



Work and Income
Te Hirainga Tangata

A service of the Ministry of Social Development

To	Dr David Bratt, Principal Health Advisor Stuart Mumm, Senior Projects Manager Teresa Mulvena, National Client Manager Rod Bartling, Director Business Change Programme	Date	23 January 2008
CC	Debbie Costello, Programme Manager Barbara-Anne Stenson, Project Manager		
From	Jayne Russell, Training Manager Marian Mortensen, Communications Manager		
DESIGNATED DOCTOR TRAINING AND COMMUNICATIONS REQUIREMENTS			

Purpose

This memo provides you with an overview of training proposed for designated doctors, associated costs and communications requirements.

Aim of this document

The main aim of this document is to seek approval for the proposed communications and training approach for designated doctors which includes:

- the implementation of a training team
- proposed training material
- budget for training sessions
- proposed training schedule.

It is not the aim of this document to seek final approval for the designated doctor communications strategy or material. The designated doctor communication strategy was approved by Steering Group on 17 August 2007 and is included in this document for reference only. See Appendix 2.

Background

Designated doctors are engaged by Work and Income to provide case managers with clinical independent advice. This advice can cover a client's entitlement to benefit and assists with planning to reduce or remove the client's health related barriers to employment.

Case managers make a referral to a designated doctor by completing a designated doctor referral form. The referral indicates the basis for the request and outlines the information the case manager is seeking from the designated doctor.

The following guidelines have been agreed to as the criteria to be used when selecting designated doctors. By utilising this criteria Work and Income will ensure that they receive reports and advice from designated doctors of a consistent high quality.

The designated doctor will typically:

- be vocationally registered in New Zealand
- have at least five years work experience in the New Zealand health system
- have a demonstrated interest in rehabilitation or disability medicine and be respected by their peers
- have a demonstrated ability to work constructively with Work and Income staff.

There are 422 doctors who meet the new criteria and have been endorsed by regional management as appropriate to remain as designated doctors.

To ensure designated doctors understand their role and the expectations placed on them by Work and Income, it is recommended that they receive regular communication and attend a training programme.

Communications Approach

The Working New Zealand programme changes implemented on 24 September 2007 have been significant in terms of:

- staff training and understanding
- health practitioners' understanding and uptake of new processes
- client understanding and engagement with the new initiatives.

Regional training sessions for designated doctors provide an opportunity to further develop sustainable working relationships with one of Work and Income's key partners – health practitioners.

This training opportunity sets a platform for further communication and greater understanding of the objectives of the Working New Zealand programme.

Communication will be:

- available to designated doctors prior to training
- tailored to designated doctors
- targeted at promoting Work and Income as a partner providing support to designated doctors
- regular and ongoing.

Communication Material

Communication to designated doctors is outlined in the designated doctor communication strategy – see Appendix 2.

Designated doctor communications				
Who	What	When	How	Status
All designated doctors	Letter to advise of 24 September changes	August	Distributed by City Print – Wayne Start	complete
All doctors	Fact sheet on new processes and criteria	February 2008	Distributed by MSD Comms	Working group review
Selected designated doctors	Letter accompanying fact sheet to confirm their selection as a Work and Income designated doctor	February 2008	Distributed by MSD Comms	Working group review
Designated doctors not selected	Letter advising doctors they are not selected	February 2008	Distributed by MSD Comms	Working group review
Selected designated doctors	Training session timetable Designated doctor guide, referral forms, new designated doctor report	February 2008	HDCs to distribute	draft – see below Guide and forms at proof
Selected designated doctors	Training begins	3 March 2008	Regional Commissioners and National Office	

Training Approach

Work and Income has never provided training for designated doctors. This has led to a range in the quality of reports and the expectations placed on designated doctors by case managers.

Attending a training course should be compulsory for a doctor to remain a designated doctor. A range of times and locations are available to doctors to ensure they are able to attend a training program. This minimises associated travel costs for the Ministry of Social Development (MSD).

Regional staff will be encouraged to attend the training sessions so they can meet the local designated doctors and connect what they have been told about the process with the designated doctors.

Communications will be released to regions in January 2008 outlining the training approach for designated doctors and advising regions of the proposed training dates. This will allow regions the opportunity to provide feedback before the next Regional Commissioners meeting in National office in February which David Bratt will attend.

Regional training teams

The training will be led in regions by the Regional Commissioner supported by the Principal Health Advisor, Dr David Bratt. It is essential that the regions are involved in the sessions to ensure the ongoing relationship management with local designated doctors. A full-time project advisor will be appointed to the training team to manage the communications, scheduling, travel and venue arrangements. They will also be responsible for all contact with designated doctors and will manage their scheduling of travel and accommodation requests. This person will also be the main contact for the key people in each regional office.

Training material

A new Designated Doctors Guide has been written to assist designated doctors in understanding the new process and forms. This will form the basis of the training and reduce the current confusion surrounding the changes.

Training material will include:

- Training Presentation
- Facilitator Guide.

Training presentation

Several topics will be covered in the presentation including:

- an introduction to Work and Income
- Working New Zealand - Work Focused Support changes
- regional take on the progress so far
- the role of the designated doctor
- selection criteria and expectations
- the designated doctor process
 - referral
 - reports, copy to GP
 - seeking host doctor reports
 - billing and payment
- quality control
- what to do when things go wrong.

Facilitator guide

The Facilitator Guide will be developed to support the Designated Doctor Guide. This will be provided to regions to support the training presentation. Consistency of messaging throughout training from region to region is essential.

Timing

It is proposed that training occur over a nine week period from 3 March 2008 to 23 April 2008.

The proposed training workshops are as follows:

Region and Venue	Date	Attendees	Costs
Northland (Whangarei)	Evening	25	\$9,219.00
Auckland – North	Evening	33	\$18,429.00
Auckland – West	Evening	12	
Auckland – Central	Midday	39	
Auckland – South	Evening	30	
Waikato (Hamilton)	Evening	38	
Taranaki (New Plymouth)	Evening	25	\$10,044.00
Bay of Plenty (Rotorua)	Evening	50	\$12,524.00
East Coast (Hastings)	Evening	16	\$7,249.00
Central (Palmerston North)	Evening	30	\$6,180.00
Wellington	Evening	18	\$7,900.00
Wellington	Midday		
Nelson	Evening	25	\$10,004.00
Canterbury (Christchurch)	Evening	60	\$17,274.00
Canterbury (Christchurch)	Midday		
Southern (Dunedin)	Evening		\$15,563.00
Southern (Invercargill)	Evening	39	
		Total:	\$124,440.00

Stuart Mumm, Senior Projects Manager has money in his budget to compensate the proposed training workshops costs.

Seventeen presentations are recommended around the country to minimise associated travel costs to MSD. This enables the facilitation of evening presentations and will allow local Work and Income staff to meet with their local designated doctors.

Costs will include:

- venue hire – a Work and Income centre would be the best venue for these workshops, where a room is available
- travel and accommodation for those presenting (Dr Bratt etc)
- food and drink - finger food and non-alcoholic drinks
- attendance fees
- transport costs for out of town doctors
- accommodation for those doctors travelling from out of town to an evening meeting.

Food and non-alcoholic drinks could be provided on arrival or to assist social networking after the formal presentation.

It is current practice to pay doctors to attend education sessions. The standard rate in Auckland and Christchurch is around \$150 per session. This amount has been used to forecast the training budget.

It is important that MSD is able to offer Continuing Medical Education credits. These are arranged with the New Zealand College of General Practitioners (NZCGPs) or the local Primary Health Organisation. Dr Bratt will make an application to the NZCGPs to ensure that those attending training receive the required credits.

Those doctors who need to travel from out of town will have their transport costs met. Some may also require accommodation overnight.

It is expected that at least 20 per cent of current designated doctors will choose not to attend an education session. This may be because this has not been a condition of their engagement in the past, and many may wish to discontinue their provision of this service. This may reduce the attendance fee cost to Work and Income, but will not reduce the number of sessions required. We propose for those designated doctors who do not attend the training that a follow up meeting with the Health and Disability Co-ordinator is arranged.

Attached to this memo

Costs for travel and accommodation for designated doctors and the project team have been forecast in the attached document.

- Appendix 1: Budget forecast for designated doctors training
- Appendix 2: Designated doctor communications strategy
- Appendix 3: Proposed training outline

Recommended Actions

It is recommended that you:

- **approve** the training approach for designated doctors and associated costs as identified in this memo.

APPROVE / NOT APPROVE/ AMEND

- **note** the workshops are estimated to cost \$124,000 (including GST).
- **note** the printing costs associated with the training documents, fact sheet and letters are not included in this budget .

Dr David Bratt
Principal Health Advisor

Date

Stuart Mumm
Senior Projects Manager

Date

Teresa Mulvena
National Client Manager

Date

Rod Bartling
Director Business Change Programme

Date

Appendix 1: Budget forecast for designated doctors training

Designated Doctor training forecast	
Event	Total Cost
Workshop in Northland Region	\$9,219.00
Workshops in Auckland Region	\$18,429.00
Workshop in Waikato Region	\$10,054.00
Workshop in Taranaki Region	\$10,044.00
Workshop in Bay of Plenty Region	\$12,524.00
Workshop in East Coast Region	\$7,249.00
Workshop in Central Region	\$6,180.00
Workshop in Wellington Region	\$7,900.00
Workshop in Nelson Region	\$10,004.00
Workshop in Canterbury Region	\$17,274.00
Workshop in Southern Region	\$15,563.00
TOTAL	\$124,440.00