

TPN

The Physiotherapy and Practitioner Networks

- One Call - One Solution
- Lowest cost from broken to fixed
- Most effective experiences practitioners
- Outstanding customer support
- Largest managed network
- Clinically managed outcome
- Retrospective case management

TPN Wellbeing Approach	Insurance Approach
<ul style="list-style-type: none"> ▪ Triage (No Fee) ▪ Referral within three miles of home/work ▪ Functional Capacity Assessment ▪ Average Treatment 4.1 sessions ▪ 80% of cases resolved ▪ 20% with case conference if no significant improvement ▪ Total cost £184.50 	<ul style="list-style-type: none"> ▪ Case Management (£250) of all cases ▪ Referral to preferred provider network ▪ Average Treatment 6 sessions (some capped at 8) ▪ 50% of cases resolved ▪ 50% of cases closed with no resolution ▪ Preferred provider often an inexperienced junior physio ▪ Total cost min £538

Welcome to TPN

Physiotherapy and Psychotherapy Networks

One Call – One Solution

TPN is an independent, privately owned, company that has been providing physical and mental health clinical and absence reduction services to clients since 1999. These include insurance companies, NHS trusts, Local Authorities, Government Departments, third party administrators and more.

The Physiotherapy Network (TPN) has developed a Managed Service aimed at providing early intervention in respect of musculoskeletal and psychological problems which could prevent or hinder employees from carrying out their normal duties.

TPN's workplace health model brings together evidence-based triage; treatment protocols and technology to create a single platform to cost effectively deliver and manage physical and mental health therapies.

Employers adopting the TPN's approach have significantly reduced absence and attrition costs; at the same time improving - performance, productivity and profitability - the bottom line.

TPN have brought together specific capability measures, together with evidence based triage tools; designing a rehabilitation and return to work model that focuses on work status and ability to function – essentially enabling the earliest and safest route to a return to work.

Our approach does not cap treatment programmes. We use our own measurement tools and clinical case management techniques to ensure that treatment and therapy programmes are appropriate and do not allowing therapy drift. Treatment continues only if it will produce positive results.

We have over 20 years of data to demonstrate that adopting our programme is up to 30% more effective in terms of cost and return to work of the employee.

Mission Statement

'To provide the best managed care solutions for Well Being, Musculo-skeletal and Psychological conditions'

Our Managed Service

We can provide your business with a proven managed service whatever your industry and location.

Here are a few of the benefits for your business:

- One point of contact for referrals, appointment and administration
- Over 3000 clinical locations
- Senior experienced practitioners
- Average of 3 miles to the nearest location of most UK postcodes
- No GP referral necessary
- Reduces time off work waiting for appointments
- Reduces employee absenteeism
- A choice of venue to treatment, near home, work or on site
- Clear understandable clinical outcomes
- Simple pricing structure

Business Services

TPN is the UK's first national network of both physiotherapists and counsellors providing treatment to the employees of corporate companies. We offer quality assured treatment and we are recognised for our consistently high level of service throughout the country. We are the first point of call for clients such as PriceWaterhouse Coopers, London Ambulance Service, Oxford University Press, Airbus Defence Systems.

TPN's managed treatment programmes show that 88% of conditions are fully resolved in less than 5 sessions and our strategy is based upon prevention, clinical appropriate intervention and a co-ordinated return to work.

We offer:

- Individually tailored solutions based on your requirements
- Proven absence reduction
- Proven cost reduction
- High calibre administration team and support staff
- Flexible approach to healthcare services
- Outstanding customer satisfaction
- Outstanding employee satisfaction

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- Best clinical outcomes in a minimum number of treatments
- Innovative technological solution to individual healthcare provision
- Wide range of additional services and close links with medical practitioners and diagnostic services

TPN believe we are the only network to offer a true clinical management of each case referred to us, This ensures that best and most effective treatments are provide and that treatment only continues if it will produce results and proven outcomes.

This is achieved by using an assessment tool for both physical and psychological conditions and the patient is assessed at the commencement of treatment and then charts the progress made throughout the treatment programme and at discharge.

This provides a statistically accurate tool to measure the success of treatment and the employees ability to return to productive employment. We have over 20 years of data which allows us to bench mark your companies data against TPN's overall results.

How it works

Musculoskeletal related absence is the biggest single cause of absence to UK business and costa £556 million per annum. This has led to TPN developing a new service to tackle this problem

Our assessment tool (FCA/PCA) is carried out against a clearly measurable and objective capacity scale, this provides a clear baseline from which the therapist can measure the progress and with which to justify intervention.

The therapist will assess the patient and if treatment is appropriate, with outline a proposed treatment plan. The progress of treatment is assessed at specific points and treatment will only continue, only if there is a clinical or commercial justification to continue.

The entire management process is designed to keep your company completely up to date and ultimately in control and balancing the cost of treatment with the benefits to the business. We do not have an arbitrary fixed limit to treatment, which is often used by other providers, as this does not take into account the clinical necessity and effectiveness of treatment and merely puts financial constrains on cases.

Our approach keeps the company if overall control and so positively affecting the health and well being of employees.

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We work in partnership with our clients, their employees and our clinical providers and tailor our solution based on an in-depth understanding of your needs and requirements. Our approach is one of extreme flexibility which leads to consistently high levels of customer satisfaction.

Our administration of your company's healthcare needs includes our dedicated team, highly skilled practitioners and working with your Occupational health team, HR and line managers provides a holistic approach to the care and treatment of your employees, so ensuring the most efficacious treatment and occupational back up.

In TPN you will have a single provider with a proven track record who can fully manage all aspects of your companies musculoskeletal and psychological cases.

Professional Standards

TPN insists on extremely high levels of all our therapists who treatment our patients.

Physiotherapists must have a minimum of 5 years post graduate experience and preference is given to those who have undertaken post registration qualifications in at least one specialisms and we have more Advanced Level Practitioners than any other providers. Over 85% of our therapists have a second graduate degree or masters in a relevant clinical area.

TPN recognised the importance of peer review and our management of each case allows the therapists to discuss cases with our experiences clinical governance team and bench make themselves against other practices.

All of our practitioners maintain their registration of the HCPS, CSP for physiotherapists and BACP, BPS and BAPCP for counsellors and have to undertake an Continual Professional Development Program

TPN's Scope of Services

Service Description	Mode	Applications
Physiotherapy	<ul style="list-style-type: none"> • Triage • Assessment • Treatment • On-line • Clinic • On-site • Domiciliary 	<p>TPN's Assessment and Treatment management programmes are structured around a bio psychosocial and evidence based approach using two particular models; FCA and MSA¹.</p> <ol style="list-style-type: none"> 1. Telephone triage for Musculoskeletal conditions 2. Desk Top Clinic for treatment recommendations, advice and tailored exercises. 3. Face to Face treatment 4. DSE assessments 5. Work place ergonomic assessments 6. Fit for Work assessments, 7. Assessment, Treatment and Return to Work management of employees with simple mechanical low back pain and musculoskeletal conditions. Initial triage by TPN or physio (as appropriate.) Home exercise program or face to face physio as clinically indicated. 8. Assessment, Treatment and management of post trauma conditions. 9. Musculo-skeletal health assessments designed for specific job roles 10. Workforce "Healthy Back" program 11. Absence case management reviews 12. Individual care programs 13. Specific injury and condition management <ol style="list-style-type: none"> a. Arthritis b. Respiratory problems c. Recovery and Rehabilitation program 14. Musculoskeletal training and wellness program, including on line and group sessions

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Mental Health/Psychology	<ul style="list-style-type: none"> • On line Triage • Counselling • Cognitive Behavioral Therapy (CBT) • Psychotherapy 	<ol style="list-style-type: none"> 1) Telephone triage for psychological conditions 2) Face to face counselling/cbt for psychological conditions 3) Assessment, Treatment and Management (Return to work/function) of: <ol style="list-style-type: none"> a. Workplace Stress b. Anxiety c. Depression d. Post-Traumatic Stress Disorder (PTSD) 4) Return to work assessments and program planning 5) Absence case management reviews 6) Psychological Health Screening 7) Multi-disciplinary team working 8) Group sessions 9) Training program for conditions such as Stress, work life balance
Ergonomic and Biomechanics	<ul style="list-style-type: none"> • DSE • Work-site/Workplace Assessments 	<ol style="list-style-type: none"> 1) DSE (Display Screen Equipment) assessments are required in order to fulfil HSE (Health and Safety Executive) Display Screen Equipment Regulations 1992/2002. TPN's 'best practice' ensures that all staff understand how they should be positioned at their workstation in relation to their job functions and own particular physique. 2) Work-site/Workplace Assessments - TPN's management directs a team of multi-disciplinary practitioners adopting a biomechanical approach to the investigation of movement and musculoskeletal disorders, interventions and adaptations; resulting in employees being more comfortable and better able to perform in their work and their environment. 3) Drivers ergonomic assessments
Fit For Work Rehabilitation	<ul style="list-style-type: none"> • Return to Work assessments • Career based assessments • Job Demands Analysis 	<ol style="list-style-type: none"> 1) Along with the governments 'Fit for Work' initiative, our Musculoskeletal Assessment (MSA) provides an assessment and report covering all aspects of assisting a focused graded return to work 2) Career based assessments provide an insight in to the decisions to be taken about a return to a previous role

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		<p>and the consequences of the employee’s condition on both physical and psychological aspects of ill health.</p>
<p>Consultancy</p>		<p>TPN’s consultancy service presents businesses with a “Health of the Organisation” report highlighting the state of employee well-being and performance through a cost benefit analysis .</p> <p>This looks at how an organisation “invests” in employee well-being and performance initiatives against the “costs” resulting from health and well-being related absence, attrition and presenteeism.</p> <p>The report makes recommendations for the most cost effective approach for the business and future design of workplace health, employee well-being and performance initiatives.</p>
<p>Other Services</p>		<ol style="list-style-type: none"> 1) Wellbeing days/workshops 2) Days where we provide various specialists who can give advice and treatments for a specific group or company road show. 3) These can include: physiotherapist, podiatrist, massage therapist, exercise trainer, nutritionist, counsellor. 4) GP services, 5) TPN work in partnership with private GP’s to provide onsite and clinic based appointment, screening, travel advice and diagnostic tests <p>Nutrition and dietary services.</p>