

Healthy Workplaces Good Practice Awards 2023–2025

CASE STUDY



Digitalised preventive medical records for workers in the construction and infrastructure industry

ORGANISATION/COMPANY

Volandis (in collaboration with FIQAS)

COUNTRY

The Netherlands

SECTOR

Construction and infrastructure

TASKS

Providing services to support preventive care for workers of the construction and infrastructure sector.

Introduction to the case study

Volandis is a Dutch non-profit organisation established by the collective labour agreement Construction and Infrastructure of 13 June 2015 that provides services to support individualised workers' preventive care. It has developed the Prevention Care Portal, a one-stop shop for access to the medical records of workers in the construction and infrastructure sector. As a result, doctors, OSH services and workers themselves can easily access, transfer and build on workers' personal medical files in a uniform way.

Background

Companies in the Netherlands are legally obliged to conduct a periodic occupational health examination (PAGO) of workers who are exposed to OSH risks. Volandis is a leading sectoral knowledge and advisory organisation in this field and, based on its collective labour agreement, organises and supervises prevention care. The organisation supports the implementation of prevention care and, together with partners, implements the sectoral package of individualised preventive care for workers. This package has been part of the collective bargaining agreement in the construction and infrastructure sector for 30 years.

With the establishment of Volandis, social partners in the sector also introduced the Sustainable Employability Analysis (DIA), which expands upon PAGO through a reflection interview with employees on their vitality. The DIA focuses on medical and non-medical factors that may hinder a worker's sustainable employability. Its goal is to prevent OSH risks and allow workers to manage their own sustainable employability. The DIA results in a personal medical report – PAGO – and an action plan for the worker with

preventive measures. The employer receives an anonymous company report of collected PAGO participants in the mijnVolandis environment.

With its prevention care policy in the construction and infrastructure sector, Volandis also responds to the government's call to unburden and future-proof care.

Problems identified

In 2019, Volandis had 21 OSH services under contract, which collectively used 17 different software packages to carry out PAGO. Without a uniform format, data (medical records) could not be transferred from one OSH service to another. Changes to medical examinations were time-consuming and cumbersome.

However, the biggest challenge concerned the transfer of medical records. Workers who changed jobs under a different OSH service, had to undergo a new baseline measurement each time, regardless of their previous PAGO. The same occurred when employers changed OSH services. Since existing records could not be built upon, this became a health risk for workers, especially in cases of chronic conditions like cardiovascular and lung diseases and musculoskeletal complaints. This also restricted Volandis from guaranteeing the quality

of PAGO execution and follow-up interventions. To meet the goal of the sector's social partners, namely that 80% of workers should retire in good health by 2030, it became necessary to put them in charge of their own prevention files.

Aims

The mission is to encourage prevention and keep workers in the industry healthy so there is less absenteeism and fewer socio-medical problems. To facilitate this, Vlandis aims to develop a platform that will streamline the access and transfer of workers' medical files for all stakeholders.

What was done and how?

In mid-2023 Vlandis introduced the sectoral Prevention Care Portal (PZP) with its software partner FIQAS. This is a preventive medical record specially developed for workers in the construction and infrastructure industry. The portal consists of two parts. Company doctors, OSH professionals and DIA advisors document their examinations and findings. Workers have access to their PAGO questionnaire, results and research reports, including the DIA action plan.

The PZP is the first national medical file that transcends OSH services. It offers the possibility to carry out and record various profession-specific examinations and provides various functionalities that OSH services had not digitised.

What was achieved?

- Since mid-2023, Vlandis and partners have facilitated 24,000 workers in construction and infrastructure companies with a personal medical report and a DIA action plan.
- Around 140,000 workers in 8,000 construction companies across the Netherlands will be able to access their personal preventive medical file.
- The new PZP system records all findings from PAGO, DIA and follow-up activities in a workers' medical file, to be kept for at least 40 years.
- When a worker changes companies or OSH services, future examination can build on the information already available, as doctors and different OSH services can access the employee's file upon consent.
- Doctors and OSH professionals have better access to medical information, completeness of data, uniformity in working methods, improvement of diagnostics and clarity when processes and working methods change.
- The PZP system enables doctors and DIA advisors to smoothly transfer necessary information to execute a PAGO and the DIA reflection interview.
- By centrally recording specific preventive medical examinations in advance, working

methods can be controlled and new examinations and examination methods can be easily implemented by Vlandis.

Success factors

- **Data retention** – Workers' records remain available for life.
- **Independence** – Organisations and workers no longer depend on a single OSH service, as any OSH service or doctor can access existing information with the employee's consent.
- **Uniformity** – Vlandis develops medical studies on specific occupational risks and early detection of health damage. These examinations are now prepared in the PZP and conducted by OSH services in a standardised manner.
- **Quality** – With OSH services using the same equipment that links to the PZP, results are more reliable.
- **Data analysis** – The above enables Vlandis to conduct reliable scientific research that can be used to prevent work-related diseases and absenteeism.



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Transferability

The approach is transferable to other sectors, but requires substantial financial commitment. Stakeholders in the Netherlands have already expressed an interest in making the PZP available to workers in other sectors.

Costs and benefits

Costs

Social partners in the sector initially invested €2.1 million to develop, build and operationalise the PZP system. Another €700,000 will be allocated for further development and optimisation in 2025.

Benefits

- In 2024, the PZP system resulted in a sector-wide increase in worker participation from 27% to 31%.
- The quality of PAGOs and DIAs has increased significantly. This is expected to lead to less dropout and absenteeism by workers.
- The number of stakeholders is expected to increase with the inclusion of other sectors in the PZP.



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Key features of good practice example

- Regardless of the company one works for, a worker's health and safety information is available in one place, including both preventive health and sustainable employability.
- Considering the large number of workers and the high level of risk in the construction sector, the potential impact is estimated to be high.

Further information

Further information can be found at:

<https://www.volandis.nl/>

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