

Better@Work





An ACC funded partnership between ACC, PHOs and local doctors to develop a service that will

- Support doctors to change the way they certificate time off work
- Support employers to have injured workers remain in or return earlier to the work place
- Support injured workers to recover at work
- Reduce average time off work



Role of GPs

General practitioners are

- The gateway to time off work
- Key to workers expectations about being better off at work
- In need of assistance to support employers, especially small and medium sized employers, to assist injured workers to recover at work.



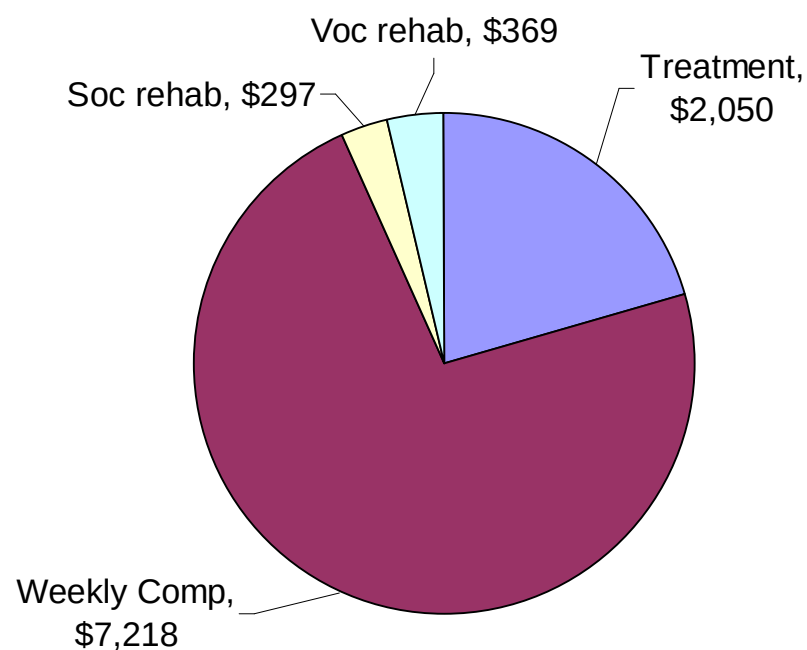
Taupo Prototype

Lake Taupo PHO have been prototyping this service since 2 March 2009

- Five member general practices
- 21 doctors
- 1800 injured workers per year
- 600 injured workers per year claim weekly compensation
- Average time off work for non-serious injuries 82 days

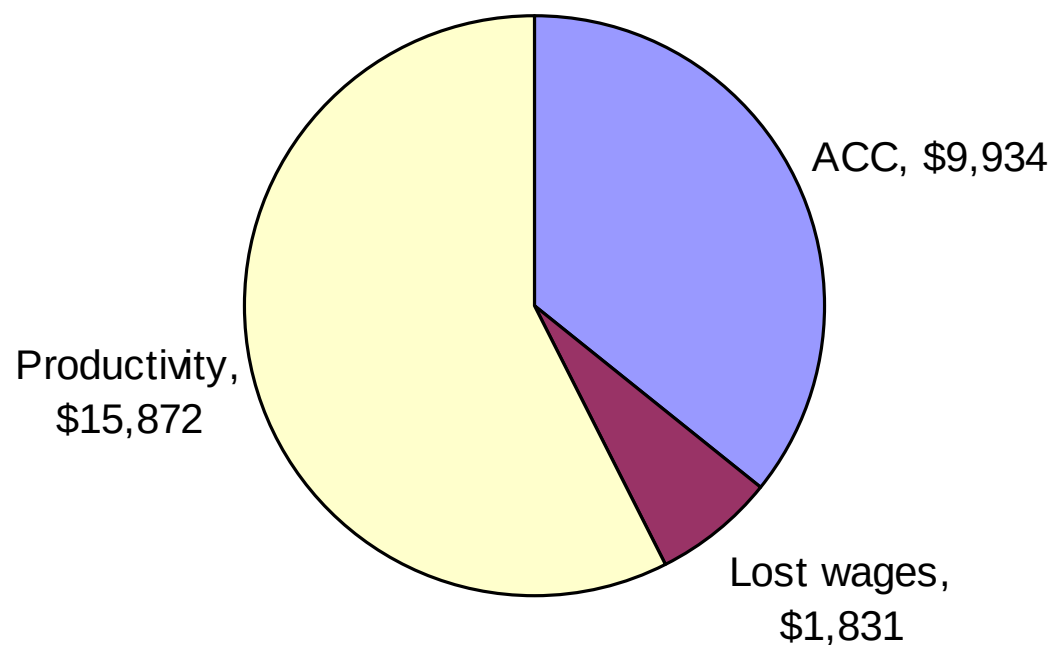
ACC Cost of being off work

**Average Cost of a Taupo Weekly Comp claim
(2007=\$9,934)**



Total cost of being off work

Total cost per average Taupo claim (2007=\$27,638)





Evaluation results: Clients

- Clients asked about satisfaction with the way the doctors talked to them about being at work with their injury; and about the Better@Work coordinator's help if they received it
- Findings from phone survey of clients (239 responses):
 - 9 out of 10 satisfied or very satisfied (87%)
 - 8 out of 10 satisfied or very satisfied with the coordinator (78%). Small sample of 23.
- Interviews with sample of clients:
 - Clients in B@W service very happy: a critical part of their return to work.



Doctors

- Doctors interviewed (13)
 - Have changed the way they think about certification of time off work, and consequently how they discuss and set the expectations of their patients around time of work
 - Believe that injured workers should recover at work wherever possible
 - Have a very high level of trust in the coordinator to ensure the Better@Work plan is safe and effective



Recovering at work

- NZIER Difference in Difference methodology applied to claims referred to Better@Work up to 31 December 2010.
- There is a statistically significant greater probability of getting a Fit For Selected Certificate issued and an abated weekly compensation paid.
- This means more workers are recovering at work because of Better@Work.
- Too early to see a statistically significant effect yet on number of weekly compensation days or amounts paid

Expansion of prototype

- There are now five Primary Health Organisations delivering the prototype
 - To test different aspects eg: greater geographical area; urban setting with transport problems; urban setting with variety of primary care services
- Employers, Unions and the College of General Practice are advising ACC on the development of the prototype
- Expected to be evaluated in late 2010.