

24 September 2019

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Tēnā koe Adrian

Your Official Information Act request, reference: GOV-001302

Thank you for your request of 27 August 2019, asking for the following information under the Official Information Act 1982 (the Act):

I am requesting information about

- *treatment injury claims received by ACC caused during the provision of dental treatment or as a result of dental treatment.*
- *the injury types for the injury claims in (a) (ie. jaw fracture, broken instrument)*
- *The types of dental treatments that led to the injuries, correlated to the injury caused*

Information about treatment injuries

A full overview of treatment injury in public and private surgical hospitals, and general practice settings is available publicly at www.acc.co.nz/treatmentsafetypublication.

Claim lodgement rates are dependent on several factors, and can be influenced by:

- population demography i.e. the characteristics of the resident population, visitors and referred patients
- health status of the population treated
- what level of facility the organisation provides i.e. tertiary versus secondary
- familiarity of health providers or clients in recognising and/or lodging treatment injury claims.

Therefore, claims lodged with ACC cannot be taken as an accurate indication of the occurrence of treatment injuries or the quality of care.

The following treatment injury data was extracted on 12 August 2019 and may differ if rerun at a later date. The data provided is extracted our treatment injury datasets.

Dental treatment injury data

Between 1 January 2012 and 31 December 2018, ACC made cover decisions on 4,120 dental related treatment injury claims. Of those, 2,357 were accepted and 1,763 were declined for cover.

Injury groups of dental treatment injury claims

The most common injury groups resulting from dental treatment injury are provided in Table 1, at the end of this letter. These 15 injury groups account for 89% of accepted dental related treatment injuries.

The data for the other injury types is not provided as these are for low numbers of claims. ACC does not routinely provide low numbers of claims to protect the identity of individuals. This decision is made under section 9(2)(a) of the Act. In making this decision, we considered the public interest in the information withheld, and are of the view it does not outweigh the need to protect the privacy of the individuals concerned.

Treatment events of dental treatment injury claims

We are providing you data about ‘treatment events’ in Table 2, rather than more specific information about the dental treatment that was performed. These 15 treatment events account for 97% of accepted dental related treatment injuries.

The most common treatment event 'Dental Treatment' is a broad term and further detail of the dental procedure can only be found through individual claim detail investigation. This is because to provide any more specific details we would need to manually review individual files, which would require substantial research and collation. This decision is made under section 18(f) of the Act. As described above we have provided the top 15 categories, to maintain the privacy of our clients.

In answer to your question about the types of treatment that led to injury, Table 2 is provided at the end of this letter, listing the most common treatment events for accepted dental treatment injury claims.

Correlation of injury caused and treatment

To provide data about the correlation between injuries and treatments which would require substantial research and collation. Therefore, we decline this part of your request. This decision is made under section 18(f) of the Act.

How you can reach us

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Emma Coats
Manager Official Information Act Services
Government Engagement & Support

Table 1 – Fifteen most common primary injury groups for accepted dental treatment injuries*

Injury group	Accepted Claim Count
Tooth Injury/Damage	390
Nerve Damage/Injury	293
Adverse reaction	252
Strain/Sprain	196
Infection	166
Laceration	157
Oroantral Fistula	143
Dental Injury	134
Temporomandibular Joint (TMJ) Dysfunction	128
Haematoma	57
Perforation - Other	53
Fracture	43
Joint Injury/Displacement	41
Burn	27
Sinus Damage/Injury	24

*Data is for accepted treatment injury claims for the period from 1 January 2012 to 31 December 2018.

Table 2 – Fifteen most common treatment events for accepted dental treatment injuries*

Treatment Event	Accepted Claim Count
Dental Treatment	815
Tooth Extraction	670
Medication Adverse Reaction	249
Root Canal Treatment	231
Anaesthesia - Local	71
Injection	47
Orthodontic Treatment	43
Crown & Bridge	37
Positioning	35
Delay/Failure to Provide Treatment	29
Oral Surgery	19
Amalgam Fillings	19
I.V. Cannulation	14
Osteotomy	9
Equipment Breakage/Loss	7

*Data is for accepted treatment injury claims for the period from 1 January 2012 to 31 December 2018.