



*The Business of Physiotherapy*

30 August 2007

Mr David Goddard QC  
Ms Diane Slater  
Public Submission  
Review of Physiotherapy Services

Dear Mr Goddard and Ms Slater

Further to my letter of the 27<sup>th</sup> August 2007.

As a new member to the Physiotherapy sector, as NZPPA Business Manager appointed on the 30<sup>th</sup> July 2007, I have observed with interest the proceeding of the last few days. I feel that my opinions and observations from my attendance at the last Physiotherapy Liaison Group meeting may be relevant to the submission relating to the partnership and communication between ACC and the physiotherapy profession.

My role as NZPPA Business Manager is to give support and assistance to Private Physiotherapist for the professional management of their business, and provide representation for our members with the stakeholders of the industry. I therefore attended the meeting with a desire to foster a relationship with ACC, the NZSP and the other Special Interest Groups which were in attendance.

The meeting was an open interaction with the parties. I was surprised however when two of the ACC staff who were allocated time on the agenda to discuss issues did not attend due to other commitments. There was discussion with Mr Jeremy Edwards National Manager Claims Processing & Specialist Services, re the obstacles of e-lodgment of ACC32, in which he requested a business proposal from interested parties to justify the cost borne by ACC for set up of this process. During this discussion the issue relating to the difficulties experienced with manual ACC32 was raised.

In my opinion the areas of concern for both ACC and the physiotherapy members highlighted a difficulty in the form design, the process time due to the ACC structure and a need to reassess the treatment profiles. There seemed to be an attitude from the National Claims Manager that improvements in this area would be solely for the benefit of the ACC provider. It was pointed out to him that patients would benefit from these improvements.

In an effort to construct a business plan to assist in the decision making process of this project, I on my return to the office rang the ACC provider information line to gain information re the structure and process within ACC to enable me to gain prospective from both the ACC processing team and the provider view point.

This endeavor was quickly frustrated when I was told at each point of my enquiry that the ACC staff member did not have an understanding of the journey of the ACC32 from the time of application through to claim payments. I was transferred to five different departments finally ending with the Manager of the Northern Processing Centre, who said that she could continue the conversation including another more knowledgeable staff member on a conference call last Monday. I was not called back. To-date the conference has not happened.

I was surprised to hear from Gail Leach NZSP, that ACC has already acknowledged and calendared a review of the ACC32 process including review of form design, treatment profiles and electronic forms, which includes a consultative process with ACC Providers.

I am left wondering what motivation Mr Edwards had in requesting the PLG members to investigate and create a business plan, if this project is to be embarked on.

I strongly believe that information gathering and sharing between ACC and service providers is a critical component in delivering the best service to our mutual recipient. I understand ACC have a duty to both the Minister and the New Zealand ACC levy payers, to uphold regulatory compliance and enforcement of ACC legislation. They must also have an understanding of the professional and ethical responsibility of the ACC health provider to delivery best practice outcomes to our patient.

Unless ACC and providers have faith and belief in this process, it will not succeed. I believe acknowledgement of past issues and a strong desire to reach resolution and move forward needs to be adopted by all parties for a mutually rewarding partnership to develop and the PLG environment should nurture this relationship.

Kind regards

Clare Hunt  
Business Manager NZPPA  
DD 04-9787147  
Email: [clare.hunt@nzppa.org.nz](mailto:clare.hunt@nzppa.org.nz)