

Presentation Title	Place in Schedule
<p>PBE: Experience of a quality of life and wellness program for health workers.</p>	<p>Poster Session <i>Day 2 – Wednesday – May 9th, 2018</i> <i>8:30am-9:30am</i></p>
Description of Presentation	Presenter Name(s) And Credentials
<p>Hospital Alemão Oswaldo Cruz (HAOC) is a philanthropic not-for-profit private hospital in Sao Paulo, Brazil. It currently employs 3030 staff, with 4081 family members and 3300 contract healthcare providers. PBE is based on a concept, which places the leadership, worker and Family members in the center in terms of finding solutions designed to provide them with a better health and care experience. Initiatives, which exemplify worker involvement, are: 1) Gerar (to give birth, in English), an initiative, which seeks to provide support to workers, or worker’s wives who are pregnant. 2) Workplace Exercise, a partnership between PBE and around 15 volunteers from HAOC’s Physiotherapy Service who provide this service across the organization. The growth of this activity inside the organization is evidence of the program’s “multiplication effect”, with the emergence of new “health advocates” who propagate the concept of health promotion; 3) Evaluations of Workplace Ergonomics and Psychosocial Factors, are offered by PBE, but can also be requested by managers or workers. They seek to eliminate or modify physical and environmental or psychological risks and stress factors in the workplace. The ergonomics analysis evaluates working environment and provides adaptations to make it more comfortable, productive and safe. The psychosocial factors evaluation uses a Job Content (JCQ) and Effort-Reward Imbalance Questionnaire (ERI) and the results are discussed with both the workers and their manager and validated by the responsible supervisor (c-level executive) to ensure improvements are implemented. In terms of diversity, in 2015 HAOC created the program “Together We Are More”, which is targeted to increase</p>	<p>Leonardo Piovesan Mendonça, MD <i>Hospital Alemão Oswaldo Cruz</i></p>
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inclusion of handicapped people and to ensure accessibility throughout the institution, as well as to promote actions, which incorporate the promotion of diversity and inclusion into the organizational culture. The three axis of the PBE's Value Proposition are: (1) improve the population's (leaders, workers and families) health, (2) improve their health experience and (3) lower healthcare costs and improve productivity. They are based on a concept, which seeks long-term organizational sustainability. We believe that this benefits the institution, the workers and the whole community. Regarding health cost optimization, over the last four years we were able to maintain monthly health insurance costs per capita of around R\$250, which we see as a great achievement given the Brazilian health market had an average increase of 13% per year. By avoiding these increases the institution was able to save around R\$ 6 million from 2012 to 2015. In addition to the positive impact on the financial balance, it has also benefitted the workers, who did not have to increase their health insurance contributions. This saving has allowed continued investment in the program. A clear example was the increase in the CASSC budget, which has increased from R\$ 500 thousand to R\$ 4.5 million over the last 9 years. This allowed an increase in the number of professionals from an initial seven to the current forty-two, guaranteeing delivery of an improved service, which influences directly on a better health experience for leaders, workers and their families.