



FROM AD HOC TO PROACTIVE AND CONSISTENT: HOW WE HELPED PHILIPS TAKE CONTROL OF ITS ABSENCE REPORTING

KEY DETAILS:

Employees Covered: **2000**

Service Type: **FirstCare Essentials**

Absence Reduction: **15%**

Service launch: **01/08/2013**

Philips is a diversified health and wellbeing company focused on improving people's lives through meaningful innovation in the areas of healthcare, consumer lifestyle and lighting. Headquartered in the Netherlands, Philips employs more than 105,000 employees in more than 100 countries.

The company is a leader in cardiac care, acute care and home healthcare, energy efficient lighting solutions and new lighting applications, as well as male shaving and grooming and oral healthcare.

Around 18 months ago, Philips identified a company-wide problem with its absence reporting.

"Employees were calling their managers who were using different methods to record the details in different places. Across the board, absence reporting was inconsistent and inaccurate," explains Jonathan Coles, HR Director for Philips.

Philips decided to put their occupational health out to tender and, with the savings generated from outsourcing this resource, they intended to also appoint an absence provider. FirstCare successfully applied for the tender, providing Philips with a total absence management solution.

Philips now has access to quality absence data that provides it with absolute clarity on its absence levels.

Staff who are now absent from work call Philips' dedicated HR line, which puts them directly in touch with our call handlers.

Our service is also integrated with Philips' occupational health team, which involves bespoke absence email alerts being sent to managers to flag key issues, including:

"We no longer have an ad-hoc approach to our absence reporting. Instead, we have absolute clarity on our absence levels."

Jonathan Coles
HR Director

Philips has also used our absence data to take a proactive approach to addressing health and wellbeing.

"We would recommend FirstCare to others."

Jonathan Coles
HR Director

- Three short-term absences in six months
- Third absence due to mental health within three months
- Two musculoskeletal or back pain-related absences in three months

"We no longer have an ad-hoc approach to our absence reporting. Instead, we have absolute clarity on our absence levels." said Jonathan.

"For instance, when we are alerted to high levels of absence, such as musculoskeletal problems in the factory, we can proactively address them because we now have clear trigger levels in place."

Live Well is Philips' dedicated health and wellbeing plan aimed at tackling focus areas, such as musculoskeletal disorders and back pain, stress management and seasonal coughs, colds and sickness. This has involved a number of different reactive activities being carried out. For example, Philips' managers received bespoke stress management training and all staff were issued with winter fit kits. As a result of issuing the winter fit kits, Philips recorded a 15% reduction in days lost due to coughs, colds, flu and diarrhoea and vomiting between November and January 2014.

Proactive Live Well initiatives range from providing weekly on-site fitness classes, discounted gym memberships and rowing and cycling fitness challenges, to massage sessions and on-site Weight Watchers classes.

We are working closely with Philips to deliver future developments.

Philips intends to build on the success achieved to date by working with us to further tailor its alerts and messages. Plans are also in place for Philips to trial our nurse-led services for key sites where they are experiencing slightly higher absences to see if they can help reduce absence levels and provide further assistance to staff.

Jonathan added: "Our absence levels are now tracked and Return To Work interviews and absence reviews are now consistently carried out across our organisation.

"FirstCare's absence management system is great. It can be tailored, it's very responsive, provides excellent account management and enables us to conduct proactive quarterly reviews with ideas and recommendations that can help reduce our absence."



Absence Management Solutions

Want to know more about effectively managing sickness absence or how we can help you reduce absence rates, increase productivity and reduce costs?

Call us on 03454 565 730 or email info@firstcare.eu



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