

Absence Manager

How it works

Automated Absence Manager

Employee is unable to work and calls dedicated telephone number.

Intelligent voice-recognition software captures:

- Employee name
- Department
- Date of call
- Reason for absence
- Expected return
- Contact telephone numbers

Employee is told to call again should their circumstances change or they return to work.

The information is converted into text and recorded as a voice file and stored on a database. Notification is immediately sent to the appropriate line manager by SMS and/or email.

The management information can be collated and viewed on a dedicated website. Information available includes:

- Date
- Individual employees
- Departments
- Length of absence
- Frequency (Bradford Factor)
- Accident reporting
- Relevant tracking (% and absolutes)

Absence Rehabilitation can be integrated within the Absence Manager system at this stage creating a full absence management process.

Bradford Factor. The Bradford Factor or Bradford Formula is used in human resource management as a means of measuring absenteeism.

Nurse-led Absence Manager

Employee is unable to work and calls dedicated telephone number.

The nurse ascertains the reason for the call, recording absence for specific illness categories for ease of analysis and reporting. The nurse also ascertains how long the employee is likely to be off sick.

The nurse provides appropriate guidance to the employee and manager on a case-by-case basis. This may include:

- Reason for absence/interpretation of the medical condition
- Treatment or appropriate remedial action
- Guidance
- Referral to a GP or hospital
- Red flag the case to highlight an option for HR/management
- Highlight the need for other appropriate services eg counselling helpline, physiotherapy or EAP.

The nurse notifies the appropriate line manager of the absence, by SMS, phone or email. They are also able to provide notification for ongoing cases and highlight individual cases that warrant further inspection.

Cases that score highly against the Bradford Factor are flagged to managers and all information is updated to provide relevant MI reports.

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