

Service delivery under the Partnership Programme and the ACC Scheme

A comparison based on the perceptions of AE employees and ACC-managed clients injured at work

November 2008



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NEW ZEALAND

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Introduction

- This is a presentation based on the opinions of AE employees who have received help and assistance from either their employer or a third party (under the Partnership Programme) as a result of an injury at work:
  - Surveys of a sample of these employees are completed every year
  - This year's survey was completed between 23 September and 2 October 2008, with a total sample of 405 people who had been injured at work between 31 January and 22 July 2008
  - It is the fifth such survey that has been completed (since 2003)
  - This year, for the first time, we also re-interviewed a sample of employees (n=227) who had been injured in 2007 and interviewed that year, in order to establish a Sustainable RTW rate.

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Introduction (continued)

- In terms of areas of questioning, the survey questionnaire is aligned with that of ACC's "Operations Survey" and the "Exited Claimants Survey", both conducted on a continuous basis for the Corporation:
  - This has made direct comparisons possible with the equivalent group of ACC-managed clients (i.e. people who have injured themselves at work between 31 January and 22 July 2008).

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Key results from this year's Partnership Programme Survey

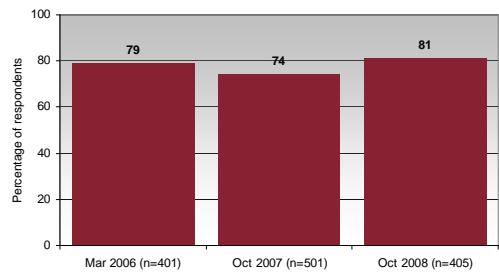
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The service experience, as perceived by employees, was as follows ...

- 61 percent claimed they had heard of the Partnership Programme, and 88 percent of these stated their employer belonged to it
- 54 percent saw themselves as being "informed" or "very informed" about the type and help and assistance they could get from the organisation managing their claim before their injury
- 60 percent said they had contact with this organisation within 5 days of lodging their claim
- 70 percent claimed they had discussed what type of help and assistance they might need to recover
- Of these employees, 86 percent came to an agreement about the help and assistance they would receive and 84 percent of these were satisfied with the assessment process.

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As a result, overall satisfaction is high, and has improved on the result for previous years



Survey Period	Percentage of respondents
Mar 2006 (n=401)	79
Oct 2007 (n=501)	74
Oct 2008 (n=405)	81

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The main reasons given for satisfaction related to ...

- The fact that the service was "smooth and complete" (43 percent of those satisfied)

*"They made me feel they couldn't do enough for me. I asked for something and they did it. They found ways for me to do things. They were just fantastic."*

*"The have taken [me] right through the steps, from having the injury, and work through it and supported me all the way until I am back at work."*
- There was "good communication" (28 percent of those satisfied)

*"Services and info were very good and helpful. [The people were] very approachable and had answers to all the questions [I had]."*

*"They listened to all my problems and took on board the problems, both the manager and my mentor, and we worked together as a team to get me back to normal health again."*

The main reasons given for satisfaction related to ... (continued)

- Other reasons given by employees included the fact that the service was "timely" (12 percent of those satisfied), "compensation was provided" (11 percent of those satisfied), and they "received (appropriate) assistance to RTW" (10 percent of those satisfied).

The same reasons were given for being dissatisfied, including ...

- "Pressure to RTW" (20 percent of those dissatisfied)

*"The way they handled my case and pushed me around. I told them I can't go back to work and they forced me to return to work and then I got a second injury."*

*"Because there was no concern, all they ever want to know [was] when I'll return to work."*
- Specific reference to "poor service received from their Case Coordinator/Case Manager" (21 percent of those dissatisfied)

*"Had to chase it up, it was like they didn't know what they were doing. They were very unprofessional. For example, they lost my paperwork, I didn't get paid, they'd used my sick pay and then I'd have to chase it up with [provider]."*

*"The doctor was great but the person who is my representative from my company was totally inconsiderate and rude and put me in positions where I shouldn't have been... he was totally insensitive."*

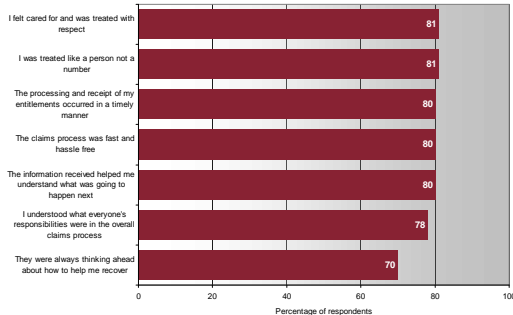
The same reasons were given for being dissatisfied, including ... (continued)

- (Type of, number of) "entitlements provided" (23 percent of those dissatisfied)

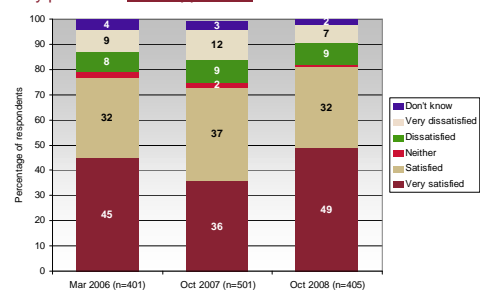
*"I don't know if the money I received is enough to feed my family and if it is the [same amount of] money I received when I was working."*

*"If I ever get hurt at work again I won't tell them. I'll say I [got] hurt at home because you get nothing from them. You have to fight for everything you get."*

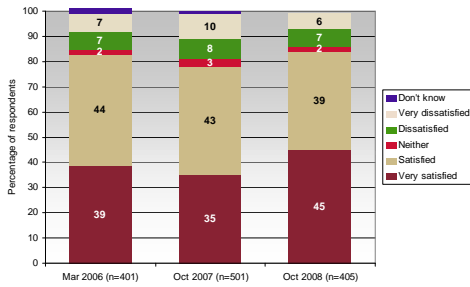
The high level of overall satisfaction was also reflected in general perceptions of the service employees had received



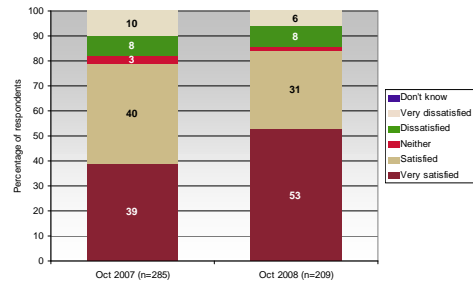
And in their satisfaction with the specific parts of the service delivery process – claim application



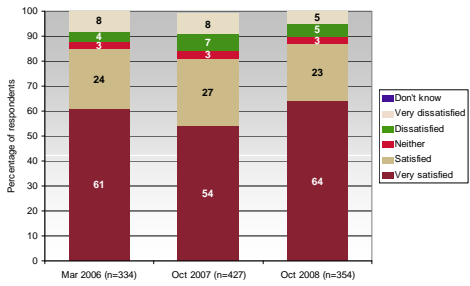
And in their satisfaction with the specific parts of the service delivery process – information received



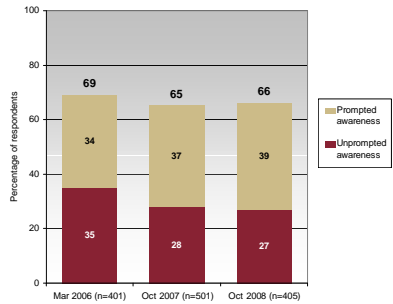
And in their satisfaction with the specific parts of the service delivery process – vocational rehabilitation



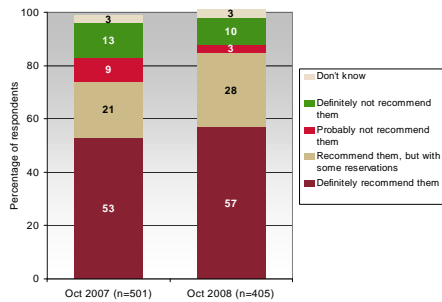
And in their satisfaction with the specific parts of the service delivery process – Case Manager



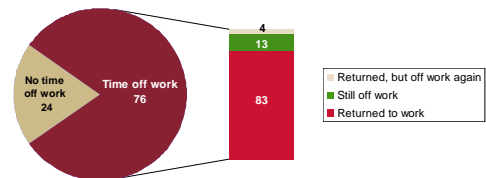
However, awareness of the "Code of Claimants' Rights" is still relatively low



The ultimate measure of satisfaction is, in our opinion, the recommendation rate and this has improved



Many had taken time off work, but the RTW rate is relatively high

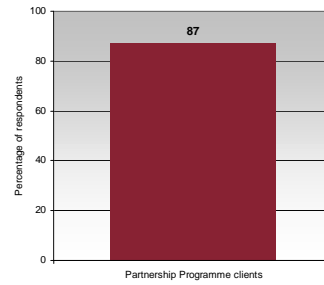


Almost two-thirds of those RTW had returned to the same conditions

	Sub Sample 2008 %
Returned to same employer	94
Returned to same duties	80
Returned to same hours	72
Receiving same weekly income	65
Returned to exact same conditions	61
Received follow up contact	42

\*Sub-sample based on respondents who took time off work due to their injury and had returned to work at the time of the interview.

Also, the Sustainable RTW rate is relatively high, with 88 percent of re-interviewed employees still at work after reporting being at work in 2007

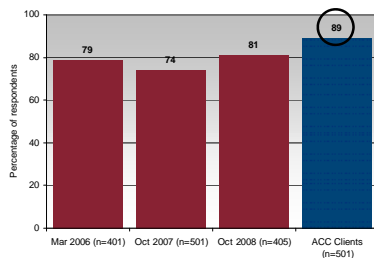


### What do these results mean?

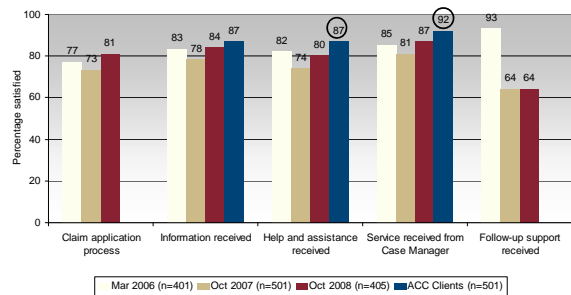
- Service delivery has improved (as far as employees are concerned)
- While dissatisfaction is lower than it has been, at 16 percent it is still relatively high, especially given some of the process-related reasons given for this.

### Comparisons with ACC's "Operations Survey" & "Exited Claimants Survey"

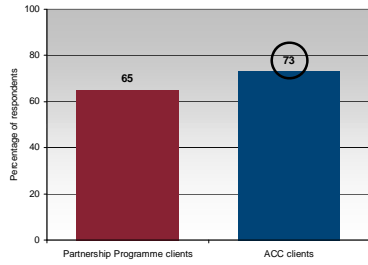
Despite the improvement, ACC's clients continue to report a higher level of overall satisfaction



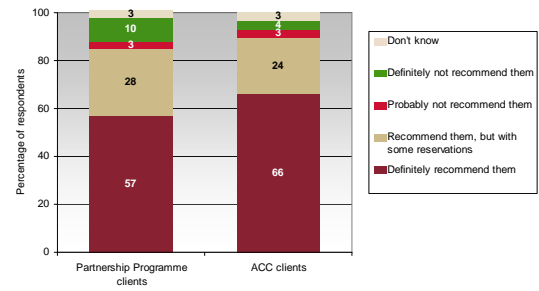
ACC's clients also report higher satisfaction for some key parts of the service delivery process



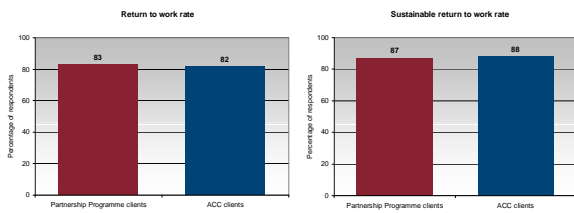
ACC's clients also report a higher level of awareness of the "Code of Claimants' Rights"



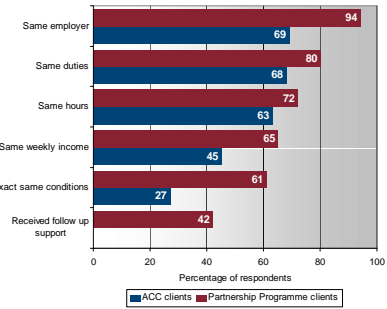
ACC's claimants also report a higher rate of recommendation



The RTW rate and the Sustainable RTW rate are similar to ACC



AE employees' clients are more likely to return to their exact same conditions



What do these results mean?

- Assuming there are no significant differences in expectations between AE employees and ACC clients, and despite the different RTW outcomes, ACC would appear to have a better performing service delivery model.

A possible explanation for the improved results & a possible area in which to target improvement

There are significant differences between employees managed by their employer and those managed by a third party, as seen in ...

- The service received (acknowledgment of claim, perceived informedness, etc.)
- Overall satisfaction
- Satisfaction with specific parts of the service delivery process
- Awareness of "Code of Claimants' Rights"
- Recommendation rates
- RTW rates and outcomes.

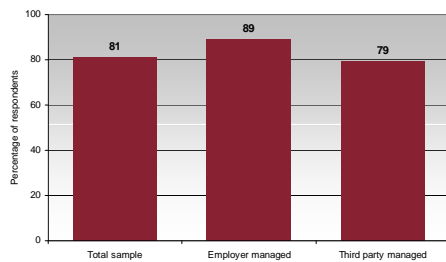
There are significant differences in service levels ...

	Total Sample 2008	Employer	Third Party
Base =	405	184	164
	%	%	%
Very informed prior to injury	24	35	22
Contacted within five days of lodgement*	60	75	57
Had discussions about what help and assistance was needed	70	70	70
Came to an agreement about help and assistance†	86	88	86
<b>Satisfied with the needs assessment process*</b>	<b>84</b>	<b>91</b>	<b>82</b>

\*Sub-sample based on respondents who reported discussing help and assistance needed.

†Sub-sample based on respondents who had contact with a representative of the organisation managing their claim.

There are significant differences in terms of overall satisfaction with the service ...



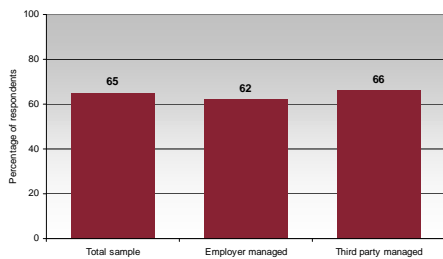
There are significant differences in terms of specific parts of the service delivery process ...

	Total Sample 2008	Employer	Third Party
Base =	405	184	164
	%	%	%
Satisfied with claim application process	81	92	79
Satisfied with information received	84	92	83
Satisfied with vocational rehabilitation*	76	64	78
<b>Satisfied with Case Manager†</b>	<b>87</b>	<b>93</b>	<b>85</b>

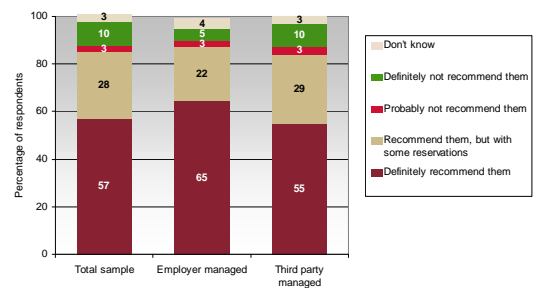
\*Sub-sample based on respondents who received vocational rehabilitation.

†Sub-sample based on respondents who had a Case Manager.

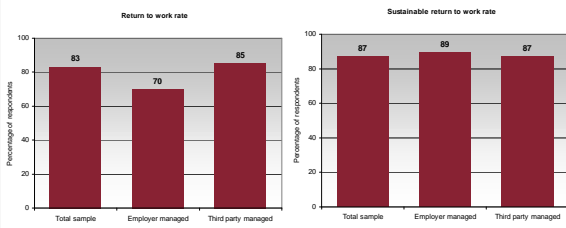
There are no differences in terms of employees' awareness of the "Code of Claimants' Rights"



There are significant differences in terms of employees' willingness to recommend



There are significant differences in terms of employees' RTW rate, but the sustainable RTW rate is the same



There are also some differences in terms of employees' RTW outcomes

	Sub Sample 2008 Base = 242*	Employer 108 %	Third Party 104 %
Returned to same employer	94	88	94
Returned to same duties	80	80	80
Returned to same hours	72	79	71
Receiving same weekly income	65	61	65
Returned to exact same conditions	61	65	60
Received follow up contact	42	47	41

\*Sub-sample based on respondents who took time off work due to their injury and had returned to work at the time of the interview.

### What do these results mean?

- Despite the higher RTW rate, the service experience of AE employees managed by third parties is perceived to be significantly less satisfactory than that of employees who are managed by their own employer.
- This result may be a function of the contracts employers have with their third parties.

### Questions & Comments?