Mental Health & Day One Absence Management

Medigold Health – Keeping people in work, safe and well

GOVCONECT

Mental Health 2017
Mental Health at Work

What’s the problem in the public sector?

**NHS has the west’s most stressed GPs, survey reveals**

UK’s family doctors have the highest stress levels and shortest consultation times out of 11 industrialised countries - and almost 30% are planning to quit

**Are we doing enough to protect NHS staff?**

Over 3000 Welsh NHS workers were signed off with stress in the first half of this year.

A Freedom of Information request by this programme revealed that out of Wales’ seven Health Boards, Aberlady Broc.

**Revealed: how the stress of working in public services is taking its toll on staff**

Long hours, a lack of breaks and a fraught working day are all too common for workers in the public and voluntary sectors, our survey finds.

**Want to tackle social worker stress? Smaller caseloads may not be the answer**

New research suggests that increasing social workers’ control over their work can help to improve job satisfaction.

**NHS staff taking more sick days than ever**

As the NHS comes under increasing strain, the number of staff taking time off has risen, with mental health conditions among the main reasons.

**NHS workplace stress could push 80% of senior doctors to early retirement**

Survey of hospital consultants finds burnout and low morale are widespread as pressures escalate at health service’s frontline.

**Social work is a high-stress job – support from peers is invaluable**

Mental Health at Work

What’s the problem? Alan’s experience

- People at work are stressed, some professional groups especially so, and this has negative consequences

- Organisations adopt the ‘wrong’ strategies and solutions

- Work-related stress, mental health and wellbeing are typically placed in ‘silos’

- A major disconnect between leaders and followers (including line managers / teams)

- Still a lack of awareness and stigma around stress and mental health at work

- Managers ill-equipped to manage stress risks at work and don’t have the right tools

- A lack of trust (e.g. of line managers) leading to a failure to engage with / involve teams and find local solutions
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Important 21st Century developments

- Stress Management Competency Tools and other publicly funded research / resources
- NICE Guidance (and tools) on Promoting Mental Wellbeing at Work (ph22)
- Mental Health First Aid and sector-specific variants e.g. Mates in Mind
- Development of the work ↔ health toolbox (Burton et al)
- Work Mental Health Day (10th Oct), Mental Health Week (May) and other stress / mental health campaigns
- Leaders’ involvement, openness and candour about the issue e.g. minds@work
- The rise of Positive Psychology as an evidence-based approach (Seligman, Fredrickson)
Mental Health at Work
What does best practice look like? What approaches does this model suggest will work?

- Responding
- Awareness
- Monitoring
- Prevention
Mental Health at Work

One key area for improving organisational stress manager performance

• Line managers have a critically important role in managing risks
• They need to be trained to know what to do, when and why
• They need the right tools, such as simple stress risk assessment tools, which can be provided during training
• But… managers themselves need:
  • Support and trust from leaders and the organisation:
  • Their key role acknowledged in mental health strategy and policy
  • Positive relationships with their leaders and peers
  • Robust systems and support structures e.g. day 1
  • Time (this might require a re-think on time management priorities?!)
Day One Absence Management

Keeping people in work, safe and well
Day One Absence Management

My Experience

- 10 Years working in Absence Management
- Over 250,000 employees onto service
- 13 Million days of Absence Captured
- Over 140 Large Organisations
- Average Absence reduction of 37%
- Biggest Absence reduction of 63%
- Over 80 Million in savings annually
NHS Experience

Some of the Trusts I have worked with:

- Oxford University Hospitals NHS Trust
- Derbyshire Healthcare NHS Foundation Trust
- North East Ambulance Service NHS Foundation Trust
- Leeds and York Partnership NHS Foundation Trust
- The Leeds Teaching Hospitals NHS Trust
- Epsom and St Helier University Hospitals NHS Trust
- North Middlesex University Hospital NHS Trust
- Barking, Havering and Redbridge University Hospitals NHS Trust
- South East Coast Ambulance Service NHS Trust
- Mid Cheshire Hospitals NHS Foundation Trust
- Surrey and Sussex Healthcare NHS Trust
Challenges of Managing Absence

**Poor Data**
- Under-reporting
- Out of date
- Collecting is time consuming & costly
- Inaccurate breakdown of reasons

**Employee Behaviour**
- False Claims
- Calling in when they know managers are unavailable

**Compliance with Policies**
- Managers not following procedures
- Difficult to manage trigger points
- Difficult to track compliance
- Return to work interviews

**Shifting Priorities**
- Not always primary focus
- Reduced resources
Medigold Health – Services

- Pre Employment Screening
- Day One Absence Management
- Health Surveillance
- Executive Health Screening
- Drug and Alcohol Screening
- Job Specific Medicals
- Driver Medicals

Specialist Services
- Pensions and Early Ill Health Retirement
- Vaccination and Immunisation Services
- Flu Season Assistance
- Travel Medicine and advice
- Ergonomic Consultancy and Equipment Supply
- Medicine Helpline
- Integrated Health Consultancy and Advisory Service
- Insurance Advisory Services

Employee Wellbeing
- Physiotherapy
- Mental Health Support
## Day One Absence Management Service

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Day One Absence Management Service

Employees – Absence Reporting Process

- **Employee calls Dedicated 0300 Number**

- **Employee is Identified via Security Questions**

- **Absence reason is accurately recorded**

- **OHA Nurse interaction for agreed absences**

0300 numbers are used as around 72% of calls are from mobiles. An 0300 number is the cheapest option available and charged at a local call rate or as part of minutes packages from mobile phones.

As part of the implementation process, employee information as well as the hierarchy and reporting structure is captured so that the employee is identified quickly and accurately.

Classifying absences accurately is key to understanding absence across an Organisation. Reasons for absence are often not recorded by managers which makes data analysis and benchmarking impossible.

Early intervention and sign posting is key to an employee’s Health and Wellbeing. It is a key piece of the absence management jigsaw puzzle and can help to reduce absence significantly.
Day One Absence Management Service
Employees – Absence Reporting Process

- Full details of the absence are recorded
- Estimated Return To Work date given
- Notifications sent to all relevant people
- Employee calls to update and close absence

It is important that absence details are captured in a structured way each and every time so that management information is accurate and comparable across an organisation.

Managers rarely capture an employee’s estimated return. Having this information is key for forward planning and to make sure any agency, overtime or replacement costs are kept to a minimum.

Keeping Line Managers, Senior Management and HR up to date in real-time is a business critical activity. Immediate notifications are sent every time an absence is opened, updated or closed.

The emphasis is always on the employee. It is their responsibility to open, update and close their absence. If they don’t close their absence then the Return to Work process will not begin and their manager will be alerted.
Day One Absence Management Service

The Bigger Picture

Day One Absence Management is at the Core of an effective Health & Wellbeing strategy

Accurate Real-Time Data is key to a proactive And focused approach to managing Absence

Medigold Health’s Day One service can achieve this by Accurately Analysing Data split by:

- Age Group
- Gender
- Job Type
- Service Length
- Sector
- Geographic Locations
- Time of Year
- Reason for Absence
- Length of Absence
- Signposting Criteria
Day One Absence Management Service

Why it Works

Early Intervention and Signposting:

- Has a significant effect on ST/LT Absences
- Length of Absences Reduce
- Access to medical advice at point of need
- Fast track referrals

Accurate and Real-Time Data:

- Organisation wide visibility
- Accurate Absence classification
- Focused strategies
- Identify Trends and Hot Spots
- Quantitative / Qualitative Health and Wellbeing

Guide Managers through process:

- Provides manager with all tools needed to effectively manage absence
- Ensures a fair and consistent approach to managing absence

Compliance with Policies and Procedures:

- Tracks manager compliance
- Identifies areas where managers need additional help and training
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The Future of Wellbeing

We have only just scratched the surface of what we can do with our data:

- Predictive Analytics
- Employee Medigold Healthy You App
- Lifestyle Data
- Employee Engagement
- Build ground level up data for clients
- Employees proactively pushing Health Agenda
- Intelligent end to end data
Day One Absence Management Service

Why it Works - Results

2,200 Employees
52% Reduction
£1.2m Saving

Epwin Group

1,000 Employees
63% Reduction
£569k Saving

Sealed Air
Re-imagine

Whirlpool

DYNOROD

SAFRAN

MEDIGOLD
HEALTH
Any Questions?