

WHITE PAPER

Unlocking the Power of **Integrated Health Services**

2025





Enabling **safer**,
more resilient
and **productive**
organisations

Executive Summary

Emergency services personnel in Australia are exposed to significant and long-term health risks due to the demanding nature of their roles. Repeated and prolonged exposure to hazardous environments, high rates of physical injury, and psychosocial pressures are common. With careers spanning many years, the cumulative toll on physical and mental health is significant, underscoring the need for a proactive and comprehensive support system.

Traditional workplace health models are ill-equipped to address these unique risks effectively, relying on fragmented and reactive approaches. In response, Cogent Thinking's (Cogent) Integrated Health Services Model (IHSM) is a co-designed model, taking a proactive, evidence-based approach that combines safety, injury prevention, early intervention and wellbeing to protect employee health.

This white paper, "Unlocking the Power of Integrated Health Services," outlines the design, implementation, and real world success of the IHSM – a model proven to improve health outcomes, reduce costs, and build workforce resilience. It provides insights into:

- The health risks faced by emergency services workers
- How physical, psychological, and chronic conditions accumulate over time
- Why current systems are not adequate in protecting long-tenured employees
- How the IHSM delivers 24/7 care, data-driven prevention, and positive outcomes

PROVEN IMPACT



Early Intervention

92% of employees return to work within 3 days following early intervention support.



Mental Health Support

70% decrease in extremely severe depression ratings post intervention.



Program Uptake

Delivering high rates of voluntary health monitoring participation: +58% (with a 66% return rate).



Lives Saved

Multiple asymptomatic employees identified with severe coronary calcium scores requiring intervention.



Population Health Insights

Tracking of occupational health risks enabling informed decisions on preventative workplace health initiatives and resource allocation.

Integrated Health Services Model (IHSM) for Emergency Services

PROACTIVE. DATA-DRIVEN. BUILT FOR EMERGENCY SERVICES.



The Challenge

Emergency services' personnel face some of the most intense and unique health risks in the workforce – high injury rates, cumulative trauma exposure, carcinogenic hazards, and 24/7 operational stress. Traditional health models are reactive and fragmented, missing the opportunity to detect and manage risk.

The Solution: Cogent's IHSM

A co-designed, fully integrated health model tailored for emergency services:

- **24/7 Real-Time Triage:** Medical and mental health support at the moment it's needed
- **Health Monitoring:** Ongoing screening (cardiac, cancer, psychological, respiratory)
- **Risk Stratification:** Custom pathways for high, medium, and low-risk personnel
- **All-of-Career Support:** Pre-employment to separation, with care coordination and clinical oversight

MEASURABLE OUTCOMES

Stream	Key Result	Achieved Outcome
Preventative Health	Voluntary participation rates in Health Monitoring	58% (with a 66% return rate)
	Medium and High Risk individuals proactively screened	18% of employees
Injury Management	Return to work rate within 3 days	92% following early intervention support
	Claims conversion	Claims are 3x less likely to convert when supported through the IHSM
Mental Health	EAP utilisation rate	20% employee engagement & 4x higher than industry average
	Change in extremely severe depression rating	70% reduction post intervention

WHY IT WORKS



Trusted by emergency services agencies



Backed by data, driven by outcomes



Fully compliant (WHS, ISO 9001, Privacy Act)



Co-designed with operational leaders and unions for career-long support

STRATEGIC BENEFITS

- **Executives:** Reduce risk. Contain costs. Positive health impact for your workforce.
- **Operational Managers:** Boost availability. Cut unplanned absences. Make data-backed decisions.
- **Health & Safety Leaders:** Prevent injuries. Limit long term impact. Strengthen compliance.
- **Employees:** 24/7 confidential care. Easy to access, built for you.

WHY YOUR ORGANISATION NEEDS THIS PROGRAM

In today's complex emergency services environment, the health of your workforce is directly tied to operational performance and risk management. Every unplanned absence, delayed recovery, or undetected condition affects service delivery and cost. The Integrated Health Services Model (IHSM) delivers a comprehensive, proactive solution that protects your people and your organisation. By integrating physical, psychological, and occupational health into one coordinated program, the IHSM reduces injuries, speeds up recovery, and supports long-term resilience — ensuring your teams are healthy, present, and prepared.



3x

less likely to convert to a claim



92%

of employees return to work within 3 days following early intervention support

What is the Integrated Health Services Model (IHSM)?

The IHSM is a world-class, co-designed health solution built specifically for high-risk industries. Combining 24/7 access to care, continuous monitoring, and a full spectrum of services – from pre-employment to retirement – the model addresses physical, psychological, and occupational health risks across an employee’s entire career.

The IHSM delivers transformative health, safety, operational, and financial value to emergency services agencies, optimising health – both at work and at home with your family.

THE CHALLENGE: TRADITIONAL HEALTH MODELS AREN'T BUILT FOR EMERGENCY SERVICES

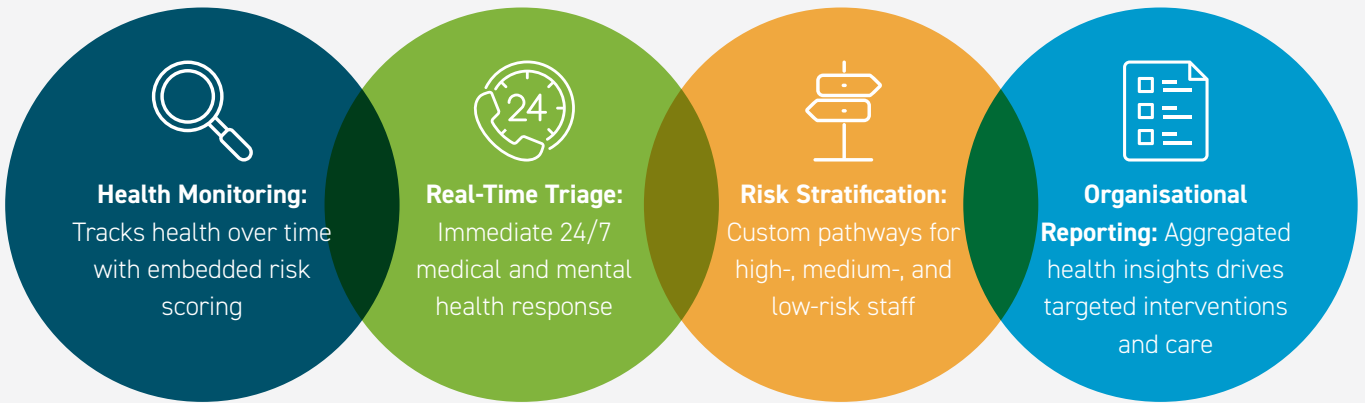
Health challenge	Why it's a problem
Physical Injuries	Firefighters have injury rates three to seven times higher than the general national average due to lifting, carrying, and physical strain. Police report up to 2,500 injuries per 1,000 full-time equivalent employees – a rate unmatched in most other sectors.
Psychological Trauma	Exposure to trauma, fatalities, and disasters results in PTSD, anxiety, and depression. 1 in 3 paramedics and 1 in 4 police officers report mental health issues.
Chronic and Latent Health Risks	Long-term exposure to carcinogens and stress increases risk of cancer and cardio-vascular disease. Firefighters have higher rates of cancers and 2–3x higher cardiac event risk.

Legacy models focus on treating incidents after they occur. There is minimal surveillance, no predictive capacity, and no coordinated approach to prevention or long-term risk reduction.

Traditional workplace health models fail to address these unique risks effectively, relying on fragmented and reactive approaches.

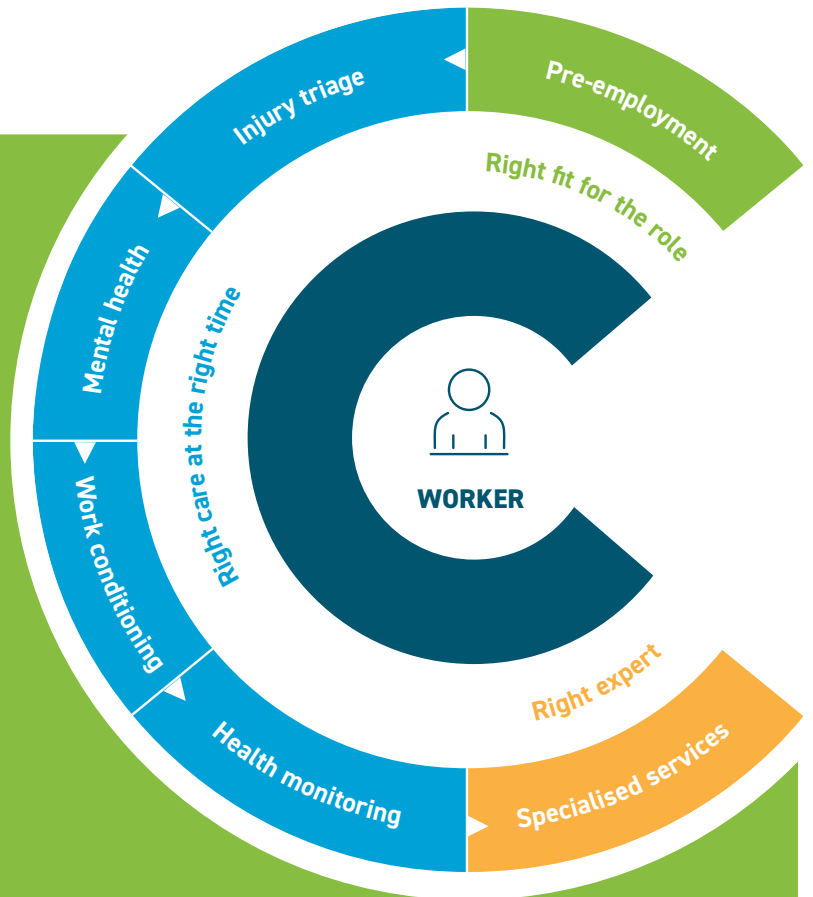
The IHSM closes the gap by enabling a unified, end-to-end approach to workforce health, through proactive care coordination that ensures continuity of care at every stage of the employee’s journey.

COGENT'S SOLUTION: A PROACTIVE, INTEGRATED MODEL



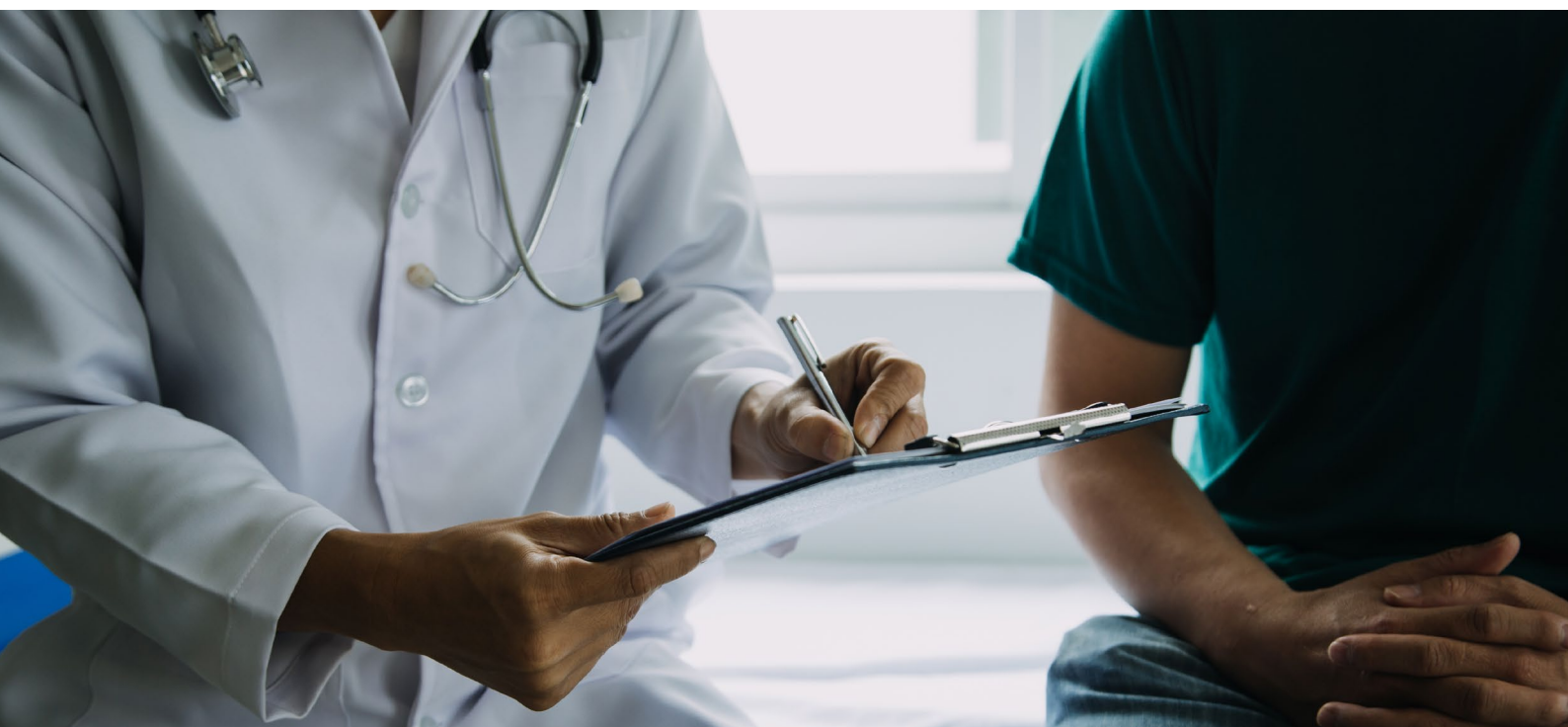
Key pillars

- 1. Co-Design & Partnership:** Built in collaboration to deliver person-centred care.
- 2. Specialist Expertise:** A trusted network of specialised health professionals managing whole-person care, not just isolated episodes.
- 3. Easy Access & Coordination:** 24/7 virtual triage and care access via phone, portal or video. Every case is managed end-to-end by a dedicated care coordination team.
- 4. Smart Technology:** Secure digital health records and real-time dashboards give instant visibility into workforce health, trends, and risk.
- 5. Strong Governance:** Fully accredited and quality-assured, backed by a robust Clinical Governance Framework.



MEASURABLE OUTCOMES

Stream	Key Result	Achieved Outcome
Preventative Health	Voluntary participation rates in Health Monitoring	58% (with a 66% return rate)
	Medium and High Risk individuals proactively screened	18% of employees
	Early Cardiac Risk Intervention	Lives Saved. Multiple asymptomatic employees identified with severe coronary calcium scores requiring intervention
Injury Management	Return to work rate within 3 days	92% following early intervention support
	Capacity to work following assessment through our integrated health network	5x more likely (than own provider)
	Claims conversion	Claims are 3x less likely to convert when supported through the IHSM
Mental Health	EAP utilisation rate	20% employee engagement & 4x higher than industry average
	Change in extremely severe depression rating	70% reduction post intervention
	Extremely Severe and Severe Anxiety presentations	50% reduction post intervention



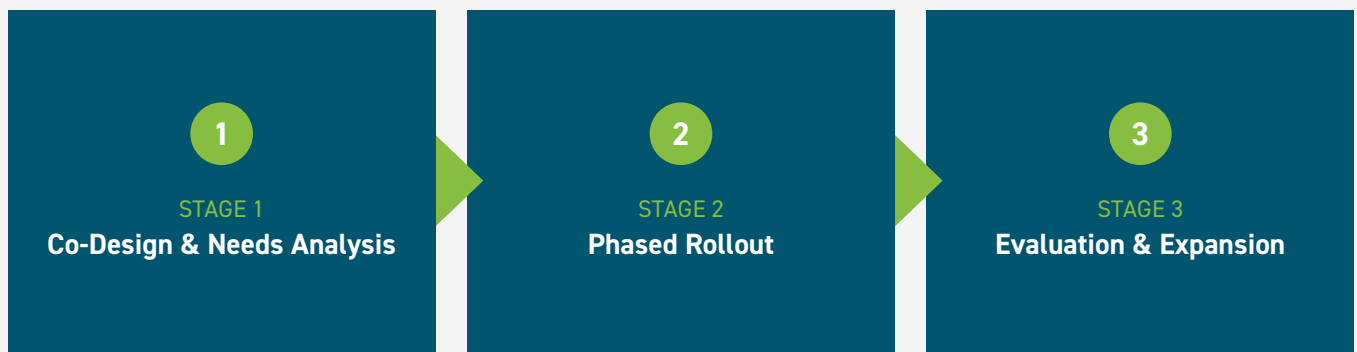
STRATEGIC BENEFITS

Stakeholder	Benefit
Executives	Reduce risk. Contain costs. Positive health impact for your workforce.
Operational Managers	Boost availability. Cut unplanned absences. Make data-backed decisions.
Health & Safety Leaders	Prevent injuries. Limit long term impact. Strengthen compliance.
Employees	24/7 confidential care. Easy to access, built for you.

CORE COMPONENTS OF THE IHSM



IMPLEMENTATION APPROACH



CASE STUDY: EMERGENCY SERVICES AGENCY ROLLOUT

A state-based emergency response agency partnered with Cogent to implement the IHSM.

The results were:



Early Cardiac Risk Detection:

Multiple asymptomatic employees identified with severe coronary calcium scores requiring intervention – **lives saved!**



Mental Health Pathways:

With over **20%** engagement, our EAP is delivering real connection, trust, and proactive care



Reduced Lost Time Injuries (LTIs):

92% return to work rate within 3 days following early intervention support



System-Level Insights:

Health heat-map used to prioritise injury prevention, resourcing and wellbeing initiatives

TECHNOLOGY & DATA



Single Entry Point:

Access care through phone, online platform, or video consultation



Digital Health Record:

All health information securely stored creating a digital patient health record, with strict permissions and security protocols



Real-Time Insights:

Access to live health data enables data-driven decisions on workplace health, resource allocation, and wellness strategies



Trend Analysis:

Identifies emerging health risks, allowing for tailored interventions that improve overall workforce health outcomes



Data compliance:

Quality (AS/NZS ISO9001) and Information Security Management (AS/NZS ISO/IEC 27001:2022)

GOVERNANCE & COMPLIANCE

IHSM aligns with:

- WHS Act (2011) and related state legislation
- Presumptive legislation for firefighters and emergency services
- Clinical Governance Frameworks
- Privacy Act 1988, Australian Privacy Principles, and Notifiable Data Breaches scheme
- National Safety and Quality Health Service (NSQHS) Standards





Conclusion

The Integrated Health Services Model (IHSM) redefines how organisations support the health and wellbeing of their workforce — especially in high-risk, high-demand sectors like emergency services. By combining proactive prevention, early intervention, and continuous care, the IHSM delivers measurable outcomes: healthier employees, reduced injuries, stronger compliance, and lower long-term costs.

Built on a foundation of collaboration — with organisations, employees, unions, and healthcare providers — the IHSM is not a static program, but a living model, continuously refined through feedback and data-driven insights. This adaptive, evidence-based approach ensures relevance, effectiveness, and sustainability over time.

As Australian workplaces confront increasingly complex workforce health challenges, the IHSM offers a proven, scalable solution. It sets a new benchmark for occupational health — one that is holistic, coordinated, and future-focused. Embracing this model is not just an investment in employee wellbeing; it's a strategic step toward building safer, more resilient, and more productive organisations.

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