

Setting the standards in case management

Whew! Things have been busy. I am sorry that we didn't manage to issue a Spring edition of the Newsletter. I could say that we were waiting for Spring to arrive but it didn't. Truth is we have been exceptionally busy with lots of new initiatives and (now for the real reason) our editor in chief, Margaret has been off having an operation on her arm. Margaret is proving herself a very good investigative journalist and finds out all sorts of things about her colleagues. She denies, however, that she has ever employed Glenn Mulcaire!

I said in our last Newsletter that 2011 was going to be an eventful year and that is proving to be the case. On 4th April we launched our new service, Proclaim Vocational Services. This is a joint venture with Obair Associates and offers our customers access to a fully integrated medical and vocational service delivered exclusively by Proclaim CARE limited. We are delighted to have formed the strategic partnership with Obair Associates and intend forming more strategic partnerships in the future to pursue other opportunities.

In March AVIVA purchased a 20% interest in HCML. This now makes Proclaim CARE the only truly independent case management company in the serious to severe injury category. We were, once again, main sponsors at the APIL conference at Celtic Manor in April. This was a very interesting conference and showed clearly that solicitors are now fully committed to the rehabilitation process and keen to initiate the service for their clients. The funding risk continues to be a challenge and this is something we are actively working on.

At the beginning of last month we welcomed two new case managers to our team (see Staff news below), they are both based in the South of England. Proclaim CARE is growing by popular demand and we are truly now a United Kingdom wide operation offering medical and vocational expertise across the country.

One exciting project which is now completed and fully operational is our Escalation Procedure introduced by our Quality and Compliance team. Please take time to read Laura Mackellar's article on what this means.

We have seen an increase in referrals during the last three months and feedback suggests there is a definite trend towards a more pro-active approach by solicitors. This is heartening. We aim to continue our growth strategy which is underpinned by our emphasis on quality, service and new initiatives.

I believe that we are entering a very exciting phase in the development of rehabilitation both in the personal injury and employment sectors. We have a number of exciting projects ongoing and intend that with these, we will be at the forefront of change in the approach and application of rehabilitation services.

Watch this space!

Ian Fulton

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STAFF NEWS

Proclaim CARE further Strengthens Case Manager Team in South of England

Proclaim CARE is delighted to announce the appointment of two additional case managers based in the South of England. Victoria Hill joins with four years case management experience. An occupational therapist, she has wide experience of complex orthopaedic trauma and the issues around returning employees to the workplace.

Michelle Watson is also an occupational therapist with more than 10 years' experience in a number of senior roles in challenging public sector and charity environments, including the Children's Trust. She has particular expertise in adult and paediatric brain injury cases. She also has wide experience of project managing housing and accommodation needs and adaptations for those with life changing injuries. Victoria is based in Bristol and Michelle in Middlesex.



Daniel Rennie comments on completing his Second Marathon

I ran and completed the Edinburgh Marathon on May 22nd 2011 in a time of 3hrs 36mins. This was my second marathon. Although the training was over the winter months I still managed to stay clear of colds, flu and even more importantly, injury. By the time the marathon came I was ready.

The Marathon day was sunny but very windy. Our course took us from London Road past the Scottish Parliament building and then past Musselburgh race course. I felt good and was on course for my target time with the wind behind me for the first half, but as we turned to run the last 7 or 8 miles to the finish line the wind was against us. I still managed to cross the line just a wee bit past my target time. It was a fantastic day and such a privilege to run along with so many other men and women with one goal in mind; to make it to the end and feel the personal fulfilment of completing such a huge challenge.



Ian Fulton walked The West Highland Way

In March this year I walked The West Highland Way. My friend and I completed the 96 miles in four and a half days. We were extremely fortunate with the weather experiencing only one short (sleet) shower on the entire journey. We raised over £1,200 for Epilepsy Scotland.



The views were incredible and in particular on the second day we enjoyed walking up the full length of Loch Lomond on a stunningly beautiful day, as this photograph of Inchfad Island shows. We had trained for approximately six weeks beforehand and as a result were prepared and hardened for the walk which was arduous at times. Exceptionally sore on the feet, but no blisters. We enjoyed the experience so much that we are already planning our next walk in the spring of 2012.

INVESTORS IN PEOPLE RENEWED ACCREDITATION

The Investors in People Scotland visited Proclaim CARE offices on 2nd and 3rd February to complete interviews with a chosen number of staff to determine if we would again receive the accreditation Investors In People Award. We are pleased to say that on 18th March 2011 we received our Certificate. H.H. Rissmann, Chairman of Investors in People Scotland stated "Proclaim CARE Limited has shown a real commitment to adhere to the rigorous standards set by Investors in People. Proclaim's continued success is a testament to your management and employee team".

CMSUK – TERESA'S VISIT TO USA - Case Managers Society America Annual Conference

Carole Chantler Chair of CMSUK and Teresa Shaw, Clinical Director at Proclaim CARE Limited, attended the Annual Conference and Expo of CMSA in June 2011, in San Antonio, Texas. Attending the conference was a fantastic opportunity for Teresa and Carole to join the thousands of case managers also attending to share experiences and knowledge. Teresa will complete a full expose for our next edition of the Proclaim Newsletter.

ESCALATION PROCEDURES

Time delays have a crucial impact on the success of rehabilitation programmes. Delays in action result in reduced outcomes. We are committed to do all we can to avoid drift and achieve the shortest lifecycle on cases. Delays occur mostly through communication issues, often these are for business related reasons as opposed to clinical issues.

In order to address these issues we have launched our Escalation Procedures. This provides a means by which timescales for activity are automatically flagged on our database. Case Managers are then able to refer cases to the Quality & Compliance Team, who will then take appropriate action to resolve the issues in the case. This allows the Case Manager to put their efforts into the cases that are moving forward and ensures a timely resolution to the problem cases.

The Escalation Process is so far proving to be a success initiative. We will share the results in our next Newsletter.

MARKETING

April saw the launch of Proclaim Vocational Services which significantly expands our capability in this crucial area of rehab. Our case managers can now call on our national team of Occupational Therapists, Occupational Psychologists, Physiotherapists and Vocational Consultants. Reaction to this development has been overwhelmingly positive with a number of customers referring specific vocational rehabilitation cases.

We have now completed our project to demonstrate lifecycles and outcomes through our Rehab Index. These can be accessed via our web site.

The number of claimant solicitors nominating us continues to increase, reflecting our market position as the leading independent provider of case management services.

We are looking at enhancing our Treatment Only service to introduce a simpler process for customers.

In November we will again be a sponsor, and exhibitor, at the 20th MASS Conference in Manchester and hope to see many solicitors there once again.

For more information on any of our services please contact darenpemberton@proclaim-care.co.uk