



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Awhina Hunga Whara

Packages of care

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History



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- Introduced in 2002 in response to:
 - Delays in provision of service
 - Inconsistent decision making
 - Lack of smooth hospital discharge
 - Over assessment



What is a package of care?



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- A combination of home based rehabilitation entitlements:
 - Attendant care
 - Home help
 - Meal preparation
 - Shopping
 - Child care (5 years +)
 - Simple equipment
- For claimants with injuries such as sprains and simple fractures



Process



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- Internal needs assessment
- Based on assistance with some minor accommodations
- Adaptations not included



Expected outcomes



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- Speed up service provision for claimants with straightforward needs
- Provide national consistency for similar injury types and living circumstances



Expected outcomes



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- Provide a more efficient hospital discharge
- Streamline ACC's decision making process for home-based rehabilitation



Post implementation review



- Conducted by Rehabilitation Improvement Team in 2004 to:
 - Review implementation
 - Assess impact on claimant outcomes; social rehabilitation cost
 - Identify any improvements



Overall findings



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- More streamlined service provision
- More transparent process
- Greater consistency of service provision



Issues identified



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- Differences in how package discretion is managed
- Process not tailored to meet all stakeholder needs
- Tool sustainability
- Suitability of packages across ages and injury types

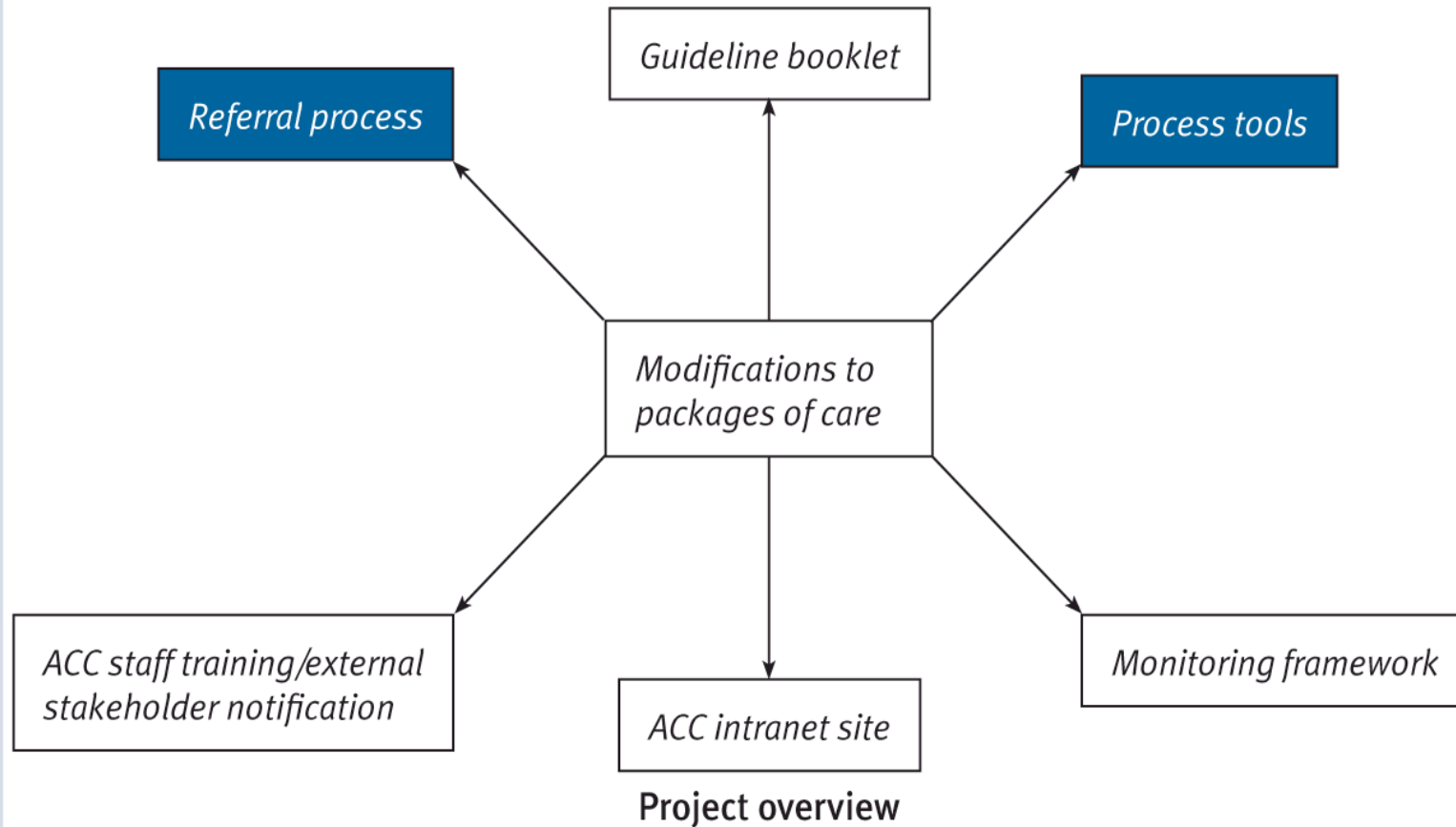


Implementation project



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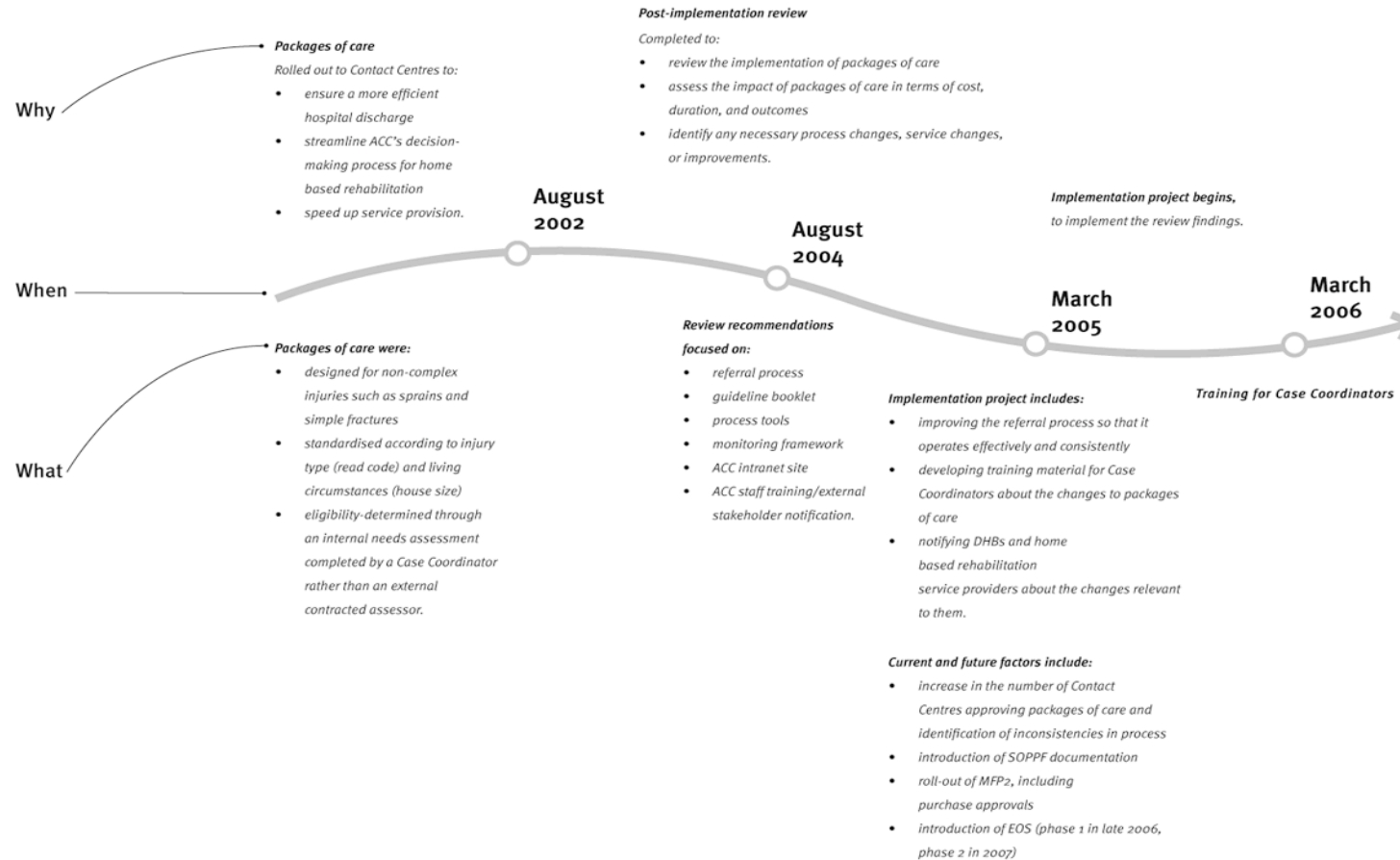


Timeframe



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Referral process



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- Full information not collected from source
- Completion of a full internal needs assessment
- Consistent and streamlined referral to home based rehabilitation providers
- Improve communication between stakeholders



Safe discharge



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- Information is consistent with material included in the safe discharge process
- Claimant and family concerns are addressed with full information provided
- Consistent guidelines for use of discretion



Consistent process



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- Extension of packages of care
- Transfer to external assessment
- Identification of other suitable options



Future activities



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- Sustainable and supported tool
- Extension of types of injuries covered
- Age banding of the tool
- Increased range of claimants (e.g. post surgery)



Training for



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- Case Coordinators on current changes
- Case Coordinators on future changes
- Branch staff on packages of care and impact on practice



Monitoring Framework



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- Ongoing governance
- Annual review points
 - Process
 - Tools
 - Guidelines

