



He Kaupare. He Manaaki.  
He Whakaora.  
prevention. care. recovery.

# Digital Operations

Kia ora,

Integrated Care Pathways (ICP), formerly Escalated Care Pathways, is our new approach to managing people with injuries requiring co-ordinated rehabilitation services. This new way of working will initially focus on clients with moderate to high complexity musculoskeletal injuries who may also have other factors that mean a co-ordinated approach is required.

As many of you may know, ECP started as an initial four-year pilot in Dec 2019 and we have seen continued success in terms of outcomes and patient and provider satisfaction. We're now focused on the standardisation and optimisation of ICP based on this success, ready to implement the new service from December 2023.

You can find more general information regarding ICP [here](#).

## What does this mean for you?

Enabling a richer flow of data and information between ACC and your Provider customers will be a key pillar to the success of ICP. We're working through the technical detail currently, but we envisage new API's and forms will be needed to support suppliers delivering ICP.

## Staying connected

We'll keep you posted with email updates as we progress. In the meantime, we'll be working closely with the software vendors of the five pilot suppliers to test functionality of new information flows. Any technical information for interested parties will be posted on our Development Resource Centre [here](#) (currently under construction).

The team plan to have a virtual Q&A session to discuss further. A meeting invite will be sent soon.

If you have any specific questions in the meantime, feel free to email the team directly at [integratedcarepathways@acc.co.nz](mailto:integratedcarepathways@acc.co.nz)

Ngā mihi,

Dr John Robson  
**Head of Health Partnerships & Chief Clinical Officer**