

# Prepare Your People: Orient Train and Equip Prior to Departure



July 1, 2015



International Corporate Health Leadership Council

The screenshot shows the Cisco WebEx Event Center interface. The main content area displays teleconference details: **Teleconference:** Call-in toll-free number (US/Canada): 1-877-668-4493; Call-in toll number (US/Canada): +1-408-600-3600; [Show all global call-in numbers](#); **Access code:** 668 210 923; **Attendee ID:** 797; **Event number:** 668 210 923; **Host key:** 317135. On the right, the **Participants (22)** list shows **Panelists: 5** including Jennifer Sensky (me), WebEx Producer (Host), Julie Freeman, Aracelis Delgado, and Teofilo Henriquez. Below the participants is the **Q&A** panel, which is highlighted with a red box. It shows a question from Jackie Trainer at 10:37 AM: "Lobby slides aren't auto-rotating now." Below the question is a text input field with a 256-character limit and two buttons: "Send" and "Send Privately...".

Type your question in the Q&A panel and click the "Send" button.

We will answer questions as time allows at the end.

**WebEx Technical Support: 1-866-229-3239**  
**Event Password: health2015**



# Thank you for joining us today!

## Look in your inbox for:

- PowerPoint slides
- Link to the recording
- Executive Briefing
- Benchmark data

## View archives:

- <http://www.ichlc.org/events/>



**Tip** Share this content with other stakeholders within your organization to engage and find ways to manage the risks of your people.



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# Speakers



**Cheryl Christensen, DO, MS, FACOEM**  
Corporate Medical Director,  
**The Procter & Gamble Company**



**Professor Robert L. Quigley, MD, D.Phil,**  
Regional Medical Director and Senior Vice President of Medical Assistance,  
Americas Region  
**International SOS**



**Sandra Stratford, MD**  
Chief Medical Officer, Global Health Resources  
**Raytheon Company**



**Lori Zimmerman, MD**  
Medical Director,  
**Citigroup Inc.**



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# Agenda

- Purpose of the Council
- Overview of 10 Recommended Actions
- Focus:
  - Orient
  - Train
  - Equip
- Panelist Discussion
- Q&A



# ICHLC Purpose



- Our goal ....  
to provide a **first-of-its kind forum** wherein corporate medical directors and other influential members can collaborate to **develop a unified voice** and platform, along with a strong business case to support their objectives that keeps employees (and their accompanying dependents) healthy, safe and secure while outside their home countries.
- By doing so, multi-national corporations around the world can build, adapt or change their global health initiatives to meet or exceed standards recognized by the Council.
- In addition, Council members can share best practices and insights among peers, thus offering an opportunity for professional growth.



# 10 Recommendations At a Glance...



CORPORATE HEALTH POLICIES MUST DRIVE THE AGENDA.



24/7/365 MEDICAL ASSISTANCE MUST BE AVAILABLE GLOBALLY WITH COMPANY INSIGHT AND DECISION MAKING CAPABILITIES.



ACCESS TO CORPORATE MEDICAL RESOURCES ARE RECOMMENDED.



ORIENT, TRAIN AND EQUIP PERSONNEL PRIOR TO DEPARTURE.



BUSINESS SUSTAINABILITY REQUIRES HEALTH CRISIS MANAGEMENT PLANS AND THE RESOURCES TO RESPOND EFFECTIVELY.



PROACTIVELY ASSIST AT-RISK PERSONNEL.



UNDERSTAND AND MANAGE THE MEDICAL RISKS WHERE ORGANIZATIONAL OPERATIONS EXIST.



UNDERSTAND THE LOCAL OCCUPATIONAL HEALTH REQUIREMENTS & IDENTIFY COMPANY-SPECIFIC AND INDUSTRY STANDARDS.



WHERE LOCAL HEALTHCARE GAPS EXIST, ORGANIZATIONS MAY NEED TO FILL THE VOID.



HEALTH IS A MAJOR PILLAR OF CORPORATE SOCIAL RESPONSIBILITY.



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# 10 Key Recommended Actions:

People



Place



Purpose



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# Recommended Actions:

- Prepare employees and their dependents by informing them of predictable health risks and options for mitigation.
- First aid training and travel kits should be considered for all traveling employees, not just those going to remote locations or areas with limited medical care.





# Orient, Train and Equip Personnel Prior to Departure

- Pre-travel medical information should be provided for all international travelers and assignees (and dependents) as well as training and medical kits for those working in high-risk locations.
- Leveraging technology such as online training tools and automated emails can maximize the opportunity to effectively prepare personnel.





*Panel Question:*

What are some best practices in briefing your international travelers and expatriates on health risks or prevention before they leave? Are you involved in orientation programs?

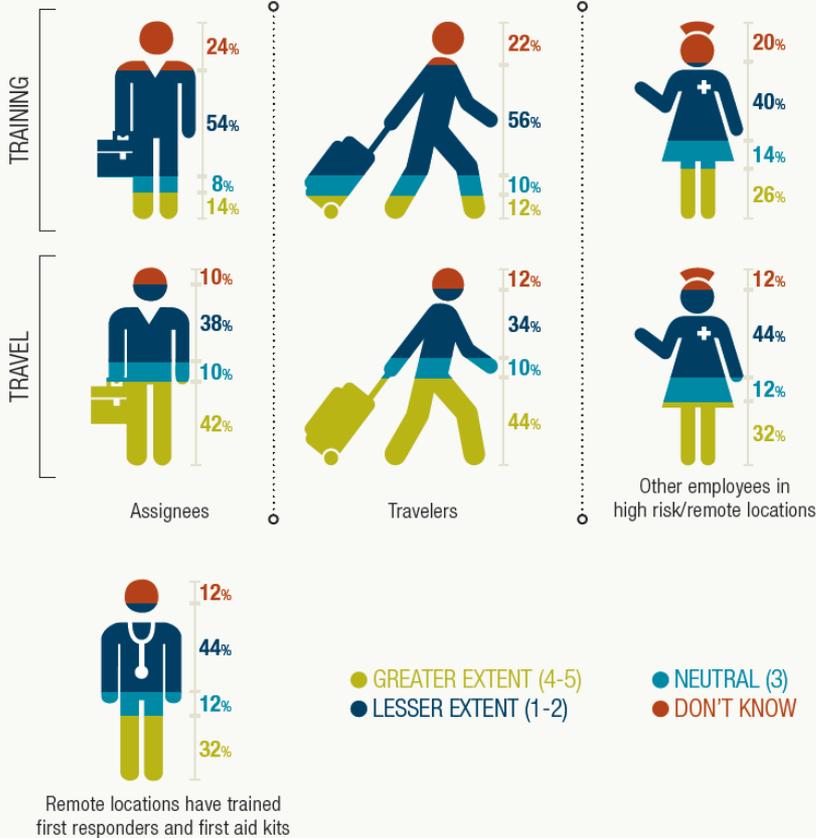


- **68%** report providing a briefing to their business travelers on health risks and prevention prior to the start of their travel and nearly the same percentage offer their travelers a medical consultation.
- **48%** provide their international assignees with an orientation program to educate them on local health resources and risks prior to deployment.

Source: Corporate Health Trends Report, [www.ichlc.org](http://www.ichlc.org)



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*Panel Question:*

How do you train employees on health risks so they can mitigate them independently? What about providing first aid training or travel health kits?

- Only a little over **one-third (34%)** of respondents use e-Learning to educate employees about health in remote locations.
- **15%** or less of the companies indicated that they offered first aid training for their international assignees or travelers.
- **26%** offered training for employees in high-risk or medically underserved locations.
- **80%** of large companies (25,000 or more working outside the US) offer medical kits to their international travelers.

Source: Corporate Health Trends Report, [www.ichlc.org](http://www.ichlc.org)



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*Panel Questions:*  
How do you show the value of preparation  
and prevention to the business?



## Resources:

- **The Link Between Workforce Health and Safety and the Health of the Bottom Line: *Tracking Market Performance of Companies That Nurture a “Culture of Health”*** – September 2013 American College of Occupational and Environmental Medicine
  - Authors: Raymond Fabius, MD, R. Dixon Thayer, BA, Doris L. Konicki, MHS, Charles M. Yarborough, MD, Kent W. Peterson, MD, Fikry Isaac, MD, Ronald R. Loeppke, MD, MPH, Barry S. Eisenberg, MA, and Marianne Dreger, MA
- **Return on Prevention Report** – published by Prevent and the International SOS Foundation, January 2015.
  - <http://www.internationalsosfoundation.org/>



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# Benchmarking: Poll Questions

- Does your organization have a methodology in place that shows your ROI on the value of preparation and prevention?
- Do you provide pre-travel health information to your international travelers, expatriates and their dependents?
- Do you think your organization has adequate resources to prepare your international travelers, expatriates and their dependents?



# Upcoming Speaking Engagement: HERO Forum – Sept. 29, 2015

## HERO FORUM AGENDA

TUESDAY, SEPTEMBER 29, 2015

### **10 Key Recommended Actions Companies Must Follow to Keep their Global Workforce Healthy & Safe**

Global organizations large and small are crossing borders into new markets, and it is inevitable that their employees will endure additional risks and require additional resources to meet their business objectives. A survey by the International Corporate Health Leadership Council identified six trends and ten key recommendations that can protect the globally-mobile workforce. In order to succeed and grow, organizations need to address these new challenges. Failure to manage them can lead to loss in global talent, productivity, and revenue and can result in business disruption.

#### **Learning Objectives**

After completing this session, participants will be able to:

1. Evaluate global health trends and the impact on employee health.
2. Provide guidance to corporate management regarding benchmarking standards and best practices to mitigate the impact of those trends.
3. Identify programs to support an internationally mobile workforce.

#### **About Our Speaker**

**Charles Yarborough, MD, MPH, FACOEM, FACPM**, is Honorary Chair of the International Corporate Health Leadership Council and is president of [CYHealthAssociates, LLC](http://CYHealthAssociates.com), a health research, services and consulting firm. Most recently he was director for medical strategies and health promotion at Lockheed Martin Corporation. Charles has nearly three decades of experience leading health initiatives for corporations, practicing as an internist at university

<http://hero-health.org/hero-forum/>



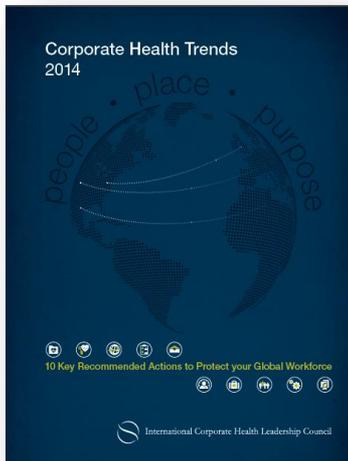
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# Q & A & Resources

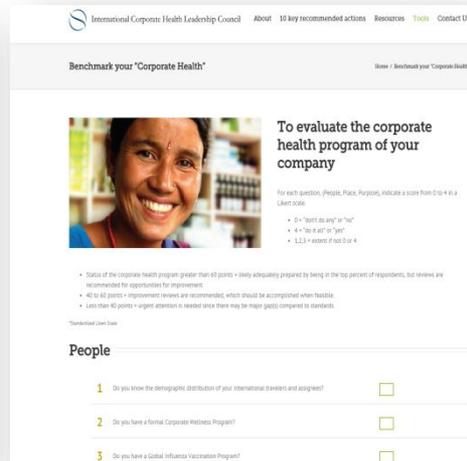
Check out our website:

[www.ichlc.org](http://www.ichlc.org)

- Download the Report
- Take the quiz and Benchmark your “Corporate Health”
- Find out “Who’s Behind the Council”
- View resources from past webinars and speaking engagements.



Download the Report



Take the Quiz



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