

Corporate Care – Effect measurements Stress treatment/prevention

Corporate Care offers advice to businesses, managers and employees about stress, well-being and personal/management development. Since Corporate Care was established in 2002, the company has assisted more than 200 Danish, international, public and private businesses.

Extract from Corporate Care's customer portfolio

ABB	United Nations	Advokatsamfundet	Center for Ledelse
Telia	Nokia	Nykredit	Citroen
Carlsberg	Danica Pension	Djøf	Teknologisk Institut
Dong	Novo Nordisk	The Danish Nurses Organisation	Tetra Pak
DR	NCC	KPMG	Lægernes Testcenter
Post DK	DSB	Alk-Abello	Dansk Magisterforening
Siemens	TDC	Toms	Systematic
Forsvaret	HK	DHL	Citibank
Berlingske	BRFkredit	DFDS	Danish Refugee Council
Nordea	Rockwool	Skandia Lifeline	Copenhagen Airport
Municipalities	Ministries	Kristeligt Dagblad	Rambøll

Individual treatment – Effect

Corporate Care treats 400-500 people each year at the Stress Clinic. The treatment is performed by specialised psychologists and physicians under the leadership of chief physician Mr. Jørgen Lund. Treatment is carried out on the basis of cognitive behaviour therapy and in 2002 and 2005 the effect was measured in a questionnaire survey one year after the treatment was completed. Post surveys are carried out among 178 randomly selected patients.

Treatment at the Stress Clinic – Effect:

2001/2002

Absence due to sickness before treatment; 3.7 %

Absence due to sickness 1 year after treatment: 2.9 %

Recurrence 1 year (%)

None	Mild	Severe
75	23	2

Working after 1 year (%)

90 %

2004/2005

Absence due to sickness before treatment; 4.2 %

Absence due to sickness 1 year after treatment: 2.3 %

Recurrence 1 year (%)

None	Mild	Severe
85	13	2

Working after 1 year (%)

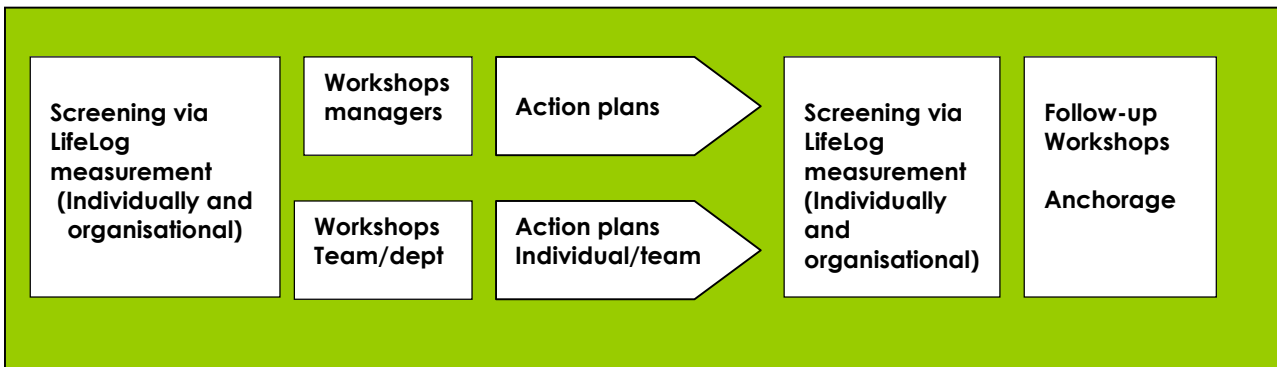
93 %

An average treatment sequence at the Stress Clinic consists of 4-5 conversations for 1-2 hours over a period of approximately 3 months.

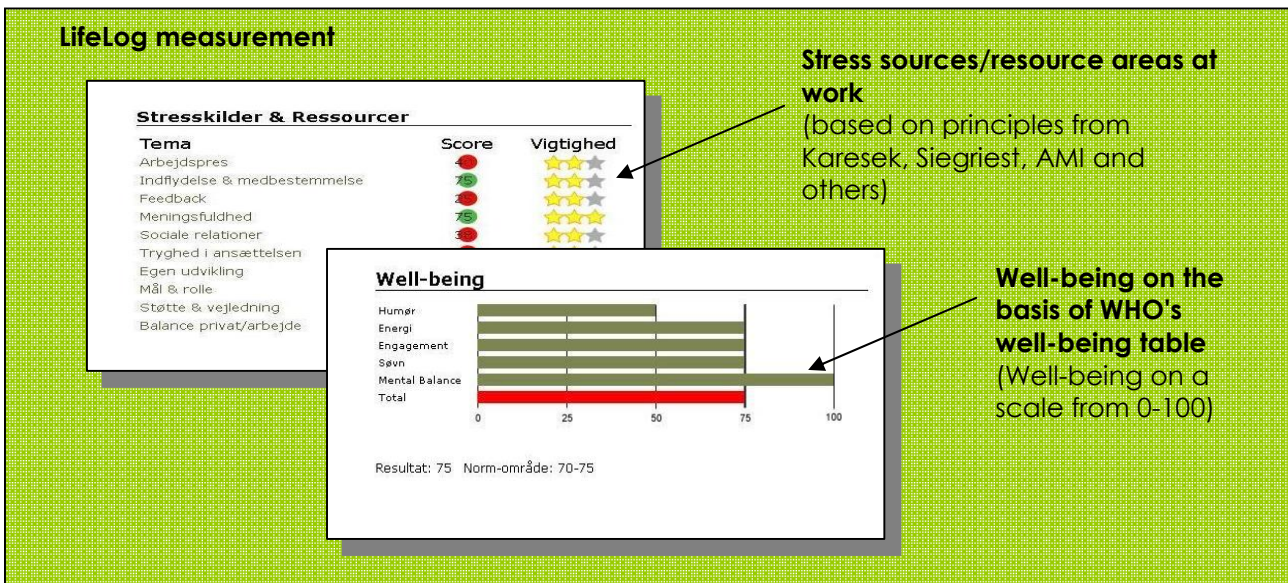
Organisational stress management/prevention - Effect

Corporate Care has carried out/carries out a number of development courses in businesses with the object of strengthening the organisation's competencies in order to handle and prevent stress among employees and managers.

Example of development course:



Screening takes place through Corporate Care's LifeLog measurement.



The test pinpoints 2 main areas. Partly the respondent's actual experience of his well-being/life quality. And partly substantial stress sources/focus areas in working life.

The measurement is carried out by completing a questionnaire online. The test person receives an online personal/confidential test report with results and ideas for focus areas. Subsequently, the company receives the results on team/organisational level including benchmark, suggestions for focus areas etc.

Since the launch of the most recent version of the LifeLog measurement in May 2006, Corporate Care has completed approximately 1,500 measurements. Until now effect measurement has been carried out in 4 development courses - i.e. measurement before and after intervention (workshops). Within 4-6 months effect measurements of approximately another 10 courses (ongoing at the moment) will be available.

Effect of stress management/prevention on organisational level

- In all 4 development courses the average well-being among the participants has increased
- 26 test persons out of a total of 38 felt increased well-being
- The average well-being from all the courses rose from 62 to 68
- Statistically the p value is 0,1116 which means that a 90 % probability exists that the improvements found are not random
- In all 4 courses improvements with regard to stress sources/focus areas are registered.

General Cost Benefit reflections

It is a well-documented fact that an increased stress level in a company entails increased costs due to rising absence due to sickness and employee turnover, errors, accidents and lower quality, efficiency, innovation etc.

(See i.e. *European Foundation for the Improvement of Living and Working Conditions, 1996*).

A number of international surveys show that an effective and long-term effort to reduce stress - in addition to increased well-being - is a profitable investment.

According to *the University of Michigan Health Management Research Center* businesses that have targeted their investments in health promotion/stress prevention have reached a ROI (Return of Investment) of between 1½ -12. (I.e. an investment of DKK 1 produces savings of between DKK 1½-12).

Source: *Business and Health Nov./Dec. 2000*

Experience from Germany show that a ROI of between 2.5 and 5 based on i.e. reduced absence due to sickness, increased productivity, quality and working ethics, interdisciplinary cooperation etc.

Source: *Kreis, J & Bödeker, W. (2003)*

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