



ACC CONTRACT and SERVICE REFERENCE

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Valid from January 2005

**Our Hospital has been Accredited by The Quality Health New Zealand Ltd
for three years until May 2006.**

**The purpose of this document is to assist Case Managers in referring their
clients to the various ACC contracts and services at QE Health.**

Updates to information will be provided at yearly intervals

Social Rehabilitation Assessment

SERVICE	DEFINITION	CONTACT PERSON
<i>Social Rehabilitation Assessment</i>	<p>A needs assessment which identifies the claimant's injury and non-injury related needs for social rehabilitation. The assessment will identify options to address the claimant's functional limitations and help restore their independence as far as practicable.</p> <ul style="list-style-type: none"> ▪ Standard Generic Assessment Service ▪ Complex Generic Assessment Service ▪ Home Help, Childcare, Attendant Care ▪ Single Discipline Assessment Services ▪ Equipment Assessment Services ▪ Seating Assessment Services 	<p>Sharon Wilkinson Community Rehabilitation Services</p> <p>☎ (07) 348 0189 extension 733 Fax: (07) 343 1664</p> <p><i>Email:</i> sharon.wilkinson@qehealth.co.nz</p>

Activity- Based Programmes

SERVICE	DEFINITION	CONTACT PERSON
<i>Activity Based Programmes</i>	<ul style="list-style-type: none"> ▪ The objective of the Services is to ensure that the claimant achieves the maximum possible level of functioning through the use of activity and exercise, adopting a self-management approach and enhancing the level of independence and participation in usual activities such as work and/or home activities. ▪ These programmes are based on cognitive behavioural principals of strength, training and fitness. 	<p>Fiona Leighton Vocational Rehabilitation Team Leader</p> <p>☎ (07) 348 0189 extension 713 Fax: (07) 343 1664</p> <p><i>Email:</i> fiona.leighton@qehealth.co.nz</p>

Psychological Services

SERVICE	DEFINITION	CONTACT PERSON
<p><i>Psychological Services</i></p> <p><i>[Counselling]</i></p>	<p>Included as part of inpatient programmes where required.</p> <p>ACC Case Manager referral required for outpatient service in Rotorua and Taupo as part of Psychological Services Contract.</p>	<p>Toni Hocquard Professional Advisor Counselling</p> <p>☎ (07) 348 0189 extension 868</p> <p><i>Email:</i> toni.hocquard@qehealth.co.nz</p>

Orthotics / Wheelchair

SERVICE	DEFINITION	CONTACT PERSON
<i>Orthotics</i>	Service provided on a “case by case” basis on receipt of ACC referral from Case Manager.	Linda Porter Administrator ☎ (07) 348 0189 extension 844 <i>Email:</i> linda.porter@qehealth.co.nz

SERVICE	DEFINITION	CONTACT PERSON
<i>Wheelchairs</i>	Issue service provided on an individual basis on receipt of referral from Case Manager.	Linda Porter Administrator ☎ (07) 348 0189 extension 844 <i>Email:</i> linda.porter@qehealth.co.nz

Physiotherapy / Hand Therapy

SERVICE	DEFINITION	CONTACT PERSON
<i>Physiotherapy</i>	<i>Endorsed Provider Physiotherapy Services Contract</i> General physiotherapy services.	Ana Mohi Professional Advisor Physiotherapy ☎ (07) 348 0189 extension 844 <i>Email:</i> john.wheeler@qehealth.co.nz

SERVICE	DEFINITION	CONTACT PERSON
<i>Hand Therapy</i>	<ul style="list-style-type: none"> ▪ Holder of ACC Hand Therapy Contract. ▪ Individual assessment, treatment and splinting for those who have: <ul style="list-style-type: none"> ○ Acute trauma ○ Sub-acute trauma ○ Chronic conditions ○ Pre surgical conditions ○ Post surgical conditions ○ Referrals received from ACC Case Managers, specialists, GPs, allied health providers and clients themselves 	Alison Derbyshire Occupational Therapist ☎ (07) 348 0189 extension 844 <i>Email:</i> alison.derbyshire@qehealth.co.nz

Surgical and Interventional Pain Management

SERVICE	DEFINITION	CONTACT PERSON
<i>Orthopaedic Services</i>	<ul style="list-style-type: none"> ▪ QE Orthopaedics, a joint venture between: <ul style="list-style-type: none"> ○ QE Hospital Ltd ○ Orthopaedic Associates Ltd ▪ Two year contract ending July 2006. ▪ Provide ACC Elective Surgery Services to the Rotorua/Taupo area. ▪ Provision of: <ul style="list-style-type: none"> ○ Joint replacement and revision ○ Arthritis surgery ○ Entrapment neuropathies ○ Arthroscopy and reconstructive surgery ○ Musculoskeletal surgery ○ Soft tissue surgery ○ Private surgical services for Orthopaedic ACC Regulations Surgery 	Philip Hanson Contracts Manager QE Health ☎ (07) 349 5250 DDI Fax: (07) 343 1662 <i>Email:</i> philip.hanson@qehealth.co.nz

SERVICE	DEFINITION	CONTACT PERSON
<i>Interventional Pain Management</i>	A small number of procedures available on this agreement (IPMO20) for clients with chronic pain needing anaesthetic intervention.	Philip Hanson Contracts Manager ☎ (07) 349 5250 DDI Fax: (07) 343 1662 <i>Email:</i> philip.hanson@qehealth.co.nz

Multidisciplinary Persistent Pain Programme and Comprehensive Pain Assessment

SERVICE	DEFINITION	CONTACT PERSON
<i>Multidisciplinary Persistent Pain Programme (chronic pain)</i>	<ul style="list-style-type: none"> ▪ Client-centred multidisciplinary rehabilitation programme which emphasises self-management, goal setting, fitness and behavioural modification. ▪ Programme sets out to help long term beneficiaries with back and other musculoskeletal problems regain control over their lives and their pain so that they can once more play an active part in society. ▪ Includes outpatient assessment, three week course and liaison with Case Manager. ▪ Strongly based on biopsychosocial model and emphasises self-management, goal setting, fitness and behavioural modification. 	Lorraine Hartley Rheumatology Nurse Coordinator ☎ (07) 348 0189 extension 821 <i>Email:</i> Ward3@qehealth.co.nz

SERVICE	DEFINITION	CONTACT PERSON
<i>Comprehensive Pain Assessment</i>	<p>Recommends the most appropriate and cost effective options for management of pain, to enable claimant to achieve the expected outcome in the most rapid and durable manner.</p> <p>Comprehensive Pain Management Services comprise:</p> <ul style="list-style-type: none"> ▪ Initial interview. ▪ Comprehensive pain assessment. ▪ Integrated Comprehensive Pain Assessment Report. 	<p>Fiona Leighton Vocational Rehabilitation Team Leader</p> <p>☎ (07) 348 0189 extension 713 Fax: (07) 343 1664</p> <p><i>Email:</i> fiona.leighton@qehealth.co.nz</p>

Vocational Rehabilitation

SERVICE	DEFINITION	CONTACT PERSON
<i>Initial Medical Assessment (IMA)</i>	<ul style="list-style-type: none"> ▪ The IMA will provide for claimants with vocational rehabilitation needs to determine whether the types of work identified in an initial occupational assessment are, or are likely to be, sustainable for the claimant. 	<p>Fiona Leighton Vocational Rehabilitation Team Leader</p> <p>☎ (07) 348 0189 extension 713 Fax: (07) 343 1664</p> <p><i>Email:</i> fiona.leighton@qehealth.co.nz</p>
<i>Vocational Independence Medical Assessment Services (VIMA)</i>	<ul style="list-style-type: none"> ▪ Claimants will be receiving weekly compensation and will have completed their individual vocational rehabilitation programme but will not yet be in employment for 35 hours or more per week. 	
<i>Graduated Return to Work Programme</i>	<p>An elevation of the workplace to make sure the claimant can work safely in current or alternative type of work. Includes followup supervision of the claimant by the provider until full return to work.</p> <ul style="list-style-type: none"> ▪ Workplace Assessment – to evaluate a claimant’s work site to identify any changes needed to ensure the workplace is safe. ▪ Worksite review – to evaluate effectiveness of any modifications or purchased equipment. ▪ Graduated return to work programme – to achieve supervised increase in hours from part time to full time via a documented GRTW plan. Trouble shooting where necessary to maintain employment. 	
<i>Initial Occupational Assessment</i>	Assessment of claimant’s education, training and experience. Identification of suitable work types.	

SERVICE	DEFINITION	CONTACT PERSON
<i>Functional Capacity Evaluation</i>	<p>A service to identify a claimant’s functional abilities, strengths, skills and capacity to perform tasks related to employment.</p> <ul style="list-style-type: none"> ▪ Full functional capacity evaluation – assessment of a claimant’s ability to reliably and safely sustain physical performance in response to a range of physical demands. ▪ Task specific evaluation – Assessment of claimant’s ability to to reliably and safely sustain specified tasks. 	<p>Fiona Leighton Vocational Rehabilitation Team Leader</p> <p>☎ (07) 348 0189 extension 713 Fax: (07) 343 1664</p> <p><i>Email:</i> fiona.leighton@qehealth.co.nz</p>

<p><i>Work Ready Programme</i></p>	<p>Removal of any employment market barriers, preparing the claimant for job seeking and entering the employment market, re-establishing work routines, testing the suitability of types of work and facilitating their work readiness.</p> <ul style="list-style-type: none"> ▪ CV review. ▪ Work trial – unpaid work trial of between three and six weeks with close monitoring. ▪ Work Ready Outcome – Work trial completed with close monitoring. Claimant has demonstrated they have no outstanding barriers to achieve a return to work. ▪ Workplace Assessment – to evaluate the claimant’s workplace or proposed workplace in respect to their ability to undertake the work trial. 	
<p><i>Vocational Independence Occupational Assessment</i></p>	<p>Assessment of the progress and outcomes of claimant’s vocational rehabilitation, consideration of whether the types of work identified in the IOA are still suitable and assessment of whether any new types of work are now suitable.</p>	