

Health Outcomes Framework for the NSW Workers Compensation and Motor Accident Injury/Compulsory Third Party Schemes: Consultation Paper

CONSULTATION QUESTIONS:

1. How can the health outcomes framework be most effectively used to improve health outcomes and the value of healthcare expenditure?

As a framework which establishes a vision for the delivery, definition and measurement of values-based healthcare across personal injury schemes, the effectiveness and success of the framework is centred on the alignment of all stakeholders it provides regulatory guidance to. As depicted by the outline and domains of the framework, the personal injury insurance ecosystem is made up of many variables and stakeholders that need to work in connection and alignment to deliver effective health outcomes for injured people. As highlighted, a key goal of the framework is enabling better data on injured people's health status and outcomes – which is essential to measuring the success of delivery of values-based healthcare, this is broadly captured by its four essential principles of Quadruple Aim embedded into the six domains of the framework:

- health outcomes that matter to patients,
- experiences of receiving care,
- experiences of providing care,
- effectiveness and efficiency of care

Overall, the principles of the framework align strongly with person-centred care, which promotes the value of choice, control and tailored support for every individual, and effectively aligns with the evidence-based success of holistic, return to life care. While the long term (>2 year) goal of Horizon 3 is to shift from volume to values based healthcare, the current phase of implementation is focused on delivering a routine health outcomes dashboard integrated with SIRA's systems. The effectiveness of this relies on a number of dependencies which warrant further consultation at a refined level of subject matter expertise that addresses not only the data integration requirements, but agreed definitions of metrics, operational impact, data quality and systems. It is noted that a governance structure, metric definitions and benchmarking are priority actions within the first phase. Essentially, the development of the proposed dashboard is required as a key enabler to support the effectiveness of translating and enacting the principles of the framework across Schemes.

Domains 4, 5, and 6 focus on the cost effectiveness, quality and capability of healthcare across the Schemes, amongst the themes highlighted by previous submissions, SIRA setting clinical frameworks and standards is imperative. Specifically, applicable gazette fees are not consistent across Workers Compensation and CTP Schemes – creating a unique set of challenges to CTP in scrutinising treatment and care. More broadly, it has been observed that healthcare provider's practices are therefore generally not consistent in their delivery across each Scheme. This presents a significant challenge to achieving the intention of a values based care model.

2. (For scheme participants) Is the outcomes framework useful to you/your organisation in clarifying the vision and direction for healthcare in the WC and CTP schemes?

The vision and direction of the framework is valuable, clear and well aligned to our injury management philosophies of holistic, person centred recovery experiences. Enacting this vision and direction will significantly depend on the effectiveness of implementation – specifically, ensuring that the use of the proposed dashboard enables the objectives of the framework.

Further information and consultation of the proposed defined metrics and measures of success will be imperative for all scheme participants – as this is the key to not only clarifying the vision of the framework but measuring its intention in action.

As further implementation phases of the framework develop, [REDACTED] will review any required practices and processes that will enable alignment to the objectives.

3. (For scheme participants) Will the outcomes framework influence your approach to healthcare in WC and/or CTP? And if so, when and how?

As detailed above, the framework vision, principles and objectives are strongly aligned to our injury management philosophies of holistic, person centred recovery experiences. The Framework positively reinforces a holistic approach to values based healthcare that will be better enabled by the alignment of all stakeholders in the ecosystem and improved data capability.

The framework will influence the approach to healthcare in CTP depends on specific data requirement how this is integrated into a dashboard platform. We seek further feedback and clarity on the direction of dashboard development and defined metrics to all scheme stakeholders, to support the development of an aligned and staged action plan to implementation.

4. What can WC and CTP scheme participants (insurers, health practitioners, claimants, employers) do to help advance the vision of value-based care in the schemes?

The level of detail contained in the framework and its connectedness to outcomes is important, hence communication in the lead up to implementation of this framework will be crucial to embed the vision across the schemes and all stakeholders, including employers in the private and public sector. This may include media releases, training, reference material and case studies on its application to assist with ensuring this message is interpreted consistently and all stakeholders involved in facilitating the workers recovery goals are aligned to the value-based care framework.

Some examples are:

- Linkage to community based support services
- A centralised claimant information platform that enables accessibility and empowerment for participants in their recovery journey

- Innovative approaches to wellbeing support, which leverages the learnings of the Covid-19 experience – particularly with respect to social connectedness
- Employer education and resources that enable improve prevention and intervention that promotes early and effective RTW
- Accreditation processes of providers including alignment and accountability of values based metrics.

To help advance the vision of value-based care in the scheme, it is evident that a collaborative and aligned approach between all stakeholders is imperative. This could be achieved through adequate education/training and support, to all stakeholders, in relation to the Health Outcomes Framework, for the success of this approach.

5. Are there areas where you believe SIRA should focus its implementation efforts to best promote achievement of value-based care?

There could be a closer focus on obtaining information on the provision of health outcomes that matter to claimants, in terms of increasing effectiveness and efficiency of care, and draw on their experiences of receiving care and providing care.

The focus on SIRA's implementation efforts in promoting value based care would be amongst:

██████ believes that SIRA should focus its implementation efforts in promoting value based care amongst:

(i) Healthcare providers and general practitioner networks. This group is highly influential in relation to the type of treatment, care and recovery plan which the worker will receive. They are amongst the key people requesting, delivering and influencing the outcomes of the treatment and care being provided.

(ii) Employers. There is often confusion and conflicting views from employers about the type of treatment, frequency of treatment and nature of treatment to be provided to their workers. It would be important to educate employers on their role in supporting the framework so that there is a consistent approach and shared understanding on how to most effectively provide value-based care to their workforce.

6. Do you have any comments on the implementation plan?

No further comments to above.