

**In Confidence**

# **Health Matters Assistance Programme**

Management Information – Usage Report

Produced for

**Demonstration Only**

## **Report for the Period**

01 March 2012 to 28 February 2013  
(Rolling Year)

Client Service Renewal Date: 01 March 2013

Report produced for  
Health Matters (UK) Limited

Demonstration Only Report

## Service Summary

Health Matters, in partnership with PPC Worldwide being the largest independent provider of global employee performance and support services, has provided assistance to Client Name/Demonstration Only since 01 March 2006.

The services are available to all Full Time Employees and Part Time Employees.  
The services are available 24 hours a day, 365 days a year.

During the reporting period we offered the programme to **300** members of your staff.  
The specific services offered were, but not limited to:

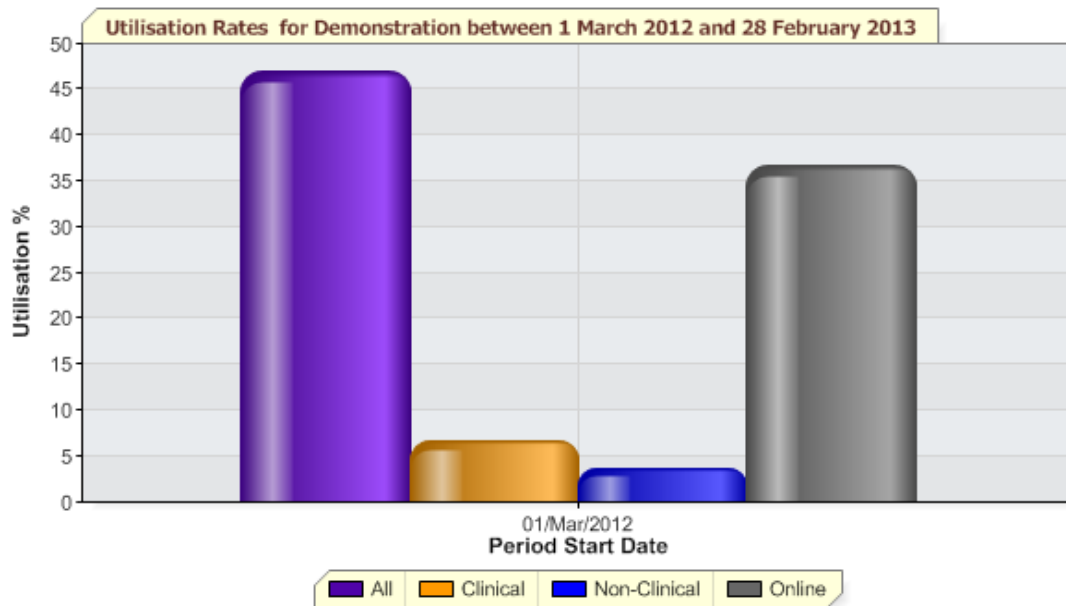
- ✓ *Critical Incident and Trauma Support*
- ✓ *Triage Telephone Counselling*
- ✓ *Formal Telephone Counselling*
- ✓ *SFBT Face To Face Counselling*
- ✓ *CBT Face to Face Counselling*
- ✓ *Online CBT with Telephonic Supports*
- ✓ *Financial Advice and Signposting Service*
- ✓ *Debt Counselling and Budget Management*
- ✓ *General Information and Signposting Service*
- ✓ *Legal Advice and Signposting Service*
- ✓ *Management Consultation Service*
- ✓ *Management Referral Service (Early Intervention)*
- ✓ *EAP Online Access (Secure Website)*
- ✓ *EAP Promotional Materials*

Client Name/Demonstration Only had **141 overall cases fully closed** in the full reporting period, made up of 31 telephonic cases including face-to-face clinical supports and 110 recorded cases via the secure EAP website (Password Protected).

This indicates a general utilisation rate of **46.97%**, which is higher than the national average utilisation rate of 11.4% recorded by Workforce Wellness/PPC.

The clinical (counselling) utilisation rate of **6.66%** is also above the national average clinical utilisation rate of 3.8% as recorded by Workforce Wellness/PPC.

## Service Utilisation and Head Counts Annual Report - 1 March 2012 to 28 February 2013



Period	Total	All	Clinical	Non-Clinical	Online	Head Count
01/Mar/2012	141	46.97%	6.66%	3.66%	36.65%	301

### Notes

This section shows a graph displaying total utilisation and a table showing the number of cases, three types of utilisation and the headcount for each period. Utilisation figures are provided for all cases, clinical cases and non-clinical cases.

Clinical utilisation is based upon face to face counselling, telephone counselling, management referrals and management consultations. All other service types are included in the non-clinical utilisation figures.

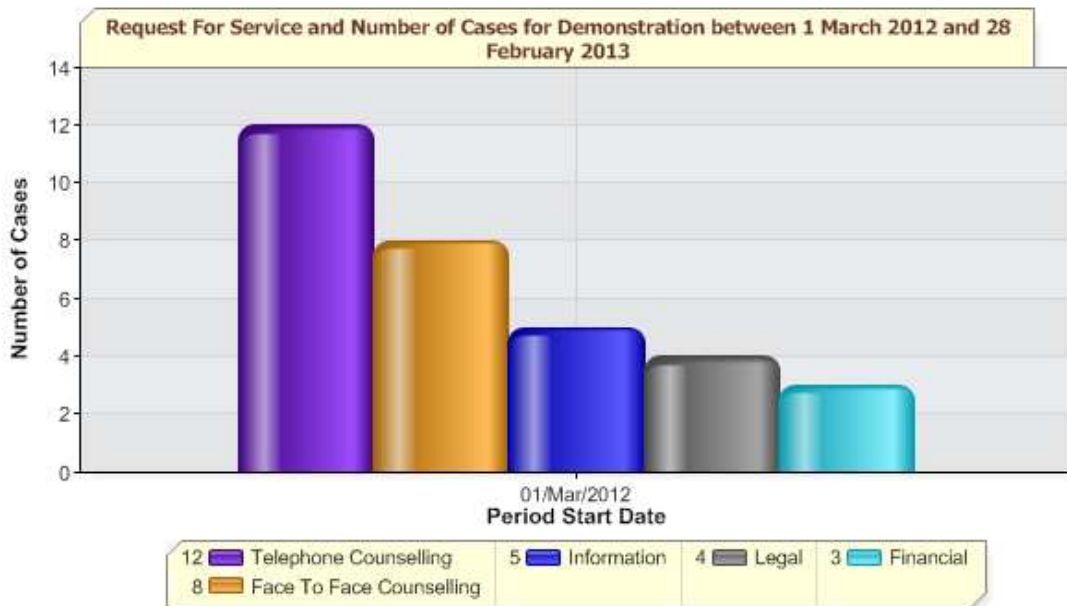
Utilisation looks at the headcount, or covered lives, for the period and the number of cases closed within the period.

To calculate the annualised number of cases, divide the total number of cases closed in the period by the number of days in the period to give the average number of cases closed per day; this is then multiplied by 365 to give an annualised figure.

The annualised number of cases is now divided by the average headcount and then multiplied by 100 to give a percentage.

Please note the headcount shown on the service summary may differ from that shown on the utilisation report as the service summary shows actual headcount at the end of the reporting period whilst the utilisation report shows an annualised figure.

## Top 5 Request For Service and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Request For Service	01/Mar/2012	Total
Telephone Counselling	12	12
Face To Face Counselling	8	8
Information	5	5
Legal	4	4
Financial	3	3
Total	32	32

### Notes

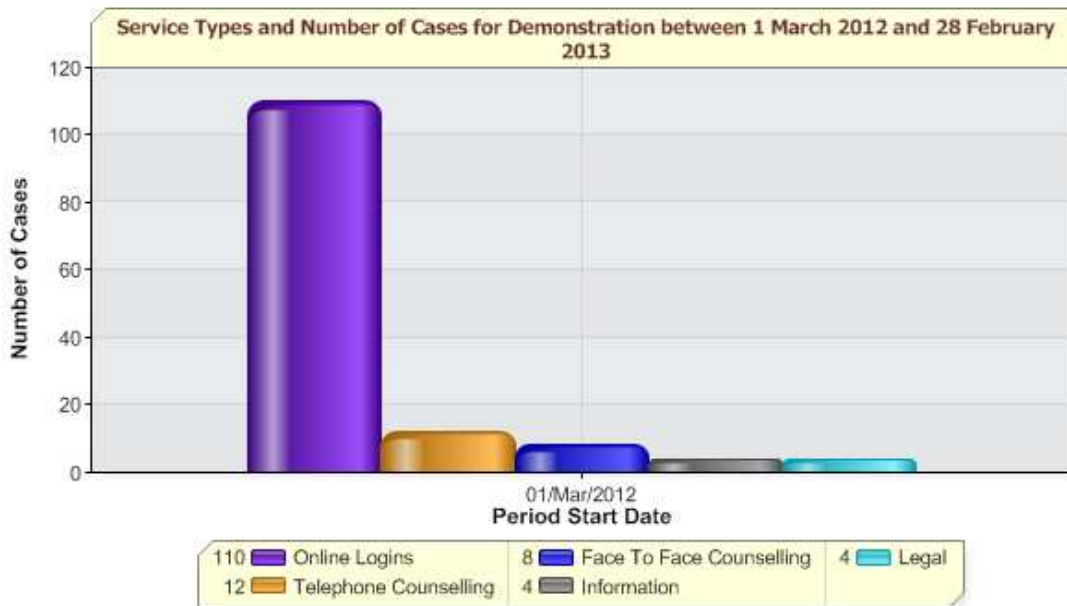
This section shows the number of requests for service in each period.

Requests for service are cases that have been opened within the reporting period.

The graph shows the top five requests for service.

The table shows the number of requests for service for each period.

## Top 5 Service Types and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Call Types	01/Mar/2012	Total
Online Logins	110	110
Telephone Counselling	12	12
Face To Face Counselling	8	8
Information	4	4
Legal	4	4
Financial	3	3
<b>Total</b>	<b>141</b>	<b>141</b>

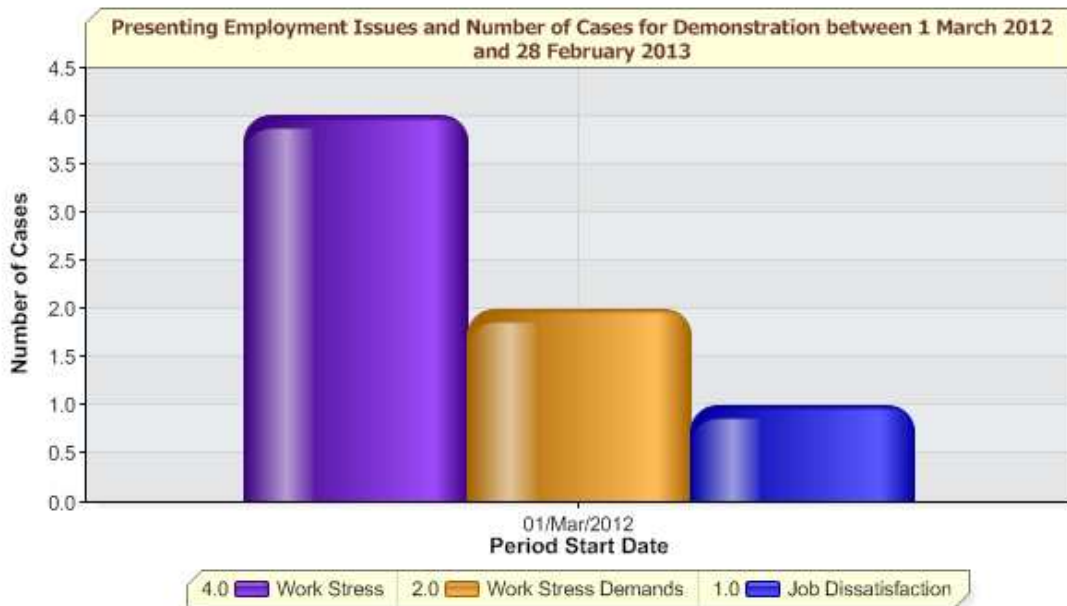
### Notes

This report shows the number of cases closed within the reporting period for each call type.

The graph shows the top five call types and the number of cases for each period.

The table shows each call type and number of cases closed within each period.

## Presenting Employment Issues and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Employment Issue	01/Mar/2012	Total
Work Stress	4	4
Work Stress Demands	2	2
Job Dissatisfaction	1	1
Total	7	7

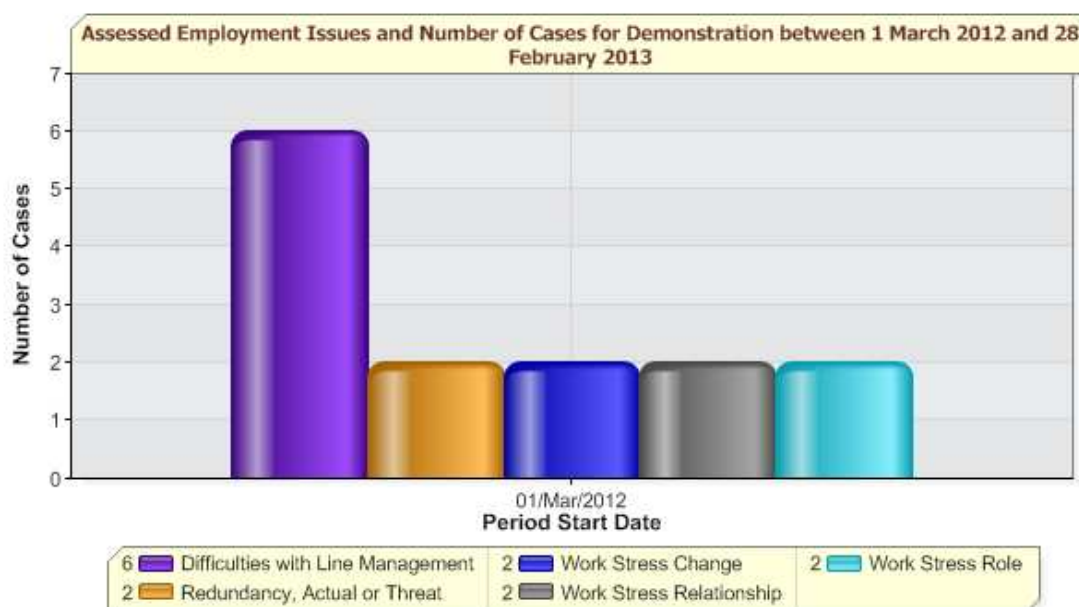
### Notes

This report shows the number of each presenting employment issue for the cases closed within the reporting period.

The graph shows the top five employment issues.

The table shows each employment issue along with the number of cases closed with them for each period.

## Top 5 Assessed Employment Issues and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Assessed Employment Issue	01/Mar/2012	Total
Difficulties with Line Management	6	6
Redundancy, Actual or Threat	2	2
Work Stress Change	2	2
Work Stress Relationship	2	2
Work Stress Role	2	2
Changes in Work Roles	1	1
Difficulties in Peer Relationships	1	1
Work Stress Demands	1	1
Total	17	17

### Notes

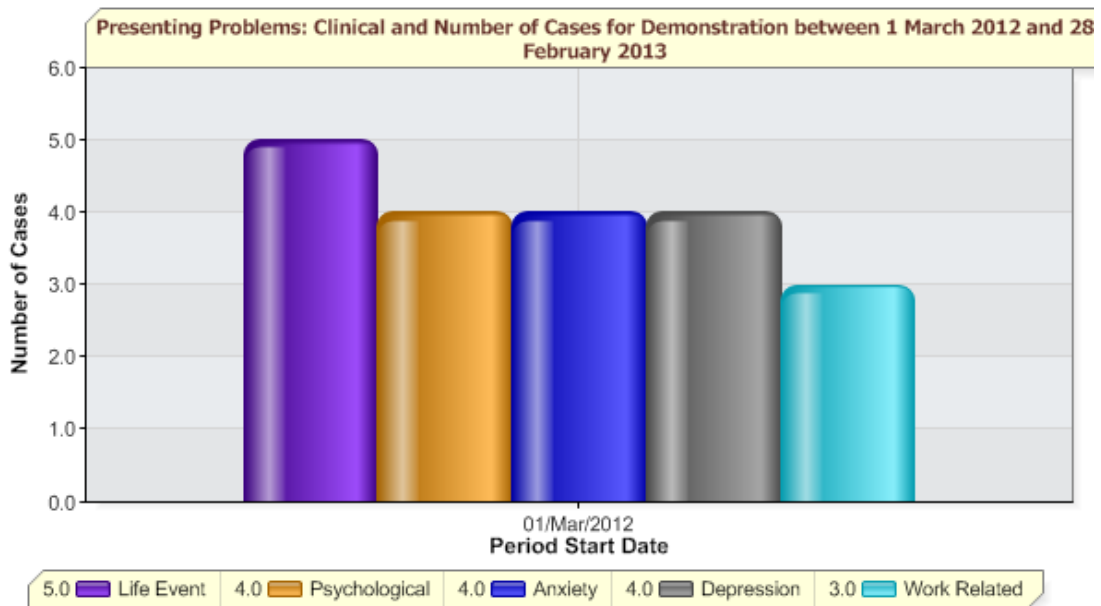
This report shows the number of each assessed employment issue for the cases closed within the reporting period. Assessed employment Issues are only recorded for clinical cases.

There may be up to two assessed employment issues per case so this number may be higher than the number of clinical cases shown.

The graph shows the top five assessed employment issues.

A table shows each assessed employment issue along with the number of cases closed with them for each period.

## Top 5 Presenting Problems: Clinical and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Presenting Problem	01/Mar/2012	Total
Life Event	5	5
Psychological	4	4
Anxiety	4	4
Depression	4	4
Work Related	3	3
Total	20	20

### Notes

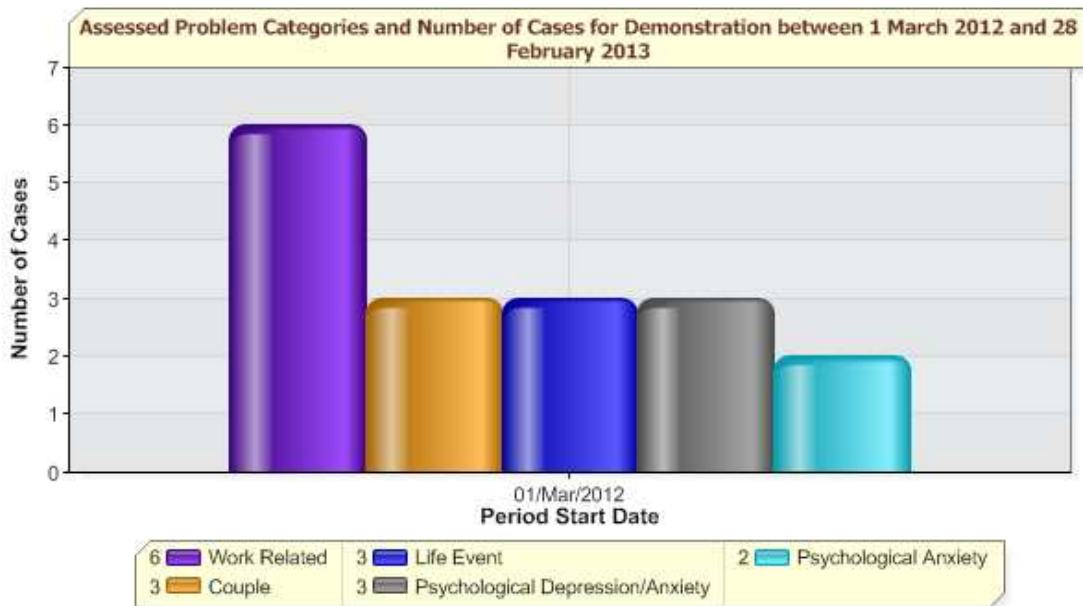
This report shows the number of cases closed in each period and the issues that individuals presented when requesting the Clinical service.

The graph will show the top five presenting problems.

The table shows each presenting problem along with the number of cases closed with them for each period.



## Top 5 Assessed Problem Categories and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Assessed Problem Category	01/Mar/2012	Total
Work Related	6	6
Couple	3	3
Life Event	3	3
Psychological Depression/Anxiety	3	3
Psychological Anxiety	2	2
Psychological Self esteem	1	1
Psychological Trauma/abuse	1	1
Other Relationship	1	1
Total	20	20

### Notes

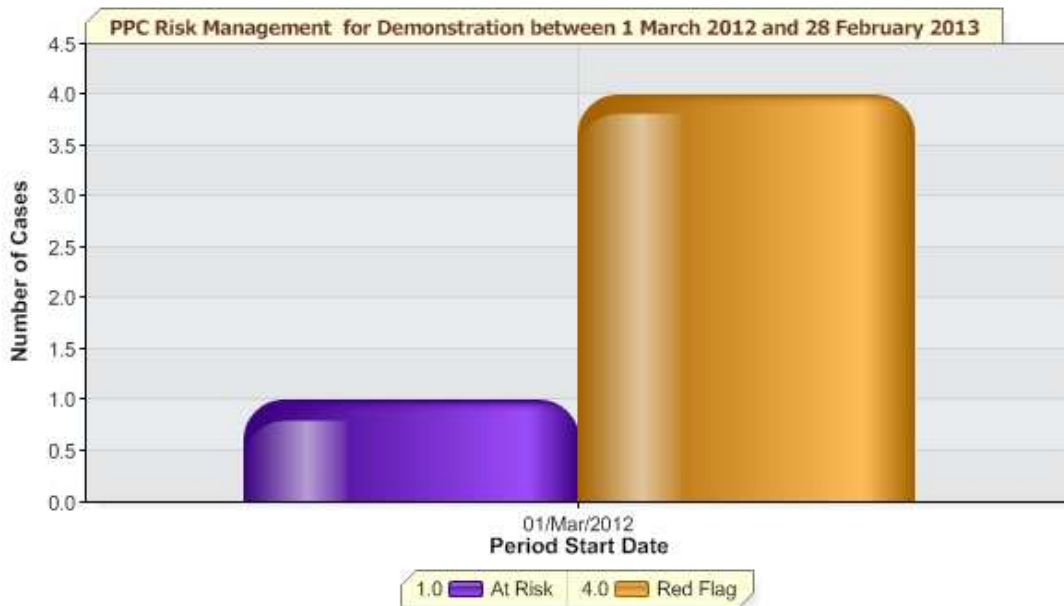
This report shows the number of each assessed problem category for the cases closed within the reporting period. Assessed problem categories are only recorded for clinical cases.

There may be either one or two assessed problem categories per case so this number may be higher than the number of presenting problems - clinical shown.

The graph shows the top five assessed problem categories.

The table shows each assessed problem category along with the number of cases closed with them for each period.

## Demonstration Risk Management Annual Report - 1 March 2012 to 28 February 2013



	01/Mar/2012	Total
At Risk	1	1
Red Flag	4	4

### Notes

This report is based upon case closed date. The report shows the number of cases that were deemed to be 'At Risk' and the number of cases that had a Red Flag applied.

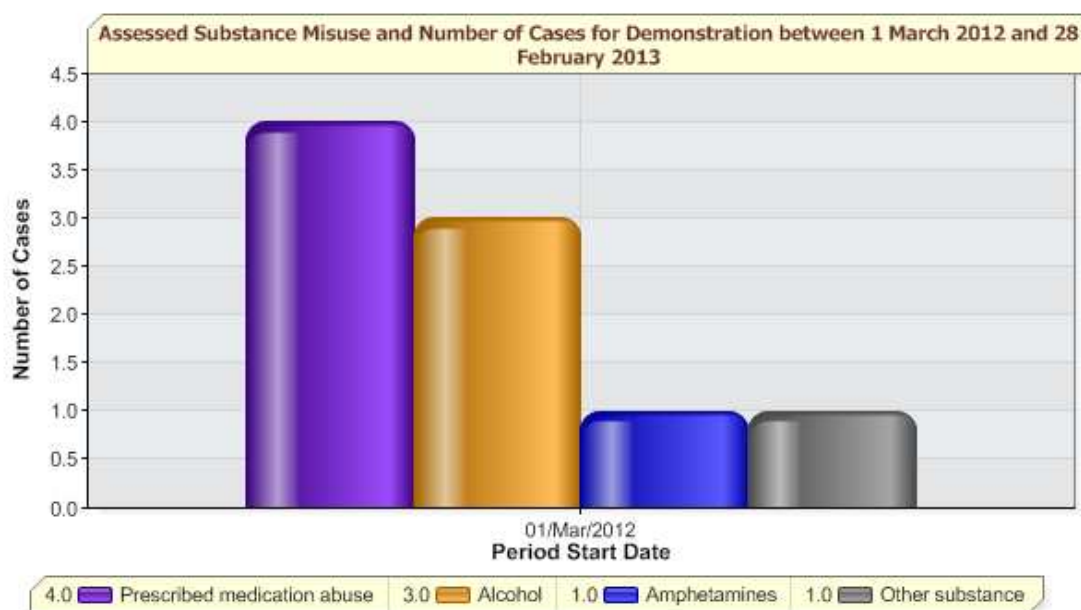
#### At Risk

The report provides a count of the number of cases where the client has answered positively to at least one of the At Risk questions.

#### Red Flag

These are Cases where there has been an active Red Flag between the start and end dates of the case.

## Assessed Substance Misuse and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Assessed Substance Misuse	01/Mar/2012	Total
Prescribed medication abuse	4	4
Alcohol	3	3
Amphetamines	1	1
Other substance	1	1
Total	9	9

### Notes

This report shows the number of each assessed substance misuse for the cases closed within the reporting period.

Assessed substance misuse is only recorded for clinical cases.

The table shows each type of assessed substance misuse along with the number of cases closed with them for each period.

## Return to Work Information Annual Report - 1 March 2012 to 28 February 2013

Question	Response	01/Mar/2012	Total
At work at first session	Yes	18	18
	No	1	1
	Plan to return	1	1
Total		20	20

Question	Response	01/Mar/2012	Total
At work at last session	Yes	18	18
	No	1	1
	Plan to return	1	1
Total		20	20

### Return To Work Information

The number of responses for the demographic and return to work information will be different because the return to work questions are only generally asked for clinical service types.

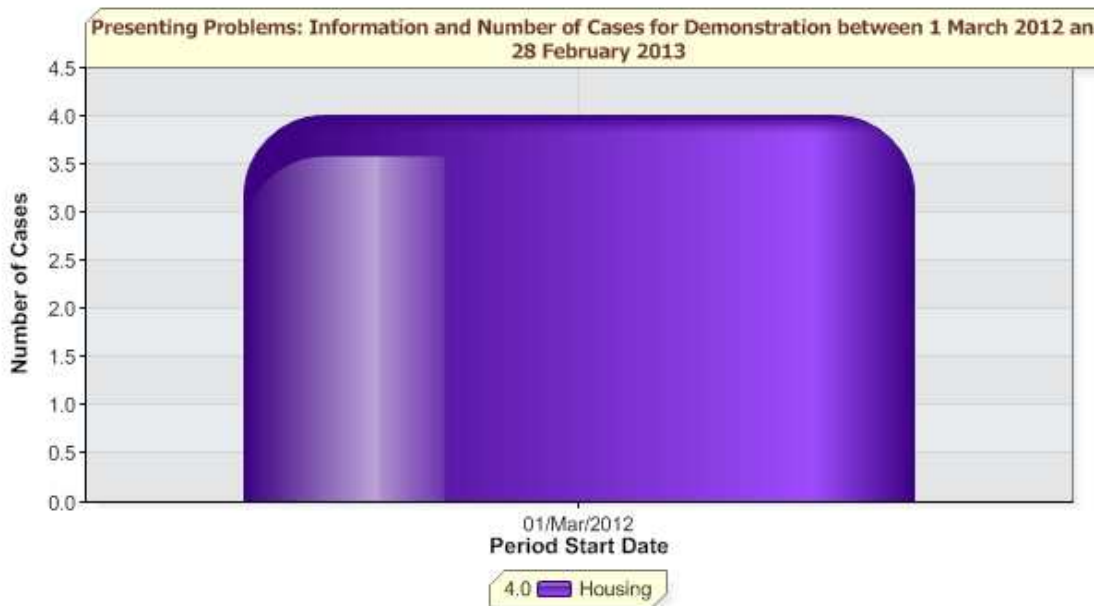
The tables displayed show the questions asked and the number of responses for each.

The numbers reported are based upon case close date.

Please note - There are a number of reasons why the responses for some questions may differ from the total number of cases shown in the Service Types report.

- Only questions that are active at the time of running the report will be included (If historical information is required for questions that are no longer active please contact your Account Manager).
- This report is based upon case closed date, therefore cases may not register answers to questions if the case was started before a question was added. Similarly, if a question is added to the contract part way through a reporting period, any cases that were opened before the question was added will not have responses recorded.
- Cases may on occasion be pre-emptively closed, for example a client may call in for service and then decide not to progress the case. In this scenario the Service Centre staff will pre-emptively close the case before demographic information has been gathered.

## Presenting Problems: Information and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Presenting Problem	01/Mar/2012	Total
Housing	4	4
Total	4	4

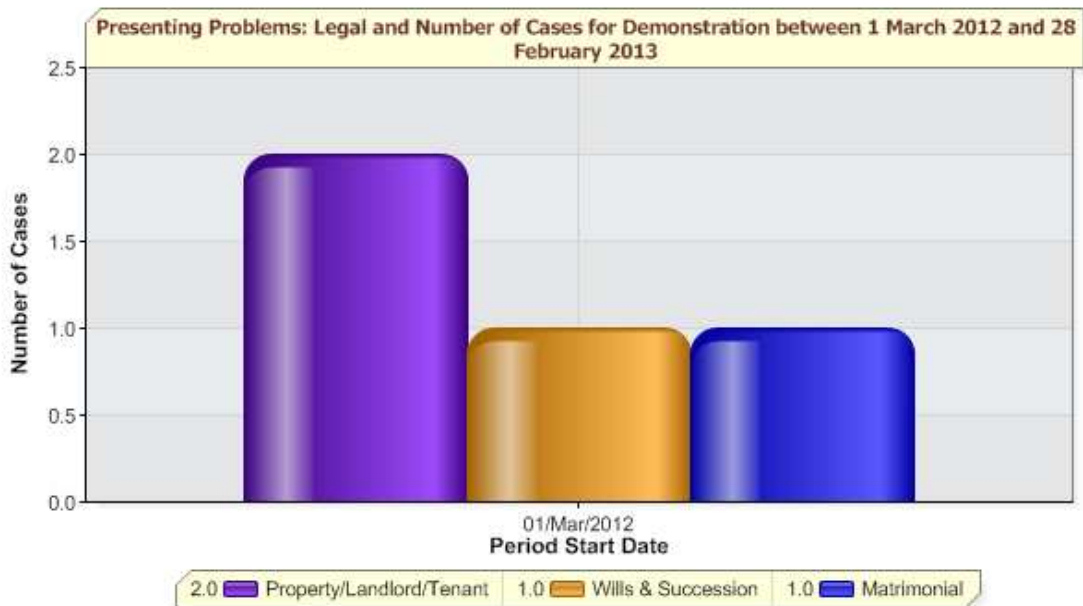
### Notes

This report shows the number of cases closed in each period and the issues that individuals presented when requesting the Information service.

The graph will show the top five presenting problems.

The table shows each presenting problem along with the number of cases closed with them for each period.

## Presenting Problems: Legal and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Presenting Problem	01/Mar/2012	Total
Property/Landlord/Tenant	2	2
Wills & Succession	1	1
Matrimonial	1	1
Total	4	4

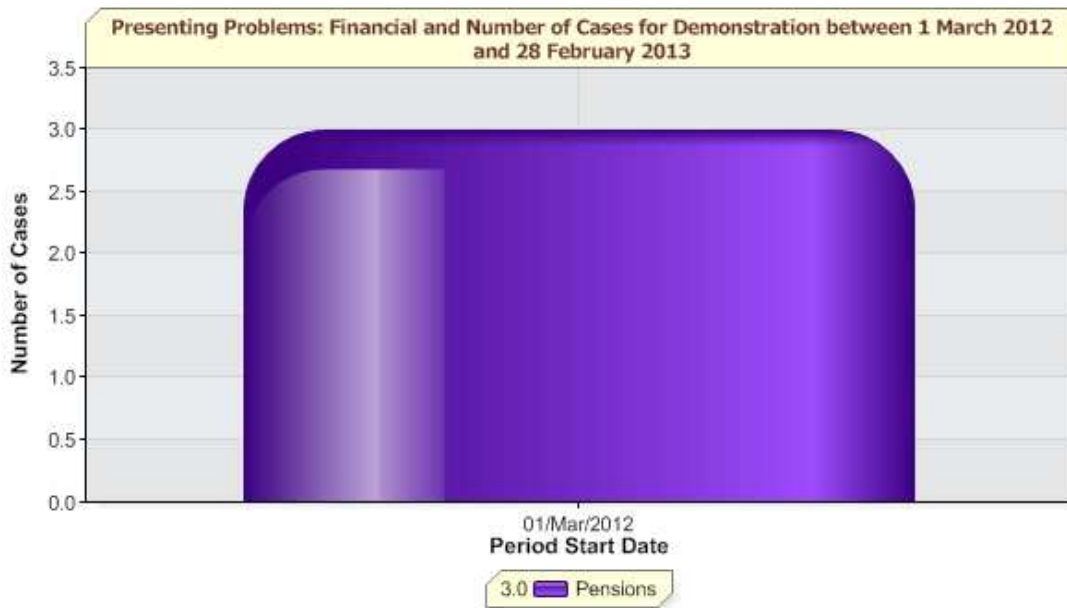
### Notes

This report shows the number of cases closed in each period and the issues that individuals presented when requesting the Legal service.

The graph will show the top five presenting problems.

The table shows each presenting problem along with the number of cases closed with them for each period.

## Presenting Problems: Financial and Number of Cases Annual Report - 1 March 2012 to 28 February 2013



Presenting Problem	01/Mar/2012	Total
Pensions	3	3
Total	3	3

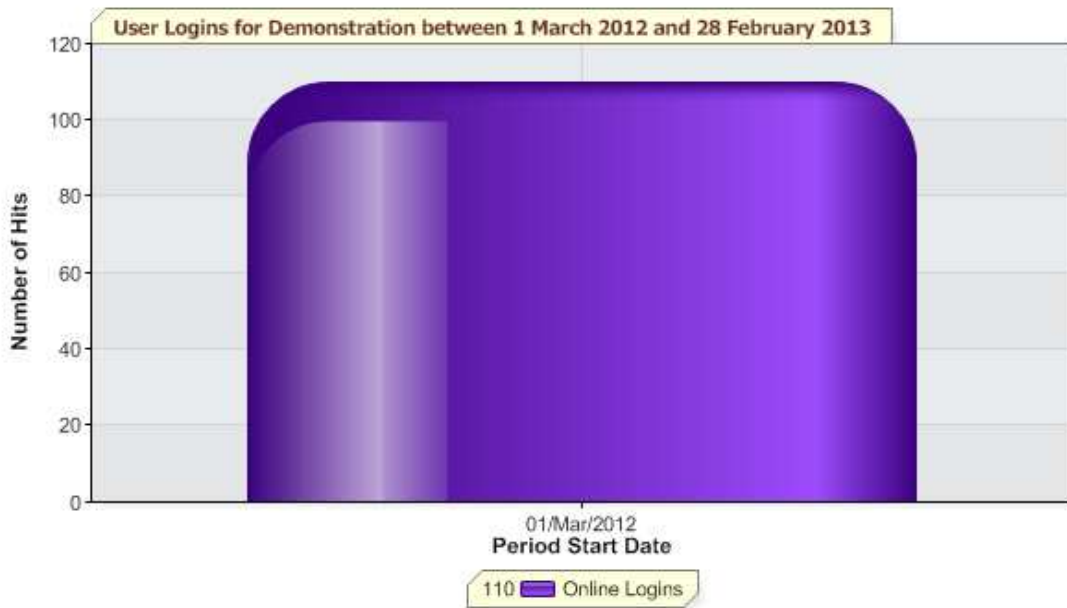
### Notes

This report shows the number of cases closed in each period and the issues that individuals presented when requesting the Finance service.

The graph will show the top five presenting problems.

The table shows each presenting problem along with the number of cases closed with them for each period.

## User Logins Annual Report - 1 March 2012 to 28 February 2013



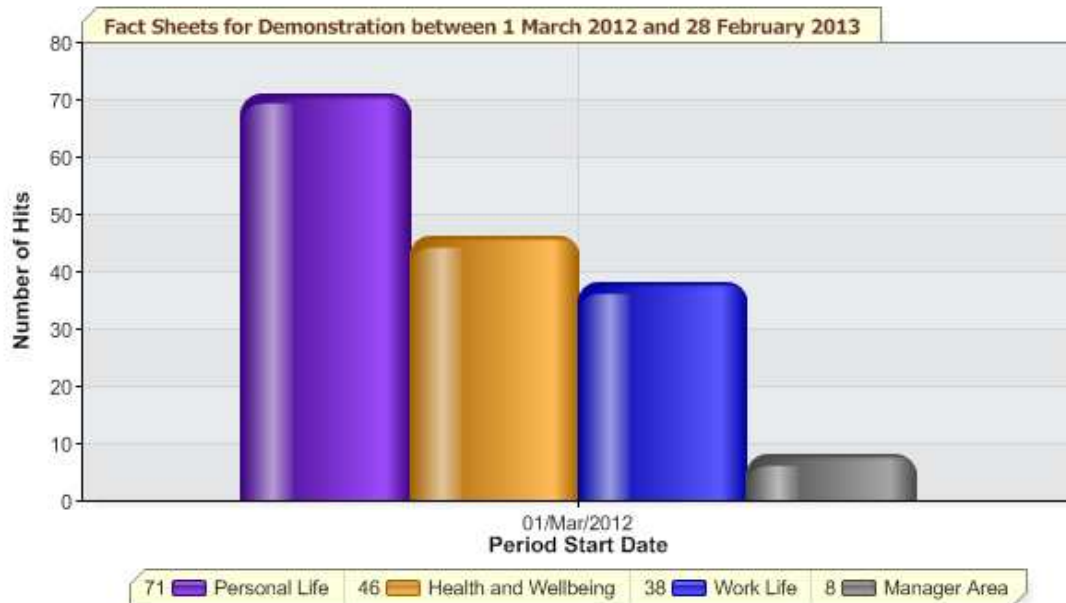
User Logins	01/Mar/2012	Total
Online Logins	110	110
Total	110	110

### Notes

This report shows a count of the number of times a user has logged into the PPC Online website.



## Fact Sheets Annual Report - 1 March 2012 to 28 February 2013



Fact Sheets	01/Mar/2012	Total
Personal Life	71	71
Health and Wellbeing	46	46
Work Life	38	38
Manager Area	8	8
Total	163	163

### Personal Life

Fact Sheets	01/Mar/2012	Total
Communication Skills	9	9
Emotional Support To Face Your Debt	8	8
Anxiety	5	5
General Fatigue	4	4
Living On A Reduced Income	4	4
Making Yourself Heard	4	4
Moving Furniture and Possessions	3	3

First Time Buyer Guide	3	3
Government-backed Assistance for Homeowners	2	2
Emotions Following Bereavement	2	2
Carers Pack	2	2
Costs Involved When Buying	2	2
Depression	1	1
Eldercare Information Pack	1	1
Emotional Support For You	1	1
Choosing a Property	1	1
Christmas Treats on a Budget	1	1
Are You Doing The Right Thing	1	1
Budgeting	1	1
Ending a Cohabitation: Housing Issues	1	1
Feuding Families	1	1
Emotions After A Break Up	1	1
How To Improve Your Finances	1	1
Leisure on a Budget	1	1
Getting on with the In-laws	1	1
Preparing Children To Move	1	1
Reducing Credit Crunch Anxiety	1	1
Reducing the Stress of Buying	1	1
Relationships With Step Children	1	1
Storage	1	1
Telling Friends and Family	1	1
The Art of Compromise	1	1
The Importance of Making a Will	1	1
When A Family Member Becomes Ill	1	1
Working Rights After Maternity Leave	1	1
<b>Total</b>	<b>71</b>	<b>71</b>

## Work Life

	01/Mar/2012	
<b>Fact Sheets</b>		<b>Total</b>
Changes at Work	13	13
Balancing Work And Family	7	7

Resolving Conflict In The Workplace	4	4
Strategies For Dealing With Conflict	4	4
Moving From Colleague To Boss	3	3
Flexible Working Rights	3	3
Letting People Know You Need Help	1	1
Making Time For You	1	1
Managing Time	1	1
Moving into Management	1	1
Total	38	38

## Health and Wellbeing

	01/Mar/2012	Total
<b>Fact Sheets</b>		
Quick Fixes For Stress	18	18
Under Pressure	16	16
Recognising The Signs Of Stress	2	2
IBS	2	2
Causes Of Stress	2	2
Easy Relaxation Skills	2	2
Get Active	1	1
Christmas Stress	1	1
Caffeine	1	1
The A-Z Of Vitamins	1	1
Total	46	46

## Managers Area

	01/Mar/2012	Total
<b>Fact Sheets</b>		
Coping With Trauma	2	2
Courageous Conversations	1	1
Dealing With Difficult People	1	1
Handling Conflict On Your Team	1	1
Managing Stress On Your Team	1	1
Time Management	1	1
Communication Skills	1	1
Total	8	8

## Useful Links Annual Report - 1 March 2012 to 28 February 2013



Useful Links	01/Mar/2012	Total
Personal Life	12	12
Work Life	1	1
Total	13	13

## Personal Life

Useful Links	01/Mar/2012	Total
Planning Your Move	3	3
Things to Remember When You Move	2	2
Finding Removal Companies	2	2
Guide To Coping With Grief	2	2
Divorce Process: England/Wales	1	1
Financial Support To Pay For Childcare	1	1
State pension Forecast	1	1
Total	12	12

## Work Life

	01/Mar/2012	Total
<b>Useful Links</b>		
Refreshing Skills	1	1
Total	1	1

## Health and Wellbeing

	01/Mar/2012	Total
<b>Useful Links</b>		
Total	0	0

## Managers Area

	01/Mar/2012	Total
<b>Useful Links</b>		
Total	0	0

### Notes

This shows the number of clicks on the useful links within PPC Online that direct an individual to information or support websites external to PPC Online.

The report displays a summary graph and table and a breakdown under each menu heading.

## Demographic Information Annual Report - 1 March 2012 to 28 February 2013

Question	Response	01/Mar/2012	Total
Age Range	36 - 45	14	14
	26 - 35	11	11
	Not Given	4	4
	46 - 55	2	2
Total		31	31

Question	Response	01/Mar/2012	Total
Division	Advocacy	4	4
	Communities & Supporters	1	1
	International	1	1
Total		6	6

Question	Response	01/Mar/2012	Total
Gender	Female	17	17
	Male	14	14
Total		31	31

Question	Response	01/Mar/2012	Total
Information Source	Leaflet / Handout	9	9
	Personnel / HR	8	8
	Previously Seen / Used	5	5
	Intranet	3	3
	Supervisor / Manager	3	3
	Other	2	2
	Not Given	1	1
Total		31	31

Question	Response	01/Mar/2012	Total
Job Category	Technical	6	6
	Clerical	5	5
	Managerial	4	4
	Nor Given	4	4
	Manual	3	3
	Other	3	3
Total		25	25

Question	Response	01/Mar/2012	Total
Length of Service Range	6 - 10 years	13	13
	1 - 5 years	10	10
	Not Given	4	4
	11 - 15 years	2	2
	3 - 5 years	2	2
Total		31	31

Question	Response	01/Mar/2012	Total
Status	An employee	26	26
Total		26	26

#### Demographic Information

The number of responses for the demographic and return to work information will be different because the return to work questions are only generally asked for clinical service types. The tables displayed show the questions asked and the number of responses for each. The numbers reported are based upon case close date. Please note - There are a number of reasons why the responses for some questions may differ from the total number of cases shown in the Service Types report.

- Only questions that are active at the time of running the report will be included (If historical information is required for questions that are no longer active please contact your Account Manager).
- This report is based upon case closed date, therefore cases may not register answers to questions if the case was started before a question was added. Similarly, if a question is added to the contract part way through a reporting period, any cases that were opened before the question was added will not have responses recorded.
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End -