

MANAGING STAFF SICKNESS ABSENCE

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Quality issue / initial problem

Varying standards in response times and quality of advice and support given to line manager from Employee Relations as a result of varying practice across 3 Absence Teams

Specific aim

To improve the process of managing staff sickness absence

Measurement of improvement

Looked at process map.
Collated data from ER Practitioners supporting the work noting what didn't work well. Collated data from managers seeking the support highlighting what would improve the service. In addition quantified time taken currently from referral to allocation.



Tests of change

Test of change for a 3 month period with all absence queries and referrals through HR Enquires only and absence leads triaging cases from a rota.

Tools

- Process map
- Emotional touch points

Effects of change

One system through HR Enquires for all queries and cases with Absence Leads on a rota to allocate cases to one wide ER team. In addition Absence Leads will coach a small team of practitioners on absence cases only.

Lessons learned and message for others

Use something already tried and tested that works. However there could be a potential impact on workload for staff covering HR Enquiries.