

Make it count

Six things to consider when
ordering equipment



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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.

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 or a physiotherapists ordering a pressure mattress.

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.

For example, providing a builder with a new desk and office chair when this is a very small component of his/her job, will not help achieve a vocational outcome.

A recent review highlighted that, in nearly

20%

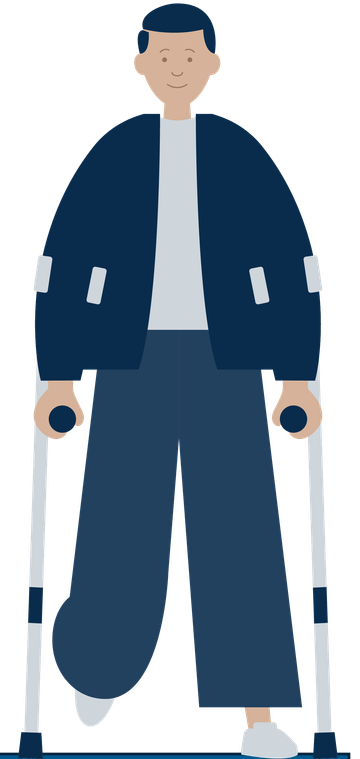
of orders in a month, the injury related need was unclear.

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.



Rather than ordering an expensive hire ramp, can you help make the current home environment work for a client if their recovery will only take a few weeks?

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.

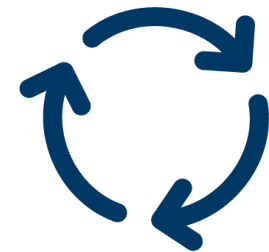
Not only does this help us be financially responsible, but it helps prevent items from going to landfill as well.

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.



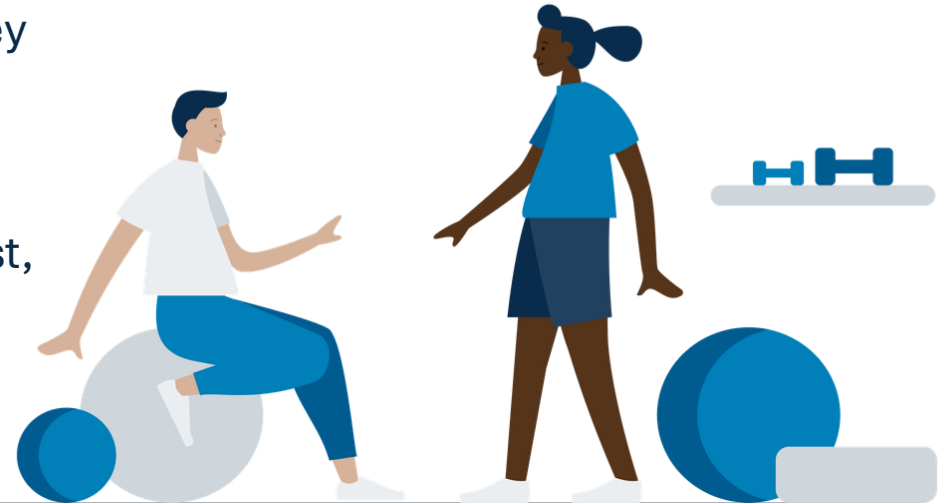
If we know why you're choosing items that are not currently on the list, and enough people are sharing the same thoughts around a similar injury-related need, we can consider updating the list.

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.



One of the three equipment warehouses had 70 items returned unopened in just six days.

These items could have been used for other clients or may not have been needed at all.

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 slide

- 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

Questions

Thank you



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