

23 March 2021



Accident Compensation Corporation  
[GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz)

Dear Sir/Madam

**Request for Information under the Official Information Act 1982**

**Background:**

We are in receipt of your briefing (Paul Abernethy/Jeremy Ly 10 March 2021) around the process established by ACC to inform the development of a Quality/Performance Framework for inclusion within ACC's Urgent Care Clinic (UCC) Contract with effect from 1 July 2021. The briefing advises that a Working Group is being established to support this process which is being jointly led by ACC and Synergia.

ACC's briefing material is explicit in advising that any discussions relating to costs or other impact upon Providers and the UCC contract are "out of scope" of the Working Group.

GenPro notes that the addition and inclusion of a contractual Quality/Performance Framework will have additional implications for Providers.

**Request:**

GenPro requests that ACC provide information on:

- a. The consideration ACC has given to needing to quantify the impact of the Quality/Performance Framework contract changes upon Providers (e.g. Urgent Care Centres) including:
  - Impact and costs of service provision
  - Impact and costs of administration and compliance
- b. The process which will be undertaken to quantify and detail the impact of the proposed Quality/Performance Framework upon Providers
- c. The engagement and joint-analysis which will be undertaken with Providers to understand and jointly agree the impact of the changes
- d. The implications and consequences for Providers who may not meet the anticipated Quality/Performance measures/indicators, whether through factors outside of their control or otherwise
- e. The arrangements and process which will be undertaken to ensure that Providers are not out of pocket through the addition of the Quality/Performance Framework and, the process to ensure that patient care is not diminished as a result of the time and cost impact upon Providers.

Please do not hesitate to contact me if you require any further information or clarification regarding this request. In the meantime I look forward to your reply.

Yours sincerely

**Philip Grant**  
Chief Executive