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● absence management case study

**If you can't measure it,  
you can't manage it!**



**Measuring, Monitoring, and Minimising Absence**



## CASE STUDY - PRIVATE HEALTHCARE PROVIDER

- **SITUATION**

- Absence was high (at a rate of 8% or 18 days per employee per year)
- No standardised process to support the management of absenteeism
- The role of occupational health was limited due partly to a dependency on management who tended to refer cases slowly
- Sick pay was frequently overpaid because pay instructions were paper-based and slow
- A culture of independence existed across the hospitals due to the organisation's decentralised structure



## CASE STUDY - PRIVATE HEALTHCARE PROVIDER

- **CHALLENGES**

- To reduce the levels of absenteeism by:
  - centrally recording and monitoring absenteeism
  - consistently applying the absence policy across the organisation
  - facilitating faster and more frequent referrals to occupational health
- To convince line managers across the hospitals of the value of absence management and their key role in it
- To provide accurate information to payroll that would allow them to reduce the overpayment of sick pay
- To gain a full understanding of the drivers of absenteeism within the company (for example, stress, musculoskeletal problems, low hygiene)
- To demonstrate a return on investment on absence reduction initiatives to the investors



## CASE STUDY - PRIVATE HEALTHCARE PROVIDER

- **SOLUTION**

- Centralised 24-7 recording service and database
- Complete and consistent absence data collected from day 1 of absence
- Revised action oriented policy introduced to drive consistent and equal treatment of employees with regard to absence
- A web based system that:
  - enables management alerts to ensure policy application
  - identifies incorrect actions by managers
  - supports the implementation of the new absence management policy
- Instant alerts to Payroll to avoid overpayments and the design of a pay authorisation tool to provide benchmark reports on sick payments
- Automated occupational health referrals (based on pre-defined triggers)
  - Providing a service that guarantees a complete referral cycle of no more than 14 working days



## CASE STUDY - PRIVATE HEALTHCARE PROVIDER

- **RESULTS**

- Over £4,000,000 annual savings from improved attendance (sick pay and replacement staff costs and management overhead)
- Over £800,000 annual savings by eliminating overpayment of salary to absentees
- Investment in Absencecare was recouped within the first month of full deployment
- Reduction of absenteeism from 8.0% to 3.3% in 9 months
- A complete picture of absence across the hospitals and key drivers
- A more proactive and engaged management team
- Average turnaround time for OH Physician appointment of 7.7 working days



Thank you for your attention.

If you need any further information please contact us  
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[www.absencecare.co.uk](http://www.absencecare.co.uk)