

Setting the standards in case management

Summer. A time for lazing, holidaying, sunbathing, relaxing, barbeques. Ha, June gave us a thirst for it. July and early August (at least in these northern outreaches) delivered...rain!!!!

Nothing else for it but to do some work! The recession is either gone, still here or double dipped. Who knows?

Proclaim CARE has certainly moved forward this summer. We have completely revised our vocational rehabilitation practices and during the summer we have been working hard with Obair Associates to train our case managers in enhancing their vocational rehabilitation skills. A new vocational toolkit has been launched which will help us utilise this expertise.

We have seen referrals increase and a renewed enthusiasm amongst employers, insurers and solicitors to engage rehabilitation. There seem to be signs that companies are as fed up with the recession as individuals and that the only way to grow is to move forward. Perhaps it is the case that the short term cuts have been made and future success and growth can only come from increased investment in our core resource; people.

We have received referrals from customers who have not had cases with us before and the feedback is positive. Our success is undoubtedly down to the fact that we have a settled team and have invested throughout the recession in quality and service. And yes, we have fun (see article on Staff News).

We are recruiting a further case manager in the south east of England and will continue to seek opportunities to develop in areas of the country where demand is high.

Under the auspices of a new group company, The Rehab Indicator Limited, we will be launching an exciting new product onto the market by 1st October 2010. Please read more about this later in the Newsletter.

For those customers and friends who have holidays still to look forward to, enjoy. To everyone I hope that the autumn will bring a renewed energy for success. It is time to smile again.



Ian Fulton
Managing Director

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PROCLAIM CELEBRATING ITS 10th ANNIVERSARY

This year Proclaim will be celebrating ten years in business. Proclaim started business on 9th October 2000. In our next edition we will provide some of the highlights of our first 10 years in business.

STAFF NEWS

Proclaim entered a team at "It's a knockout", Strathclyde Country Park, Hamilton in aid of St Andrews Hospice. The event took place on 31st May 2010. Proclaim raised £1,309 for this very worthy charity. Thanks to Linda Archibald (organiser extraordinaire) and everyone for their efforts

Stephen Gibb (front left) who joined Proclaim CARE on a temporary contract in December 2009 to provide IT support for all Proclaim staff has joined Proclaim Group on a permanent basis from 1st June 2010. His job entails IT Support & Project Coordinator. This includes project coordinator for The Rehab Indicator Limited.

We will be saying goodbye to Beth Parfitt in October. Beth is emigrating to Australia. We wish her every success and happiness in her new venture. What some people will do to leave Proclaim CARE!!!



Our Knock Out team. With Anne (front right) trying to look small. Difficult, when she is already!!

DAREN PEMBERTON – BIOG



Daren joined us in April as Business Development Manager with responsibility for developing new and existing customer relationships as well as bringing our new services to the market. He is based in the Midlands which allows easy access to all our clients' locations.

Daren has 20 years claims experience with a number of insurers dealing with serious personal injury cases. He ran the South West Region claims office of a major commercial insurer and was also a Technical Claims Manager. More recently he has worked in employee health and well being in rehabilitation, occupational health and absence management services. Daren is an ACII and is married with 2 sons. He is a District Councillor.

MARKETING ACTIVITIES

Proclaim CARE was a key sponsor of APIL's Annual Conference (April) and Catastrophic Injury Conferences (July) this year. Interest from claimant solicitors has been strong with the number of claimant firms nominating Proclaim CARE growing each month.

Claimant solicitors are becoming more pro-active in the selection of rehabilitation case management providers to be chosen by them and by insurers. We are focused on increasing the number making Proclaim CARE their "provider of choice".

At the same time new insurer customers are also coming on board. We continue to increase our profile with claims handlers. Many insurer customers, whilst corporately committed to rehabilitation, are finding it difficult to convert this to appropriate case referrals, partly because of pressures of work and partly because there is a lack of structured assessment of potential cases for rehabilitation. The Rehab Indicator (see below) is designed to help address this issue.

For more information about our services please contact darenpemberton@proclaim-care.co.uk

THE REHAB INDICATOR

The Rehab Indicator will be launched on the market by 1st October 2010. This is an exciting development for our group. It will be operated by The Rehab Indicator Limited, which has been formed as part of The Proclaim Group. It is an entirely different concept and service offering from that of our rehabilitation case management services. The Rehab Indicator is an online web based triage tool which we have exclusively developed to help practitioners identify cases that may be suitable for rehabilitation. It matches a person's recovery to date against the expected recovery pathways for the injury suffered. The pathway is automatically adjusted to reflect the individual's circumstances and indicate whether recovery is on track and if not, recommends rehabilitation assessment.

We will be sending specific information to potential customers over the next few weeks. In the meantime you can have a sneak preview and watch an on-line demonstration (sound needs to be enabled) at our dedicated web site www.rehab-indicator.co.uk

For more information please contact Stephen Gibb on stephengibb@rehab-indicator.co.uk