PREPARE AND SUPPORT YOUR MOBILE WORKFORCE FOR THE FUTURE:

2018 INTERNATIONAL CORPORATE HEALTH TRENDS

International Corporate Health Leadership Council

2018

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International Corporate Health Trends

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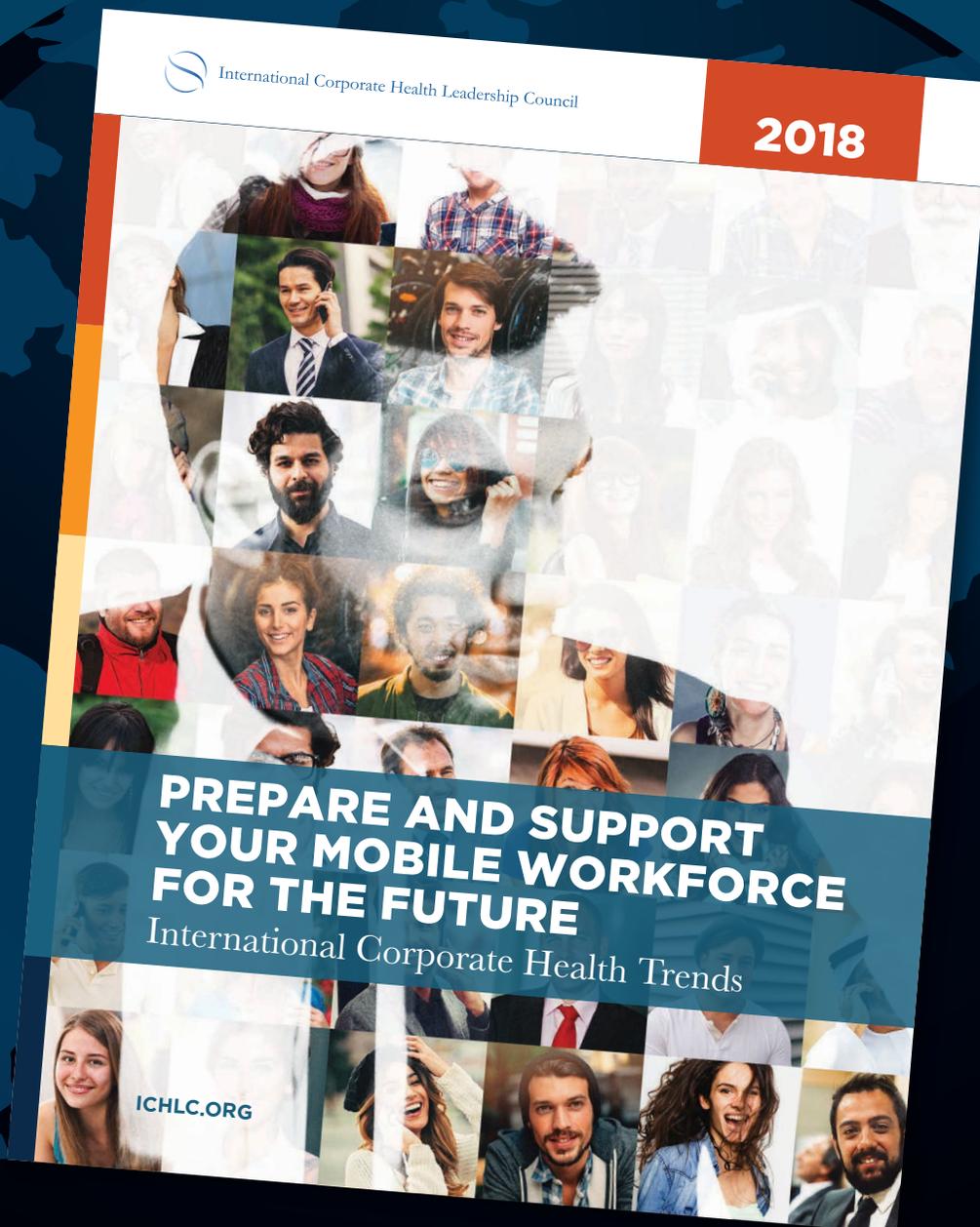
EXECUTIVE SUMMARY

Overview of the Council

The International Corporate Health Leadership Council (ICHLC) is a non-profit 501(c)(6) foundation whose objective is to drive standards and policies that result in reducing risk and improving the delivery of healthcare to international business travelers, expatriates (and their families) and employees in emerging markets, wherever they may live or work. Made up of the most senior leadership in corporate health including medical directors, corporate executives, thought leaders, and researchers, ICHLC produces periodic reviews of the latest health trends relevant to global enterprises. In addition, the Council provides key recommendations so that appropriate standards are benchmarked and best practices are identified and shared with those who make or influence policy decisions concerning the protection and preservation of human capital.

Since its inception in 2012, the Council has produced reports and white papers including:

› 2014 Corporate Health Trends Report

› Creating a Culture of Health for a Global Organization White Paper

› Repatriation of Mortal Remains White Paper

2018 Report Background

The Council recently conducted a survey regarding health trends of organizations with international travelers and assignees. The survey yielded 344 responses across 26 industry sectors, representing more than 2.5 million individuals worldwide.

The top reporting industry sectors included:

› Financial services

› Healthcare/pharmaceutical

› Government

› Professional services

› Energy

In addition, these respondents came from the following roles:

› Management

› Human Resources

› Health & Safety Executive

› Security

› Travel

› Risk Management

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International Corporate Health Trends & Recommended Actions

The 2018 report assesses current literature and reviews supporting data to provide management with recommendations to best protect and support an organization's mobile workforce. As such, the Council identified eight new health trends and 10 recommended actions to reflect these new trends.

INTERNATIONAL CORPORATE HEALTH TRENDS

- The pace of technology development is accelerating and it is changing the way healthcare is delivered and consumed.

- A "Global Culture of Health" is a concept within many international organizations, leading to changes in how employees live and work.

- Non-communicable diseases continue to be a high priority in both developed destinations as well as emerging markets.

- There is a need for better enterprise business continuity and public health preparedness plans.

- 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.

- 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 LGBT mobile employees has become a priority for many multinational companies.

RECOMMENDED ACTIONS

- Implement and maintain health and well-being programs globally.

- Psychological health should not only be high priority but should be incorporated in ALL health and well-being programs.

- Ensure access to medical services where local healthcare gaps exist.

- Implement programs that manage work-related accidents, exposures, and illness 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.

- 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.

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 expert predictions that will likely impact the mobile workforce not only in the near future, but the coming years as well.

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.

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.

Three Pillars: People, Place, Purpose

In this report, we highlight new and evolving trends and their increased importance. Since our 2014 report, demographics have changed as have employee health needs. Global health threats continue to impact global security. Technology advancements have influenced delivery of care and how we communicate. Country occupational health requirements are evolving and healthcare delivery is changing globally. We have again focused this report around our framework of PEOPLE, PLACE and PURPOSE.

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.

› Organizations should be aware of and recognize the unique needs of the following: millennials, LGBT, and individuals with NCDs or behavioral health issues. Part of this process is creating a global culture of health.

64.5%
indicated having a culture of health is a priority.

52.3%
indicated they offer workplace diversity and inclusions training programs.

14.2%
Indicated NCDs are impacting assignments; however 43.3% were not sure.

13.1%
Indicated behavioral health issues are impacting assignments; however

45.6%
were not sure.

PLACE:

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

› Organizations should have robust systems and health programs in place to fulfill their Duty of Care.

› Organizations should assess and manage site health risks and ensure compliance with local occupational health regulations.

61.3%
indicated they have specific occupational case management guidelines to manage an illness/injury in the workplace.

41.3%
indicated the company's C-Suite is involved in the decision-making process for their Global Health Program.

52%
indicated they have a methodology in place to ensure business operations are in compliance with local occupational health requirements.

27.3%
indicated they conduct health risk assessments of their operations in high-risk locations.

PURPOSE:

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

› Organizations should develop and maintain enterprise business continuity plans to mitigate against health security threats.

› Health-related technology (including tele-assistance) has expanded rapidly over the last few years and organizations should use technology to improve healthcare delivery.

45.9%
indicated they utilize a third-party medical assistance provider to manage illness/injury of employees.

50.6%
indicated they have an effective process to rapidly identify, track and communicate with travelers who may be impacted by medical/security incidents.

47.1%
indicated they have a documented plan to manage infectious diseases in the workplace.

41.3%
indicated they utilize telemedicine services.