

ENA Occupational Health Committee – Case Study

Health Surveillance

These case studies are designed to outline the overall management of stress programmes within ENA member companies, and so identify different approaches to the management of this issue and examples of good practice.

Company Name:



Company Initiative:

Health Surveillance

How do you identify health risks and how does this influence the development and planning of your surveillance programme - including frequency, content and delivery (e.g. questionnaire, face to face)?

All employees are assessed based on their job role against specified risks and SHE critical work, such as noise, hand-arm vibration, exposure to hazardous substances, working at height and working in confined spaces, etc.

New employees are assessed when their Manager goes through the hiring process. Those that are recognised as requiring Health Surveillance will receive a Pre-Placement Health Questionnaire, following completion of which they will be added onto the Health Surveillance programme.

Frequency, content and implementation of surveillance is done in consultation with our external Occupational Health Provider.

How do you instigate and manage your surveillance programme, including scheduling of the surveillance appointments, ensuring full and appropriate attendance?

The Health Surveillance programme is managed by the SHE Occupational Health team. Appointments are scheduled in conjunction with Line Managers and the Occupational Health Provider. A schedule of appointments is issued to the Line Managers 8 weeks prior to the first screening date, this is then followed up by 3 intermittent reminders (4 weeks, 2 weeks and 1 week prior). Should employees fail to attend their Health Surveillance appointments, the Occupational Health Provider will notify the SHE Occupational Health team the very next day. Line Managers cost codes are charged back to recuperate costs where the

employee fails to give suitable notice of cancellation.

What management information do you use and how do you manage the issues that are identified through the surveillance programme?

The Occupational Health Manager and Line Managers agree action to be taken based on the recommendations of the Occupational Health Provider i.e. restricted work practice, role change, temporary reduction in exposure. A register is held for employees detailing which Health Surveillance elements each employee requires and how frequently they required to be seen. Depending on their roles, this could be annually or once every 3 years (providing a sufficient baseline result has been obtained).

Employees who are awaiting clinic appointments, are on follow-up consultations or have been placed on a restriction are reviewed monthly on an 'Open Case' review call to discuss next steps.

The Occupational Health Provider, SHE Occupational Health Manager and HR Managers hold a monthly teleconference to discuss areas of concern/service issues and they meet face-to-face on a quarterly basis to review service levels and key performance indicators (KPI).

Due to the number of employees and the inevitable business changes, the HR database information and the Health Surveillance database information are regularly compared and data cleansed (every 2-4 weeks).

What frameworks, standards, medical protocols (e.g. fitness for work parameters) are in place to ensure the credibility of the process?

There are protocols for each area of Health Surveillance which provide the results that would indicate what levels of action are required i.e. referral to GP, restriction, referral to an OH Physician.

Each Health Surveillance test is covered by a formal set of questions and the reports are standardised.

What level of resources do you have in place to manage the programme?

The programme of testing in the field is carried out by an external Occupational Health Provider, and they manage the schedule to meet the requirements of our employees who are covered by the programme (approximately 5,500 out of a workforce of 20,000). The roles and locations are diverse and there are challenges logistically to meet all the demands of the programme.

Within the company the programme is managed by an Occupational Health Programme Manager and two Occupational Health Programme Coordinators who work for the Safety, Health and Environment team.