



HOW OUR NURSE-LED SERVICE HELPED PHILIPS TACKLE SHORT-TERM ABSENCE

KEY DETAILS:

Employees Covered: **450**

Service Type: **Complete Support
(Nurse-led Service)**

Absence Reduction: **28%**

Days Lost Per Employee
(over 6 months)

28%

ABSENCE REDUCTION

The diversified health and wellbeing company Philips have been successfully using our absence management Essential Service since August 2013. However, due to higher short-term absence in one of its business sectors, the client decided to run a six-month trial of our nurse-led service, with the ultimate aim of achieving a 6% reduction in the overall absence rate.

It's the first time that a current client has trialled the Complete Support module (nurse-led) alongside the Essential Services module.

High short-term absence rates prompted the decision to trial the Complete Support service

Clare Gowar, Health and Wellbeing Account Manager, explains that Philips was interested in the impact of our complete support: "FirstCare's nurse-led service had been on our radar for a while, and we were interested to see what potential impact it might have on short-term absence."

The business decided to trial our Complete Support service – where staff phoning in sick discuss their symptoms with a trained nurse – in a sector with a challenging demographic. The pilot sector of Phillips trialling this element of our service consisted of 450 employees and historically experienced higher short-term absences, particularly during the winter months.

"FirstCare's nurse-led service had been on our radar for a while, and we were interested in the impact it would have on short-term absence."

Clare Gowar

Health and Wellbeing
Account Manager, Philips

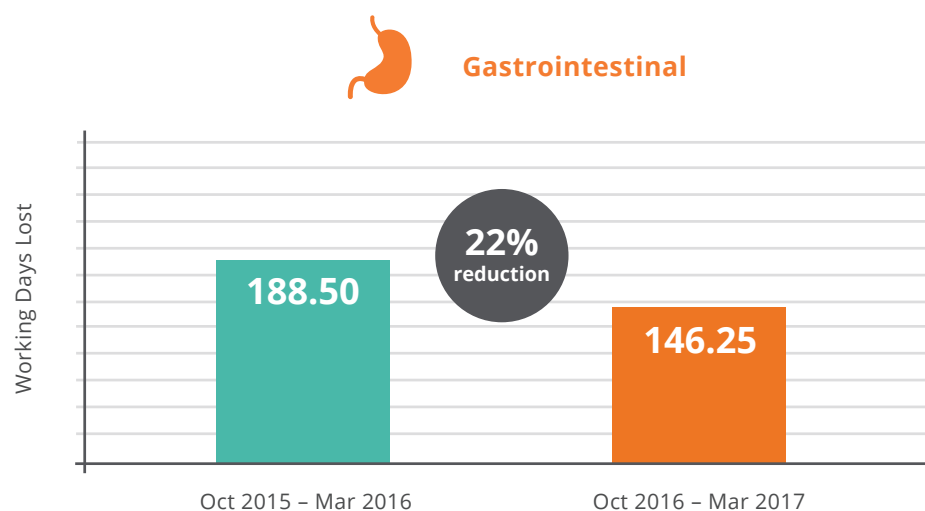
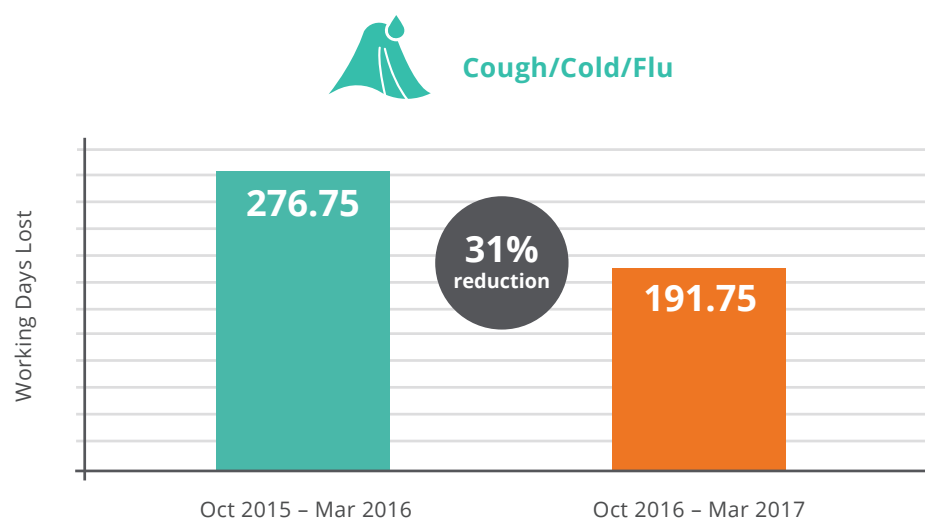
"In the right environment and the right sector, this is an incredibly effective service."

Clare Gowar

Health and Wellbeing
Account Manager, Philips

The trial has been incredibly effective, with short-term absence reduced by 28%

Philips hoped that our nurse-led service would have a positive impact in reducing the short-term absence in a challenging area of the business, and it wasn't disappointed.



The total Days Lost Per Employee during the six-month pilot showed a significant reduction of 28%, with the breakdown of figures demonstrating absence rates due to colds and flu down by 31% and those due to stomach-related complaints down by 22%.

As part of its wider commitment to reducing short-term absence, Philips concurrently implemented a policy whereby as well as reporting their absence to FirstCare, employees also had to make contact with their Manager on their first day of absence.

While this process ran hand-in-hand with our nurse-led service during the trial period, Clare believes that the strong outcome in reducing the short-term absence can be "**predominantly**" attributed to us.

“When you speak to a medical professional, it limits the temptation to self-diagnose.”

Clare Gowar

Health and Wellbeing
Account Manager, Philips

The client is considering rolling our end-to-end service to other areas of the business

The trial began in October 2016 and was initially due to end in March 2017. However, it's currently on-going – with reviews on a month-by-month basis – as the client is interested in the on-going impact now they've moved out of the traditional winter illness period.

Clare believes that the success of the trial could be replicated in other areas of the business: “In the right environment and the right sector, this is an incredibly effective service.” She elaborates further: “When you speak to a medical professional, it limits the temptation to self-diagnose.

“For example, if you wake up with a high temperature and a sore throat, it can be natural to think that it's flu and you'll be off work for a week. But with the dialogue and interaction provided by the Complete Support system, you can take some paracetamol with the confidence that it's probably just a cold and you'll feel better soon.”



FirstCare

Absence Management Solutions

Want to know more about how we can help you reduce absence rates and achieve consistency and control?

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