

Setting the standards in case management

Another year is almost over. The news is still dominated by the Euro crisis and a general sense of wringing our hands and thinking how terrible it is. I can't help feeling that the pessimism is as damaging as anything and if we could just get some confidence-boosting news then our optimism would return and things would start to seem better.

We are certainly not at all pessimistic about the future of rehabilitation. In fact, it is the very opposite. We still face the frustration of cases not being referred for rehabilitation early enough. The main obstacle to successful early interventions and outcomes is the cost risk to claimants, who through their solicitors cannot avail themselves of rehabilitation before the insurer admits liability, and the insurers, who are reluctant to incur costs before they admit liability. This conundrum is one we have been giving lots of thought to. We intend proposing a solution that will benefit all and this will be our first major initiative for 2012. If you are intrigued enough to find out more then please contact me or our Business Development Manager, Daren Pemberton.

I was fortunate to be able to holiday in Australia in October when I visited my son Graham in Melbourne. I was very impressed by the city and its vibrancy. I also had the good fortune to meet with the CEO of a case management company in Australia, Anthony Zalukas of Recovre. It was interesting hearing about rehabilitation in Australia where it has been practised for about 10 years longer than in the UK. Although they have a "no fault" liability system there, which helps early intervention and gives more claimants access to rehabilitation (see my comments above), the problems they have encountered and still face are similar to those here. There is a lot to learn from each other and we intend keeping up our dialogue.

One of our main areas of business this year has been on Proclaim Vocational Services, which, I am pleased to say, has progressed very well with good results in its first six months of trading. We will be focusing strongly on our "back to work" service in 2012.

I mentioned in our summer newsletter that we had seen an increase in referrals. I am pleased to say that this trend has continued. We are seeing growth again in our business and I am delighted to announce that we are recruiting case managers. See our Staff News below.

We have just completed a revamp of our web site. The new site will go live on Monday 19th December. Please see the specific article on this in page 2 of this Newsletter.

We have a great team of people at Proclaim CARE and I want to publicly thank them for their hard work and continued contribution to the success of the Company. 2012 will, I am sure, bring challenges for all but I am confident that we will continue to set the standards in Case Management and in Vocational Rehabilitation. Our thanks go to all our customers and friends for your continued support. On behalf of all at Proclaim CARE I wish you and your families a very peaceful and enjoyable Festive Period.



Ian Fulton

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STAFF NEWS

During December and January we are welcoming two new Case Managers to our team:-

Anna Flanagan is based in Glasgow and will cover cases in Scotland. She is a nurse by background and has spent a number of years providing rehabilitation case management in Australia. She has experience in managing mid-range and catastrophic injuries and has had great success in returning people to work following injury.

Lindsey Murphy is based in Edinburgh and will also cover cases in Scotland. Lindsey is an experienced Occupational Therapist. She has worked for local authorities and another case management company and brings with her experience of working with a wide range of physical and mental disabilities including spinal injury and acquired brain injury.

We say farewell to Michelle Watson who joined us in the early part of 2011. Michelle wants to pursue a career as a dedicated paediatric OT. She is keen to specialise in this area and an opportunity to do so has arisen. We wish her well in her future employment and look forward to hearing how she is progressing.

We are actively recruiting for Case Managers in the Midlands, and in South East England and will provide an update on this in our next newsletter.

Krystal Woodbridge received "Student of the Year" award from Peter Bell, chair of COSRT in November 2011, at the Kings College, London. Krystal won this for her final dissertation undertaken during her clinical placement with them.



For more information on Proclaim staff, please contact lauramackellar@proclaim-care.co.uk

NEW WEB SITE

We have been working hard over the last few months developing a new Web Site. We have completely re-vamped the appearance and content. The site will go live on the 19th December and can be accessed via our existing address; www.proclaim-care.co.uk

We have tried to make the site as user-friendly as possible and have concentrated on trying to provide as much information as we can in both a practical and clear way. All aspects of our business are covered and we have brought together, within the site, information about our various services. You can find out all about our team and download brochures and Newsletters.

It is now easier than before to refer a case using the bespoke forms which are chosen from a drop-down list and are tailored specifically for solicitors, insurers, and defendant solicitors. There is also a specific form for vocational referrals. Attachments can also be uploaded at the time of referral.

Please take a look at the site and give Margaret Clarkson your feedback via our "Contact Us" page.

MARKETING

Proclaim Vocational Services is going from strength to strength with an increasing number of referrals focusing on clients requiring specialist support to return to the work place. The feedback from clients and customers about the outcomes achieved has been very positive and is leading to repeat instructions, which is always the acid test of any service.

It has been a busy autumn exhibiting or sponsoring at the APIL Rehab Conference, MASS and CMSUK - where Emma Baker was shortlisted for Case Manager of the Year. Each event has raised our profile further resulting in new enquires and referrals. A number of new insurer and solicitor customers have also come on board this summer including Liverpool Victoria, Lawson West and Whitehead Monkton. We have also secured our first panel place in the claims administrators market with BLM Claims Management.

2012 is already shaping up to be a very exciting year – not just for the Olympic Games (do you know anyone who got tickets for the Men's 100m final?!) but also for a number of new customers who will be coming on board early in the new year – so watch this space

If you would like to learn more about any of these developments including Proclaim Vocational services then email darenpemberton@proclaim-care.co.uk

QUALITY & COMPLIANCE

In our last newsletter we outlined the introduction of escalation procedures we had implemented and promised to share some results with you.

The Quality & Compliance team have received 53 escalated cases during the last 6 months. The most common reason for a Case Manager escalating a case is where one or more parties are not effectively communicating with other parties in the process.

The average turnaround time for a case in escalation is approximately 2.5 weeks. Prior to using the escalation process these cases would have "drifted" and from our calculations would have done so for an average of 10 weeks due to lack of pro-activity by one or more of the parties. The introduction of our escalation process is therefore providing a saving of 8 weeks on the overall lifecycle of these cases.

We will continue to measure the results and as we gather more data hope to provide further evidence on what we are doing to reduce the lifecycle of cases and ensure pro-activity at all times.

As well as handling the escalation cases the Quality & Compliance team are continuously reviewing and auditing cases to measure our performance against service levels and to identify ways in which we can improve our processes and our service. In the last quarter we have reviewed 400 cases for various reasons.

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