

Integral Health Management

TNO Work and Employment



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Steps to a Healthier USA workforce

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The Netherlands

- **Small but densely populated country**
- **16 million people, workforce about 7,5 million**
- **Now the presidency of the European Union**
- **Our golden age was 17th century: world power No 1 with the first stock market and first elected parliament in the world**

Backgrounds of IHM

- **Bridging Occupational Health and Safety with Health Promotion and with Public Health**
- **Using Quality Management principles for health management**
- **Close cooperation with the Ministry of Health**

Why IHM?

- To recognise the strategic importance of health for business and institutions
- To link health and organizational excellence
- To strengthen the link with Corporate Social Responsibility and Sustainability
- To reach a great number of people with health promotion

What is IHM?

- **IHM is a systematic approach for managing the business impact on (occupational and public) health. This includes the promotion of health and well being of personnel and company.**
- **Managing the impact of health on business is complementary and is vital for success**
- **In the IHM approach the value of health is considered as a key element of corporate policy**

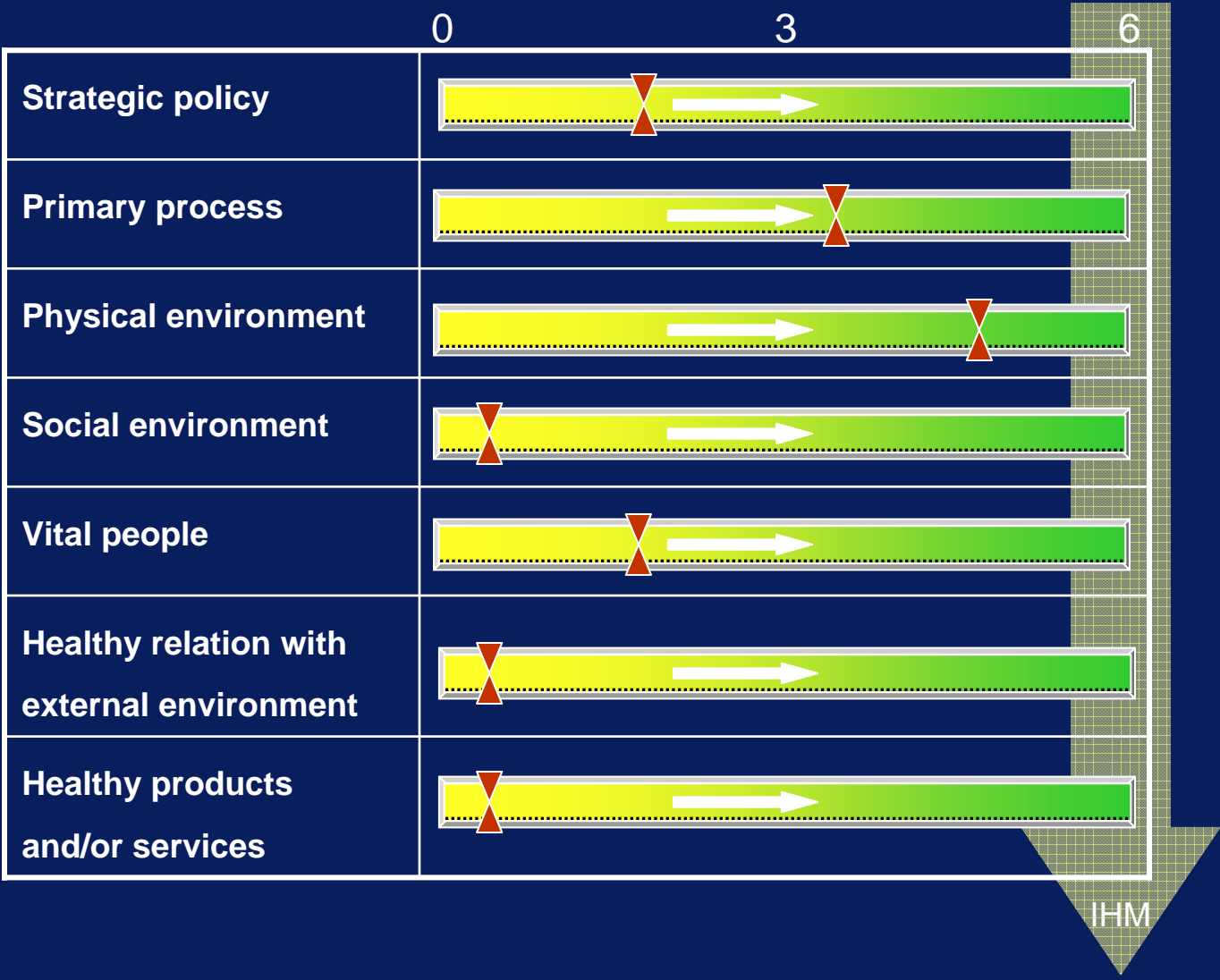
Managing health

- Health is a state of complete physical, mental and social well-being (WHO)
- But: we usually seem to focus on the management of individual or specific health problems

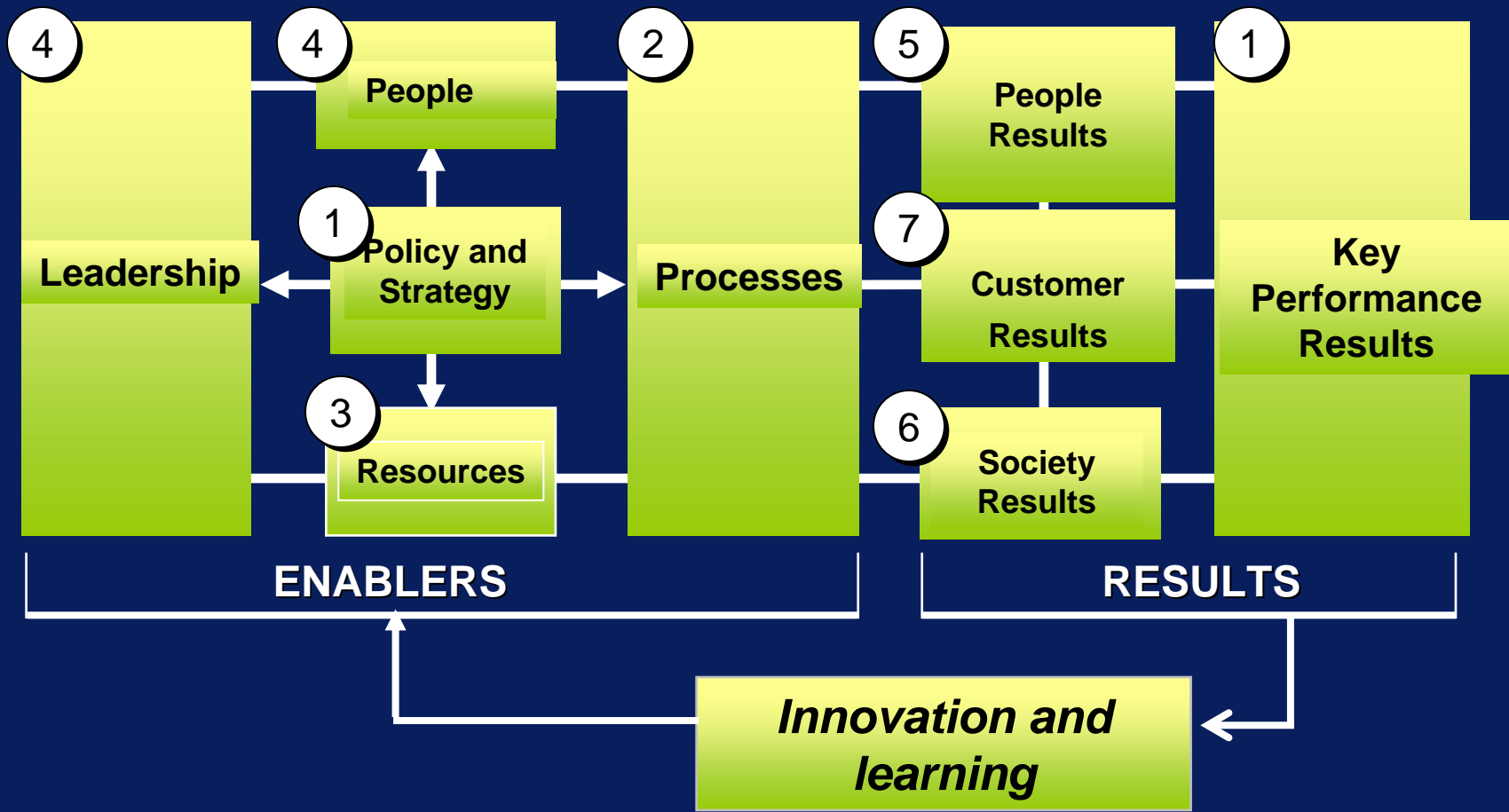
Seven dimensions of health management

1. Health as a strategic company interest
2. The realization of a healthy primary process
3. A safe and sound physical (work) environment
4. An inspiring social (work) environment
5. Vital (healthy) people
6. A sound relationship with the immediate organizational environment and local community
7. Healthy products and/or services

Seven lines of development



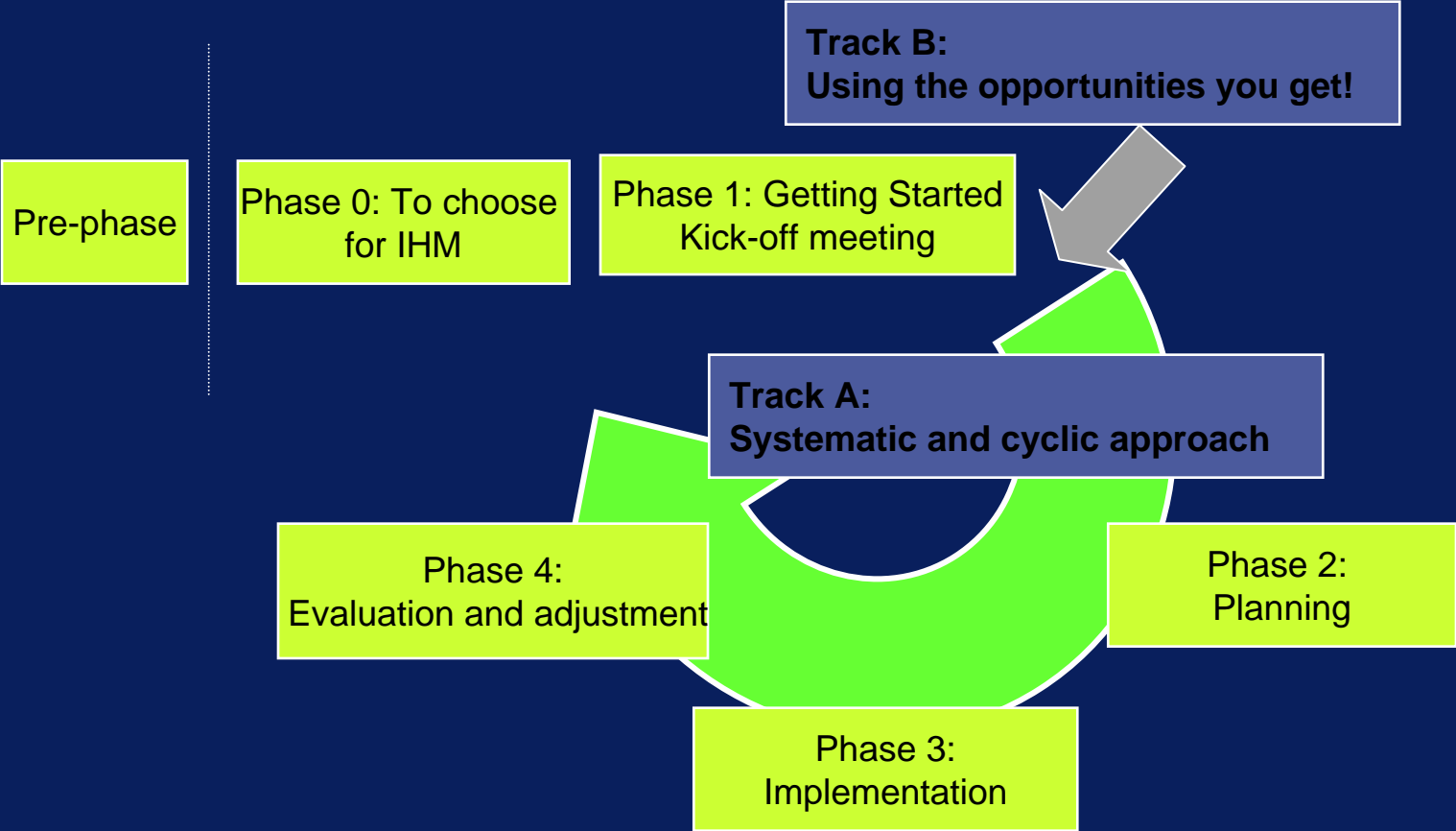
IHM and EFQM



x = number development line



IHM methodology



Paradigm shifts

- **Problems → Challenges and solutions**
- **Medical view on health → Business view on health**
- **Concrete and specialist → Integral and strategic**
- **Attention for people with health problems → Attention for all the personnel**
- **Costs → Sound investment**
- **Integrating protection and promotion of health**

Business Case Hospital

Financial revenues

- Lower sickness absence (long lasting ?!)
- Less working overtime and less temporary work
- Improvement of work organisation, better service

Other benefits

- More employee satisfaction
- Greater involvement, innovative culture

Main Conclusion

- The investment of 220.000 € is returned in about one year by lower sickness absence alone

Business Case Electronic Consumer Products

Potential financial revenues :

- Assurance of low sickness absence
- Potential reduction of premiums for general medical insurance (paid by the employer)
- Reduction of non-conformities and associated failure costs (!!)

Other: Various contributions to good corporate image:

- Labour market, customers, consumers, and in-company
- Main conclusion: an investment in IHM is economically very attractive for productivity reasons

Current status of Integral Health Management

- Definition study (2002 – 2003)
- Development of a methodology (2002 – 2003)
- Business case (2003 – 2004)
- Pilot projects (2004 – 2005)
- Development of a methodology for SME's (2004-2005)