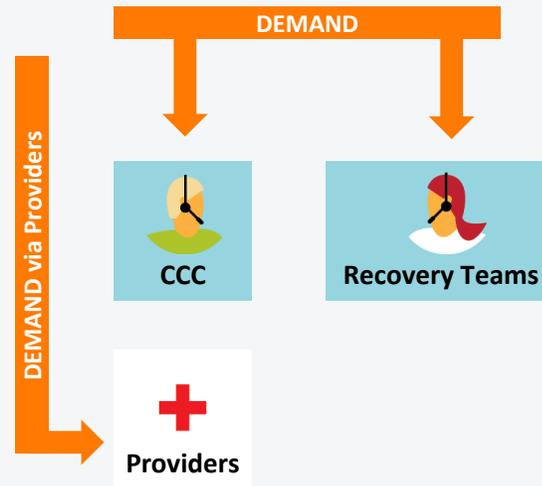
What pressure is this putting on our system?

How does the system respond?

How much Demand was captured?

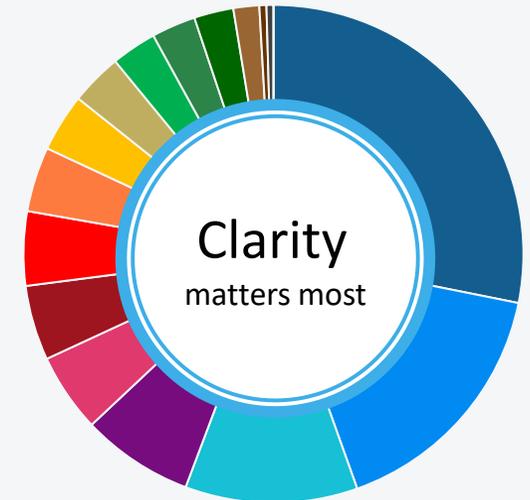
20,000

customer demand instances across transaction points of ACC (CCC, Enabled, Assisted, Supported) and 16 visits to Providers



Demand types into ACC Contact Centre

- Weekly Comp
- Claim Info
- Treatment Approval Requests
- Med Cert
- Cover/Held Claim
- RTW/Recovery Plan
- Transport
- Surgery
- Reimbursements
- Home Help
- Equipment
- MyACC
- Other Support
- PIC
- Additional Diagnosis
- Carer Payments

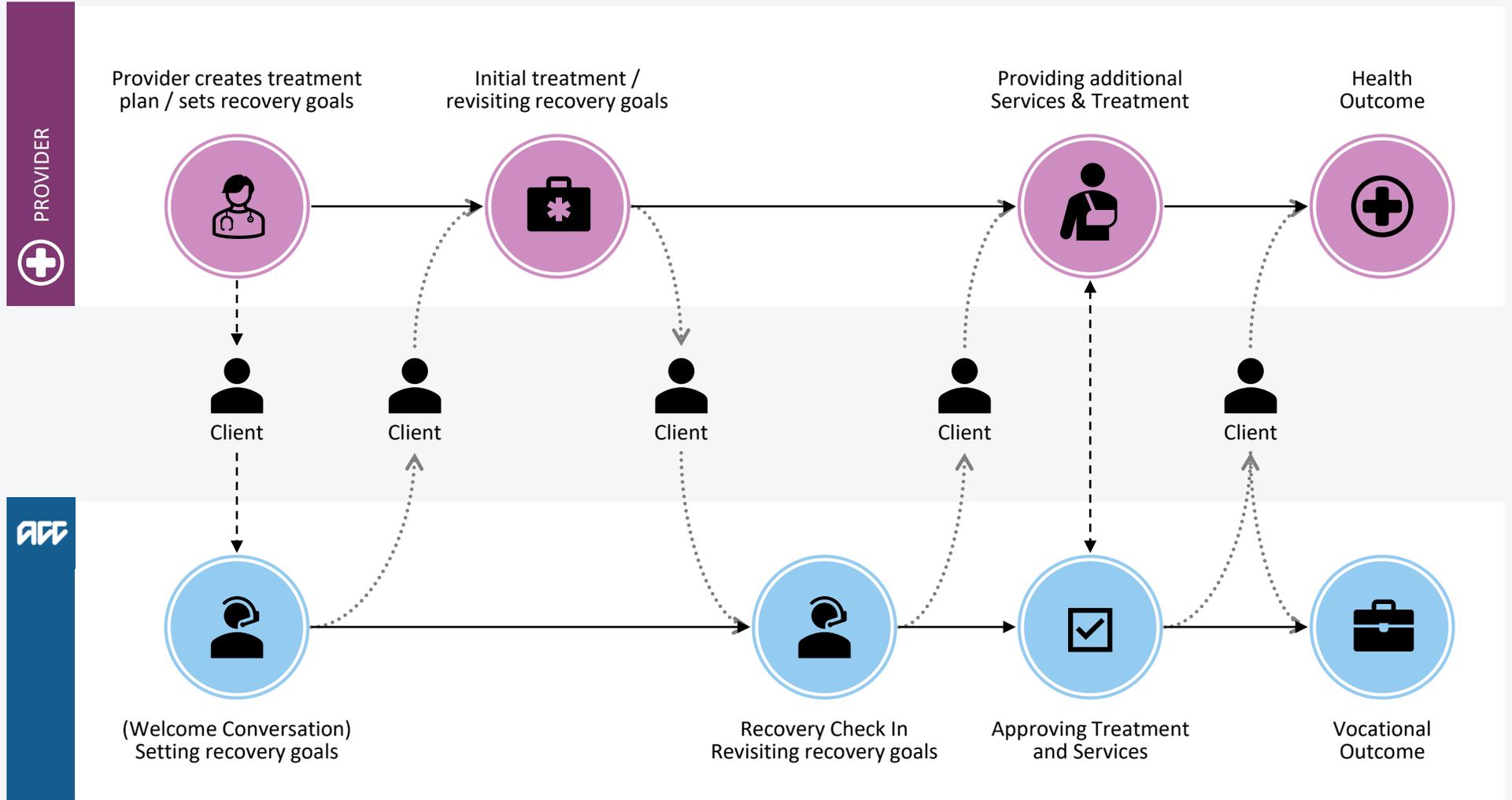
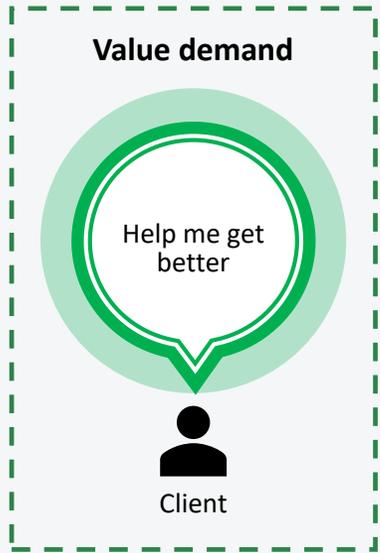


Customer Demand



Flow

RECOVERY PLANNING, TREATMENT, REHAB



What we heard and saw from providers



ACC process

ACC's processes can lead to delays in starting services and financial risk for providers.



Admin burden

ACC's processes are putting admin burden on providers.



Service design

Our service design can make it difficult to get the right services in place at the right time for clients.



Role clarity

ACC has been unclear about its role in rehabilitation. There are opportunities to clarify how we work together on rehabilitation planning and management and what each of our roles are.



GP pressure

The system asks GPs to play a central role in rehabilitation and return to work without adequate time or information.

Key themes across the system



Purpose and role

There's opportunity for us to work together better with providers and employers to support our clients, and for us to really understand what our clients need from the system.



Customer outcomes

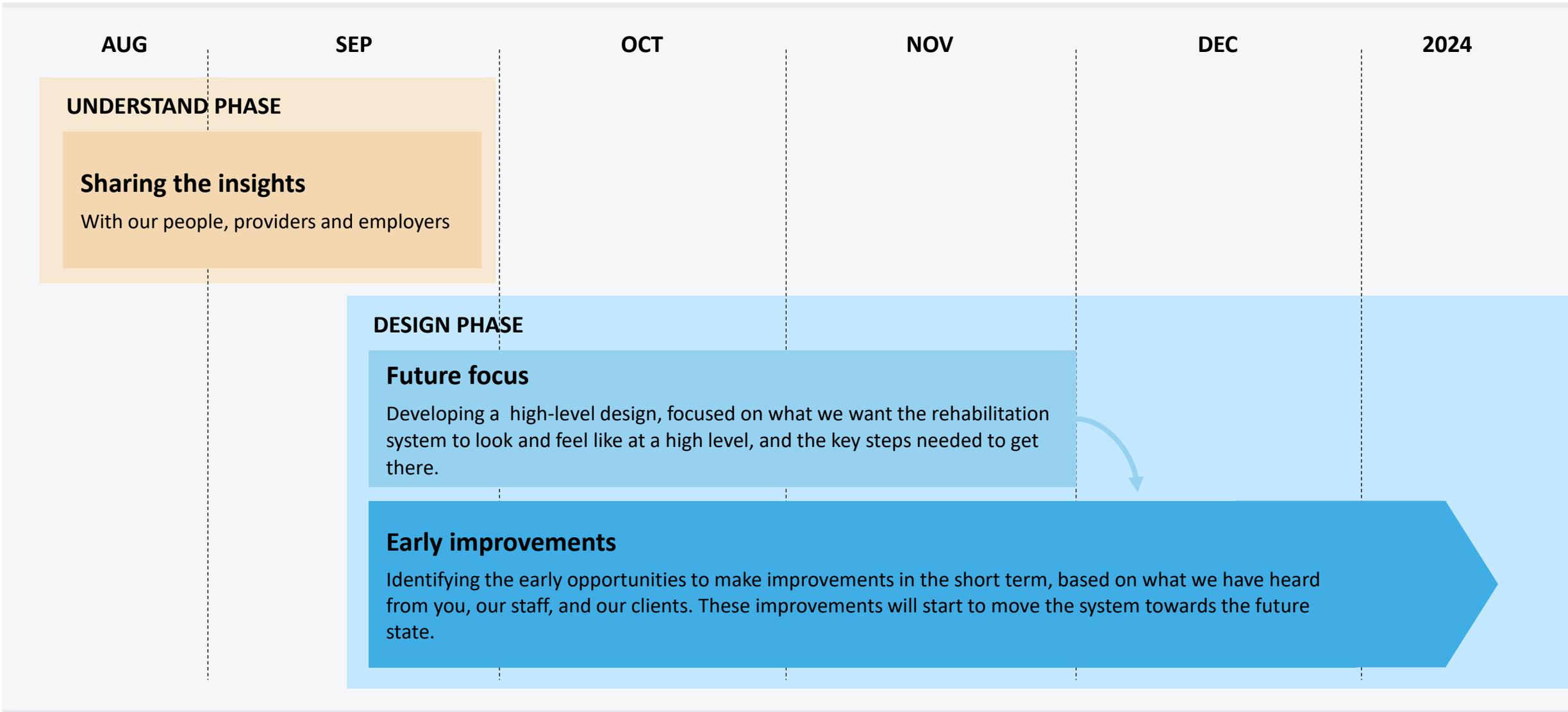
There's ways to improve the overall experience for customers by working together across the organisation and taking a system's thinking view.



People

We have great people both internally and across the system doing great work every day, and at times our processes and ways of working make things harder rather than easier.

Next steps



Pātai?

Questions?
