

Social Rehab Assessments

Equipment and working with
Enable NZ



He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.



ACC Karakia

Whāia, whāia

Whāia te Tika

Whāia te Pono

Whāia te Aroha

Mō te oranga tāngata

Kia puta ki te whai ao

Ki te ao mārama

Haumi e, hui e

Tāiki e

Striving to do what is right

Undertaking to act justly

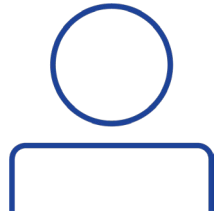
Being considerate of everyone

That it may improve the lives of all



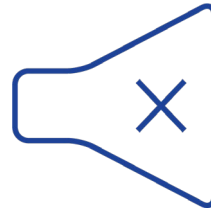
Welcome / Housekeeping

Welcome to the Social Rehab Assessments webinar on Equipment and working with Enable NZ



Video

Please feel free to leave your video on – we like seeing your faces!



Mute

You will be automatically muted when you enter the room and throughout the presentation.



Questions

We will have time at the end for questions, please enter questions in the Chat.

PLEASE NOTE: This session is being recorded

Agenda for today's Webinar

1. Whakawhanaungatanga / Introductions from Presenters
2. What is the Managed Rehabilitation Equipment Service?
3. Roles and responsibilities
4. Ways to make ordering equipment smoother for you, and our kiritaki
5. Questions and discussion

Whakawhanaungatanga / Introductions

Managed rehabilitation equipment (MRES)

Overview



This service supports 45,000 people each year; providing access to a wide range of equipment to help kiritaki (clients) recover from or manage the effects of their injury.



Rehabilitation equipment is a reusable aid that assists a client with their daily living activities. Whilst the equipment is owned by ACC, it is provided, managed and distributed by our contracted supplier Enable New Zealand.



We need to ensure the right people get the right equipment at the right time to ensure the best outcomes and to keep the service sustainable for the future.

Roles and Responsibilities

Assessor

- Consider all options to address the clients identified injury-related needs, which may include the trial or supply of equipment
- If in doubt about whether an item is necessary and appropriate, discuss with ACC
- Order equipment via Enable NZ
- Oversee trial where required
- Confirm effectiveness of the equipment solutions and provide recommendations to ACC

Hierarchy of supports

When considering interventions to support the client, the following hierarchy of supports should be considered:

1. Natural Supports
2. Technology, Equipment, Multitasking
3. ACC funded supports (such as Attendant Care)

Enable NZ

- Review non-list equipment requests to confirm eligibility
- Track and collect the equipment when it's no longer required
- Repair, maintain and refurbish equipment where it is cost-effective to do so
- Provides clinical services advice to Assessors and ACC staff to assist in identifying the most appropriate equipment for clients (Complex List and Non-List equipment)
- Hires rehabilitation equipment from a rental company where it is more cost-effective to do so
- Completes a best price for best quality assessment for list items and provides advice about list changes

Make It Count!

**Ways to make ordering equipment easier
for you and our kiritaki**

Stay in scope

Make sure you are working within the scope of your contract and the scope of your profession when making an order.

The ability to order equipment on behalf of ACC is restricted to specific contract holders and ordering should only occur for clients who are actively receiving one of these contracted services.

Equipment should not be ordered for clients you are seeing outside of these services, even if they have an ACC claim.

If you don't think you are the right person to consider what equipment might be needed, let ACC know and we can arrange a different type of assessment.

Staying **within scope** ensures that client needs are safely assessed



We see orders that appear to be outside normal scope of practice, such as registered nurses ordering mobility scooters, OTs ordering exercise equipment

Link the item to the injury and the outcome

Make sure the equipment you are ordering is for the injury related need only.

Examples of non-injury related needs include co-morbidities or pre-existing conditions, things an employer should supply, household items that need upgrading, or a client's desire for different models or designs based on looks or other preferences related to their injury.

Items should also clearly contribute to increased independence or safety as an outcome.

Once the assessment has been carried out, and MRES equipment is proposed, the assessor completes:

- an assessment report detailing options that meet the injury related need and the outcomes that will be achieved by providing the equipment

[ACC MRES Operational Guidelines](#)

A recent review highlighted that, in nearly

20%

of orders in a month, the injury related need was unclear.

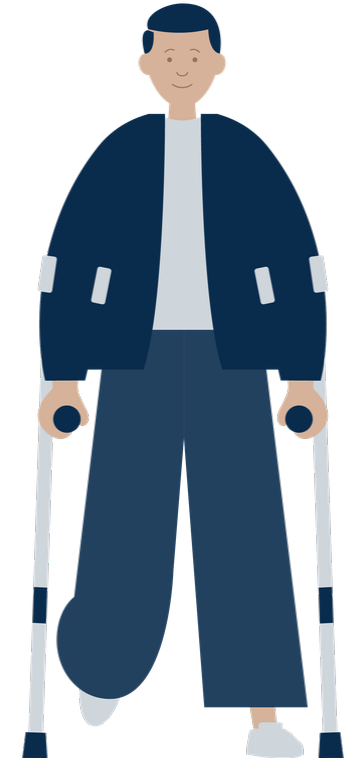


Consider the most cost-effective option

When you're confident the equipment need exists for the injury, please consider the most cost-effective option to achieve the outcome.

Sometimes that's not equipment! Consider natural supports, adaptations in routine, existing items or equipment, alternative tasks or other services that are already in place. This is particularly important when we're meeting the need for injuries that cause only a short-term loss of function.

Where equipment IS the most cost-effective option, use list equipment or refurbished equipment in all but exceptional circumstances.



Birdie evo/evo compact, Molift Smart 150 and Ergolet Solar 185 floor hoists are now all on the ACC list. We expect these hoists should meet injury-related needs in a large proportion of situations.

Help us recycle and reuse

It's great when the equipment can be used again, and we should take advantage of this as much as we can.

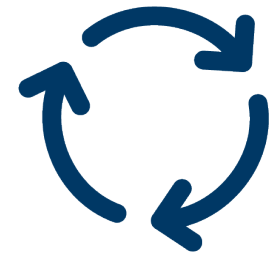
Not only does this help us be financially responsible, but it helps prevent items from going to landfill as well.

Please remember to include a recall date when you order equipment. This can easily be extended if the client needs more time.

Recycling can save us over

\$500K
/month

when we don't have to
purchase new items to
replace existing reusable
equipment



Share your thinking

Your assessments should outline the injury related need, the various options you considered and why you chose this equipment.

By sharing your rationale, we can better predict client needs and trends for the future. This is important when you are requesting equipment not on the list.

Your thoughts and experience will help improve the service.

Part B – Summary of advice to ACC		
5. Summary of advice		
Advice	Detailed description	Expected outcome for the client



If we know why you're choosing items that are not currently on the list, and enough people are sharing the same thoughts around a similar injury-related need, we can consider updating the list.

Help clients understand their role and responsibilities

Set clear expectations with clients. Your role is to consider the most cost-effective way to meet an injury related need not necessarily to provide “things”.

Make sure clients understand what is being suggested and that they agree to it being useful. Will they know how to assemble it and use it, and do they have somewhere to store it?

If you're not confident the client will use the equipment you suggest, you can't be sure it will count towards their recovery.



The literature shows that around 30% of provided assistive technology is not used

Order well and make it count

By keeping these six things top of mind when you are ordering equipment, you can help us make it count as we help New Zealanders recover from injury.



Summary

- Stay within the scope of the contract you are working in and your professional scope.
- Link the item you order to the injury need and the outcome it will achieve
- When you order, consider the most cost-effective option and use list items where possible
- Recycle and reuse equipment as much as possible
- Share your thinking as you order equipment, the various options you considered and why you chose this equipment.
- Help clients understand their role and responsibilities – can and will they use the equipment you order.

Order well and make it count



Some final reminders

We would like to highlight the following with assessors from an operational aspect:

- When loading a client date of birth ensure the system hasn't reverted it to today's date before moving forward
- Please double check POSTAL address and PHONE numbers are correct – we can not deliver to PO boxes – incorrect information does slow the processing of your order
- Please ensure you have the final quote ready prior to marking an item as successful
- For low-cost products (under \$100 excl GST) use the EU100 process, not MRES

Pātai / Questions

- 1. What is best way to communicate with ACC when MRES orders have been made for trial equipment and require review by ACC**
- 2. Equipment needs many years following a significant injury (eg SCI, TBI), where chronic immobility & ageing are associated with postural/mobility decline - a discussion around the extent to which we can reasonably tease out what is “injury related” vs health related**



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Contact Details

- **Enable New Zealand**

E: acc.advisor@enable.co.nz

P: 0800 362 253

ACC equipment accessors webpage: <https://www.enable.co.nz/service-centre/acc-assessors>

- **ACC**

E: mres@acc.co.nz

P: 0800 222 070 (Provider helpline)

MRES Operational Guidelines: <https://www.acc.co.nz/assets/contracts/mres-og.pdf>