

## **DP Healthy Health Service**

**AT – 1B-01/341**  
**Austria**

**DP managing organization:**

**Institute for Humanistic Management**

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## Facts:

Theme: Adaptability – (Re)-Integration to the labour market

Length: 1.7.2005 – 30.6.2007

Number of Partners: 20

Total budget: EUR 1.94 Mio

TCA budget: EUR 50.000 [2,5 %]

## Rationale:

- The health industry employs app. 330.00 persons and is by far the biggest employer in Austria.

## Problems:

- There is a great manpower shortage [bad working conditions, lack of vocational training and career management]
- Premature retirement of health service staff [average length of stay: 6 years]
- Demographic development

## Partners:

- Public Organizations
- Health Insurance
- General Medical Association
- Chamber of Austrian Psychologists
- NGOs
- Companies
- University, College
- Federal Economic Chamber
- Trade Union

## Target groups:

- Management
- Heads of HR-Department
- Employees
- Special focus on employees who are threatened by unemployment or starting disability and elder employees

## Objectives:

- Obtaining workability
- Providing support and solutions
- Analyzing the problems at system level
- Sensitize HR-Managers

## Aims in detail:

- Engendering of a higher acceptance of work-conditions
- Building awareness and new assessment of the system's weak points
- Stimulating of self reflection and empowering the employees to actively plan their career
- Rising good health of employees

## Contents of modules:

- M1: Forum Personalentwicklung: networking
- M2: Screen Your Competence: development
- M3: Lehrgang Abteilungscoach: qualification
- M4: Let it be: improvement of quality of work [spaces]
- M5: Gesund gewinnt: qualification

## **M2: Screen Your Competence**

Development of an online-screening-method to empower nurses in planing their career [potentials, coping mechanism, personal suitability, etc.]

## **M3: Lehrgang Abteilungscoach**

Development and implementation of a specific curriculum to qualify selected employees [nurses] for becoming department-coaches [web, telephone]

Testing and evaluating within health care organizations.

## **M4: Let it be**

Development and testing of practical models to facilitate interdisciplinary cooperation and improve working conditions.

## **M5: Health wins: qualification**

Initiating a qualification-process in workplace health promotion to decrease burdens and to increase resources.

▶GESUNDES  
GESUNDHEITSWESEN

FORUM PERSONALENTWICKLUNG  
▶GESUNDES  
GESUNDHEITSWESEN

## M1: Forum Personalentwicklung [Forum HRD]

Building up a network/platform for HR-managers of Austrian hospitals/nursing homes/providers

- exchange of realizable models to continue employment [of already affected colleagues]
- strategic consulting for the management

## Initial Situation:

1.

- ▶ high level of sick leave
- ▶ high level of personnel turnover

➔ **high payroll costs**

2.

- ▶ sick leave is an indicator for
  - quality of working conditions
  - job satisfaction

➔ **parameter for quality of treatment**

## Partners:

- ▶ Arbeits- und sozialmedizinisches Zentrum Mödling
- ▶ Ärztekammer für Wien
- ▶ Ärztekammer Niederösterreich
- ▶ Berufsverband Österreichischer Psychologinnen und Psychologen
- ▶ Bundesarbeitskammer
- ▶ Bundessozialamt Niederösterreich
- ▶ Donauuniversität Krems
- ▶ Hill International
- ▶ Human Health Design
- ▶ IMC Fachhochschule Krems
- ▶ Institut für Humanistisches Management
- ▶ Karl Landsteiner Gesellschaft für Gesundheitsökonomie
- ▶ Niederösterreichische Gebietskrankenkasse
- ▶ Österreichische Ärztekammer
- ▶ Österreichische Gesellschaft für Qualitätssicherung und Qualitätsmanagement in der Medizin
- ▶ Österreichischer Gewerkschaftsbund
- ▶ Trend-Event
- ▶ Vinzenz Gruppe
- ▶ Wirtschaftskammer Österreich
- ▶ Zentrum für Verwaltungsforschung

## Position/Attitude:

- ▶ **Forum HRD** is a platform for Human Resource Managers of all levels in hospitals and nurses homes and their providers.
- ▶ Forum HRD acts
  - nationwide
  - politically independent
  - for all professional groups within the health care system

## Services:

- ▶ networking with experts and DP-partners
- ▶ workshops, lectures, round-table-discussions
- ▶ newsletter
- ▶ examples of good practice
- ▶ website

## Prospects:

- ▶ higher motivation
- ▶ better job performance
- ▶ reduction of personnel turnover – reduction of costs
- ▶ increase of efficiency and competitive ability
- ▶ increase of attractiveness for the workplace hospital/nursing home
- ▶ increase of image