



# Prepare & Support Your Mobile Workforce for the Future

## November 16, 2017

# Housekeeping

- Participants will be muted throughout the session.
- Please type any questions you have in the 'questions' box on the right side of your screen, anytime during the presentation. We will answer as many questions as we can at the end.
- A copy of the presentation and a link to the recording will be distributed to all attendees in the coming days.
- A poll will appear shortly on your screen, please take a minute during today's session to answer these three questions.

# Speakers



**DAVID ROOMES, MBCHB,  
MRCGP, FFOM, LM**  
*Chief Medical Officer  
Rolls-Royce plc*



**JULES DUVAL, MD**  
*Senior Medical Officer,  
Health Services Dept, Clinic  
Manager, The World Bank*



**MYLES DRUCKMAN, MD**  
*Senior VP and Regional  
Medical Director  
International SOS*

# Agenda



Introduction of International Corporate Health Leadership Council

2018 International Corporate Health Trends Report

People, Place, Purpose: Evolution of the Trends Due to a Changing World

Global Predictions: Our Crystal Ball

ICHLC.org and Questions

# Who is ICHLC?

- First-of-its-kind think tank
- Made up of senior leaders in corporate health from global organizations
- Represented by a cross-section of industries including:
  - Government agencies
  - Financial institutions
  - Energy, Mining, Infrastructure
  - Retail
  - Pharmaceutical
  - Scholastic

# 2018 International Corporate Health Trends



2018

## PREPARE AND SUPPORT YOUR MOBILE WORKFORCE FOR THE FUTURE

International Corporate Health Trends



### PEOPLE

Utilizing trends in the workforce demographics to address efforts that will improve employee wellness, reduce medical risk, and ultimately have a positive impact on productivity



### PLACE

Highlights health risks specific to workforce geographic locations and identifies the unique requirements needed to support the health of a globally mobile workforce



### PURPOSE

Focuses on how corporate health can define your mission, as well as your ethics

### 10 RECOMMENDED ACTIONS

The recommended actions from the previous 2016 report have been updated to reflect today's advances and the Council's understanding of corporate mobile health.

- 1. "EMPLOYMENT AND HARBORING HEALTH AND WELLNESS PROMOTIONAL OPPORTUNITIES"**  
Health promotion and wellness programs should be designed to address mobile workers' needs, such as providing medical services, reducing medical costs, and improving business productivity.
- 2. "PSYCHOLOGICAL HEALTH SHOULD NOT ONLY BE A TOP PRIORITY BUT SHOULD BE INCORPORATED INTO ALL BUSINESS AND WELLNESS PROGRAMS"**  
Psychological health is considered a significant priority today for other reasons as well. The most common mental health issues are depression and anxiety, which have been shown to have a "ripple" effect on productivity and overall health. Organizations should consider mental health as a top priority.
- 3. "EMERGE ACCESS TO MEDICAL SERVICES THROUGH DIGITAL HEALTHCARE SOLUTIONS"**  
Organizations should assess their healthcare provider network to ensure that mobile workers have access to the care they need.
- 4. "CONDUCT PROGRAMS THAT INCREASE EMPLOYEE KNOWLEDGE AND SKILLSET DEVELOPMENT"**  
While related activities and topics are discussed throughout the report, the importance of employee and organization training is emphasized. Effective management of workers is essential to identify trends and address business needs. Training programs, business development, and research needs should be considered.
- 5. "ORGANIZATIONS SHOULD TAKE PROACTIVE MEASURES TO PREVENT AND MITIGATE RISK"**  
Organizations should take proactive measures to prevent and mitigate risk. This includes identifying potential risks, assessing their impact, and implementing strategies to reduce or eliminate them.
- 6. "ASSESS AND MANAGE SITE HEALTH AND SAFETY RISKS"**  
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- 8. "EVALUATE AND MANAGE EMPLOYEE WELLNESS AND PUBLIC HEALTH RISKS"**  
Organizations should evaluate and manage employee wellness and public health risks. This includes identifying potential risks, assessing their impact, and implementing strategies to reduce or eliminate them.
- 9. "USE TECHNOLOGY TO SUPPORT AND MONITOR EMPLOYEE WELLNESS AND PUBLIC HEALTH RISKS"**  
Organizations should use technology to support and monitor employee wellness and public health risks. This includes identifying potential risks, assessing their impact, and implementing strategies to reduce or eliminate them.
- 10. "HEALTH SERVICES SHOULD BE OFFERED IN WELL-DEFINED "ZONES"**  
Organizations should offer health services in well-defined zones. This includes identifying potential risks, assessing their impact, and implementing strategies to reduce or eliminate them.

### RECOMMENDED ACTIONS

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### 2018 INTERNATIONAL CORPORATE HEALTH TRENDS

- 01** The pace of technology development is accelerating, and it is changing the way health care is delivered and consumed. This is creating new pressures on organizations to innovate, act, live well-being and thrive.
- 02** A "Global Culture of Health" is a concept with momentum within many international organizations, leading to changes in how employees live and work.
- 03** Non-communicable diseases continue to be a high priority in both developed and emerging markets.
- 04** Data, DNA, and other global health security trends have highlighted the need for better information, business continuity and global health preparedness plans. Organizations are stepping up to prepare for the new world.
- 05** Mental stress has become a prominent and increasingly common concern for organizations as they focus on the psychological health of their mobile employees.
- 06** Local communication and engagement capabilities continue to evolve, and organizations are continuing to adapt to meet the working requirements.
- 07** Global demographics are changing, and the younger employee "millennials" and "Generation Z" are driving new trends in how employees live and work.
- 08** More effective support for the health care system is needed to meet the needs of a global workforce. Health care systems are becoming a priority for many international organizations.

### GLOBAL PREDICTIONS—OUR CRYSTAL BALL

The Council, based on its review of the current literature, recent survey results, and its collective expert opinions, has put together a list of predictions that will likely impact the mobile workforce of the near future.

- 01** International travel will continue to increase despite natural (i.e., weather) and man-made (i.e., terrorism) threats to a "Global" mobile workforce.
- 02** Greater health safety will become an important key performance indicator (KPI) for any global organization—ensuring that employees and travel are protected.
- 03** Technology in response to the new emerging need for immediate feedback will evolve at such a rate that handheld devices accessing "big data" will become the "go-to" source of intelligence.
- 04** Requests for more flexible benefits arrangements (e.g., annual leave, sabbaticals, "right-to-disconnect") will be commonplace as the new business model focuses on "body, mind and spirit."
- 05** Shared economy and other new transportation and accommodation business models will continue to evolve, creating new transportation risks that increasing the challenge employers will face in providing effective health and safety support in the spirit of their duty of care.
- 06** Diversity in the workforce, particularly at the senior management level, will grow exponentially to include other poorly represented populations, including members of the LGBT community.
- 07** "Climate change" will continue to impact organizations, and with it the health of those employees traveling to and staying there. As the impact grows, more will need to be done to ensure personal and multiple business sustainability plans.
- 08** There will be another significant infectious disease outbreak soon, further reinforcing the need for corporate medical readiness and global expertise, as well as demonstrating the critical value of effective business continuity plans.



# People

Utilizing trends in the workforce demographics to address efforts that will improve employee wellness, reduce medical risk, and ultimately have a positive impact on productivity

# People: Current Trends



**Psychological Health**



**Non-communicable Diseases**



**Millennial Health & Engagement**



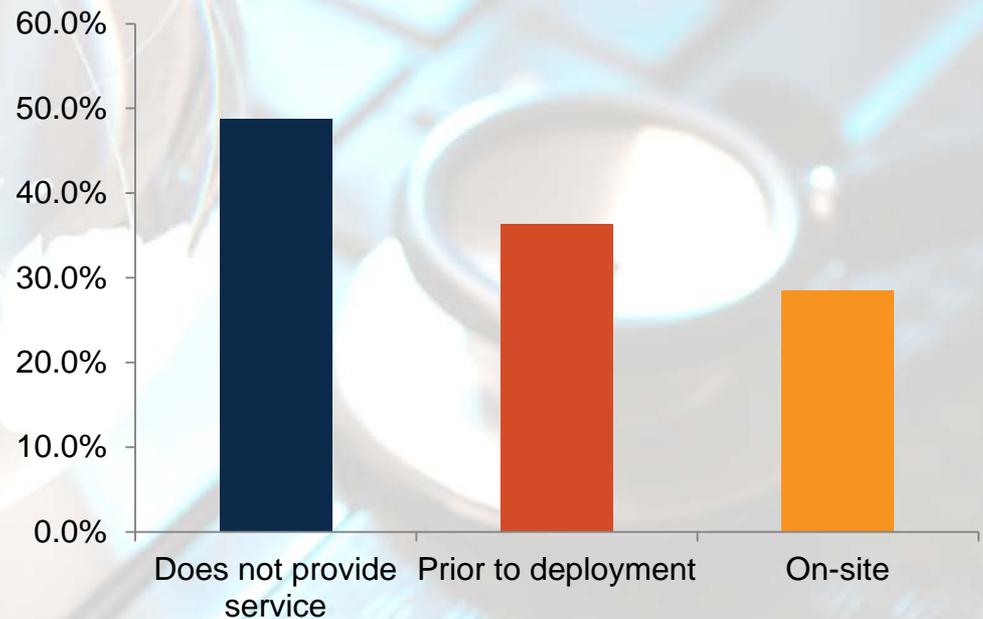
**LGBT Agenda**

# People: Current Trends

Does your company provide those with behavioral health issues with support services and counseling (i.e. an international employee assistance program)?



**Psychological Health**

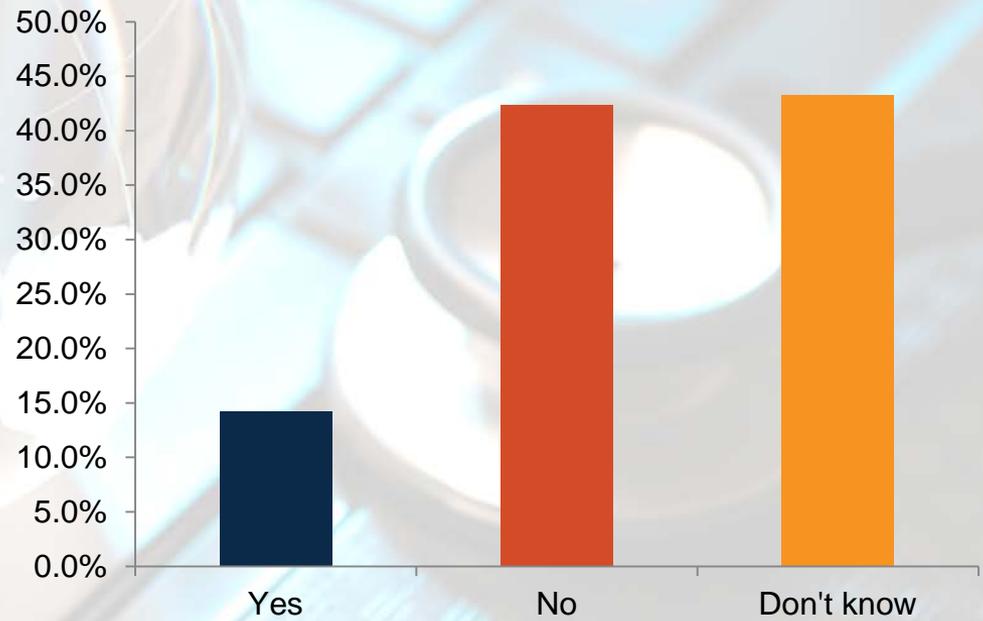


# People: Current Trends

Are international assignee/business employee chronic health issues (i.e. diabetes, obesity, hypertension, COPD, etc.) impacting assignments or productivity?



**Non-communicable Diseases**

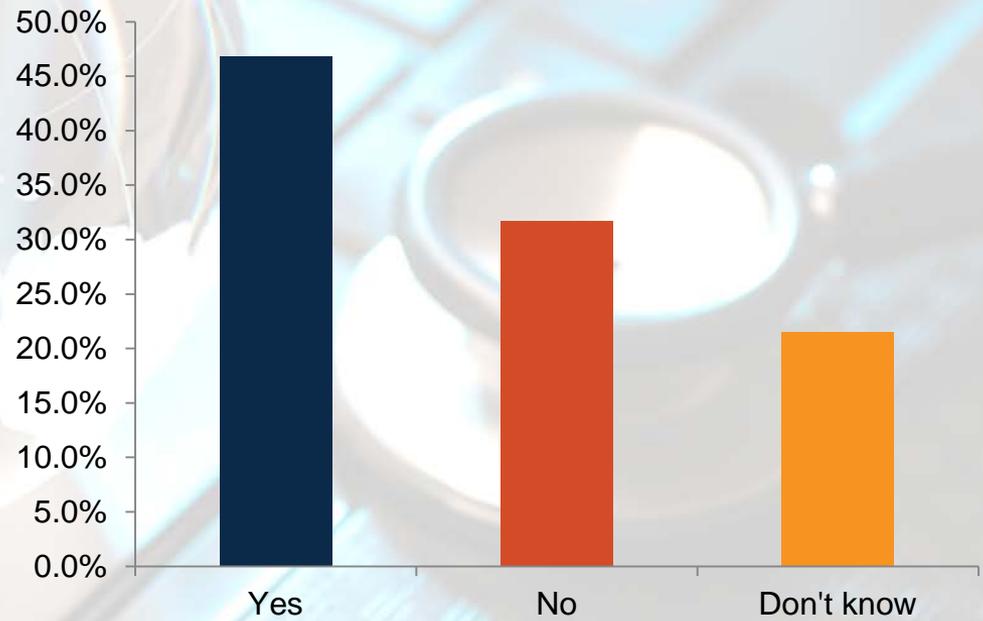


# People: Current Trends

Are your travelers consistently provided with a health briefing, including information on health risks and prevention, prior to travel?



**Millennial Health & Engagement**

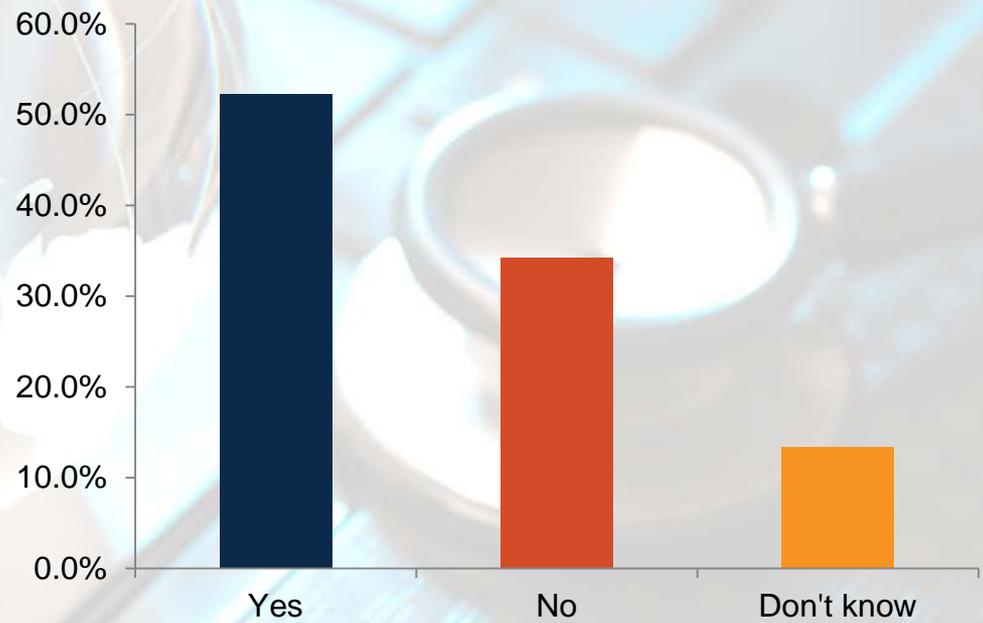


# People: Current Trends

Does your company offer any workplace diversity and inclusion education/training programs for your workforce, e.g. LGBT cultural competency programs?



**LGBT Agenda**



# People: Recommended Actions



*IMPLEMENT AND MAINTAIN HEALTH AND WELL-BEING PROGRAMS GLOBALLY*



*PSYCHOLOGICAL HEALTH SHOULD NOT ONLY BE A HIGH PRIORITY BUT SHOULD BE INCORPORATED IN ALL HEALTH AND WELL-BEING PROGRAMS*



# Place

Highlights health risks specific to workforce geographic locations and identifies the unique requirements needed to support the health of a globally mobile workforce

# Place: Current Trends



**Global Culture of Health**



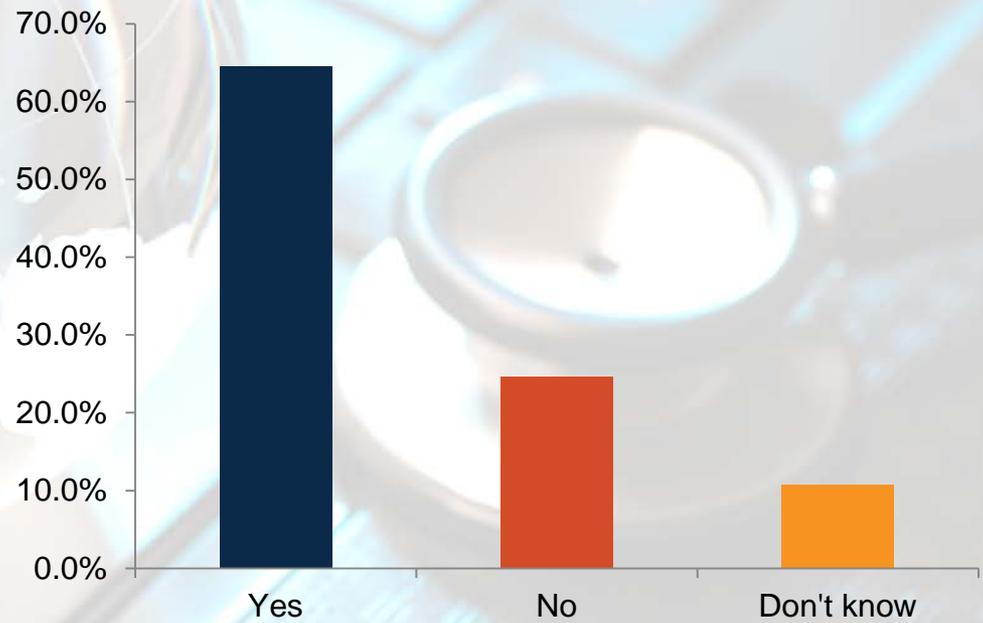
**Local Occupational Health  
Laws & Regulations**

# Place: Current Trends

Is having a “culture of health” a priority within your organization?



**Global Culture of Health**

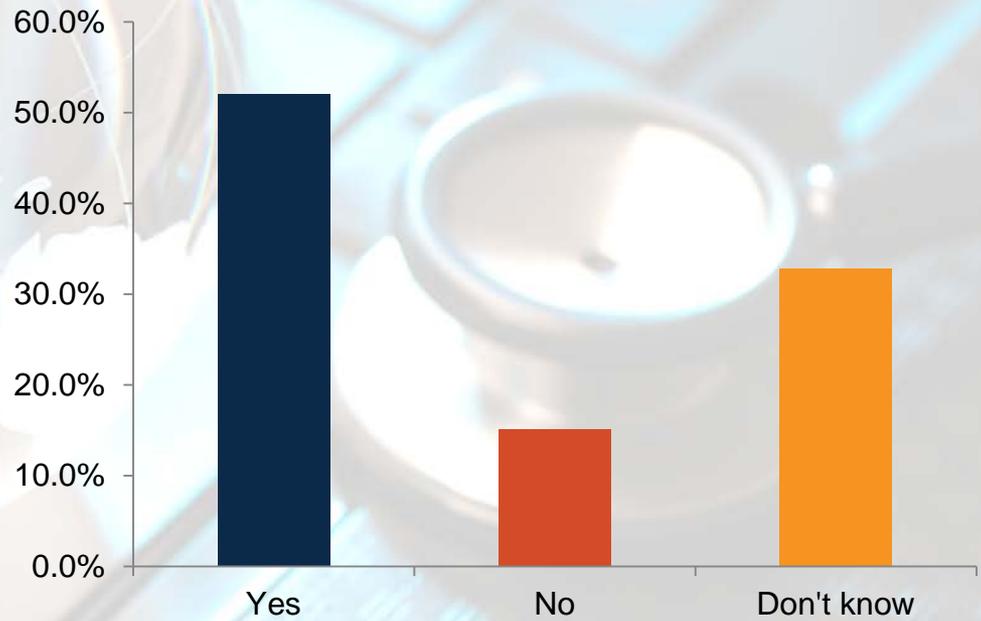


# Place: Current Trends

Does your company have a methodology to ensure that your business operations are in compliance with local occupational health requirements/regulations?



**Local Occupational Health  
Laws & Regulations**



# Place: Recommended Actions



*ENSURE ACCESS TO MEDICAL SERVICES WHERE LOCAL HEALTHCARE GAPS EXIST*



*IMPLEMENT PROGRAMS THAT MANAGE WORK-RELATED ACCIDENTS, EXPOSURES, AND ILLNESSES GLOBALLY*



*ORGANIZATIONS SHOULD HAVE ROBUST SYSTEMS AND HEALTH PROGRAMS THAT FULFILL THEIR DUTY OF CARE OBLIGATIONS TO PROTECT MOBILE EMPLOYEES*



*ASSESS AND MANAGE SITE HEALTH RISKS, AND ENSURE COMPLIANCE WITH LOCAL HEALTH REGULATIONS*



# Purpose

Focuses on how corporate health can define your mission, as well as your ethos

# Purpose: Current Trends



**Global Health Security**



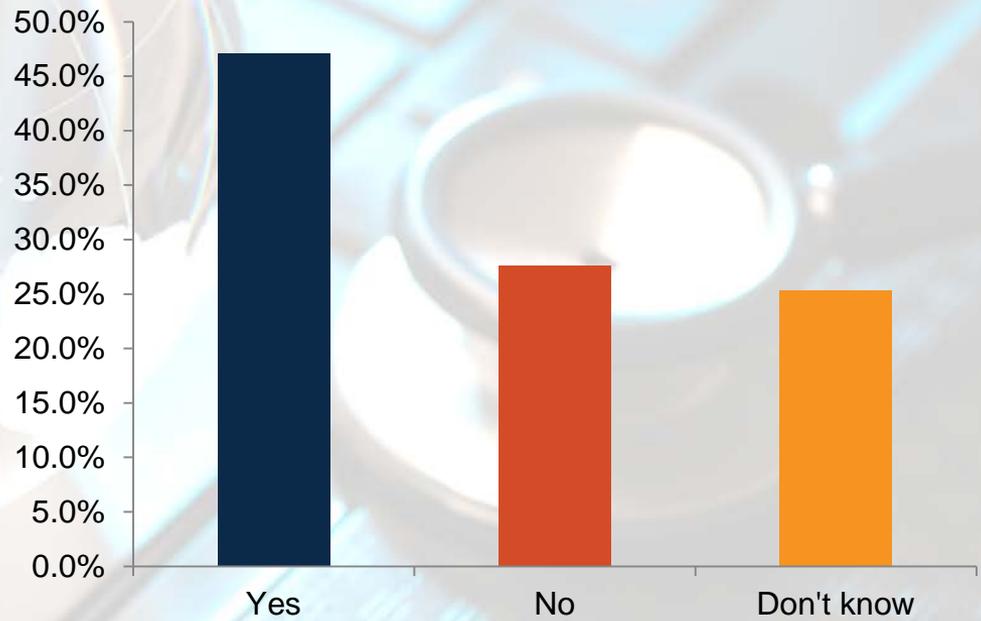
**Technology**

# Purpose: Current Trends

Does your company have a documented plan (e.g. influenza pandemic plan) to manage infectious diseases in the workplace at all work locations?



**Global Health Security**

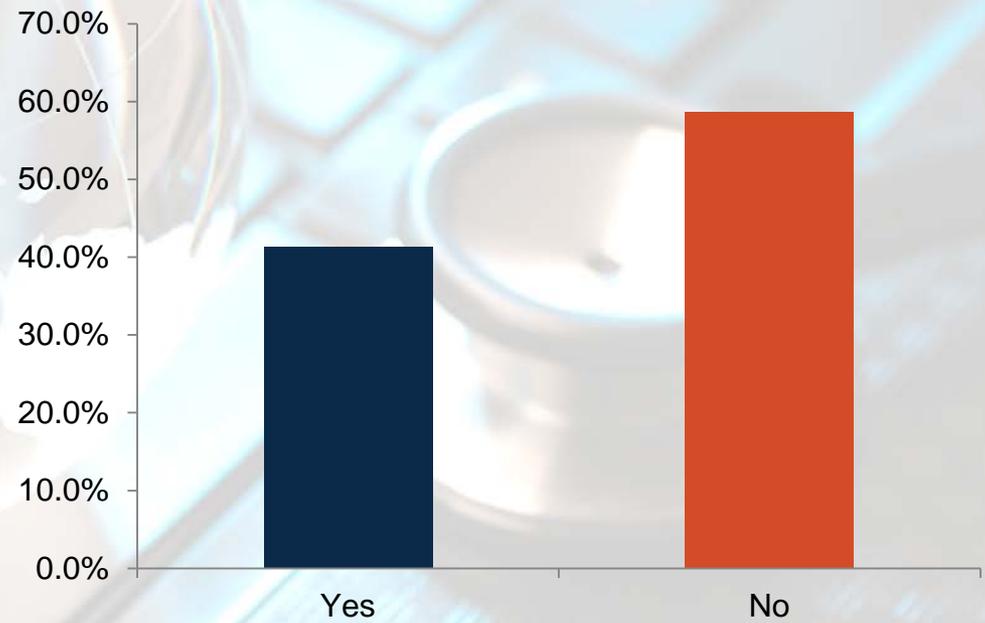


# Purpose: Current Trends

Does your company utilize telemedicine services?



Technology



# Purpose: Recommended Actions



*ORGANIZATIONS SHOULD HAVE ACCESS TO CORPORATE MEDICAL RESOURCES 24/7*



*DEVELOP AND MAINTAIN ENTERPRISE BUSINESS CONTINUITY AND PUBLIC HEALTH PREPAREDNESS PLANS AND RESOURCES TO MONITOR AND MITIGATE AGAINST HEALTH SECURITY THREATS*



*USE TECHNOLOGY TO TARGET AND MONITOR PROGRAMS THAT IMPROVE EMPLOYEE WELL-BEING AND HEALTH*



*HEALTH AGENDA SHOULD BE DEFINED IN WELL-COMMUNICATED POLICIES*

# Conclusions

-  The pace of technology development is accelerating, changing the way healthcare is delivered and consumed.
-  A “Global Culture of Health” is a concept with momentum within many international organizations.
-  NCDs continue to be a high priority in both developed and emerging markets
-  Global health security incidents have highlighted the need for better enterprise business continuity and public health preparedness plans.
-  Mental illness has become a prominent and clearly identified concern, so organizations are focusing on the psychological health of their mobile employees.
-  Local occupational health regulations continue to evolve, and organizations are continually adapting to meet the evolving requirements.
-  Global demographics are changing, and the younger employee—the millennial—has different needs and health challenges that organizations are now realizing.
-  More effective support for the health and safety of the LGBT mobile employees has become a priority for many multinational companies.

# Global Predictions



International travel will continue to increase despite natural (i.e., weather) and man-made (i.e., terrorism) threats to a (“fearless”) mobile workforce.



Traveler health and safety will become an important key performance indicator (KPI) for any global organization — surpassing travel expenses and traveler satisfaction.



Technology, in response to the ever-increasing need for immediate feedback, will evolve at such a rate that handheld devices accessing “big data” will become the “go-to” source of intelligence.



Requests for more flexible work/life arrangements (e.g., annual leave, sabbaticals, “right to disconnect”) will be commonplace as the new business traveler focuses on “body, mind, and spirit.”

# Global Predictions



Shared economy and other new transportation and accommodation business services will continue to evolve, exposing new foreseeable risks, thus increasing the challenge employers will face in providing effective health and safety support in the spirit of their Duty of Care.



Diversity in the workforce, particularly at the senior management level, will grow exponentially to include other poorly represented populations, including members of the LGBT community.

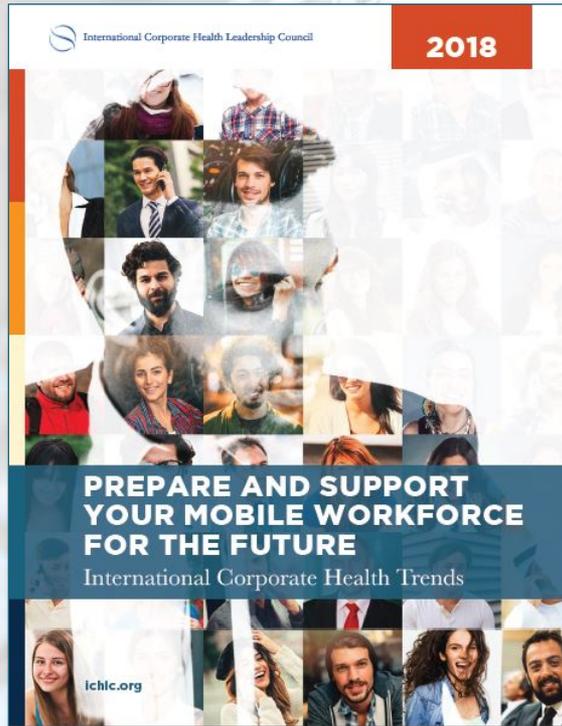


“Climate change” will continue to impact geographies and with it the health of those employees traveling to and living there. Businesses will need to adapt and react efficiently to support personnel at multiple locations simultaneously.



There will likely be another significant infectious disease outbreak soon, further reinforcing the need for corporate medical resources and global expertise, as well as demonstrating the critical value.

# Questions?



2018 Report



Executive Summary



Infographics

Download all assets at [ichlc.org](https://www.ichlc.org)