FirstCare

Absence Management Solutions

# FirstCare Core Principles

- All absence is genuine

- Support employee wellbeing at an individual level

- Enhance manager role in absence management

- Improve wellbeing across the organisation

- Maintain confidentiality and data integrity

# Benefits for Employees

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# What do FirstCare do for employees?

- Focused support throughout every absence

- Personal, clinical advice for every employee

- Consistent process for absence logging

- 24/7 advice line

- Equal / fair treatment

# Employee Call Journey

**Step 1.**
Employee Calls

**Step 2.**
Identity Verification

**Step 3.**
Initial Details Taken

**Step 4.**
Nurse Transfer

**Step 5**
Reason and Advice

**Step 6**
Full Details Taken

**Step 7**
RTW Date Agreed

**Step 8**
Confirm Details

# The FirstCare Triage Protocol – STRAWS

**S** – Set the scene (PMH, Meds & Ax)

**T** – Triage using the red flag app

**R** – Reassure

**A** – Advise

**W** – Worsening advice

**S** – Signpost

Employee Assistance Programme

Occupational Health

# FirstCare Experience and Data Handling

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# FirstCare: Absence Experts

| | |
|---|---|
| Established: | **2004** |
| Employees covered: | **192,492** |
| Absence days recorded: | **13,000,000+** |
| Nurses & IT Systems: | **100% In-house** |

bsi. ISO 9001 Quality Management

bsi. ISO/IEC 27001 Information Security Management

bsi. ISO 22301 Business Continuity Management

# FirstCare: Guardians of your Data

- FirstCare is registered with the Information Commissioners Office (ICO).

  Date or registration: 31/03/2005 Registration number: Z9006774.

- Audited 4 times per year.

- FirstCare have no ownership of data collected.

- FirstCare operates as a **Data Processor** and **Data Controller** .

- Call transcripts and other information can be requested.

# FirstCare: What Employee Data is Stored

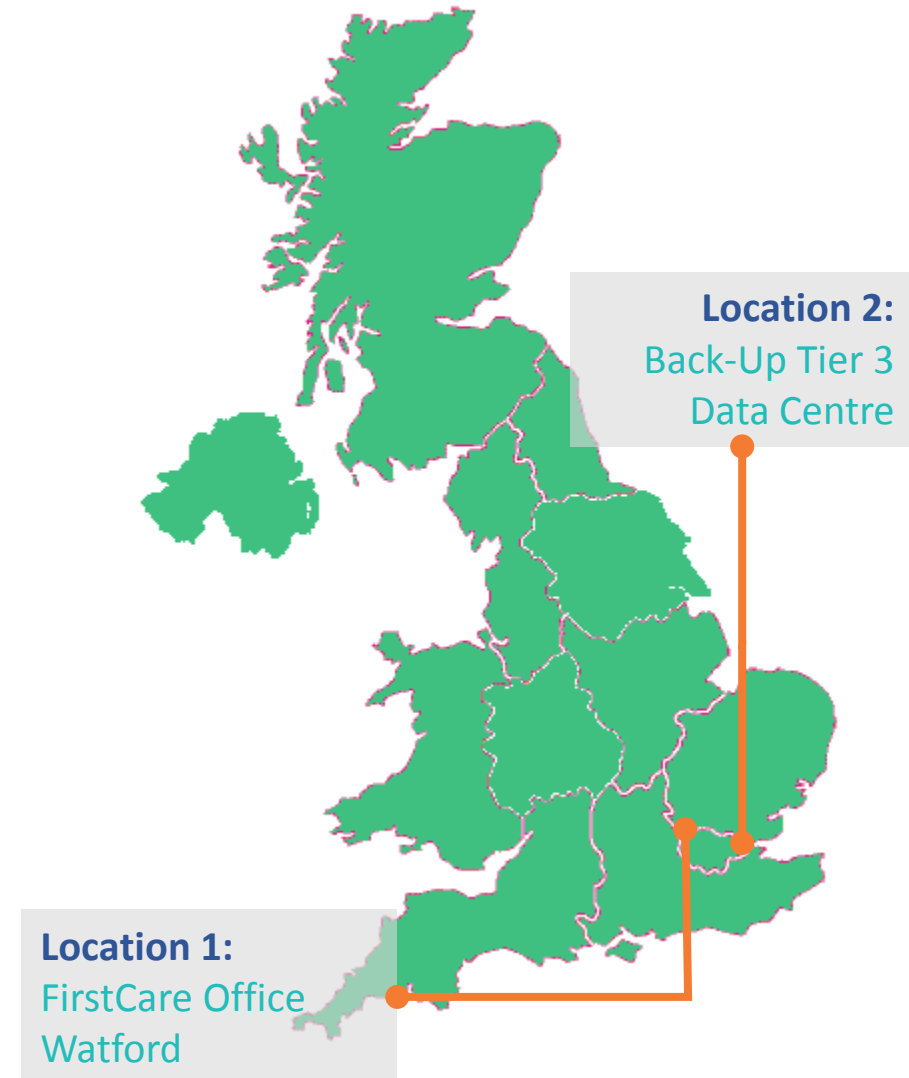| Data Description | Data Type | Data Example | Data Purpose |
|---|---|---|---|
| **Employee Ref** | Text | FC123456 | Unique reference for record identification. |
| **Firstname** | Text | Jason | Communication employee identity. |
| **Surname** | Text | Reed | Verify employee identity in security checks. |
| **Date of Birth** | Date [DD/MM/YYYY] | 01/01/1900 | Verify employee identity during security check and age group analysis reports. |
| **Job Title** | Text | Tester | Help HR and H&S identify role holders. |
| **Employment Start Date** | Date [DD/MM/YYYY] | 01/01/2001 | Determine scope of inclusion in reports and enable Service Length analysis. |
| **Contracted Hours** | Numeric [0.00] | 37.5 | Help calculate time lost absence rates. |
| **Gender** | Text | M | Enable trend analysis by gender. |
| **Hearing Impairment** | Bit [0 = No, 1 = Yes] | 1 | Identify required use of Typetalk services. |
| **Email Address** | Text | Jason@firstcare.eu | Receive absence notifications and act as username on the system. |
| **Telephone Number** | Text | 08454565732 | Receive notifications/absence reminders. |

# FirstCare: What Absence Data is Stored

| Data Description | Data Type | Data Example | Sensitive DPA |
|---|---|---|---|
| **Start Date and Time** | Date Time [DD/MM/YYYY HH:MM] | 19/06/2012 09:00 | No |
| **Return to Work Date and Time** | Date Time [DD/MM/YYYY HH:MM] | 26/06/2012 16:00 | No |
| **Hours/Days Lost Shift Pattern** | Numeric | 5 | No |
| **Work Related?** | Bit [Yes = 1, 0 = No] | 1 | No |
| **Absence Type** | Bit [Non-Medical = 0, Medical = 1] | 1 | No |
| **Absence Reason** | Text Classification | Cough, Cold or Flu | Yes |

Medical Classifications are considered 'Sensitive' by the Data Protection Act. As such, FirstCare cannot disclose this information to the employee's employer without their consent.

All other data is seen by the employer automatically.

FirstCare store data in **two** locations in the UK.

Location 2:
Back-Up Tier 3
Data Centre

Location 1:
FirstCare Office
Watford

# FirstCare: Data Handling

- FirstCare put data security at the forefront of our thinking.

- 137 data controls maintain the security of your data…

## … including…

- Data Encryption
- Website Encryption
- Hard-Disk Encryption
- Network Protection
- Employee CRB checks
- Password policies
- CCTV and Physical Security
- Source Code Testing
- Penetration Testing
- Disabled Ports and Media
- Clear desks and clear screens

# Questions?

# Absence Coverage

## Medical

**Employees must report all sickness absences, including:**

- Back problems
- Cough, cold, flu
- Stress or Anxiety
- Headache/Migraine
- Gastrointestinal
- Skin Problems
- Genito-Urinary
- Dental/Oral Problems

## Non-Medical
### (Optional)

**Employees must report all unplanned absences, including:**

- Compassionate Leave
- Carers Leave
- Dental Appointment
- Utilities Problems
- Transport Disruption

## Not to be Reported

**The following absences will not be recorded by FirstCare:**

- Annual Leave
- Maternity Leave
- Paternity Leave
- Adoption Leave
- Study Leave
- Jury Service
- Industrial Action

# Empowering Managers

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# How does FirstCare assist managers?

- Log the absence on their behalf

- Instant absence alerts

- Reminders to guide them through process

- Key information at their fingertips at the right time

- Save time at the busiest time of day

# The Impact of Enhanced Return-To-Work Interviews

## Days Lost Per Employee by RTW Compliance 2013 - 2015

**35% Reduction**

| | Days Lost |
|---|---|
| 50% | 8.75 |
| 70% | 8.11 |
| 90% | 7.53 |
| 95% | 5.75 |
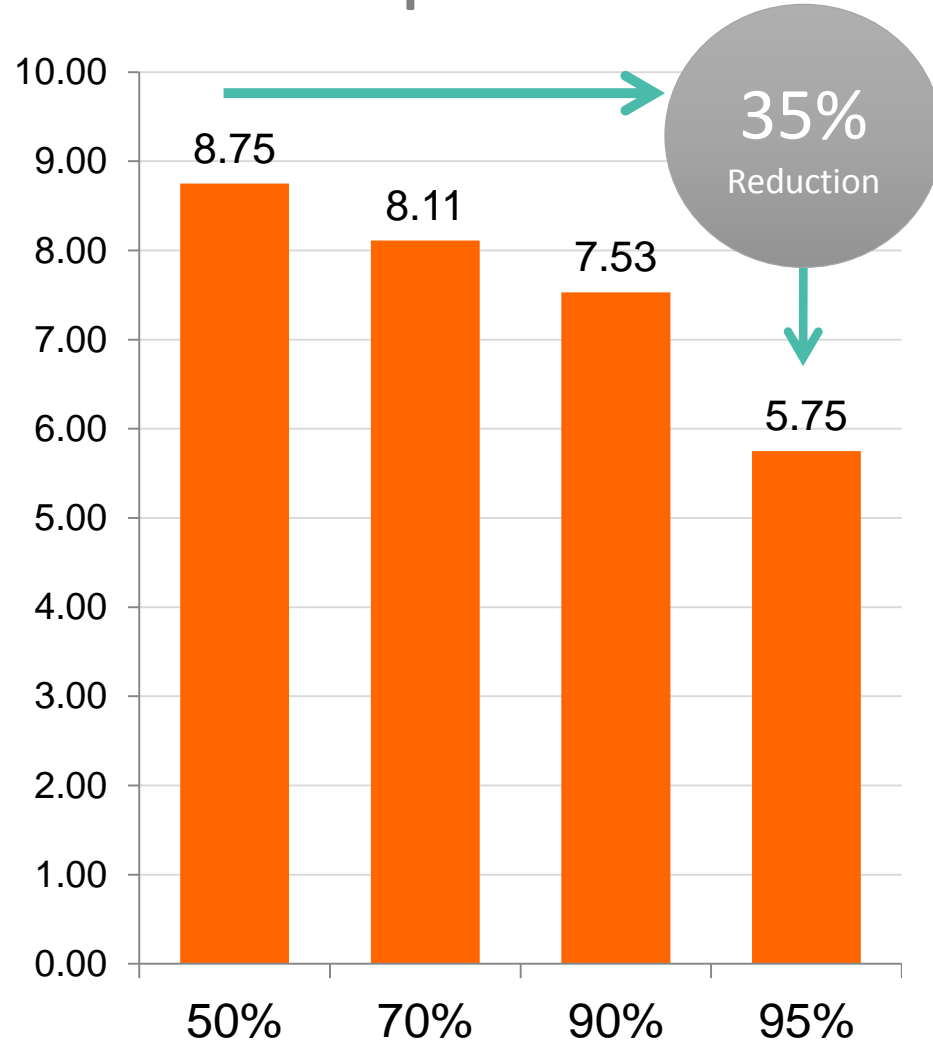
## RTW Notification:

- Absence closed via Phone / Text
- RTW sent immediately
- Employee report attached

## Customisation:

- Manager instructions
- Bespoke attachments
- Custom interview form
- Dynamic RTW
- Custom reminders

# Insight for Managers

## Employee Absence Report

| | | | Report ID | 371123 |
|---|---|---|---|---|
| Return To Work Date | 13/08/10 | | | |
| Employee Name | Jason Reed | | | |
| Employee Reference | TESTReed | | | |
| Job Title | Tester | | | |
| Department | Greenland Department | | | |
| Weekly Contracted Hours | 37.5 | | | |
| Bradford Score | 0 | | | |

### 12 Month Absence Summary

| Absence Type | Hours Lost | Working Days Lost | Absence Spells |
|---|---|---|---|
| Medical | 278 | 38 | 7 |
| Non-Medical | 48.00 | 6 | 1 |
| Total | 326 | 42 | 8 |

### Last three alerts triggered by employee

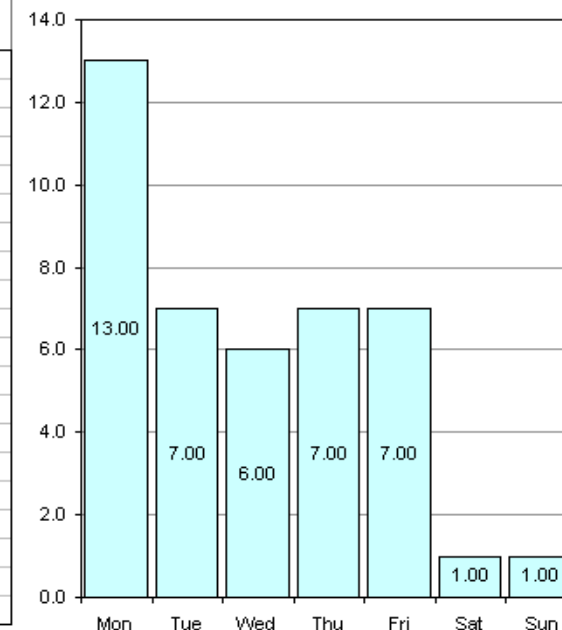| Alert | Date Triggered |
|---|---|
| 6 Spells in 12 Months | 27/07/2010 |
| 3 Spells in 6 Months | 27/07/2010 |
| 3 Spells in 6 Months | 19/07/2010 |

### Employee absence history (last 20 absences in the last 12 months, most recent first)

| Absence Start | Absence End | Return to Work | Working Days Lost | Hours Lost | Absence Type | Reason |
|---|---|---|---|---|---|---|
| 27/07/10 | 12/08/10 | 13/08/10 | 13 | 97.50 | MEDICAL | Back Problem |
| 19/07/10 | 19/07/10 | 20/07/10 | 1 | 7.50 | MEDICAL | Cough and/or cold |
| 14/07/10 | 15/07/10 | 16/07/10 | 2 | 15.00 | MEDICAL | Gastrointestinal |
| 21/06/10 | 29/06/10 | 01/07/10 | 6 | 48.00 | NON-MEDICAL | Care of a dependant |
| 21/06/10 | 23/06/10 | 24/06/10 | 3 | 22.50 | MEDICAL | Gastrointestinal |
| 01/06/10 | 14/06/10 | 15/06/10 | 12 | 90.00 | MEDICAL | Musculo-Skeletal (not back problem) |
| 25/02/10 | 01/03/10 | 02/03/10 | 3 | 23.00 | MEDICAL | Ear, Nose and Throat |
| 24/02/10 | 25/02/10 | 26/02/10 | 2 | 15.00 | MEDICAL | Gastrointestinal |

### Days lost per employee in the last 12 months (Medical absences only)

| | Value |
|---|---|
| Jason Reed | 42.00 |
| Greenland Department | 9.21 |
| Group A (Red) | 1.55 |
| RED Division | 1.86 |
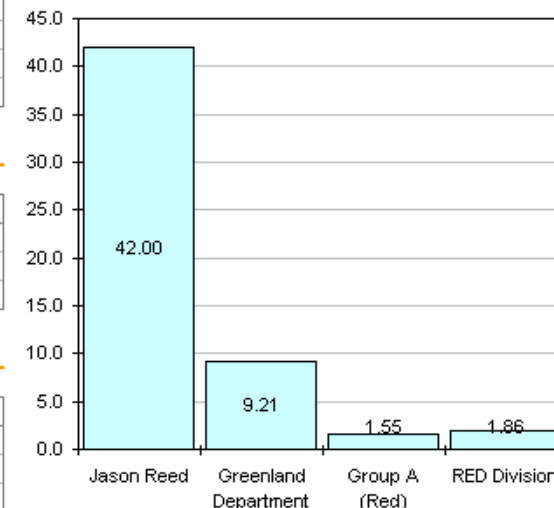
### Days lost per weekday in the last 12 months (Medical and Non-Medical absences)

| | Value |
|---|---|
| Mon | 13.00 |
| Tue | 7.00 |
| Wed | 6.00 |
| Thu | 7.00 |
| Fri | 7.00 |
| Sat | 1.00 |
| Sun | 1.00 |

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# Strategic Operational Effectiveness

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# Strategic Steps Towards Healthier Employees

- Insight & recommendations

- Accurate data

- Trend analysis

- Benchmarking

- Strategic approach

## Total Working Hours Lost per Month

■ Hours Lost  ■ Hours Lost (ST)  ■ Hours Lost (LT)

1607 1930 2426 1966 2148 1768 2126 2644 1574 2032 2042 3120

There were 1448 Hours Lost (LT) in Aug 16

Jan 16  Feb 16  Mar 16  Apr 16  May 16  Jun 16  Jul 16  Aug 16  Sep 16  Oct 16  Nov 16  Dec 16  Jan 17