

Injury & Disability Schemes Seminar



Insights and Outcomes

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**Actuaries
Institute**



Lifetime Care Schemes: Setting, Achieving and Measuring Participant Outcomes

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Road Map



“People with disability have the same right as other members of Australian society to realise their potential for physical, social, emotional and intellectual development.”

- NDIS Act 2013 Section 4 General Principles guiding actions under this act

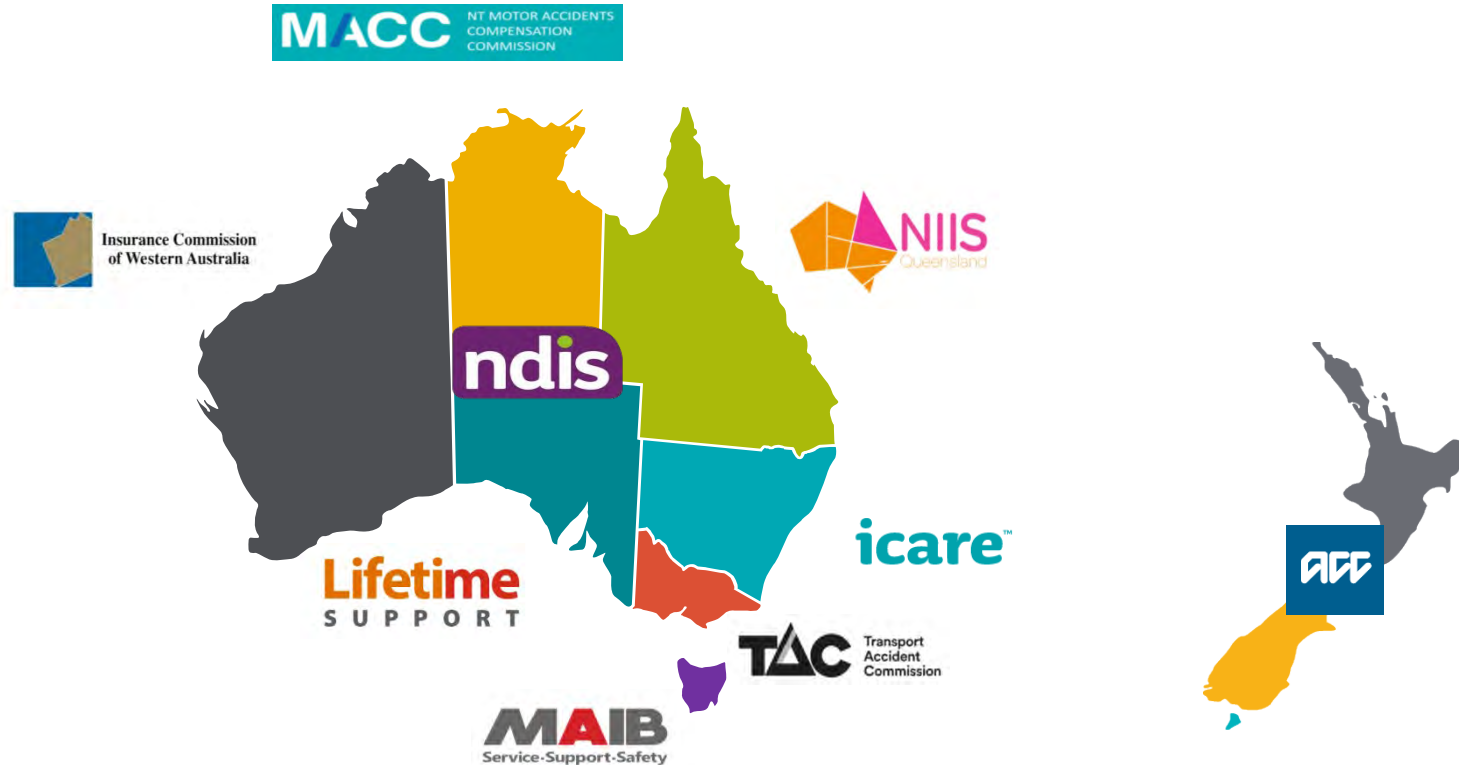
Background

Australia’s lifetime Care schemes, workers’ compensation schemes and the NDIS have ‘participant outcomes’ as one of their key goals.

These schemes use a participant’s own goals and aspirations as part of the treatment and recovery plan with the aim of achieving participant specific outcomes and efficiency in treatment expenditure for the scheme.

Our work focused on NIIS equivalent motor schemes with NDIS principles in mind.

What schemes did we speak to?



Acknowledgements

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- Yvette Sams (TIO)
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- Teena James (MAIB)
- Sally Galbraith (NDIS)

The process we undertook



Interviewed
each scheme



Summarise
those
conversations
into themes



Compare
practices across
several
dimensions



Shine a light on
class leading
practices

Where are schemes on the Journey?

Beginning

- Focus on health oriented goals
- No consideration of community supports/ benefits provided outside scheme
- No or minimal measurement of client satisfaction/goal attainment

Developing

- Moving toward consideration of more holistic goals
- Little consideration of community supports/ benefits provided outside scheme
- Some measurement of client satisfaction and attainment of goals or working towards this

Advanced

- Goals focus on participants needs and wants across a wide spectrum of domains, focusing on strengths not deficits. "I would like to..."
- Clear rules around what schemes can fund including integrated consideration of community supports
- Comprehensive suite of measurements, including goal achievement, benchmarking against internal and external data and incorporating immediate feedback directly from service providers on participant progress



Examples of goals



Get to the shops and back



Return to driving



Return to pre injury accommodation
(i.e. want to get home)



Return to work



Become more valued
(i.e. regain independence and make a meaningful contribution)



Communication Styles



We have found that there is an increased focus on the style and manner in which communication with participants is being conducted in order to help empower the participant. In particular we found there is an effort to:

Participant's voice is the loudest

Different styles used when needed

Adult Conversations

Resourcing



The newer schemes tend to have teams of highly trained individuals whose case loads cover all injuries and durations.

The more developed schemes tended to split their service planner teams. Two examples of this are:

Life Phases

Goal Types

Funding

While service planners tend to have some flexibility over the services that can be funded for a participant, more developed schemes tended to have:



Clear guidelines and
delegation of
approval for funding



Hierarchy of funding
where scheme
funding considered
last



Panel and projection
tools used for higher
cost funding requests

Check in points

Beginning

- Formal Check ins on a duration of MyPlan or equivalent
- Frequency of informal check ins driven by participant

Advanced

- Formal Check ins on a duration of MyPlan or equivalent
- Informal check ins based on loop where service providers regularly provide feedback on progress which prompts planners to check in with participants
- Data captured in real time can trigger a check in



Measurement of Achievement

Beginning

- No formal measurement
- Anecdotal / conversations regarding participant's self assessed progress

Developing

- Metrics used to track broad progress of participant e.g. their holistic personal wellbeing or customer satisfaction survey

Advanced

- Metrics used to track progress of participant against specific goals
- Results of measurement triggers conversation about efficacy of funded and other supports
- Used to actively adjust goals or supports to achieve goals efficiently

Benchmarking



There are a number of different benchmarks

- Internal
- Other jurisdiction
- Non injured population

Individual participant benchmarking can prove difficult given unique circumstances of each participant (e.g. injury, location, family supports)

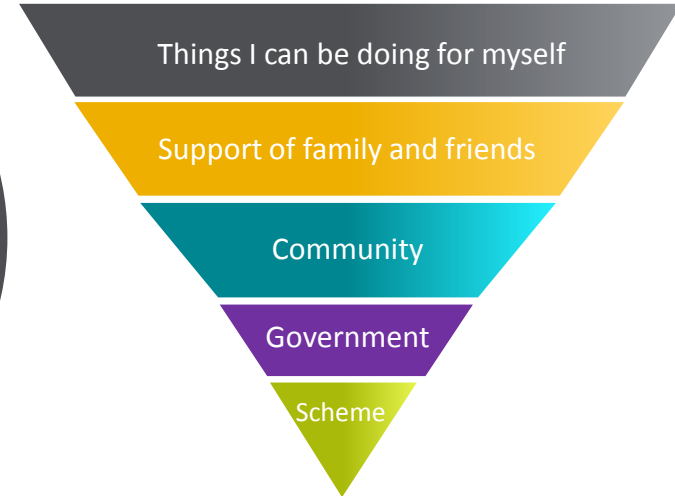
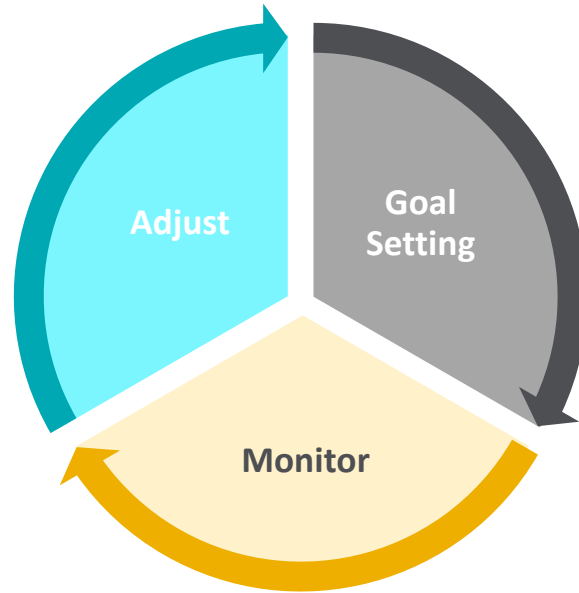
Can provide an understanding for how others are approaching similar problems

Internal Benchmarking – can we find examples for how to this better/more efficiently?

Comparison amongst schemes about processes and outcomes is relatively informal

Very high level strawman

- Participant Driven
- Formal check in points
- Frequent and informal check throughout plans
- Service providers can trigger reviews

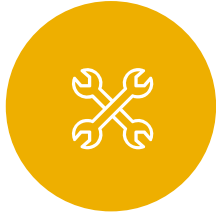


Measure goal achievement

Participant Satisfaction

Benchmark

Things that got us excited



Giving participants choice and control



Goals set early with regular check in points. Formal reviews can be annual but there are much more frequent informal check ins



Goals set across multiple domains, consideration given to participants needs and wants and consider strengths



Clear guidelines around what can be funded with family and community supports considered first



Plans and communication styles differ for those with cognitive impairment and language difficulties



Formal measurement of goal attainment including benchmarking and customer satisfaction



Continual feedback loop from service providers giving constant feedback for how participants are tracking towards goals



Sharing of ideas, data, goal types, processes and measurement to achieve better outcomes for all participants.

Why they are important

Schemes have found that taking a proactive approach to achieving goals set by participants and increasing engagement with communities and families not only increases participant satisfaction but also:



Reduces long term scheme costs.



Reduces risks of already vulnerable people being taken advantage of



Outcomes are more sustainable

?

Questions?

Contact details



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