

Setting the standards in case management

Dear friends,

The recession continues with most sectors of business feeling the pinch. Whilst the issue of MP's misclaiming expenses appears to be a distraction from the main issues it is adding to the negativity that everyone feels about the state of our economy and governance.

Meanwhile most of us are going about our business. In a tough climate and against the background of sleaze that seems to delight our media and depress the rest of us the businesses that will survive will be those with tight control over their key indicators, and where quality and integrity come before anything else.

Now is the time to value what we do, who we do it for and who does it for us. All the more reason therefore to recognise the benefits to employers and insurers of helping people who are absent from work return to work, as soon as possible reducing the stress on both employer and employee.

A lot is happening at Proclaim CARE and I hope that this newsletter will give you a snapshot of some of the things we are up to.

We will be saying goodbye to our Customer Liaison director John Crawford who will be retiring at the end of July and our Clinical Director, Emily Ferguson who will be retiring at the end of August. I want to thank both of them publicly for their contribution to the development and success of Proclaim CARE. They have been close friends as well as colleagues.

I am delighted to tell everyone that with effect from 1st September Tracey Buchanan and Laura Mackellar will become directors on the board of Proclaim CARE Limited. Teresa Shaw will, from the same date, become our new Clinical Director.



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Managing Director

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LIFETIME ACHIEVEMENT

Emily Ferguson, our Clinical Director, has been awarded the prize for Outstanding Individual Achievement at the Rehabilitation First Awards. Emily was nominated by the directors and staff of Proclaim CARE and was chosen by the judging panel who described Emily's nomination as...

"A clear winner. Testimonials from clients, customers and colleagues show that Emily Ferguson is someone who has devoted her career to helping people, and has earned the respect of everyone to the extent that her counsel is often sought by medical colleagues including consultants. She has been instrumental in developing rehabilitation services in the UK."

Emily was presented with her award at a dinner at London Zoo on Friday the 27th June. Several of her colleagues were there to offer her our support and were delighted when the winner was announced.

We are extremely proud of Emily and all that she has done over the last 12 years for both Proclaim CARE and the rehabilitation cause generally. Emily will be hanging up her stethoscope on the 28th August this year.

We wish her and Bill a long and happy retirement coupled with all of the team's heartfelt thanks for everything she has done. She will be sorely missed as a colleague and a friend.

We are sure you will wish to join us in congratulating Emily in all that she has achieved and for the deserved recognition she has received publicly for her efforts.



STAFF ANNOUNCEMENTS

John Crawford will be retiring on 31st July 2009. John returned to live in the "deep south" last year and has been working part time assisting with customer liaison. John wants to have more time to devote to his family and to pursue his involvement in charity and other voluntary work. Since 2004 John has worked tirelessly for Proclaim CARE and in his capacity as Director and previously as Operations Director helped the Company grow into the successful organisation it is today. John has been in insurance for very many years and his background and experience have been invaluable to the team. We all wish John and Jean well.

We are delighted to announce that with effect from 1st September 2009, Teresa Shaw will be our new Clinical Director. Teresa has been with Proclaim CARE since 2003 and has been Senior Case Manager since September 2007. Teresa was the natural and popular choice for this promotion and fully deserves the opportunity to shape the strategy and direction of our clinical team.

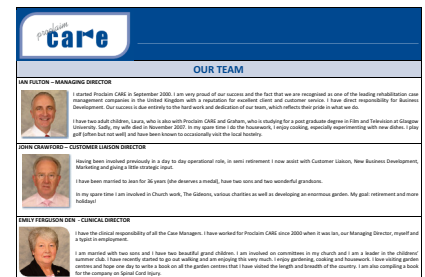
Krystal Woodbridge joined our case management team in May 2009. Krystal is an experienced case manager having worked since 2004 with another provider. We wish Krystal well in her new role.

Quality and Compliance is extremely important to us and those of you who have seen our organisational structure will be aware that these functions are the responsibility of Laura Mackellar. Laura has recruited an experienced auditor, Phyllis Butler who previously was an auditor with a large retailer. She has already brought a new approach which will be invaluable to us in our quest to ensure that customers, clients and solicitors receive the best possible service from Proclaim CARE.

MEET OUR TEAM

We have produced on our web site a biopic summary of all of our staff as we believe it is important and interesting for customers, clients and solicitors to learn something about the people whom they are speaking to at the other end of the telephone or e-mail. So much communication is remote nowadays and the opportunities not so readily available to meet contacts.

If you want to contact any one of our staff about interests you might share then please feel free to call them or e-mail them. All e-mail addresses are fullname@proclaim-care.co.uk



REHABILITATION BEGINS AT HOME

We were shocked to hear that our colleague, Margaret Clarkson had tripped whilst carrying some goods near her home and on falling fractured both of her arms. The accident happened in early June and Margaret is currently recuperating. She is missed greatly and we hope she will have a speedy recovery and be back with us as soon as possible. In this regard we are providing Margaret with a rehabilitation programme to assist her in her recovery and return. We shall keep you all posted on her progress.

OCCUPATIONAL HEALTH SERVICES

Following the launch of our Absence CARE service direct to employers for helping long term medical absentees back to work we are now offering a range of other occupational health services.

In addition to our in-house resource of case managers for the Absence CARE service we have established a network of Occupational Health nurses and are able to offer pre-employment screening, in service medicals, immunisation programmes (including Hepatitis B and Flu vaccinations) and random drug and alcohol testing.

These services are all proving popular and we are delighted to announce that we have been appointed by Reliance Custodial and the Weir Group to deliver these services to their staff in Scotland and Park's Bus Group throughout the United Kingdom.

You might have insured or client companies who could benefit from our extended range of services. If so, please contact carolannlanigan@absence-care.co.uk

THE REHABILITATION INDICATOR ©

Several Insurance Company customers and claimant lawyers have shown interest in our pilot that I announced in our last newsletter. We hope to start the pilot by early September 2009. We believe that this product will revolutionise the process for selection of clients for rehabilitation and help overcome the issues surrounding the early and ready identification of cases suitable for rehabilitation. For more information please contact ianfulton@proclaim-care.co.uk

QUALITY AND PERFORMANCE REPORTING

During the last quarter of this calendar year we shall start to provide results of audits and performance standards across our business together with identified areas for improvement and investment. We will be pleased to hear from any customer client or solicitor with any comments or suggestions about our levels of service.

These can be directed either to Laura Mackellar, Quality and Compliance Executive at lauramackellar@proclaim-care.co.uk or Tracey Buchanan, our Operations Executive at traceybuchanan@proclaim-care.co.uk