

iprshealth⁺



Quality | Clinically focused | Flexible | Innovative

about iprshealth⁺

IPRS Health is an award-winning private independent clinical company that was established in 1995. Today IPRS Health is regarded as one of the UK's leading providers of physiotherapy and rehabilitation services, specialising in the assessment and appropriate treatment of musculoskeletal conditions.

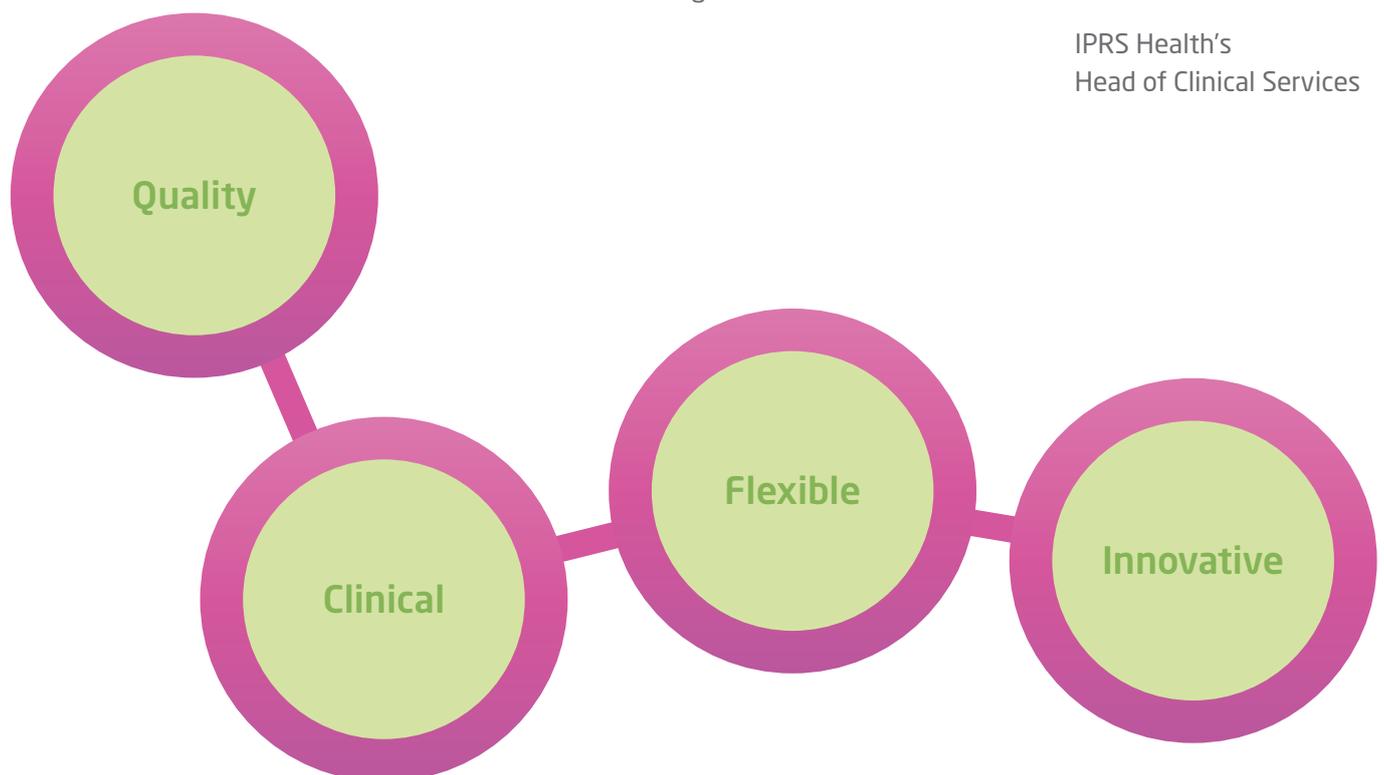
IPRS Health delivers physiotherapy and rehabilitation services to a range of corporate clients in the Public and Private Sectors working with Employers, Occupational Health providers and insurers across these sectors.



IPRS Health has an extensive clinical in-house team of physiotherapy and rehabilitation specialists which, coupled with a carefully selected and managed national clinical network, can provide services nationwide to treat patients with injuries along with assisting with their return to work, functional recovery and wellbeing.

“We have a passionate commitment to delivering quality musculoskeletal and absence management services which are consistent and reliable in terms of performance and outcome, I’m sure that’s why over 75% of our clients have been with IPRS for more than 5 years, a statistic we are immensely proud of.”

IPRS Health's
Head of Clinical Services



impact of musculoskeletal injuries and conditions



8.3 million
Days 'lost' in 2013/14
as a result of
musculoskeletal
problems

Musculoskeletal conditions account for

50%

of all sickness absences at work



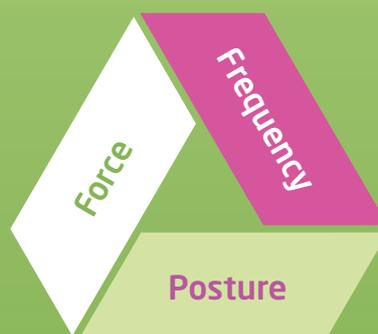
In 2013/14
the average
amount of lost
days per injury was

16-days



Construction, manufacturing and hospital workers have the highest prevalence rates of workplace MSDs

Common risk factors for MSDs in the workplace



23%

Of disabilities worldwide are due to MSDs

services overview

“The management of our contract with IPRS Health has remained at a consistently high standard throughout the 10+ years of this service. Our account manager listens to the needs of us as a client.”

Head of Corporate Health & Wellbeing,
Large County Council

IPRS Health provide a range of client services that can be tailored to meet client’s specific needs and requirements.

IPRS Health’s clinical and management teams work together with all client’s stakeholders to provide a comprehensive suite of services to meet the needs of clients and patients and to ensure that consistent high-quality clinical care is delivered.



Occupational Health

IPRS Health has extensive experience in providing support services to a range of public sector organisations, such as City and County Councils, NHS Trusts, Police, Fire and Ambulance Services, together with HM Prison Service and many others. As such, IPRS Health are in a prime position to provide the expertise required to make a difference to other public sector bodies in their quest to drive down musculoskeletal related absence and increase performance and/or productivity.

IPRS Health has an enviable track record in providing musculoskeletal clinical support to the private sector across the UK. IPRS Health are able to provide a wide range of clinical services either at an organisation’s own site or across the UK via the national clinical network.

Operating in diverse markets including:

- + Motor Manufacturing.
- + Aviation and Ground Handling.
- + Food Production and Catering.
- + Logistics Companies.
- + Port Authorities and Dockyards.
- + Electronics Manufacturing.
- + Media and Broadcasting Companies.
- + Train Operators.
- + Banking and Financial Institutions.
- + Call Centres.
- + Utilities.

Insurance

IPRS Health provides bespoke injury prevention and rehabilitation solutions for insurers and third party administrators. Working with the major insurance groups in the UK, IPRS Health provides two types of services to insurers Claims Mitigation Rehabilitation and Claims Handling Services.

These products and services are designed to reduce the duration and cost of claims, in addition to providing individual rehabilitation in the clinically shortest and safest time possible.

IPRS Health provides solutions for the following insurance products:

- + Employers Liability.
- + Public Liability.
- + Creditor.
- + Income Protection.
- + Private Medical Insurance.
- + Group Personal Accident.
- + Motor Insurance.

Legal

IPRS Health offers a cohesive streamlined approach with integrated triage and clinical treatment services for injuries arising from any type of accident. IPRS Health are able to offer interventions and treatment for injuries sustained in workplace/employment situations, public liability contexts or RTA situations, ranging from minor “slips & trips” or low-level whiplash claims through to more complex claims such as fractures and chronic conditions.



Public Sector

City & County Councils, NHS, Police, Fire and Ambulance Services and others.



Private Sector

Motor Manufacturing, Train Operators, Food Production, Catering, Utilities and others.



Insurance

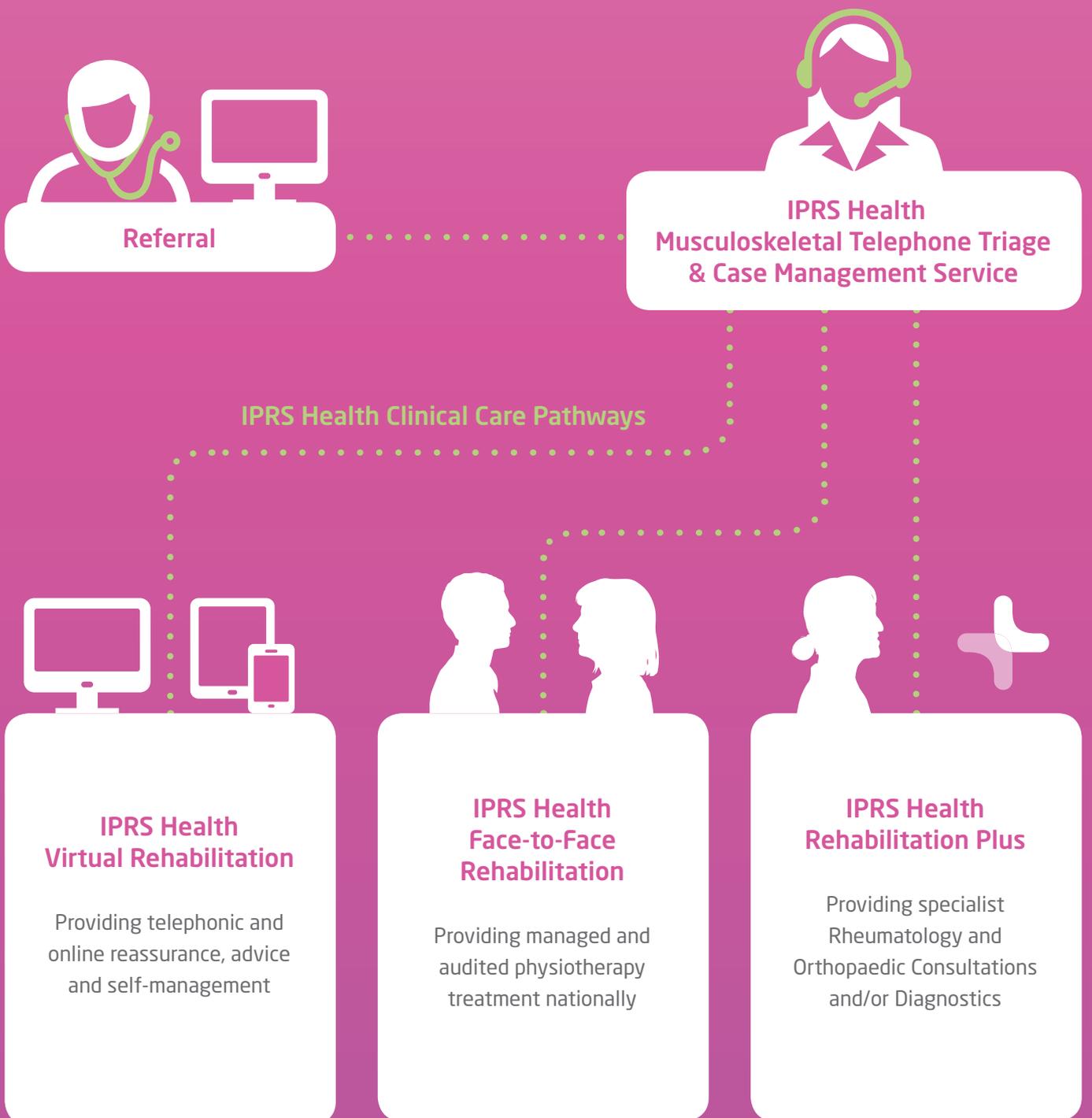
Offering two types of services: Claims Mitigation Rehabilitation and Claims Handling Services.



Legal

Offering interventions and treatment for injuries sustained in workplace/employment situations.

standard patient pathway





Musculoskeletal Telephone Triage & Case Management Service

Musculoskeletal Telephone Triage is a clinically appropriate assessment conducted to determine a patient's immediate rehabilitation needs. A member of the trained and audited IPRS Health team, known as Clinical Case Managers, introduces themselves to the patient and explains what the service is and how it works; during this initial call IPRS Health establish a rapport with the patient with the objective of setting the patient's expectations of actively engaging in their own recovery.

This triage formulates a recommendation for the most appropriate treatment for the patient and their treatment pathway can commence straight away. The IPRS Health Clinical Case Manager will co-ordinate the patient's care through to successful discharge.



Virtual Rehabilitation

IPRS Health Virtual Rehabilitation is a telephone and online based clinical technique developed on evidence-based principles to provide injured people with effective and reliable clinical guidance and web-based support materials to assist their recovery. This allows patients to receive the appropriate treatment for their injury very quickly in the comfort of their own environment when convenient for them, without the need to visit a clinic.

Key aspects of Virtual Rehabilitation:

- + Clinical advice and information including a freephone helpline.
- + Prescribed home exercise plan (including access to award-winning virtual exercise website to view video exercises prescribed for the patient by their Clinical Case Manager. The videos have narration for ease of performing the exercise programme. Printed information and exercise packs are also available).
- + Regular follow-up calls with the patient by their assigned Clinical Case Manager to monitor progress and adapt the treatment / exercise plan as required.

“IPRS Health’s Virtual Rehabilitation programme and software is an extremely cost effective, yet clinically effective, solution to provide our employees with appropriate advice and reassurance when recovering from injury.”

Head of Rehabilitation,
International Insurer

face-to-face rehabilitation

Clinical
Case Manager



Swift
referral
within
1 day

Physiotherapist



Contact
made within
2 days

Patient



“The reports produced by the IPRS Health clinicians provide our line managers with a thorough, yet simple guidance to assist with reducing the likelihood of our employee’s injuries but maintaining productivity.”

Head of Occupational Health, National Utilities Company

Onsite Rehabilitation Services

Where appropriate, an IPRS Health onsite service can be provided. IPRS Health installs a clinic within the client’s building(s) and staff it with IPRS Health employed chartered physiotherapists.

Benefits of onsite service:

- + Fast access to an initial assessment.
- + IPRS Health diary booking system which means the team can directly book the initial assessment with the patient on the phone at the time of their initial triage call.
- + IPRS Health physiotherapist integrates with the client and understands the needs and requirements of the client.
- + Clinical consistency.
- + Evidence based medicine.
- + End-to-end clinical management of the patient’s treatment.
- + Controlled treatment providing clinically appropriate treatment sessions for patients.
- + Cost efficiencies through a managed end-to-end service.

National Clinical Network

The IPRS Health network practices closely replicate the treatment delivery of IPRS Health onsite services in consistently achieving excellent clinical outcomes. IPRS Health are able to analyse treatment modalities used, clinical outcomes, SLA and KPI performance, and patient feedback from compliments and complaints.

Practices are only accepted into the network by IPRS Health if it is proven that they, and their clinicians, have the required skills, experience and qualifications and they meet all terms and conditions relating to performance.

For more information about management and governance of the IPRS Health network please see page 13.

IPRS Health rehabilitation plus

Specialist Intervention

IPRS Health is able to request and send patients for specialist services appropriate for specific musculoskeletal injuries and including psychological rehabilitation, specialist consultations, injections and surgical procedures. IPRS Health has strong relationships with national private hospitals and specialists in order to make this process as smooth, efficient and cost-effective as possible.



Specialist Diagnostics

IPRS Health Clinical Case Managers have undergone IRMER and Musculoskeletal diagnostic training meaning they are able to refer for specialist diagnostics and imaging adhering to IPRS Health strict guidelines and pathways.



workplace services

“We regularly receive positive comments from staff about the treatment they have received from IPRS Health and that it has made a real difference to reducing musculoskeletal absence in our workplace.”

Chief Medical Officer,
International Motor
Manufacturer

Display Screen Equipment (DSE) & Reasonable Adjustment Assessments (RAA)

Health & Safety Executive (HSE) compliant Display Screen Equipment (DSE) and Reasonable Adjustment Assessments (RAA) have been specifically designed to meet clients' needs.

- + Conducted by ergonomically trained physiotherapists.
- + Patient's desk set-up and conditions.
- + Up to 1 hour assessment.
- + Covers patient's full working conditions, environment, desk and surrounding area.
- + Fully measured, recorded and photographed and comprehensive report.

Matching Capabilities

IPRS Health's Matching Capabilities programme uses a coded system to highlight, within a particular job, the possible ergonomic or biomechanical concerns to a specific bodily area, or joint, utilising physiotherapy treatment equipment.

- + For safely placing a worker following a return from sickness.
- + For considering placement within constraints of an individual's musculoskeletal restrictions.
- + Online portal designed to be used by non-clinical line managers.

Vehicle Assessment

A Vehicle Assessment is a full assessment, conducted by an ergonomically trained physiotherapist, recording the set up, conditions of the vehicle relative to the patient and the role/job they fulfil. Alterations are made to improve the settings in the vehicle immediately and recommendations for supportive equipment can also be made, detailed within the report for approval by the referrer. As with DSE's and RAA's all settings are measured, photographed, and recorded before and after changes.



Body 'MOT' & Wellbeing Days

IPRS Health offers 'mini' musculoskeletal assessment or "Body MOT" days. These are held on an arranged day, often in conjunction with a Wellbeing event.

- + Series of pre-booked mini assessments.
- + 15-20 minutes.
- + Give employee chance to discuss concerns irrespective whether they are suffering injury.
- + Attendance to employer's wellbeing days.

Job Demands Assessment

The ErgoScience Quantitative Job Demands Analysis (QJDA) is an evaluation process that examines and quantifies the physical demands required to perform a given job or position within an organisation.

- + Performed at worksite.
- + Includes videotaping or systematic observation.
- + Analyst measures forces required to perform job and distances over which those forces are exerted.
- + Data entered into software that scores and creates report.

The JDA information is used to create job-specific post-offer and return-to-work screens, job-specific FCEs to develop transitional duty programs, and to make rehab programmes job-specific.

Functional Capacity Evaluations (FCEs)

This is a comprehensive battery of performance-based tests that is used commonly to determine ability for work, activities of daily living or leisure activities.

- + Detailed examinations and evaluation.
- + Measures level of function. The ability to perform functional or work related tasks and the potential to sustain over a defined time frame.
- + Result is used to make return to work decisions, disability determination or rehabilitation plans.



Pre-Employment Screening

Pre-employment functional screening is matching the capabilities of the candidate with the physical requirements of a particular role. This is used to ensure the potential employee has sufficient safe functional capabilities to meet the demands of the role in a safe manner, and not pose an injury risk to themselves or colleagues surrounding them. There is a significant benefit if the work roles have been assessed to determine the minimum set of physical requirements.



Functional Restoration Programmes (FRP)

IPRS Health can deliver a proven 7-week Return To Work focused restoration programme for those on long term absence or sickness. This bio-psycho-social ‘hands off programme’ allows the employee to understand their pain while focusing on how functional impairment can be overcome aiding them back into work.

quality and compliance

Clinical Board

“Multi-disciplinary clinicians should work together with patients/corporate partners to provide leadership and advice to support management and clinical leaders to make decisions when looking to improve and maintain quality to ensure health care meets the needs of patients.”

Professor Sir Bruce Keogh
National Health Service National Medical Director

IPRS Health couldn't agree with this statement more and have designed the IPRS Group Clinical Board with this in mind.

The IPRS Group Clinical Board is responsible for:

- Clinical Governance
- Reviewing latest guidelines
- Formulating new policies
- Training and Professional development
- Signing off new policies and procedures
- Signing off new clinical pathways

Awards and Accreditations:

Awards



2006
Industry Award



2007
Investors in People



2010
Industry Award



2011
Industry Award



2012
Industry Award



2014
Industry Award



2014
ISO 9001



2014
ISO 27001

clinical network management



IPRS Health has the largest managed network of treatment clinics across the UK consisting of an IPRS Health dedicated in-house employed team and a comprehensive network of partner practices. This extensive network allows IPRS Health to deliver services to all corners of the UK and to clients with geographically spread operations.

IPRS Health’s network consists of physiotherapists, osteopaths, chiropractors, nutritionists and podiatrists. In order to manage this national network of clinics and partner practices, stringent audits and controls are in place. These include accreditations and on-line reporting via portals, in addition to a back office process of clinical report auditing.

All clinicians in the IPRS Health network undergo a clinical audit before they are accepted, and thereafter, they must continue with their Continued Professional Development (CPD) to ensure that they stay abreast of the latest clinical developments in their field.

Management of IPRS Health Clinical Network

- + 100% audit on all clinical reports.
- + Only national provider to visit and audit clinics.
- + Stringent enrolment process.
- + Paper based application, telephone discussion and site visits.
- + Ongoing management and auditing.
- + Clinical and customer service site visits.
- + Quality Checks (reporting, patient feedback).
- + Clinical Governance.
- + Monthly review of service and standards.
- + Annual review.
- + Onsite clinic auditing
- + Performance benchmarking, both practice:practice and clinician:clinician
- + “Do Not Use” facility.

The Clinical Network



why choose **iprs**health⁺

Over 20 years expertise in clinical delivery

Specialists in delivering functional rehabilitation services for labour intensive job functions

Proven results for reducing insurer's cost of claims

Experienced at working with HR, OH and H&S to manage the individual back to work following injury

Embed themselves and learn your company, job roles and musculoskeletal issues and then work to reduce these together

Guaranteed return on investment

IPRS Health's USPs

- + IPRS Health 3's the magic number:
- + Average amount of physiotherapy treatment sessions is 3.
- + 3 UK-based Clinical Contact Centres
- + Guaranteed initial assessment appointment within 3 days.

3 IS THE MAGIC NUMBER

60%

of staff at IPRS Health are Clinical.

Clinics within

20-minute

travel distance across the IPRS Health National Clinical Network.

Corporate Client Engagement Survey Results

In a recent commercial client engagement survey, clients linked the following words with IPRS Health's service delivery:

Quality, Clinically Focused, Flexible and Innovative.

When asked how you would rate the overall IPRS Health service delivered:



89% rated IPRS Health as 'Excellent'

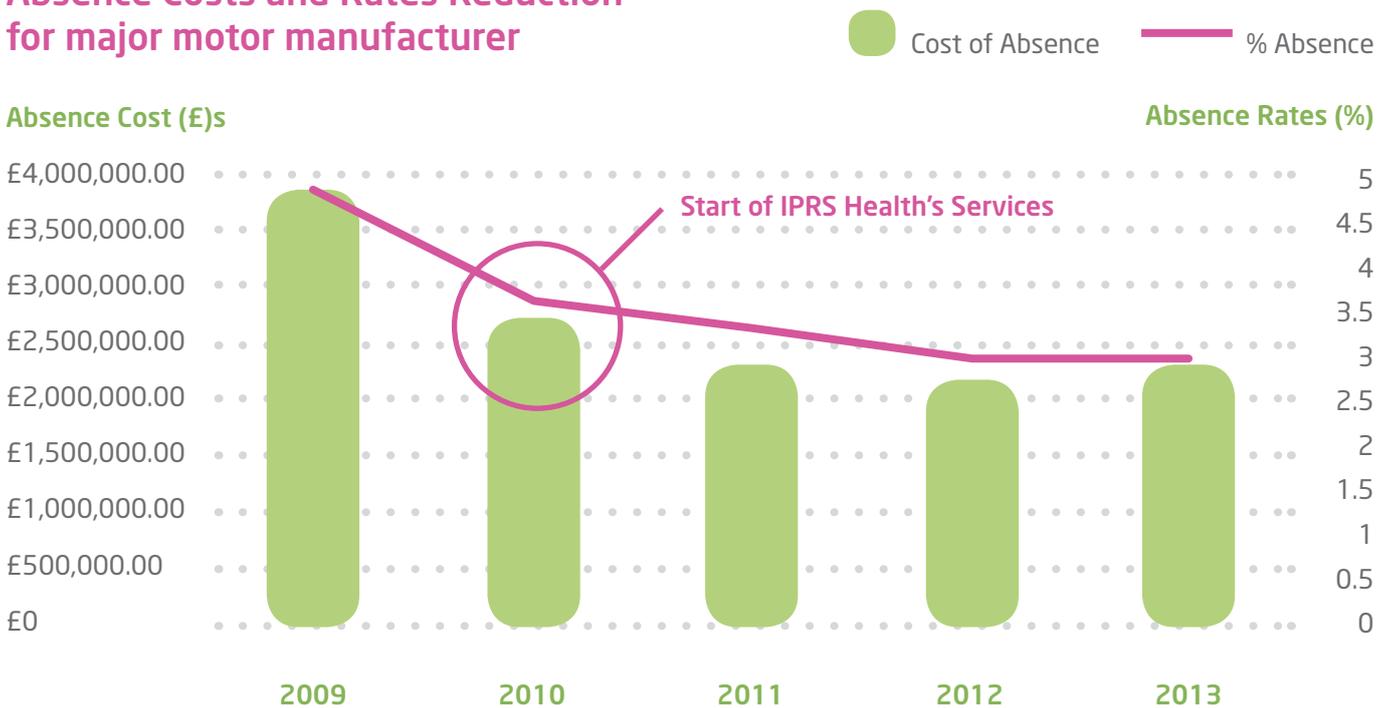
The remaining **11%** rated as Good or Very Good

return on investment

- + Largest County Council in the UK employing in excess of 12,000 employees delivered over 13,000 working days producing a return on investment in excess of **420%**.
- + A return on investment of **171%** was delivered to a motor manufacturer. This service is part of an absence management and employers liability programme to help mitigate claims and provide treatment to keep employees at work whilst managing their injuries. This return on investment amounted to a saving of £513,190.
- + Reduced and maintain absence from 9% to less than **3%** for manufacturing factory.
- + Reduced Musculoskeletal related absence by **23%** for an American car manufacturer.
- + IPRS Health have worked with a large government agency across the UK for over 9 years, in the last full financial year 26,310 working days were saved for this client as a direct result from IPRS intervention. This equates to a saving of some £3,420,300 which demonstrated a Return On Investment (ROI) of over **400%**.



Absence Costs and Rates Reduction for major motor manufacturer



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