

21 November 2017

Ms S Ashworth

fyi-request-6710-cd7c1bca@requests.fyi.org.nz

fyi-request-6792-b11b5ac0@requests.fyi.org.nz

Dear Ms Ashworth

Reference: 0050926

Official Information Act Request

We refer to your emails of 3 November 2017.

Your request

You asked for the following information under the Official Information Act 1982 (the Act):

- 1) *Does ACC consider Wikipedia to be a valid reference for Treatment Injury Reports and Treatment Injury Advice (ACC2187)? Please explain your answer.*
- 2) *Is ACC aware of Wikipedia's general disclaimer?*
 - a. *https://en.wikipedia.org/wiki/Wikipedia:General_disclaimer*
- 3) *Can ACC confirm that Treatment Injury Reports and Treatment Injury Advice (ACC2187) are written by people with university degrees plus additional training and that they are expected to produce work that is at a level that reflects their education and training?*
- 4) *Is ACC aware of Wikipedia not being considered a good reference for university level work in New Zealand? Examples of this include:*
- 5) *Is ACC aware of research that shows that Wikipedia is not a reliable resource for medical information?*
- 6) *Are Treatment Injury Reports and Treatment Injury Advice (ACC2187) subject to a review process once they have been created?*
- 7) *Does the review process include quality and accuracy checks? If not, why not?*
- 8) *If the review process identifies issues, including the use of non-credible sources, will the Treatment Injury Reports or Treatment Injury Advice (ACC2187) be corrected?*
- 9) *If there are any Treatment Injury Reports or Treatment Injury Advice (ACC2187) which rely on Wikipedia as a source, does ACC consider the content to be accurate and reliable?*

And regarding our response to OIA 0050847 (Wikipedia references in treatment injury reports and Treatment Injury Advice ACC2187):

- 10) *Could you review your answer to my request as the need to check every document manually is not credible.*
- 11) *Alternatively, if you restrict the search to two months, September and October 2017, which is a thirty fold reduction in the search work required, this would be acceptable.*

Our response

We have numbered each part of your request for ease of reference, and have grouped similar questions together in our response.

3) Can ACC confirm that Treatment Injury Reports and Treatment Injury Advice (ACC2187) are written by people with university degrees plus additional training and that they are expected to produce work that is at a level that reflects their education and training?

Clinicians who provide treatment injury reports and treatment injury advice to ACC must be registered with a relevant professional regulatory body in New Zealand. In order to attain registration, they must be appropriately qualified, and fit and competent to practice within their field. Professional regulatory bodies have responsibilities to ensure that clinicians meet specific criteria to maintain their registration, which include on-going education. They also have standards that they expect registered clinicians to meet. For example, the New Zealand Medical Council has a set of standards for non-treating doctors performing medical assessments of patients for third parties, which can be found on their website (www.mcnz.org.nz/assets/News-and-Publications/Statements/Non-treating-doctors.pdf).

9) Are Treatment Injury Reports and Treatment Injury Advice (ACC2187) subject to a review process once they have been created?

7) Does the review process include quality and accuracy checks? If not, why not?

8) If the review process identifies issues, including the use of non-credible sources, will the Treatment Injury Reports or Treatment Injury Advice (ACC2187) be corrected?

When ACC receives treatment injury advice or a treatment injury report from an external clinician, the Treatment Injury Cover Specialist (cover specialist) assesses the advice or report to ensure the clinical opinion answers the questions that were posed. They check that all of the relevant facts of the case have been considered, the treatment injury provisions have been applied correctly, the opinion can be understood and any conclusions are logical.

If the clinical opinion does not meet these requirements, the cover specialist will seek clarification, revision, or further information from the clinician before a decision is made.

2) Is ACC aware of Wikipedia's general disclaimer?

https://en.wikipedia.org/wiki/Wikipedia:General_disclaimer

4) Is ACC aware of Wikipedia not being considered a good reference for university level work in New Zealand? Examples of this include:

5) Is ACC aware of research that shows that Wikipedia is not a reliable resource for medical information?

As ACC is a corporation of over 3,500 staff members, we are not able to identify the number of staff who are aware of each of the pieces of information you refer to without undertaking substantial collation and research. We must therefore decline this part of your request under section 18(e) of the Act. We do not consider that fixing a charge or extending the time limit for responding would enable the request to be granted without unreasonably interfering with ACC's operations.

1) Does ACC consider Wikipedia to be a valid reference for Treatment Injury Reports and Treatment Injury Advice (ACC2187)? Please explain your answer.

6) If there are any Treatment Injury Reports or Treatment Injury Advice (ACC2187) which rely on Wikipedia as a source, does ACC consider the content to be accurate and reliable?

Clinicians often reference studies published in medical journals or professional medical websites to substantiate their opinion when writing clinical reports or advice. Wikipedia is not a publication of medical research and studies, but rather a crowd-sourced encyclopaedia.

ACC therefore does not expect that Wikipedia would be referenced in a clinical opinion. We do not consider it to be a relevant or appropriate reference in a treatment injury report or advice.

If a cover specialist did identify such a reference during the quality check process described previously, they would ask the clinician to review and remedy it.

If ACC has made an error by not picking up a reference to Wikipedia, and this was brought to our attention, we would have an obligation to rectify it and learn from it, thereby ensuring it does not happen again.

10) Could you review your answer to my request as the need to check every document manually is not credible.

11) Alternatively, if you restrict the search to two months, September and October 2017, manual search work required, this would be acceptable.

Unfortunately, the system that stores treatment injury advice and treatment injury reports does not have the search function you suggest. In order to explain why we would need to conduct a manual search in order to identify the requested information, we have outlined this system below.

The information that ACC holds on claims is stored on our claims management system, called Eos. Eos has been used since 2007 for the lodgement, cover assessment and management of claims.

It is specifically designed to manage claims on an individual basis. The information it holds is therefore arranged into individual records for each client and claim.

For each client, some claim information is held within the Eos record itself, for example, the client's name and contact details, date of accident, and injury diagnosis, as well as details of any payments made against the claim.

Eos has a very limited search function for the purpose of locating individual records. For example, it is possible to search for an individual client by entering in their surname and birthdate. However, it is not possible to bring up a list of all clients with the first name "John".

Any information that is not able to be entered into an Eos record directly is instead uploaded as a 'document', which is usually a pdf or Microsoft Word file. This includes reports, forms, letters, email attachments, and many other types of documents. These documents are not held inside Eos itself, but once uploaded, they can be accessed by clicking a link on the Eos claim record. External treatment injury clinical advice and reports fall into the 'document' category.

In order to be able to use the wealth of data that is held within Eos records, ACC extracts some of the information from Eos in bulk, and stores it in a separate location called the 'data warehouse'. The data warehouse holds the information in a format that allows our data specialists to access it for a range of analytical purposes. It is important to note that information contained in documents uploaded to Eos is not able to be extracted into the data warehouse.

Eos does not have a function to search for specific words or phrases in uploaded documents. Consequently, the only way of identifying the word "Wikipedia" in treatment injury reports and treatment injury advice is by manually opening the appropriate documents for each claim, and then running an electronic search on each individual document.

With this in mind, providing the requested data for your refined time period of September and October 2017 would require substantial collation and research, which would involve over 86 hours of work. We are therefore declining your request under section 18(f) of the Act. We do not consider that fixing a charge or extending the time limit for responding would enable the request to be granted without unreasonably interfering with ACC's operations.

Queries or concerns

If you have any questions about the information provided, ACC will be happy to work with you to answer these. Please address any concerns by emailing GovernmentServices@acc.co.nz or in writing to *Government Engagement and Support, PO Box 242, Wellington 6140*.

You have the right to complain to the Office of the Ombudsman about our decision. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to *The Office of the Ombudsman, PO Box 10152, Wellington 6143*.

Yours sincerely

Government Engagement and Support