

Prepared for Wellnz by Kate Terry, Director Martelletti Consulting, Co-Founder InsightFull Ltd. Kate has been working with Wellnz since 2018. She is a highly experienced researcher and consultant, and a member of the Research Association of New Zealand.

Background

In 2018 Wellnz embarked on a research programme to drive continuous improvement. This independent research replicates questions in ACC's Accredited Employer and TPA surveys that are undertaken annually. This Research Summary #1 2021 includes key results from research conducted in Jan-Feb 2021 with Wellnz work injury and non-work injury clients with claims between July and December 2020.

Wellnz's client experience research takes place twice-yearly. All individuals who have experienced a work injury or non-work injury in the previous six-months that has been managed by Wellnz are invited to take part in an online survey. They can complete it at a time and place of their choosing. This is an inclusive approach and enjoys high response rates. The methodology is sound, credible and delivers results that can be trusted by Wellnz's employer clients.

It is important to acknowledge that the Wellnz methodology is different than that for ACC's TPA-managed research. The latter is conducted by phone and online and includes all three TPAs, not just Wellnz. Currently Wellnz has no visibility on the number of their work or non-work clients who participate in the ACC research.

Key Results

Wellnz's Jan-Feb 2021 results are similar to those from the earlier waves of research. The impact of COVID-19 and staff changes have seen a few dips in performance. However incremental improvements are still being seen in areas where Wellnz has changed policies and practices as a result of the research findings. The results for key indicators shown in the table below highlight the continued strength of Wellnz's performance when set alongside the results from the most recent (*November/December 2020 6-month interim results*) findings from ACC's Accredited Employer and TPA Survey conducted by Research New Zealand.

WORK-RELATED

Overall satisfaction for Wellnz (70%) is higher than the ACC results for AEP TPA Managed (55%) work-injury clients. The number of Wellnz work-injury clients reporting issues and concerns (18%) is lower than for AEP TPA Managed (41%).

NON-WORK

Overall satisfaction for Wellnz (78%) is in line with AEP TPA Managed (76%) and ACC clients (77%).

% Satisfied with the overall handling of their claim

% who felt their TPA/ACC had focused on getting the best possible outcome for them

% who had concerns or issues about the service they received

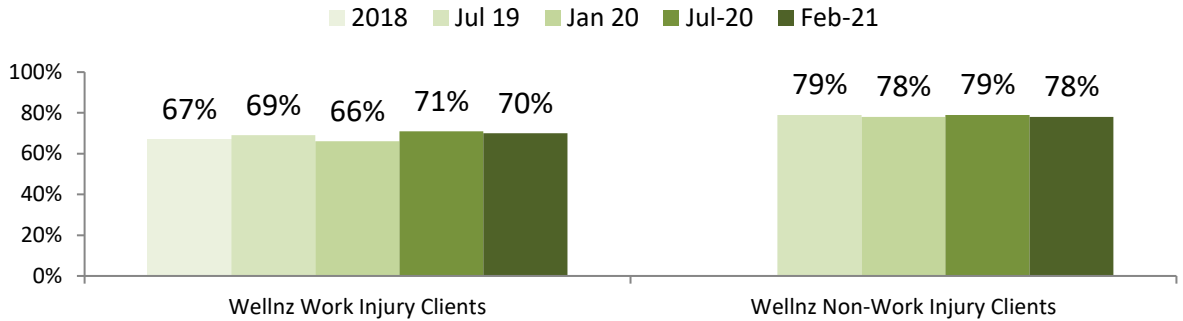
% who felt it took little effort to deal with their TPA/ACC

WORK-RELATED		
AEP TPA Managed (work) n=126	ACC Clients (work) n=355	Wellnz clients (work) n=707
55%	77%	70%
55%	70%	65%
41%	20%	18%
41%	50%	47%

NON-WORK		
AEP TPA Managed (non-work) n=280	ACC Clients (non-work) n=951	Wellnz clients (non-work) n=257
76%	77%	78%
77%	76%	78%
19%	Not asked	12%
52%	63%	52%

Since the research commenced satisfaction levels have remained steady for both Work and Non-Work clients. NB Non-Work Injury research started in Jul 2019.

Wellnz Overall Satisfaction Over Time



WHAT WORK INJURY CLIENTS SAY:

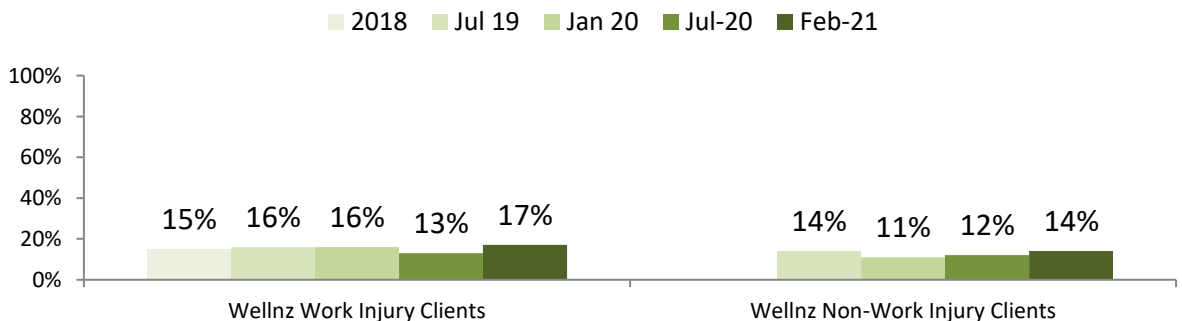
- Great people and communication, way above my expectations*
- Staff are always ready to help and helped me to understand the whole process*
- Answered all my questions, kept me informed and kept me up to date with what was going on.*
- They did exactly what they said they would and gave me specific practices in my area affiliated with WellNZ which were free*

WHAT NON-WORK INJURY CLIENTS SAY:

- Everyone tried to help and were positive in enabling my recovery*
- Clear communication. I felt genuinely supported in my return to work plan. Having a single point of contact through my WellNZ case manager was very helpful and reassuring. I felt I wasn't alone with my injury any more. My WellNZ case manager took much of the stress of trying to manage things away.*
- Always very helpful and informative. Clear and straightforward*

Dissatisfaction levels remain low for both Wellnz's Work Injury and Non-Work Injury clients. The dissatisfaction ratings from ACC's November/December 2020 Accredited Employer and TPA Survey are 35% for AEP TPA Managed Work Injury Clients and 12% for Non-Work Injury Clients.

Wellnz Overall Dissatisfaction Over Time



- Areas for improvement suggested by Wellnz Work-Injury and Non-Work Injury clients include:
- More and faster communication
 - Explain whole claim process at the start
 - Additional contact with case manager
 - Better handover if case manager changes
 - Greater clarity around entitlements
 - Follow-up/ check-in after claim