

## Changes to the Clinical Operating Model at ACC



Hi everyone, I'm Dr Melissa Barry one of the new Clinical Partners at ACC and the key point of contact for Physiotherapy New Zealand.

I qualified as a physiotherapist from Otago University in 2003. After working as a rotational physiotherapist in New Zealand I completed a PhD in Neuroscience. Then after working as a post-doctoral associate at the University of Pittsburgh with people with spinal cord injuries I returned to NZ to obtain my MBA from Otago University; and then worked at ACC within the clinical guidelines area for four years before moving into the new Clinical Partnerships team.

In this article I've outlined some of the changes that have been happening at ACC that you might be interested in.

As you may know, ACC is making some changes to the way we work, in order to create better outcomes for our clients and for our providers (you). As part of these changes, our clinical teams have a new way of working.

Although these changes may not immediately have an impact on you, we believe you'll see the benefits over time as our internal decision making is further enhanced through more consistent, high-quality and multidisciplinary clinical advice.

### Changes to the clinical teams

In November 2018 we made some changes to the way the teams that provide clinical advice at ACC work. The new way of working supports the clinical teams at ACC to be more strategic and support better outcomes for people who are injured in New Zealand.

ACC now has five core clinical teams:

- **Clinical Partnerships:** This team is focused on external engagement and works closely with professional

bodies, universities and health training schools. The team also partners with other business units in ACC to drive delivery of the ACC Health Services Strategy and Injury Prevention Strategy. Each Clinical Partner within this team looks after a specific area and is required to have prior experience working within a clinical discipline. The team currently includes people with physiotherapy, medicine and psychology backgrounds. Three of the six members of the Clinical Partners team are physiotherapy trained.

- **Health Intelligence and Insights:**

This team will build ACC's ability to use what we know, from our data as well as international evidence, to drive what we do in the health sector.

- **Clinical Services:** This is a large team of more than 130 Advisors based across the country. This includes people with backgrounds across medical disciplines (including orthopaedics, surgical, occupational health and general practice), allied health (including physiotherapy and occupational therapy), nursing, psychology, pharmacy and dentistry. Their role is to provide expert multi-disciplinary, consistent, robust and up to date clinical advice and input to our case managers. New members appointed to this team are required to have a current Annual Practising Certificate (APC).

*The Clinical Services team is managed by Stafford Thompson who is also a physiotherapist. Stafford has a team of ten Clinical Advice Managers that report to him. The Clinical Advice*



Melissa Barry

*teams are organised into groups of Medical Advisors, Psychology Advisors and Clinical Advisors (who come from different allied health backgrounds including physiotherapy).*

- **Clinical Quality and Governance:** This team is focused on ensuring that ACC has the right clinical governance in place as well as focusing on deriving clinical insights, developing education materials and driving continuous improvement. They work closely with the ACC Research team to provide clinical resources (including systematic reviews) based on the most up to date publications from medical and scientific journals. Some of these reports and purchasing guidance recommendations can be found at [acc.co.nz/about-us/research](http://acc.co.nz/about-us/research)
- **Treatment Safety:** This team works to reduce patient harm and treatment injury through programmes that enhance safety and quality of healthcare. More information can be found at [acc.co.nz/preventing-injury/making-treatment-safer/](http://acc.co.nz/preventing-injury/making-treatment-safer/)

### ACC trialling new client service model

As outlined in the November 2018 ACC Provider Panui, we are changing the way we do things to create better outcomes for our clients, providers and our people. As part of this, we are trialling a new client service model and are looking to understand how this model may impact our providers and clients. As part of the development of this new model we are looking at how we can improve our processes, tools and technology (including digital access for customers).

Under the proposed new client service model, some of your interactions with ACC team members could change from 'one-to-one' interactions with a dedicated case manager, to a 'one-to-many' arrangement where a pool of case managers is available to support you at all times. This type of arrangement would only apply to some clients: under our proposed model you would still interact with a dedicated ACC team member when supporting clients with intensive recovery needs.

We've developed a fact sheet that covers this in more detail, with specific examples.

We will keep you informed and continue to communicate with you about the impact this work will have on you. If you have any questions, please contact your local Engagement and Performance Manager.

### Update for the accreditation requirements are now available online

Finally, the update to accreditation requirements for the Physiotherapy Services contract is now available for providers on our website:

- ACC Requirements for Conformity Assessment Bodies to audit against - <https://www.acc.co.nz/assets/contracts/ACC-Requirements-for-Conformity-Assessment-Bodies-to-audit-against.pdf>
- The Requirements for Physiotherapy and Hand Therapy Services - <https://www.acc.co.nz/assets/contracts/ACC-Requirements-for-Physiotherapy-and-Hand-Therapy-Services.pdf>

Happy New Year 2019 everyone. I look forward to working with you all and continuing to build on the great relationships ACC has with PNZ.

*Kind regards,*  
*Melissa*  
*Melissa.Barry@acc.co.nz*



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