



Dr Nick Kendall

Manager Treatment Safety
ACC



Dr Peter Jansen

Clinical Lead Treatment Injury
ACC
New Zealand

Friday, August 09, 2019

(Plenary)

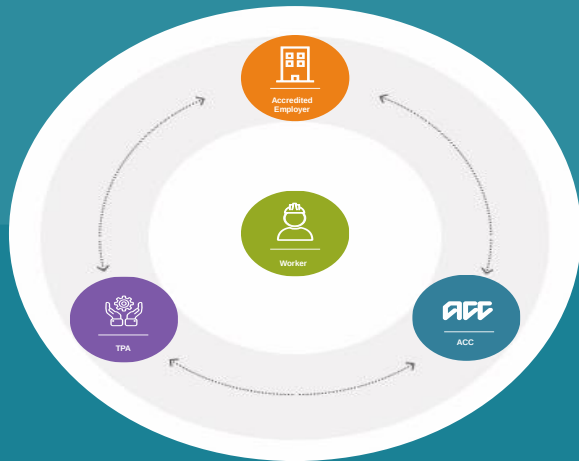
7:00 - 7:55 ACC Breakfast Session - Patient Safety in General Practice

Treatment Safety

Chair: Dr Nick Kendall, Manager Treatment Safety

Presenters: Dr Nick Kendall, Manager Treatment Safety
Dr Peter Jansen, Principal Clinical Advisor Treatment Injury

Date: 9 August 2019



Enhancing the Accredited Employers Programme

GPCME South, August 2019

Overview of the Accredited Employers Programme

- Offered to large, financially secure employers since 2001 when the privatisation of work injury insurance ended.
- Allows approved businesses to manage injury claims and rehabilitation for their workers directly, in return for lowered levies.
- The Programme is delivering some positive results, however there are also opportunities to improve the experience for workers, lift system performance and improve operational processes.
- We've engaged with workers, worker representatives, businesses and third party administrators to gather insights into what's working and what's not working for the current AEP.
- We'd also like to hear about your experiences related to lodging and managing claims for workers who are employed by an Accredited Employer.



Getting your input

We'd like to understand your perspective – pain points and how we can improve:

- We're running a short survey over on our stand – please drop by
- September – we'll be sharing the final proposed model and seeking input on how to implement it, via
 - [Shapeyouracc.co.nz](https://shapeyouracc.co.nz)
 - Drop-in sessions

24 September
Wellington
9am – 7pm

Wellesley Boutique Hotel
2-8 Maginnity St,
Wellington 6011

25 September
Christchurch
9am – 7pm

Novotel Hotel
52 Cathedral Square, Christchurch
8140

26 September
Auckland
9am – 7pm

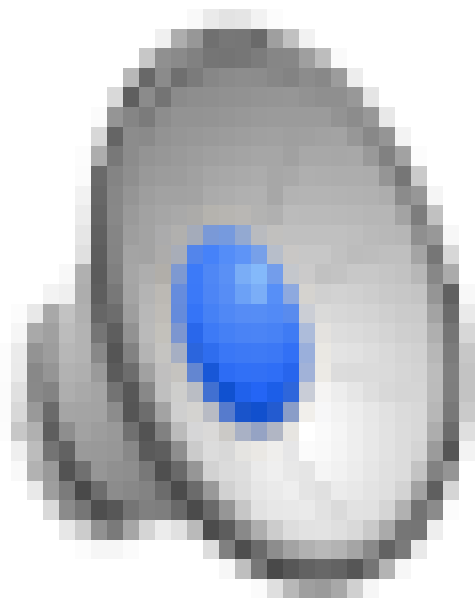
Auckland Racing Club - Ellerslie
Event Centre
80 Ascot Ave, Remuera
Auckland 1051

Treatment Safety

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Outline



Patient safety and ACC – each accepted treatment injury claim represents a person inadvertently harmed

Today

- Treatment injury information in general practice settings – published April 2019
- Three focus areas for prevention
- Understanding treatment injury claim lodgement

Things you can do to help prevent treatment injury

Come and see us at the ACC stand – let us know how we can work together to reduce patient harm



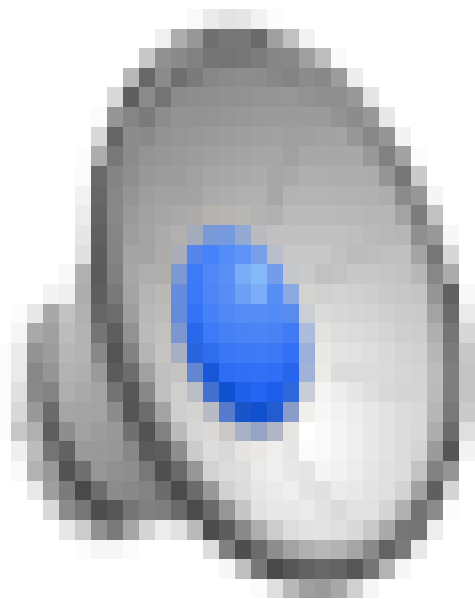
World Health Assembly Update, 25 May 2019

[中文](#)[Français](#)[Русский](#)[Español](#)

WHO sets patient safety as key health priority

WHO media release 25 May 2019 announcing finalisation of ICD-11:

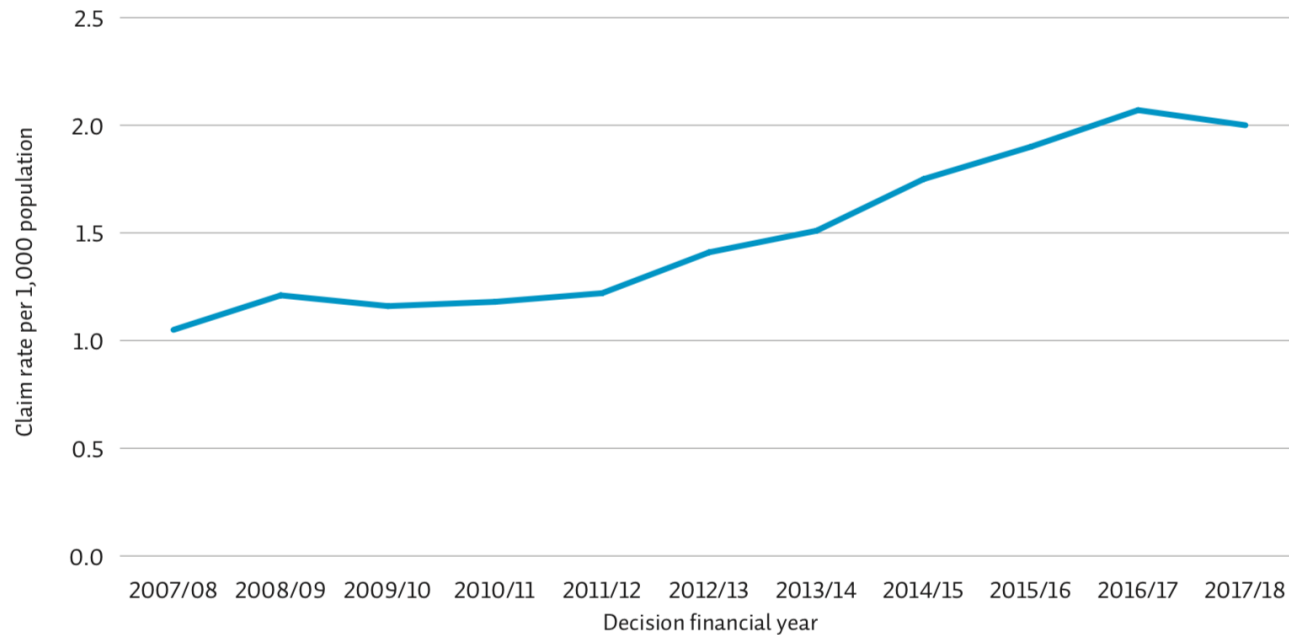
- Member States meeting at the World Health Assembly committed to recognize patient safety as a key health priority, and to take concerted action to reduce patient harm in healthcare settings
- Patient harm due to adverse events is one of the leading causes of death and disability globally



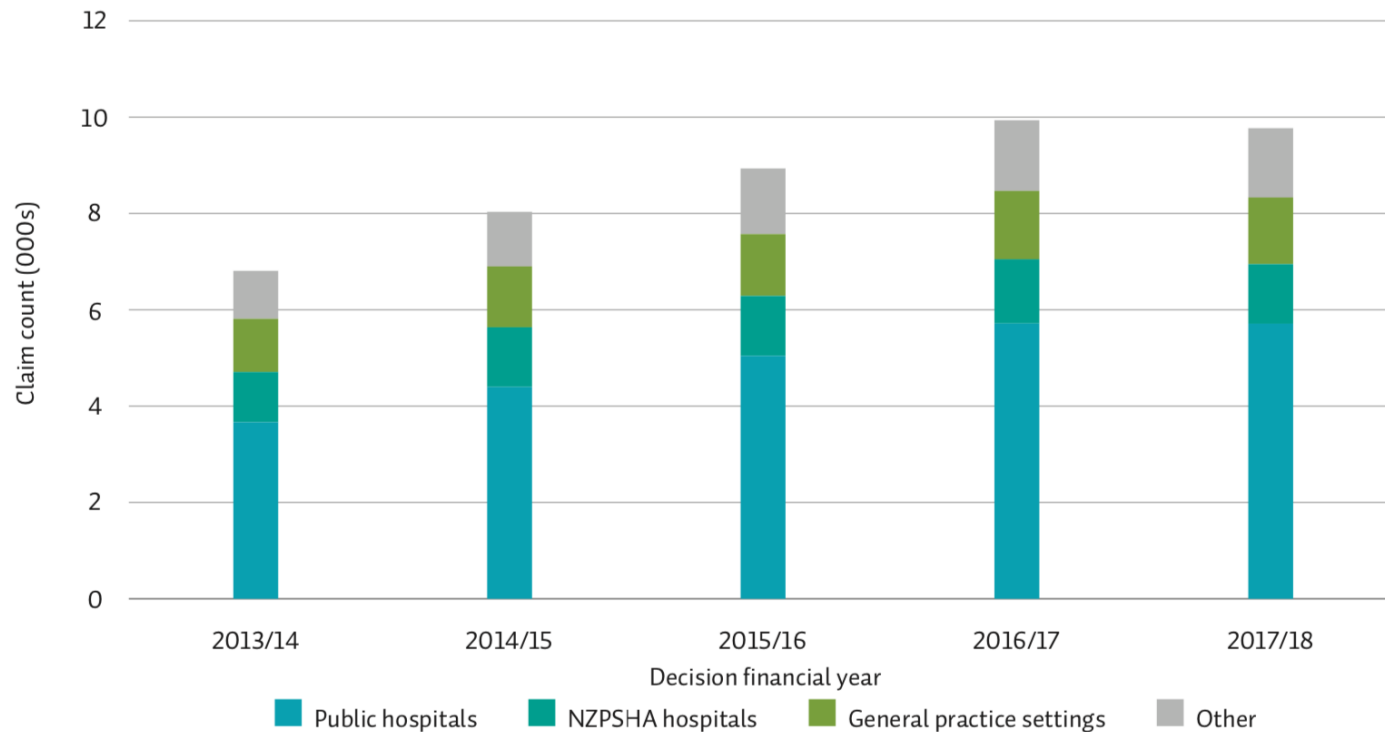
Treatment Injury in general practice settings



All accepted treatment injury claims from all settings

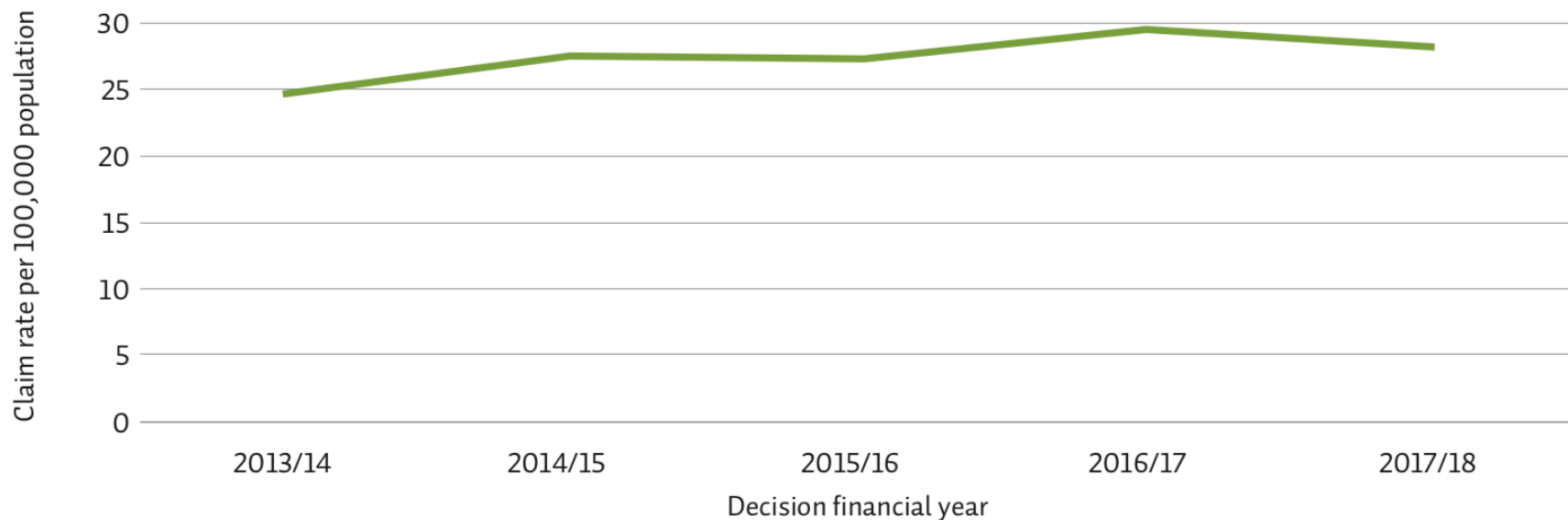


All accepted treatment injury claims by treatment setting and decision financial year



Note: General practice settings include general practitioners (GPs) as well as practice nurses and other health professionals working within a general practice setting. The 'other' category includes community settings such as rooms-based procedures and aged residential care.

Accepted treatment injury claims per 100,000 population for general practice settings, by decision financial year



Note: This data includes treatment injury claims resulting from treatment in general practice settings and is standardised by the national population.

Three areas for focus in general practice settings

Three areas for prevention

1. Infection following minor surgery
2. Treatment omission
3. Medication adverse reactions

Numbers of accepted claims and rates per 100,000 population

		2013/14	2014/15	2015/16	2016/17	2017/18
Infection following minor surgery	Number	172	221	270	280	345
	Rate	3.81	4.81	5.75	5.84	7.06
Treatment omission	Number	24	40	49	41	30
	Rate	0.53	0.87	1.04	0.86	0.61
Medication adverse reactions	Number	642	723	636	709	648
	Rate	14.24	15.73	13.55	14.79	13.26

Understanding lodgement in general practice settings

What is treatment injury?

A treatment injury is defined as a personal injury caused by treatment by a registered health professional (RHP) or treatment at the direction of an RHP. This includes:

- diagnosis, advice and interventions
- **failure** to provide treatment or failure to provide treatment in a timely manner.

NB: some exclusions may apply



Myth busting....

What about medical misadventure?

- Has not been around since 2005 – please spread the message

If I put in a claim that shows I did something wrong, will I end up in front of the disciplinary tribunal?

- We are required to report where we believe there is a risk of harm to the public
- We are aiming to support a learning culture – could we help prevent this happening again?

How can I put in a claim when I didn't give the treatment?

- We can ask for further information from the treatment provider if you cannot supply all the information needed to lodge a claim

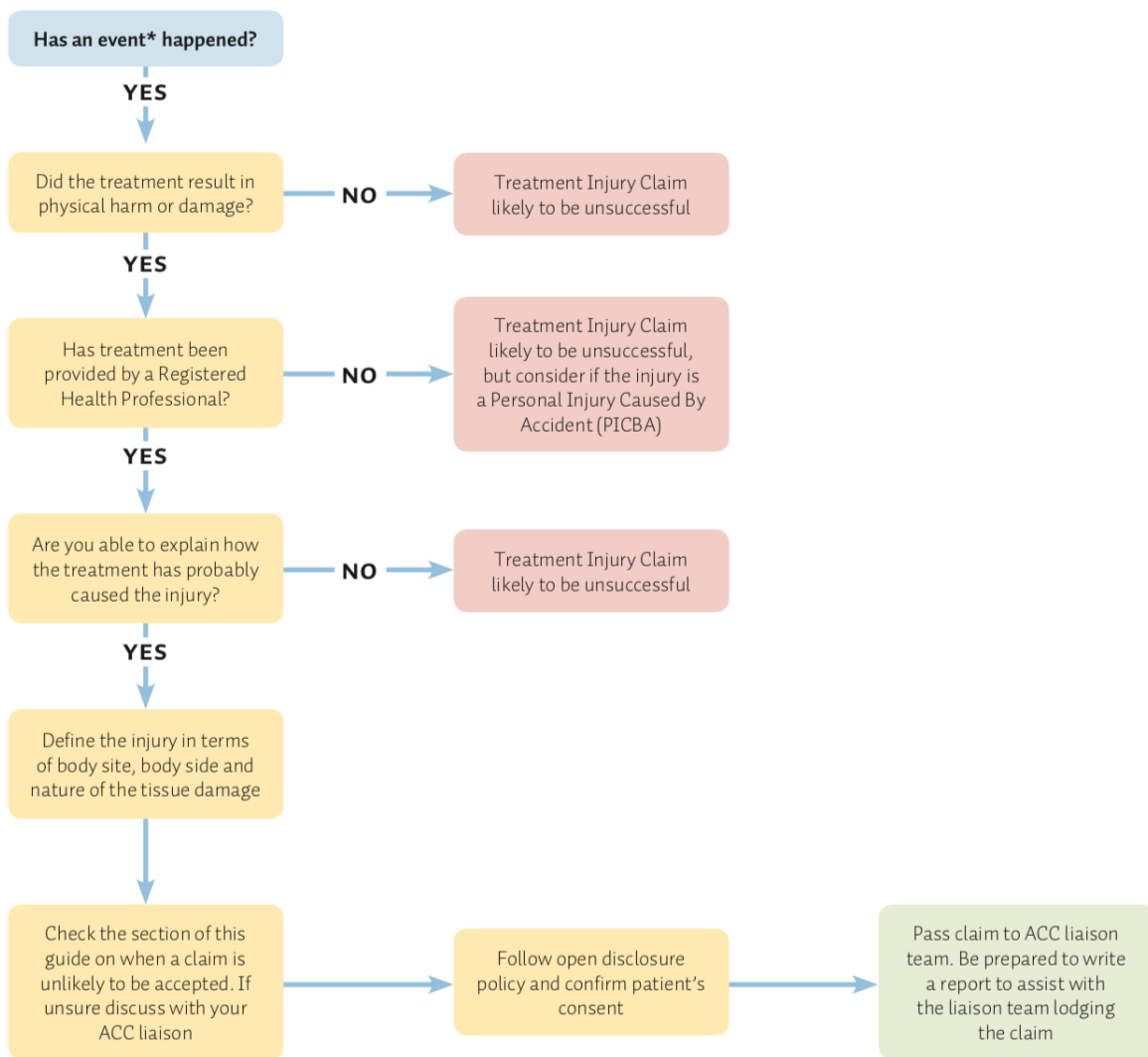
We know it is complicated

Persistent decline rate: 2017/18 year 40.7%

All treatment injury claims, 2017/18

Setting	Number of claims accepted	Number of claims decided	Percentage accepted
Public hospitals	5,713	8,737	65.4%
NZPSHA hospitals	1,236	1,718	71.9%
General practice settings	1,384	2,003	69.1%
Other	1,439	4,021	35.8%
Total	9,772	16,479	59.3%

Should I lodge a treatment injury claim with the patient's consent?



What information should I include?



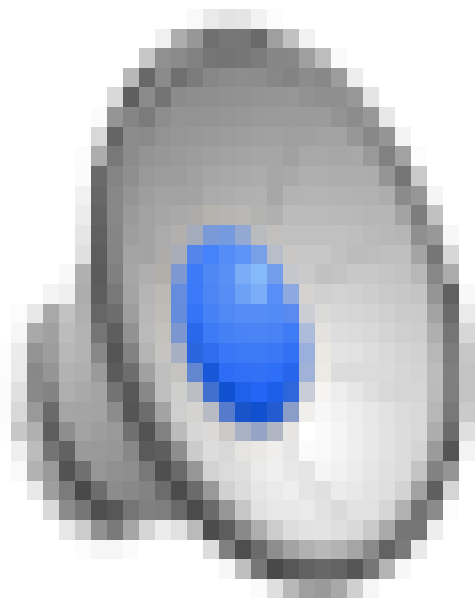
Provide all the clinical information you have about the injury

- Clinical records, including underlying health conditions, laboratory, radiology, discharge reports etc
- The name of facility where the treatment occurred / name of medication / etc

What if I don't have all the information / I didn't provide the treatment so don't know the whole story?

- As long as we know where the treatment occurred or who provided the treatment we can ask for more information
- Internal or external medical advice will be got as needed

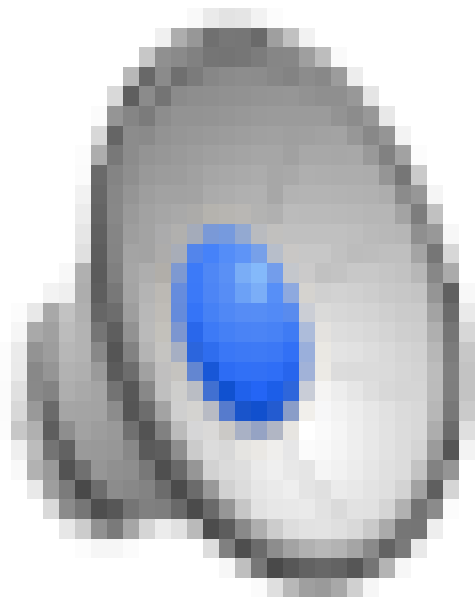
Preventing pressure injuries in patients with spinal cord injuries in the community



... with pressure areas you might end up with one and spend a month in bed ... I've had at least 8 to 10 and I know that I've spent **at least 6 years** dealing with that and the fact that I'm in hospital having to put up with this life when I should have been enjoying a real life



**DON'T LET
Pressure
injuries STEAL
YOUR TIME
and quality
of LIFE...**



Come and see us at the ACC stand

Let us know how we can work together to reduce patient harm

Please complete the survey and give us feedback via the GP CME App