

Day One Absence Management

Case Study: Media Client


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> Client History

- Inconsistencies in company absence reporting data. Absence was estimated at 7%, although probably higher
- High incidences of musculo-skeletal-related absence
- Increasing incidences of stress-related absences
- Return to work interviews inconsistent, with no proactive support when medical issues were identified
- No analysis of trends and recognition of "hot spots"

> Solutions

- FirstAssist team worked closely with the client to review policies and identify triggers for long and short term absences
- Launched a formal and accurate system for the collection of absence data to identify trends and absence patterns
- Introduced the Bradford Factor as a trigger for reducing persistent short term absence
- Day one referrals for all musculo-skeletal and stress-related absences to case management team
- Direct link with case management services for employees when triggers are met to support employee and manager
- Training of line manager's absence management skills at induction of service and continuing to use data trends to identify training elements required
- Weekly case conferences with HR to discuss cases

> Results

- Absence reduced by **30%** from 2008-2010
- Saving of **£375** per employee per annum
- More proactive and engaged management team by use of trigger reports, training and support on return to work strategies
- Complete transparency and rapid delivery of absence data and trends across the whole organisation
- All service level agreements met consistently and professionally
- Positive feedback from line managers and employees with many remarking on how supported they feel throughout their absence by FirstAssist case managers