

13 April 2021

Philip Grant
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Tēnā koe Philip

Your Official Information Act request, reference: GOV-010287

Thank you for your letter of 23 March 2021, asking for the following information under the Official Information Act 1982 (the Act):

- a. *The consideration ACC has given to needing to quantify the impact of the Quality/Performance Framework contract changes upon Providers (e.g. Urgent Care Centres) including:*
 - *Impact and costs of service provision*
 - *Impact and costs of administration and compliance*
- b. *The process which will be undertaken to quantify and detail the impact of the proposed Quality/Performance Framework upon Providers*
- c. *The engagement and joint-analysis which will be undertaken with Providers to understand and jointly agree the impact of the changes*
- d. *The implications and consequences for Providers who may not meet the anticipated Quality/Performance measures/indicators, whether through factors outside of their control or otherwise*
- e. *The arrangements and process which will be undertaken to ensure that Providers are not out of pocket through the addition of the Quality/Performance Framework and, the process to ensure that patient care is not diminished as a result of the time and cost impact upon Providers.*

Please find our response to your questions below.

- a. *The consideration ACC has given to needing to quantify the impact of the Quality/Performance Framework contract changes upon Providers (e.g. Urgent Care Centres) including:*
 - *Impact and costs of service provision*
 - *Impact and costs of administration and compliance*

ACC's intention is to use existing quality and performance information where possible to create and monitor the quality and performance indicators.

These indicators need to be reasonable, and as this is a work in progress, we are currently seeking comment through the working group (which has Urgent Care Clinic owner and management representation) that has been established to work on the proposed changes. We are expecting this work will assist providers and ACC to improve both the cost effectiveness and the outcomes of the Urgent Care Clinic (UCC) services provided.

We are not expecting this to be onerous or to add additional costs beyond what is already provided for in the contract. The current contract fees cover the cost of reporting and compliance to the UCC standard.

b. *The process which will be undertaken to quantify and detail the impact of the proposed Quality/Performance Framework upon Providers*

It is important to note that this work was signaled to the sector when the UCC contracts were put in place in 2016, as work we intended to complete (Part B, Clause 12.1).

We are engaging with the UCC sector through the working group and, once the work is complete on the potential benefits and impacts of implementing the revised indicators, reporting back via webinars to elicit feedback.

We welcome feedback and will continue our active engagement with the UCC sector through our Engagement and Performance Managers, Strategic Partners, and other key contact points within ACC.

c. *The engagement and joint-analysis which will be undertaken with Providers to understand and jointly agree the impact of the changes*

We completed an expression of interest process, inviting all current providers to signal interest in being involved in a working group that would focus on reviewing the data analysis and provide advice on a quality and outcomes framework.

We held a webinar open to our UCC contract holders on 25 March 2021 to report back on the findings from the data analysis, to provide an update on progress and invite feedback on this content for the working group to consider.

Further webinar sessions are planned with our UCC contract holders once the working group has completed their recommendations on quality and outcome measures to include within ACC's UCC contract.

d. *The implications and consequences for Providers who may not meet the anticipated Quality/Performance measures/indicators, whether through factors outside of their control or otherwise*

The UCC contract sets out the service requirements and standards for providers. If providers are found to be in breach of their contract, we will follow our usual processes to notify them of the issues identified and work with them to resolve these. This approach is consistent across all of ACC's contracted services.

Sections 14 and 20.8-20.10 of our [Standard Terms and Conditions](#) cover performance management and termination for breach of contract.

e. *The arrangements and process which will be undertaken to ensure that Providers are not out of pocket through the addition of the Quality/Performance Framework and, the process to ensure that patient care is not diminished as a result of the time and cost impact upon Providers.*

ACC sets out our expectations of UCC providers under the UCC contract, including reporting and the provision of timely information to enable us to track overall performance. The fees providers are able to claim under the UCC contract both assume and contribute to the costs of reporting requirements.

The focus of this work is around improving value and outcomes for ACC clients, which we expect would be of mutual interest to suppliers of UCC services. The UCC contract is essentially fee for service and we are not at this stage anticipating a change to this underlying purchase model.

How to get in touch

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read "Sasha Wood".

Sasha Wood
Manager Official Information Act Services
Government Engagement & Support