



## CURRICULUM VITAE

JEREMY EDWARDS

### Education / Qualifications

Bachelor of Commerce (B Com)  
Post-graduate studies in information systems & modelling  
Auckland University 1972-78  
Associate Chartered Accountant (ACA) 1977  
Current Member (CA)  
Chartered Accountants Australia & New Zealand  
EY/Darden Executive Education Programmes 2013-19

### Career History

Jeremy has spent 22 years as a senior executive at the Accident Compensation Corporation (ACC). His earlier roles involved several years as an Associate Director at Price Waterhouse Management Consultants; project positions in the dairy industry in NZ and USA; contracting to oil and gas companies in the Middle East and UK; and accounting roles in the food retail and industry in New Zealand.

At ACC, Jeremy led the Claims Processing & Specialist Services unit of more than 750 people to

- Receive and decide all new claims
- Manage special claims (treatment injury, dental, hearing loss & accidental death)
- Assess requests for funding of elective surgery and other treatment
- Provide client support via contact centres
- Support treatment and rehabilitation providers using both technical and clinical specialists
- Handle all claims-related payments to clients and providers
- Lead the development of eBusiness interactions with providers and clients.

Over a 15-year period, he led the transformation of his business unit from being paper-based to being mostly electronic. He championed the use of eForms by providers and employers and worked with both HealthLink and BPAC to link eForms to a wide range of provider EMR systems.

Jeremy has extensive experience producing and using health analytics to gain insights and make or inform decisions. This includes widespread use of benchmarking. He led development and use of workload modelling to help improve customer service consistency and responsiveness.

He has developed deep expertise on productivity – using skills training, technology and analytics to drive continuous improvement – leading to much faster turnaround/response times and reduced costs.

As part of ACC's response to a major privacy breach, he established a new function to review all written information – identifying and redacting incorrect records from treatment providers and other sources.

Jeremy chaired or participated in a range of governance bodies – both for technology and change projects and for stakeholder relationships including GPs, physiotherapists, DHBs, private hospitals, surgical specialists, employer groups and a range of technology vendors. He has also been sponsor or business owner of several large technology projects.

On several occasions, Jeremy has led formal reviews of problem areas and headed crisis management teams – including ACC's recovery from system outages and its response to the Christchurch earthquakes.

Jeremy is particularly interested in three areas:

- Putting decision-making guidelines and tools into the hands of providers to help speed up treatment and funding decisions and avoid many of the arguments over boundaries that affect the health sector.
- Using analytics to educate providers, patients, staff and colleagues; to inform decision-making; and to reduce the risk of adverse events.
- Lifting health system capacity by automating low-value activities and improving processes and productivity.

## Interests

- Keeping up with business & world affairs and understanding what they mean for New Zealand
- Technology and its impact on business & personal lives
- Understanding geography and the weather
- Snow skiing and travel
- Photography
- Jazz and brass band music
- Woodwork and DIY