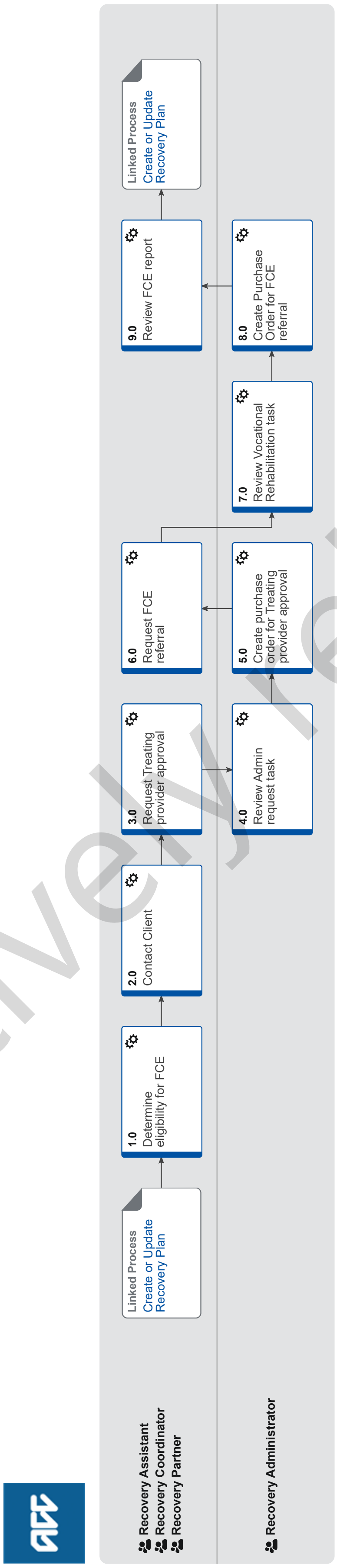
Arrange Functional Capacity Evaluation v14.0



Arrange Functional Capacity Evaluation v14.0

Summary

Objective
To generate Functional Capacity Evaluation (FCEs) referrals.

An FCE is an objective measure of a client's current functional ability (an injured person’s ability to perform meaningful tasks safely and independently) versus subjective self reporting. It can identify sub optimal effort which raises the possibility of any non injury related factors in the mix. An FCE assists with ACC's vocational or social rehabilitation planning.

Background
An FCE will provide you with information to help you plan a client’s rehabilitation when there is insufficient information on file about their physical capacity to perform:

• task specific activities needed for a work type eg lifting objects, climbing stairs, prolonged standing etc
• tasks needed for a specific daily living activity eg vacuuming
• general functional tasks eg general mobility.

The FCE can help you:

• determine the occupational functional ability, strengths, skills and capability of the individual Claimant to perform specific tasks and safely return to suitable work;
• identify the maximum level of functional ability from which to build rehabilitation.
• assist vocational and social rehabilitation planning and implementation, by providing additional specific information to assist with development of a Rehabilitation Plan;
• to enhance objectivity in the rehabilitation and return to work/independence process.

Owner [Name withheld]

Expert

Procedure

PROCESS **Create or Update Recovery Plan**
Recovery Assistant, Recovery Coordinator, Recovery Partner

1.0 Determine eligibility for FCE

Recovery Assistant, Recovery Coordinator, Recovery Partner

a In Salesforce, open Te Kete and review the client's current circumstances.

NOTE **What do you need to consider when the entitlement request is received and deemed cover exists?**
Refer to the Deemed Cover and Entitlements Policy for considerations to determine client entitlement eligibility while in deemed cover period.

Deemed Cover and Entitlements Policy

b Check if one or more of the following applies to the client:

• They don't require vocational and/or social rehabilitation
• They have completed their rehabilitation and/or treatment and are ready to commence the Vocational Independence
• They have acute symptoms of inflammation, radiating nerve pain or have recently had an illness
• Surgery is pending.

NOTE **What if one or more of these applies?**
It is not appropriate for your client to be referred for an FCE.

This process ends.

c Consider the following to determine if an FCE is appropriate for your client:

• They have an accepted claim for cover for a personal injury
• A physical limitation is preventing the client from progressing a Stay at Work (SAW) programme
• The client has had an Individual Medical Assessment (IMA) or has been referred for a Medical Case Review (MCR). An FCE will help assessors consider the client’s job options
• The client has been referred for a work trial. An FCE will help the vocational assessor to understand the client's current physical abilities and match the client’s physical abilities to job tasks they can safely undertake in a work trial
• The client is experiencing problems at home or work. An FCE will be able to define the task-specific problems and to inform their rehabilitation requirements.

Refer to the Functional Capacity Evaluation (FCE) Service Page below for more information.

Functional Capacity Evaluation (FCE) Service Page

NOTE **An FCE must only be used to add to or clarify other information about the client. It must not be viewed in isolation to rehabilitation recommendations.**

NOTE **What if an FCE is not appropriate at this time?**
Consider obtaining Hotline guidance to determine next step.

This process ends.

d Consider the most appropriate type of FCE, there are three different types of assessments.

TASK-SPECIFIC Evaluation:
• The client needs to perform a specific task or tasks

STANDARD Evaluation covers a client who has one of the following:
• Two or less musculoskeletal injuries
• A single non-musculoskeletal covered injury
• No covered claims for mental/behaviour disorders
• A claim that is not categorised as a 'sensitive claim'.

COMPLEX Evaluation covers a client who has one of the following:
• The client needs to respond to a range of physical demands
• Three or more years on weekly compensation
• Three or more musculoskeletal injuries
• Two or more non-musculoskeletal injuries
• Significant mental/behaviour disorder
• A covered sensitive claim.

2.0 Contact Client

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Contact the client or ATA by their preferred method of communication.

NOTE **What if you are unable to contact the client?**
Refer to the Welcome Conversation Call Attempts information sheet for next steps.

Welcome Conversation Call Attempts

b Confirm you are speaking with the right person by asking ACC's identity check questions.

Identity Check Policy

c Check that the client has granted ACC the authority to collect medical and other records.

View Client Consent

NOTE **What if the client has not granted consent?**
Go to Obtain Client Authority to Collect Information.
PROCESS Obtain Client Authority to Collect Information

d Discuss with your client:

• Why you are referring them for this evaluation
• What an FCE is, ie an up to date assessment of their current functional abilities including physical strength, skills and capacity to perform tasks related to employment or daily living
• Their rights and responsibilities
• ACC will be seeking approval from their GP or Specialist prior to attending
• Offer to send the fact sheet FCEIS01 All about Functional Capacity evaluation via their preferred method.

Client Legislative Rights and Responsibilities Policy

FCEIS01 All about Functional Capacity Evaluation

e Confirm your client understands the purpose of the evaluation and agrees to attend.

NOTE **What if the client does not agree to participate?**
• Find out why the client does not want to participate, consider their reasoning and alternatives.
• In Salesforce record the discussion as a Contact Action.
• If you are unsure how to proceed, obtain guidance, refer to Seek Internal Guidance.
PROCESS Seek Internal Guidance

f Advise the client the following:
• The provider will be in touch to schedule an appointment
• They are obliged to give the provider at least 1 days notice if an appointment cannot be kept and failing to attend could risk suspension of entitlements
• They are able to have a support person with them
• There is no cost
• ACC can contribute to travel
• The provider will send ACC a report which they can request a copy of.

NOTE **Who are the contracted providers for this assessment?**
Use the Contracted Suppliers by Geographic Area of Coverage, confirm the provider is contracted for this service and add as a participant on the claim.

Contracted Suppliers by Geographic Area of Coverage

Manage Participants (Eos Online Help)

g In Salesforce, record the conversation as a Contact Action on the claim.

h Add the Agreed Intervention to the Recovery Plan ie Functional Capacity Evaluation.

NOTE **What if you are unsure how to add an Agreed Intervention?**
Go to Create or Update Recovery Plan, then return to this process.
PROCESS Create or Update Recovery Plan

3.0 Request Treating provider approval

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Create a 'NGCM - Admin request' task, asking Admin to create the GP approval letter for FCE using the GT01a letter to vendor including PO.

NOTE **What information do you add into the task?**
• GP Name and Vendor ID
• PO code: MEDR
• Rehab action: Treatment
• Frequency: 1 per quarter from today's date.

b In Salesforce, add NGCM Reminder task and set the date for 2 weeks from today to check if the response has been received from the treating provider.

4.0 Review Admin request task

Recovery Administrator

a Following the task assignment in Salesforce, navigate to Eos and select 'Do Task' from your task queue.

b Review the task to ensure it has the required information to seek GP/Specialist confirmation for a FCE.

NOTE **What if you don't have all the information you need?**
If required information is missing from the task, or you need guidance on working within the Administration Team, refer to the link below

Principles of Working in the Administration Team

5.0 Create purchase order for Treating provider approval

Recovery Administrator

a In Eos, generate a Purchase Order using the admin template below.

Functional Capacity Evaluation approval - admin template

Manage Participants (Eos Online Help)

b Approve the purchase order.

c Create and send an email using 'Requests and referrals' template and attach the documents.

Emailing from Eos using a template - System Steps

d In Salesforce, close the task.

6.0 Request FCE referral

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Receive notification that GP/Specialist has approved client to attend FCE.

NOTE What if the GP or Specialist hasn't provided confirmation to attend the FCE?

• Do not refer the client for an FCE
• Contact the client to explain the GP/Specialist's response
• In Salesforce, record the conversation as a Contact Action
• Update the Agreed Intervention in the Recovery Plan to reflect the GP/Specialist response
• Consider obtaining guidance to determine next steps ie obtain Hotline guidance to next steps/barriers to rehabilitation or Clinical guidance for any medical issues.
• If seeking an FCE prior to entering the Vocational Independence process, consider continuing with the VI assessment process, go to 'Arrange Vocational Independence Occupational Assessment' process and continue.

This process ends.

PROCESS Seek Internal Guidance

b Check the following documents are on the claim (if applicable):

• GP/Specialist approval
• A copy of the Initial Occupational Assessment and Initial Medical Assessment
• Work Type Details sheets
• ACC188 Job Task Analysis form
• Initial Stay at Work or Standalone Workplace Assessment reports
• Medical assessments
• Medical reports.

NOTE What if there is information missing?

Go to Request Clinical Records. Once received, return to this process and continue.

PROCESS Request Clinical Records

c Check if there are documents on other claims relevant to the evaluation.

NOTE What if there are documents on other claims that are relevant to the evaluation?

Create a copy and transfer to the other claim:

• Create a bulk print of documents on the other claim, complete mandatory fields and add a description
• Open PDF document from email link
• File the PDF away to the claim you are creating the referral on
• Repeat these steps if there are documents on other claims

Provide a short and descriptive title to the document properties in the PDF and state the claim number the information came from eg. Medical records and reports from claim: 100XXXXXXXX

Do not create a bulk print on one claim and move it to a different claim as it will not appear in any file copy requested by the client.

d In Eos, create a document group titled 'Functional Capacity Evaluation' and add the documents to the group.

Manage document groups

e Perform privacy checks on the documents.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

Privacy Check Before Disclosing Information Policy

NOTE What if you find information that needs to be redacted?

Send an email to Recovery Administration (recoveryadmin@acc.co.nz) and include the document to be redacted plus your redaction instructions.

f In Eos, generate a Vocational Rehabilitation referral task for a 'Functional Capacity Evaluation'. For further information refer to Referring Tasks to Recovery Administration - Principles.

Referring Tasks to Recovery Administration - Principles

Creating Manage Referral Tasks - System Steps

g Complete the mandatory fields in the e-form.

NOTE What information do you need to include in the task/e-form?

Refer to the ‘Manage Referral Task Templates document’

Manage Referral Task Templates

Disclosure of Care Indicator Information to Third Parties Policy

h Consider the timing of the task. The tasks route to the Recovery Administration team with an SLA of 24 hours.

NOTE What if the request is urgent and needs to be completed that day?

Call Recovery Administration and provide the claim number to the Recovery Administrator requesting the task is completed today.

NOTE **What if the request is required in the future?**
If the support is required in the future, set a reminder task for the future date when the support will be required.

When the reminder task is due return to Activity 3.0 Request Evaluation referral.

Review the contract timeframes and SLAs as specified in the service page.

7.0 Review Vocational Rehabilitation task

Recovery Administrator

a Following the task assignment in Salesforce, navigate to Eos and select 'Do Task' from your task queue.

b Review the task to ensure it has the required information to complete the referral form.

NOTE **What if you don't have all the information you need?**
If required information is missing from the task, or you need guidance on working within the Administration Team, refer to the link below

- Principles of Working in the Administration Team

NOTE **What if you receive a NGCM - Admin Request task for a re-referral as the Provider is unable to accept a referral?**
Continue to Activity 8.0 Create Purchase Order.

8.0 Create Purchase Order for FCE referral

Recovery Administrator

a In Eos, generate a Purchase Order using referral type Functional Capacity Evaluation.

NOTE **What if this is a re-referral?**
Locate the original Purchase Order and continue with this process.

- Service Contracts and Contracted Providers - MFP spreadsheet
- Creating purchase orders using general + QE
- NG GUIDELINES Purchase Order Details - Functional Capacity Evaluation
- Purchase Order - Handy Hints on how to create and edit POs

b Identify and select a FCE contracted vendor in the client's geographic area

NOTE **What if this is a re-referral?**
Update the original Purchase Order with the new Provider.

- Contracted Suppliers by Geographic Area of Coverage

NOTE **What if a preferred Vendor has been specified in the task?**
Select the vendor from the Contracted Supplier by Geographic Area Coverage list.

c Add the selected Vendor as a participant on the claim.

- Manage Participants (Eos Online Help)

d Approve the purchase order.

e Select 'Add documents' and generate the ACC98 referral for Vocational Services.

f Add additional information received in the task to the referral. For guidance refer to the Admin Template - ACC98 Functional Capacity Evaluation.

- Admin Template - ACC98 Functional Capacity Evaluation

g Perform privacy checks on the documents in the group.

- NG SUPPORTING INFORMATION Inbound and Outbound Document Checks
- Privacy Check Before Disclosing Information Policy

h Create and send an email using 'Requests and referrals' template and attach the documents.

- NGCM - FINAL Emailing from Eos using a Template - System Steps

i In Salesforce, close the referral task.

NOTE **What if you are advised by a Provider they are unable to accept a referral?**
Go to Activity 8.0a and complete a re-referral.

9.0 Review FCE report

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Review the report. Refer to Functional Capacity Evaluation (FCE) Service Page for guidance.

Functional Capacity Evaluation (FCE) Service Page

NOTE **What if the Provider has advised the client failed to attend?**
Go to Manage Non-Compliance.
PROCESS Manage Non-Compliance

NOTE **What if you are unsure what to do next?**
Obtain guidance from an Advisor in Recovery Support to confirm next step.
PROCESS Seek Internal Guidance

b Perform Privacy checks on the report.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

c Contact the client and confirm you are speaking with the right person by asking ACC's identity check questions.

Identity Check Policy

d Discuss the report and next steps with the client. Consider the need for a face-to-face meeting.

NG GUIDELINES Client Face to Face Meetings

NOTE **What do you need to discuss?**
- Why the assessment was needed
- Discuss the content of the report
- Explain what will happen next, any support arrangements that may be affected and the various options available.

e Provide a copy of the report to the client and key stakeholders, as per their preferred contact method.

NOTE **What if the client requests that the report is changed or incorrect?**
A client can request that information held by ACC is changed or updated if it is factually incorrect (ie: wrong DOB, incorrect name spelling etc). If it is the opinion of an assessor or provider, the client can supply a 'statement of correction' to ACC which is then included with the report. This means that any time the report is sent out, the statement of correction must be sent as well.

Refer to Manage a client's request to correct personal information.
PROCESS Manage a client's request to correct personal information

f In Salesforce, add a Contact Action as a record of the conversation.

g Update the agreed intervention in the Recovery Plan.

PROCESS **Create or Update Recovery Plan**
Recovery Assistant, Recovery Coordinator, Recovery Partner
