

absence management solutions



Absence management

Year on year, UK absence rates continue to rise, placing excessive pressure on both organisations and their employees.

FirstAssist is a major provider of absence management solutions, providing services to some of the UK's premier blue-chip organisations, across a breadth of industries.

At FirstAssist we believe that significant benefits can be achieved through the early detection and intervention of physical and psychological health problems which have an impact on the workplace.

Working in partnership with FirstAssist, you can evaluate, intervene and resolve issues at the earliest instance, ensuring a healthier workforce and healthier bottom line.

We provide a unique combination of positive health solutions that help to tackle the problems of absence through a range of either modular or integrated support services, whilst effectively promoting the positive health and wellbeing of your employees.

With the principal focus on the facilitation of an early return to work, our solutions combine immediate access to our multi-disciplinary absence management team, consisting of health coaches, clinical and specialist absence managers, occupational health professionals and rehabilitation experts.

Finding a solution that fits

We have a range of services, resources and experts available to provide the support that's right for each organisation's specific requirements – whether it's a one-off service required to address a single issue, or an integrated solution.

Module 1: Absence Management Recording

Absent employees are required to contact our 24/7 Absence and Wellbeing Centre, where our team of health coaches log details of their absence, offer support and capture expected return to work details. The line manager is immediately notified, and accurate data is collated through our bespoke IT software. This data identifies the cause of absence, trends and issues.

For businesses that don't know or are unsure of their cost of absence, this service provides a consistent and accurate way of identifying the true cost of absence.

Module 2: Case Management

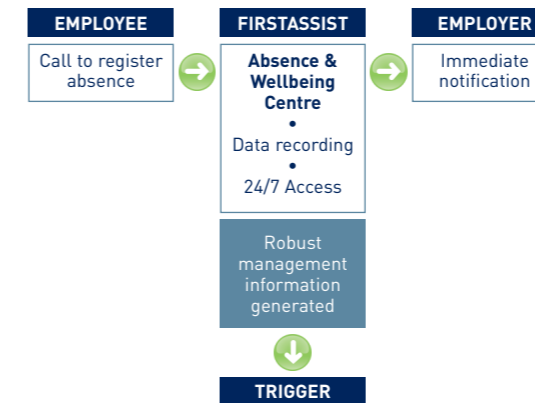
Following a referral to the case management service, our specialist case managers will gather the appropriate information from all key stakeholders. We will then provide a clear assessment, recommendation and action plan. Our teams are focused on providing support through clear communication with HR, line managers and employees in reaching an efficient and effective resolution to each case.

Module 3: Complex Care Management

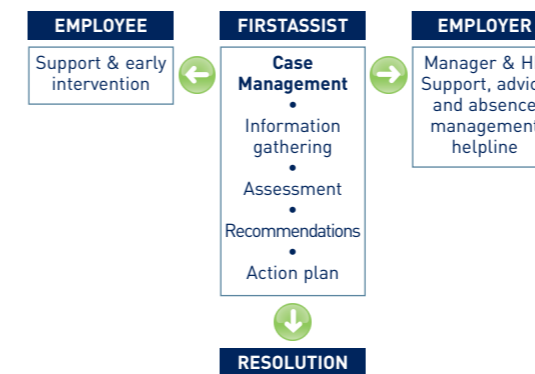
Whilst the majority of referrals are resolved through our Case Management service, there are a small minority requiring more specialised and prolonged management. These referrals have access to additional expertise working with the organisation, the employee, and any related healthcare service/insurance. We practice regular case conferencing, maximising the support to all parties involved, ensuring the employee is rehabilitated to resolution.

The FirstAssist approach

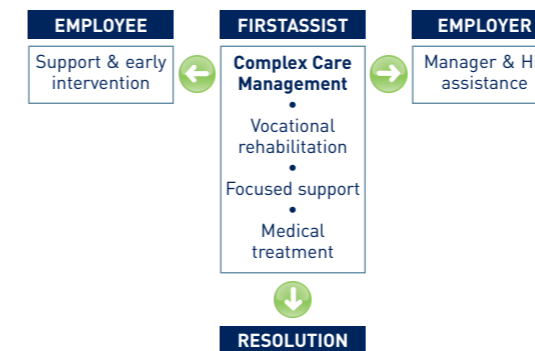
Module 1 ABSENCE MANAGEMENT RECORDING



Module 2 CASE MANAGEMENT



Module 3 COMPLEX CARE MANAGEMENT



Why Manage Absence?

FirstAssist's leading absence management solutions provide an array of benefits to organisations including:

- Reductions in organisation absence levels
- Early active support for employees where there is an impact on the workplace
- Active support and training for line managers, HR and Health and Safety
- Accurate absence data and invaluable management information identifying trends and causative factors of absence
- Management of litigation risks
- Increased productivity and morale

Why FirstAssist?

Clinical Account Management

We believe that implementation forms the foundations of our service, so our qualified and experienced clinical account management team work in a partnership with clients to ensure smooth service implementation, optimum service delivery and invaluable management information.

Strategic Management Information

Accurate and consistent data is invaluable in identifying particular patterns of absence and underlying causes. We provide unique reports to our clients, complete with trends analysis and strategic recommendations for addressing the underlying causes of absence.

Commitment to Quality

A corporate member of the Case Management Society of the UK, FirstAssist is committed to the delivery of quality case management through standards of best practice. FirstAssist also holds ISO EN 9001:2000 quality certification across all of our absence management, rehabilitation and occupational health services.

An Integrated Solution

Where appropriate, we integrate with your existing specialist treatment services and health benefits/insurances, or your in-house occupational health service.

Other services available by FirstAssist for a complete health & wellbeing approach include:

- Training for your management to ensure confidence in managing employee absence and wellbeing
- Counselling services or an Employee Assistance Programme (EAP) to provide support on mental wellbeing and work-life issues
- Management Consultation and Support Services to assist management when dealing with any absence related issue
- Access to fast-track treatment for musculoskeletal/psychological conditions
- The provision of proactive health and wellbeing advice and information through our online health and rehabilitation portal

About FirstAssist

FirstAssist is a leading provider of health and wellbeing services, with core products including Absence Management Solutions, Employee Assistance Programmes, Rehabilitation, Occupational Health and International Assistance, in addition to a range of round-the-clock telephone advice, information and support services.

AbsenceFirst

If your organisation requires occasional assistance to manage employees on long term periods of absence through appropriate treatment and back to work, Our **AbsenceFirst** service provides this support on a case by case basis, with no contract required. One call to us will put each case into the hands of our absence managers, ensuring the most efficient resolution to the case.

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