



GOOD PRACTICE SLOVENIA

Healthy for Success (Zdravje za Uspeh)

Contact person (NCO)

Name and organisation

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General information about the MOGP

Name of organisation and short description

NARAVNI PARK TERME 3000 MORAVSKE TOPLICE D.O.O.

The Moravske Toplice Terme 3000 spa is one of the best-known and most popular spas in Slovenia. In line with modern tourism trends, its development is based on diverse tourism products. This popular tourism destination is the leader in tourism development in the region and encompasses three hotels, self-catering accommodations (bungalows), a campsite, a water park, and a golf course. Altogether there are more than 1,000 tourist beds and 400 campsite accommodations available.

Contact person

eva.pintaric@zdravilisce-radenci.si

Website

<http://www.sava-hotels-resorts.com/si/destinacije/moravske/>



Information on the good practice 'Healthy for Success (Zdravje za Uspeh)'

Aims

- Introducing an active policy at the company for the timely detection of employee health problems.
- Improving employees' familiarity with work related negative health effects.
- Reducing absenteeism due to chronic illnesses.
- Enabling the company to save money due to reducing sick leave by as much as 30 days.

Target group

Employees and employees with a chronic illness.

Description

Because we work in tourism, where a smile on the employees' faces is very important for good performance and satisfied guests, we are even more aware of the importance of employee health. Health indicators (e.g., number of sick-leave hours, turnover, and employee satisfaction) that were always regularly monitored have been joined by new ones in recent years, such as the occurrence of specific groups of chronic illnesses, high blood pressure, diabetes, overweight, and high cholesterol levels. In recent years, we have carried out several workshops on absenteeism with various invited lecturers. This has helped us obtain information on people's reasons for taking sick leave. Based on an analysis of health indicators, workshop evaluation, and personal interviews, measures were defined referring to additional awareness of employees as both a wider group and specific groups, such as supervisors, as well as to individual concrete examples: to look at an employee who is frequently absent from work from a different angle (to "walk in this employee's shoes," to try to put oneself in his or her place, and to recognize and understand his or her problems and talk with him or her and offer support in order to solve these problems). All of these activities have already become a routine and take place on a daily basis. As a wider group, the employees receive training in this area as part of regular periodic training in health and safety at work. This training program covers healthy nutrition, physical activity, health risk factors, stress, and bullying. There are also separate training programs in management and communication for managers, in the form of interviews, workshops, and training sessions.

Why is it a good practice?

Based on the medical analyses performed by an authorized physician we are monitoring specific groups of employees (cleaning staff, kitchen staff, wait staff, health service providers, etc.). The typical chronic diseases resulting from negative effects of work on health, old age, or other reasons have been identified for each group. In order to prevent these diseases, we use health-promotion programs where our analyses show deviations. At the same time, we raise the employees' awareness so that they know how to identify their health problems, and we ensure good communication so that their GP gets in touch with an authorized occupational medicine physician right away and draws attention to the chronic illness even in its early stages. This enables us to quickly adapt the work process for the employees that draw attention to their health problems, even before their disease progresses to the stage where a disability procedure is needed. Indirectly all of these activities also affect the wider environment because the employees are expected to also share their new knowledge with their families.



Results

Evaluation

- Systematically monitoring sick-leave absence using the Manager Information System, which can be accessed by managers of individual companies and business units.
- Annual evaluation has demonstrated that systematic coverage of the entire health-promotion area results in decreased sick leave, increased employee satisfaction, and improved employee health conditions by the indicators being followed.

Incentives for success

The company provides free swimming passes and discounts for in-house health services to employees with chronic illnesses. It also adapts the workplace for these employees, either through ergonomic adjustment or adaptation or elimination of specific tasks that may cause their health conditions to worsen.

Barriers for success

The state does not provide sufficient incentives for hiring chronically ill workers. The economy does not allow for any “extra” jobs where more chronically ill workers could work; these jobs are merely part of the regular job quota. Therefore employers find it increasingly more difficult to provide a sufficient number of jobs for employees with special needs. However, it is not merely the work environment that influences employee health, but also their home environments. We teach the employees and make an effort to reach the wider social environment through them, but this is a long-term process that takes place on the generational.

