#### MANAGING STAFF SICKNESS ABSENCE

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# Quality issue / initial problem

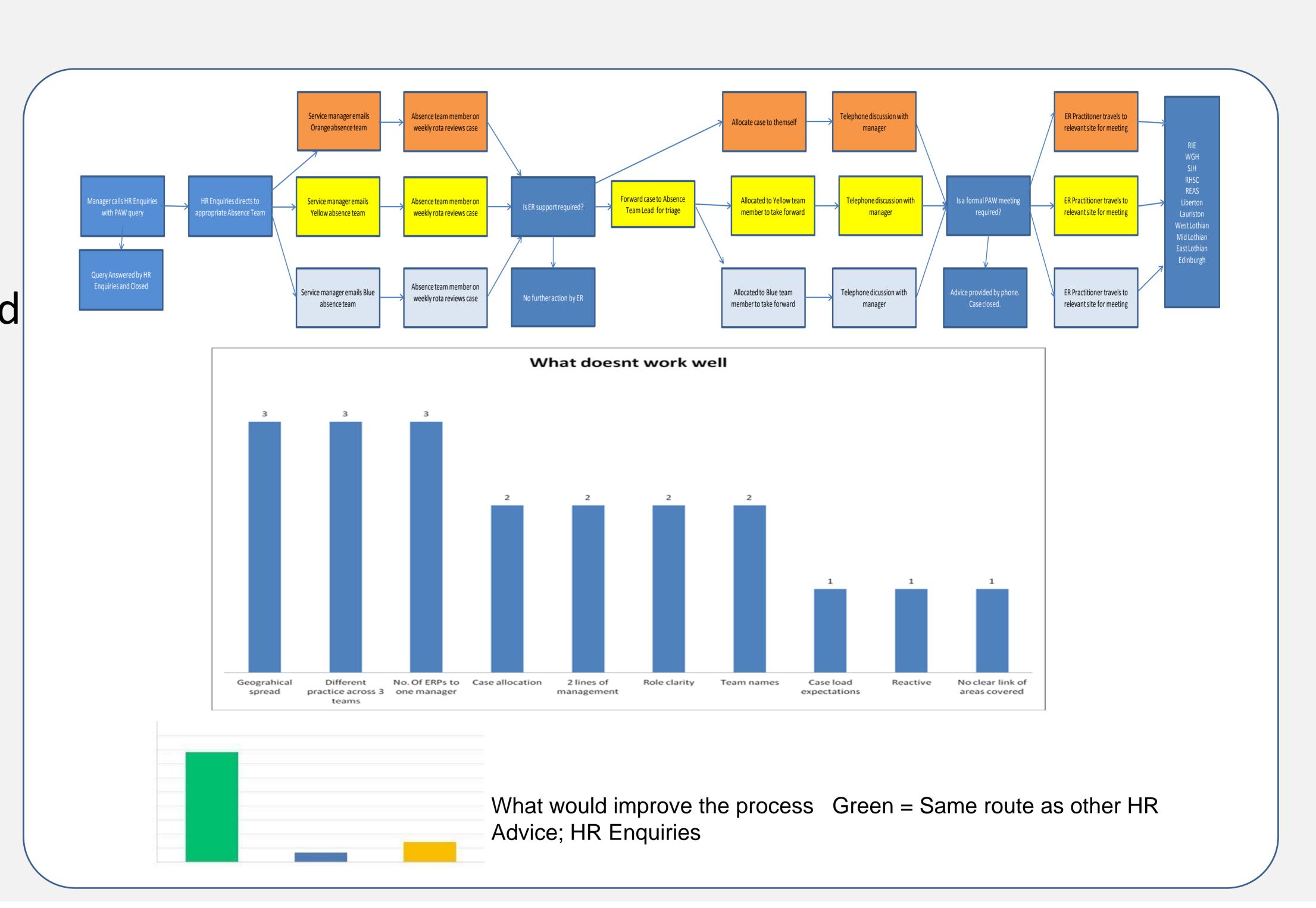
Varying standards in response times and quality of advice and support given to line manager from Employee Relations as a result of varying practice across 3 Absence Teams

# Specific aim

To improve the process of managing staff sickness absence

# Measurement of improvement

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.



