

# Workplace Clinic Management Toolkit

**Do you feel you don't know enough about health to manage onsite health services?**

**Do you have questions about what you should expect and ask from your health staff?**

This toolkit provides management direction in assessing the quality of a company's health functions and help managers and health staff set concrete targets. The purpose is to produce better health and business results from your existing workplace health and wellness investments, allocate resources more effectively, and address high priority needs of women and men workers.

It is focused on both the quality of health services provided at the workplace and the adequacy of company policies and management systems to ensure that workers have access to health services.

**There is a strong business case to invest in workplace health facilities:**

- Existing workplace health facilities are often under-used and poorly managed (under-used business resource);
- Addressing workers' health needs contributes to increased productivity and improved workplace relationships;
- Better health services can strengthen buyer-supplier relationships.

## Resources for Management:

**A self-learning training of 3 modules (15-30 minutes each) that takes management through what managing health means and entails, and that can be complemented by the Resources for health staff. It can be taken at any time and contains links to additional resources and templates:**

**Module 1 – Managing health services**

**Module 2 – Self-assessment and planning (includes content covered under 'Resources for Health Staff')**

**Module 3 – Budgeting for health**

**Business case for investing in workplace healthcare**

## Resources for Health staff:

**A video series (5-8 minutes each) that takes health staff through the process of conducting a self-assessment of health services to identify priority areas for improvement and develop an action plan. The series can be complemented by the Resources for Management.**

**One-page manual on 'Doing a self-assessment'**

**Video I – Physical facility, products, equipment and material**

**Video II – Referral, provision of care, education and counseling**

**Video III – Facility policies and procedures**

**These resources will help Management and Health Staff:**

1. Manage workplace health clinic and staff
2. Define roles and responsibilities
3. Conduct a self-assessment of workplace health functions
4. Identify priority areas for improvement
5. Develop action plans and set yearly goals
6. Develop a yearly health budget
7. Better integrate health into workplace operations
8. Ultimately, improve health services for workers