

# Social Rehabilitation Needs Assessment Services

## Operational Guidelines

**December 2020**

This is a living document and will be updated as required

## Contents

1.	Who are these guidelines for? .....	3
2.	What are Social Rehabilitation Needs Assessment Services? .....	3
3.	Purpose .....	4
4.	Client eligibility, referral, and interaction with IHCS Casemix .....	4
5.	Complexity Framework tool .....	5
6.	Equipment .....	5
7.	Service timeframes .....	6
8.	Assessment reports .....	7
9.	Complaints .....	7
10.	Incidents and reportable events .....	7
11.	Service monitoring .....	8
12.	Appendices .....	8

## 1. Who are these guidelines for?

The following information is designed to help you understand and operationalise the Social Rehabilitation Needs Assessment contract.

These guidelines are intended to be used by:

- ACC Recovery Team Members
- ACC's contracted suppliers and providers of Social Rehabilitation Needs Assessment Services.

These operational guidelines should be read in conjunction with the service specification for Social Rehabilitation Needs Assessment service, and with the Managed Rehabilitation Equipment Services (MRES) Operational Guidelines.

## 2. What are Social Rehabilitation Needs Assessment Services?

The key aim of the service is to assess the client's injury related support or rehabilitation needs and to provide recommendations to ACC. It is expected that the assessor will recommend suitable support that will contribute towards improved functional outcomes for the client and that natural supports the client may already have in place are taken into consideration before making recommendations. It may be entirely appropriate that no support is required and recommendations should reflect this.

A Single Discipline Assessment may be referred to one of the following:

- Physiotherapist
- Occupational Therapist
- Nurse
- Speech Language Therapist
- Dietician
- Social Worker

If the referral does not indicate the type of assessor required and it is not clear what is needed there will need to be a discussion with the Recovery Team Member.

These assessments assist clients to live as independently and safely as possible by providing information which identifies what supports may be required to help with their injury-related needs. There are two types of assessment;

- Integrated Rehabilitation Assessment (IRA) this may look at a cross section of issues and potential supports.
- Single Discipline Assessment (SDA) this is a more specific assessment request that is generally looking at one particular issue. An equipment assessment for example would be requested through an SDA.

The service item code is the same for both types of assessment (SNA01). It is, therefore, important to check the referral and be clear as to what is expected.

ACC is responsible for assessing our clients' injury related needs and providing the appropriate support required to meet those needs.

**NOTE:** These assessments are not to be used for housing assessments, vehicle assessments or wheelchair and seating assessments with the exception of simple list equipment.

### 3. Purpose

The purpose of this service is to provide support that contributes towards improved functional outcomes for the client. Services are to be provided in a client appropriate, timely manner and may include:

- assessment of clients' support needs
- trialling of equipment where equipment has been identified as being appropriate
- providing recommendations to ACC based on that assessed need

### 4. Client eligibility, referral, and interaction with Integrated Home & Community Support (IHCS) Casemix

Eligibility will be decided by ACC, but clients will be those who are expected to benefit from a social rehabilitation needs assessment.

Services commence on referral to the supplier from ACC. ACC Recovery Team Members will use the ACC81 to make the referral to an Assessor for an assessment. ACC staff should refer to information on Promapp for policy and process information.

**NOTE:** Referrals **must** be made on an ACC081. Referrals in any other format can not be accepted.

To enable a timely assessment, it is essential that Recovery Team Members provide enough, relevant information as part of the referral. This should include:

- The type of assessment as an IRA and SDA will have the same purchase order code
- Client details
- Relevant clinical history
- Copies of any previous, relevant, assessment reports
- Reason for referral/purpose of assessment (i.e. outcome being sought)

As part of the referral ACC should provide enough information to enable a rapid, accurate and relevant assessment of the clients needs. If insufficient information is provided, the assessor must contact ACC at the earliest opportunity, identifying what additional information is required.

IHCS casemix package of care does not include **childcare** and/or **overnight** support. An SRNA will be needed to determine what childcare and/or overnight support is needed. ACC will refer for IHCS first.

The Recovery Team Member will make a referral for an SRNA once the IHCS package of care has been agreed to. The referral will include the IHCS service plan and interRAI assessment. It should be noted on the referral that the SRNA supplier is **not** required to comment on how many hours of attendant care or home help are needed. The SRNA referral is for childcare and/or overnight support only.

This should avoid over-assessment of homecare needs, and any confusion about who determines level of support.

When there is an urgent (non-homecare related) need that requires an SRNA to be completed immediately, then the Standard Support pathway is followed. The SRNA will make recommendations for **all** support needs and the case owner will make a referral for standard homecare support.

## 5. Complexity Framework tool

For the purposes of this service, complexity refers to the level of detail and work required in developing and providing appropriate, quality recommendations to ACC. It is not directly linked to the client's condition i.e. a clinically complex case does not automatically imply complexity of assessment.

Where the assessor can demonstrate that an assessment is complex, ACC will pay an additional cost/top up to accommodate this.

In order for an assessor to apply for an increased rate, the following needs to happen:

- The Complexity Framework Tool must be completed by the assessor during the assessment and returned to the Recovery Team Member
- The threshold for a complex assessment is a score of at least 6 out of 17
- The assessor **MUST** provide a robust rationale on the form as to why they have scored a factor as complex
- If there is no or insufficient supporting information with the tool then this will be returned to the assessor

Once the tool is complete, the purchase order can be updated. A further code will be added to the purchase order identifying that this is a complex social rehabilitation needs assessment. This code is SNA02.

## 6. Equipment

Assessors must follow the processes outlined in the MRES Operational Guidelines (available at [www.acc.co.nz](http://www.acc.co.nz) – search on 'MRES Operational Guidelines') to arrange the trial and supply of equipment.

In preparing their recommendations, assessors need to consider the wider client picture. For example:

- What is the most suitable equipment to help the client towards their goal

- Injury related requirements rather than personal preference
- Co-morbidities

## List equipment

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It is important that Assessors use list equipment. If for any reason the equipment required cannot be accessed via list the assessor needs to provide clear rationale as to why there is a request for non list equipment.

## Equipment ordering

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Equipment is supplied to ACC clients by **Accessable**, ACC's national contracted supplier of Managed Rehabilitation Equipment Services (MRES).

If an equipment trial is successful and the provision of equipment is approved by the Recovery Team Member, assessors must follow the processes outlined in the MRES Operational Guidelines (available at [www.acc.co.nz](http://www.acc.co.nz) – search 'MRES Operational Guidelines') to arrange supply of the equipment. Suppliers can bill for equipment trials using the SNA31 code. Where the trial situation is unusually complex and requires additional input, the supplier can request additional hours under the SNA30 code.

## Fitting and set up

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Once the equipment has been delivered to the client, the assessor may be required to provide assistance to the client (and their family/whānau) in setting up and/or fitting of the equipment.

## Training

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If equipment has been approved and purchased for the client by ACC; the client and their whānau can receive training in the safe use and maintenance of the equipment. Training should include any equipment maintenance that can be provided by the client, family or whānau and /or who to contact if more technical maintenance is required.

# 7. Service timeframes

Service timeframes are specified in clause 7.1 of the Service Schedule. Where a timeframe cannot be met it is important that the relevant stakeholders are informed at the earliest opportunity to enable the parties (where required) to:

- Understand, and where possible address, any issues that are impacting on the timeframe
- Agree new timeframes
- Enable on-going communication to ensure that any negative impacts upon the client are minimised.

## 8. Assessment reports

### Templates

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Reports to ACC for an Integrated Rehabilitation Assessment (IRA) will be submitted on an ACC7434 template.

Suppliers will need to use their own templates for Single Discipline Assessments (SDA).

### Outcome focussed

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Reports need to be outcome focussed detailing the solutions recommended and how this will meet the outcome requested in the referral. They need to be as detailed as possible and clear information provided as to what solutions have been considered. The report is to detail why certain solutions have been discounted and clear rationale for those options that have been recommended.

## 9. Complaints

Complaints are defined as any expression of dissatisfaction against the organisation, either written or verbal, by any person receiving support or on behalf of someone receiving support (including ACC).

Complaints can be about (but may not be limited to):

- communication
- service delivery - inadequate, unqualified/untrained staff, tasks not completed
- timeliness
- behaviour
- damages.

Suppliers should have robust complaints policy and procedures to capture all complaints, and to ensure that ACC are informed in a timely manner.

## 10. Incidents and reportable events

The following incidents and risks should be reported to ACC immediately, either by contacting ACC's [Engagement and Performance Manager](#) or calling ACC's Provider Helpline on 0800 222 070.

- Notifiable Events (as defined by the Health and Safety at Work Act 2015) in relation to the services delivered for ACC or on our behalf
- Client death (any cause)
- Personal or organisational threats by an ACC client or their representative (i.e. bomb threats, death threats)
- Likely media risk
- Privacy breach

- Health and Disability Commission (HDC) or coroner inquest

If you are unsure of what needs to be reported or how to report to us, please contact your Engagement and Performance Manager.

## The online incident reporting form

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Please to use our online form to report Notifiable Events, threats and any other significant risks to health and safety relating to the services you provide for ACC or our clients (refer to clauses 8.15 and 8.16 of the Master Terms and Conditions). The [online form](#) is available on the For Providers page of our website and is intended to help ACC and our suppliers meet our overlapping responsibilities under the Health and Safety at Work Act.

## 11. Service monitoring

Service monitoring (reporting) provides an overview to ACC of the appropriateness of the services delivered, customer satisfaction with the service, highlights any service issues and actions taken to address them. The information provided should be relevant, and will form the basis for service monitoring discussions with ACC.

The monitoring for this service should include:

- Customer satisfaction reports – a report summarizing feedback from services users (Clients).
- Service issues – The supplier should provide a commentary on any service issues and actions taken to address these. The supplier should follow up on clients and note cases of abandonment of equipment. Abandonment can be an indicator of service issue and an understanding of why the Client has abandoned the equipment can provide insight into what aspects of a service may need to be addressed.
- Service improvement initiatives.

You may also include any commentary that you feel may be useful for ACC.

## 12. Appendices

### Appendix 1: Complexity Framework Tool



### Appendix 2: ACC7434 Report





### Appendix 3: Contract timeframes

Requirement	Applicable Timeframe
Accept an urgent referral	Immediately
Notify the ACC referrer that the Referral has been accepted	Within one Business Day of receiving the Referral
Contact the Client to explain the assessment process, answer any client questions, confirm whether the Client requires a support person and arrange a suitable time to undertake the assessment	Within two Business Days of receiving the Referral
Complete the Assessment	Within three Business Days of receiving the Referral
Complete and submit an Assessment Report to ACC	Within five Business Days of completion of the Assessment
Submit a revised Assessment Report if the first report is not of an appropriate standard.	Within five Business Days of notification by ACC that the Assessment Report is unsatisfactory.
Trial, provision and installation of equipment	In accordance with the MRES Operational Guidelines