Work Health Balance

# About Work Health Balance

Vision and services of your occupational health service and medical advisory team

**Work Health Balance N.V.**
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OUR VISION

# The occupational health service of the future

Absenteeism is both a medical issue and a management challenge. We aim for positive behavioural change through an integrated improvement of working conditions. Our vision goes beyond reacting to absence: we proactively promote the health and wellbeing of employees.

The behaviour and choices of both employees and management play a central role. Our goal is not only to reduce absenteeism, but also to build a healthy organisational culture.

> **“A healthy employee leads to a healthy organisation.”**

### Holistic approach

Sometimes the focus is on ergonomics, sometimes on personal responsibility and lifestyle. Where needed we support managers and employees with training and information sessions. Tailored solutions are the key to our approach.

### Leadership and responsibility

We encourage employees to take responsibility, show initiative and trust the organisation. Managers create a safe and supportive environment. Together we set goals and carry out strategies.

WHO WE ARE

# Your medical advisory team

As your occupational health service, we see ourselves as your medical advisory team. We offer full support in occupational health care and absence management. Our all-in subscription includes proactive advice on working conditions and work-related health. Wherever possible, we take a demedicalised approach to absenteeism.

| 15,000+ | 7 | 4 weeks |
| --- | --- | --- |
| medical examinations since 1994 | disciplines in one team | average implementation time |

## Our team

Our multidisciplinary team brings together seven disciplines: an occupational physician (arboarts), a Dutch company doctor (via Wim Arbo), a reintegration specialist and case manager, an occupational therapist, a psychologist, a certified mediator and a corporate social worker. We deploy our experts according to the specific needs of your organisation.

## Strategic partnership

WHB has a strategic partnership with Wim Arbo in the Netherlands (wimarbo.nl), which employs, among others, three company doctors. Unlike other occupational health services in Curaçao, WHB is led by an occupational physician, supported by Wim Arbo. This combines local presence with broad expertise from the Netherlands. Because consultations with our Dutch colleagues take place by video call, distance is no obstacle. WHB coordinates everything and guarantees the quality of our services.

ABSENCE MANAGEMENT

# Tailored support with a focus on prevention

We deliver tailored solutions with a respectful and professional approach, in which managers play a key role. We believe that:

- absenteeism is generally not a medical problem: illness is the cause in only about 20% of cases. That is why we speak of work absence rather than sick leave;
- absence occurs less often in organisations where a positive culture, personal leadership and a human approach are the norm;
- tackling absenteeism is a management opportunity to build a vital organisation;
- engaged employees enjoy their work more, perform better and are absent less;
- management and employees share responsibility for culture, working conditions and quality of work.

## How a sick report works

1. Online report via our website or Xpert Suite.
2. Contact with the employee within the agreed time frame.
3. If needed, a consultation within three working days.
4. Advice to the manager and HR.
5. Guidance towards return to work.

## Online registration

All reports go straight into Xpert Suite, our digital absence management system. This gives real-time insight, efficient case management and better coordination between WHB, HR and the employee. More on this further on.

## Frequent absence

With three or more periods of absence within twelve months, we advise a personal conversation between manager and employee, if desired guided by the physician or mediator.

## Long-term absence

For absence longer than four weeks, we guide both organisation and employee towards return to work. If needed, we reassess the employee’s work capacity.

## Preventive consultation

Employees are always welcome for a preventive consultation with our experts. All information remains confidential and is shared with the employer only with consent.

## Social Medical Team meeting

In the SMT, WHB professionals meet with managers, HR and, where applicable, the prevention officer. The aim: to support recovery of absent employees and prevent absenteeism, with clear agreements on roles and responsibilities.

MORE THAN ABSENCE

# Our other services

### Medical examinations

Thorough pre-employment and periodic examinations. Our occupational physician has performed more than 15,000 examinations since 1994. Results are shared while preserving medical confidentiality.

### Seminars

Prevention is better than cure. We recommend at least one seminar a year on healthy lifestyle and preventing health problems.

### Mediation

Our certified mediator resolves workplace conflicts, including between employer and employee when employment ends.

### Occupational safety

Training, inspections and support for a safe workplace, protecting your employees and your business.

### Pandemic guidance

Expertise and experience to guide your organisation through future health crises. Part of our service package.

### Medical cost control

Advice on controlling medical costs, prioritising prevention and chronic care, and using wellbeing programmes.

DIGITAL ABSENCE MANAGEMENT

# Xpert Suite: in control of absence, for you too

WHB works with Xpert Suite, a professional online absence management system. Not only WHB, but also your HR department and managers get their own access. This gives you up-to-date insight into absenteeism in your organisation at all times, without waiting for a report.

## Run your own statistics and reports

HR and managers can generate their own reports at any time, for example:

- absence rate per period, department or team;
- reporting frequency and average duration of absence;
- overview of open and closed absence cases;
- alerts for frequent or long-term absence.

With these figures you spot trends early, can take targeted action and have solid information for management and the board.

## All benefits at a glance

### Report in one click

Sick and recovery reports are made online, quickly and anywhere: from computer, tablet or phone.

### Real-time overview

Managers see at once who is absent and which actions are pending.

### Automatic alerts

The system monitors deadlines and flags frequent absence, so nothing is missed.

### One digital file

Reports, agreements, the action plan and communication are kept together in one clear place.

### Privacy guaranteed

Each user sees only what fits their role. Medical information stays with the occupational physician.

### Paperless collaboration

WHB, HR and managers work in the same system. That saves e-mails, phone calls and paperwork.

*At the start, WHB sets up Xpert Suite and provides a short training for HR and managers, including a step-by-step manual.*

AT A GLANCE

# Overview of our services

## Work and health advice

- Telephone contact after a sick report
- Consultation with manager and HR, at the report and during absence
- Preventive consultation by a physician or expert
- Signalling and follow-up of frequent absence
- Support with the action plan
- Own statistics and reports for HR and managers via Xpert Suite
- Careful case documentation
- Absence meetings
- Strategic consultation on sustainable employability
- Periodic meetings with HR and managers

## Social medical team

- (Telephone) consultation and preventive consultation
- Problem analysis
- Re-examinations
- Guidance and advice on responsible reintegration
- Consultation with GP or specialist, only with the employee's consent

## General

- Drafting or updating the ADM policy
- Help with updating the absence policy
- Medical examinations and re-examinations
- Seminars and pandemic guidance
- Mediation and occupational safety

## Getting started with WHB

We ensure a smooth implementation, usually within four weeks: introduction, kick-off sessions and finalising all arrangements. The process starts as soon as we agree to work together.

### Get to know us

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