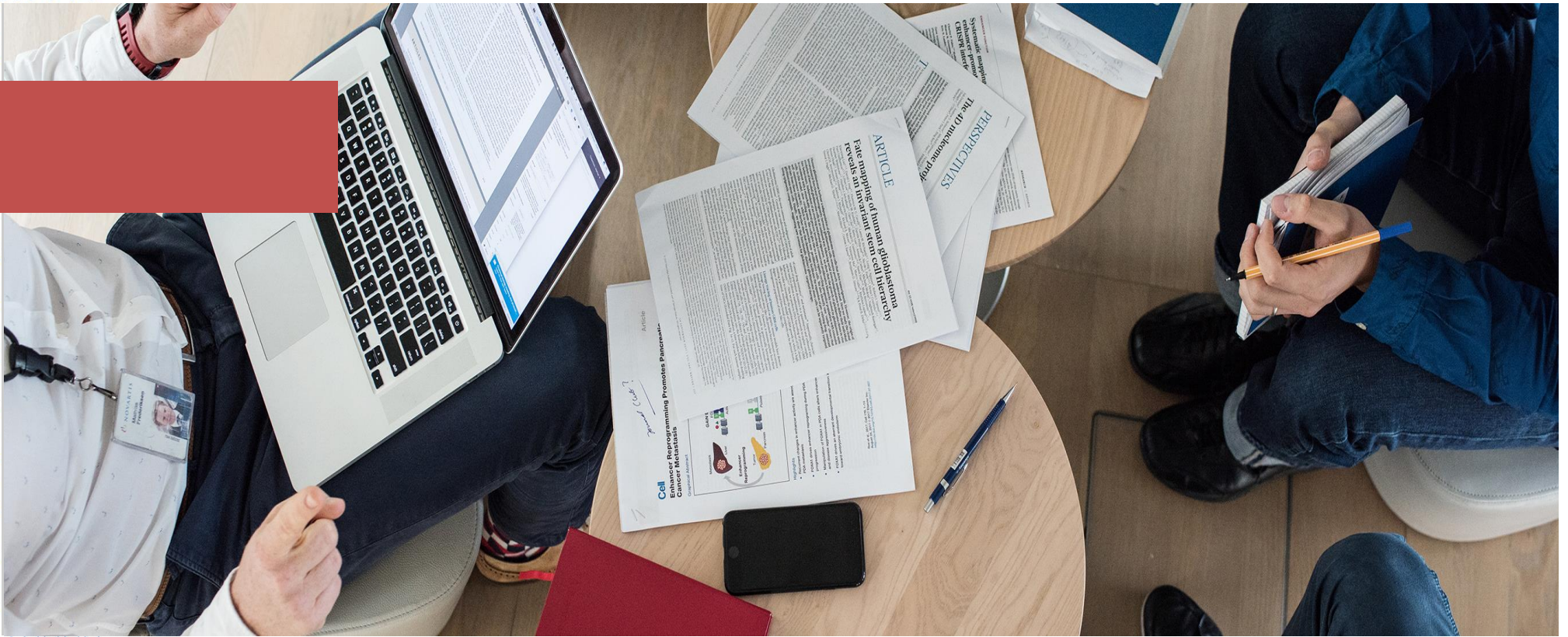




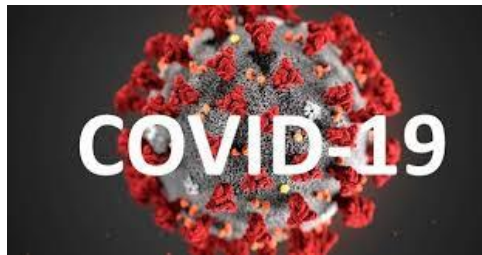
HSE



BUSINESS STRUGGLING WITH COVID-19. NOVARTIS BEST PRACTICE ON WORKFORCE WELLBEING

Tatiana Borisova
Regional HSE&BCM Head
Novartis

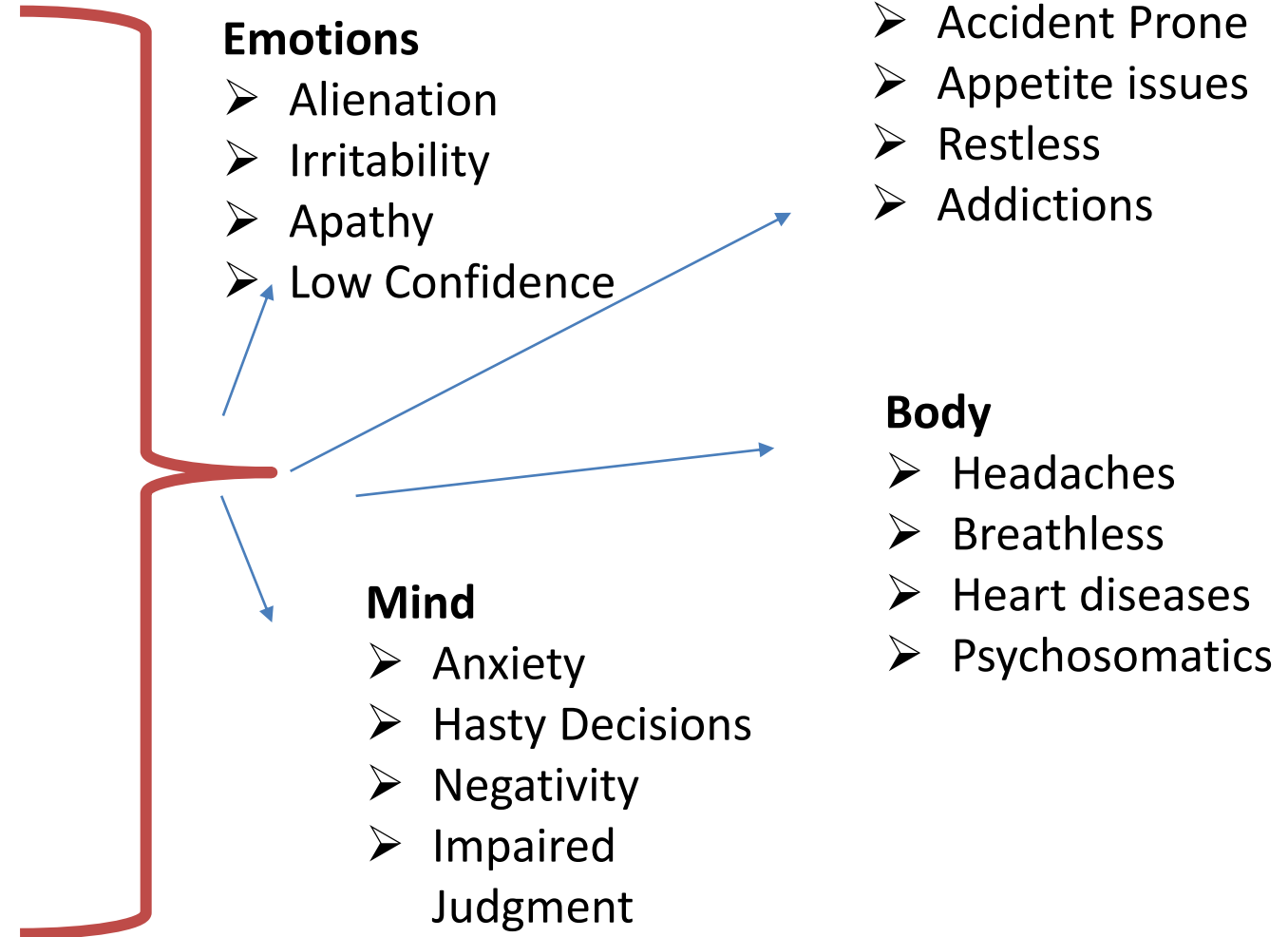
Covid-19 and consequences



2020 - present

- ✓ 70 % people have post-COVID syndrome
- ✓ 80% associates complaint on 30-50% increase of workload
- ✓ VUCA-world – increased stress
- ✓ Burnout and other mental syndromes $\geq 70\%$ of associates

Associates feedback and complaints



Ways to support associates

- ✓ EQ (emotional intellect) trainings
- ✓ Stress Management
- ✓ EAP
- ✓ Other Trainings
- ✓ Burnout prevention training



**Short-term
instruments &
methods – need
continuous
development**

- ✓ Long-term Psychological support
- ✓ Mental health marathons



**Long-term skills
development**

Mental Health marathon structure

My future,
present and
future

Internal energy
& internal critic

Development
impulse

Critical & Positive thinking

My way to
transformation

Better version of me – launch

Safety first



Mandatory requirement by law

Mental Health First Aid and First Aid



Mental Health First Aiders Program*



Awareness

- To understand mental conditions
- To see where an issue

Help

- Active listening
- “Coaching” conversations

Support

- Information
- Active support
- Emotional support

*For employees without psychological background

Mental Health First Aiders Program*



Awareness

- To understand mental conditions
- To see where wrong

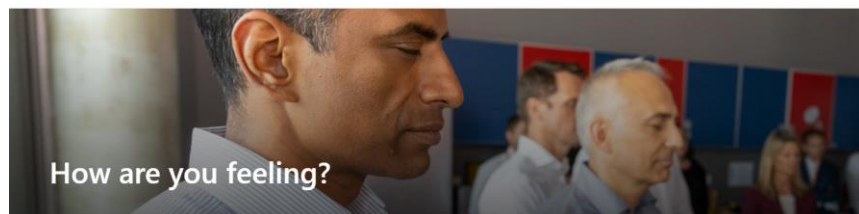
Help

- Active listening
- “Coaching” conversations

Support

- Information
- Active support
- Emotional support

*For employees without psychological background



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日本語

中文



EAP

Re-launch of EAP



+ Psychological Hotline

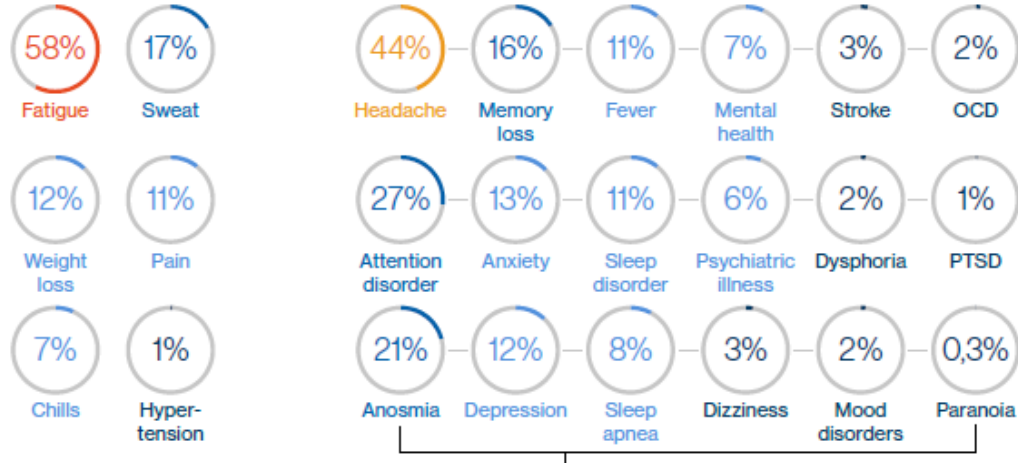
Post-COVID-19 syndrome

Long-term effects of COVID-19

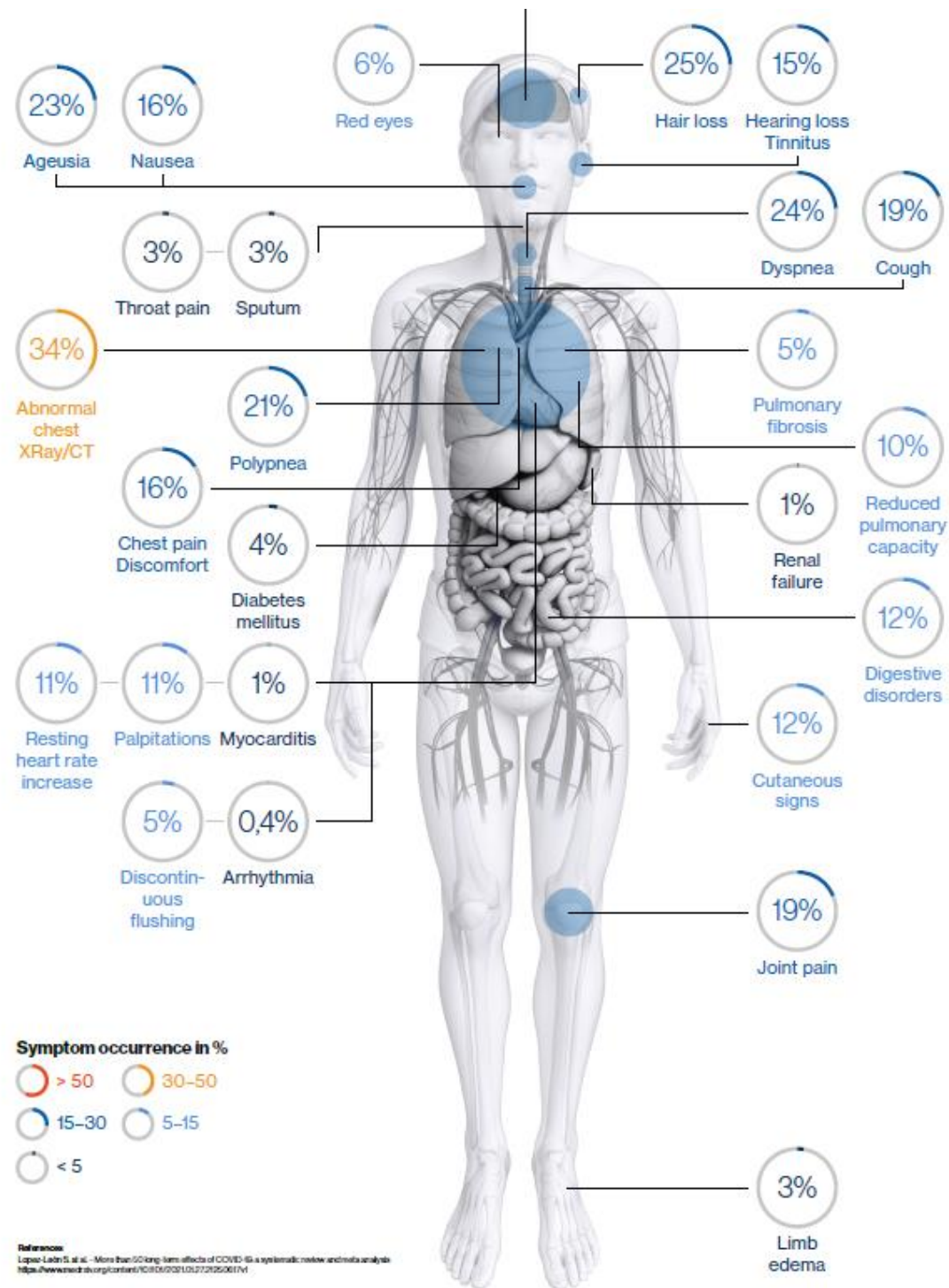
A systematic review and meta-analysis

80% of COVID-19 patients develop at least one long-term symptom.

Overall symptoms



[More than 50 Long-term effects of COVID-19: a systematic review and meta-analysis | medRxiv](https://doi.org/10.1101/2021.02.27.21250614)

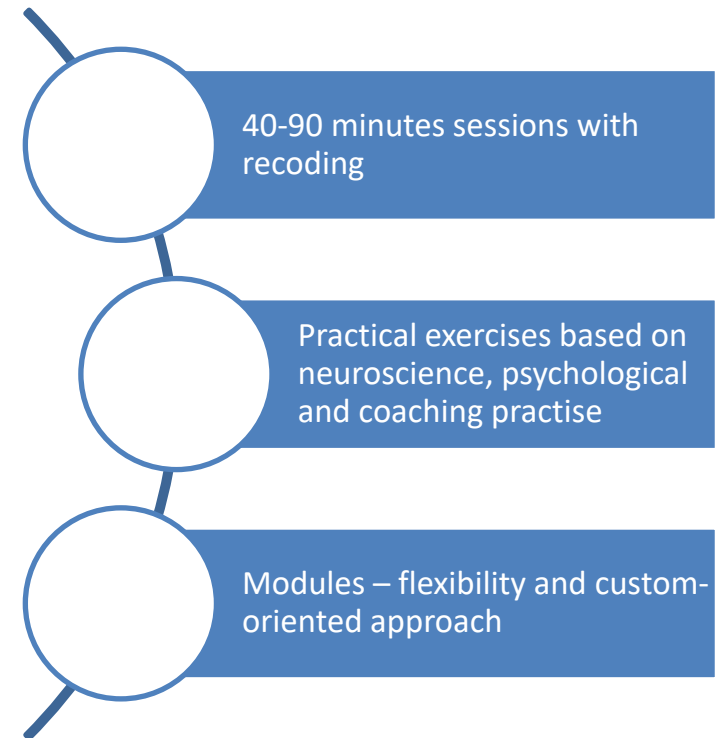
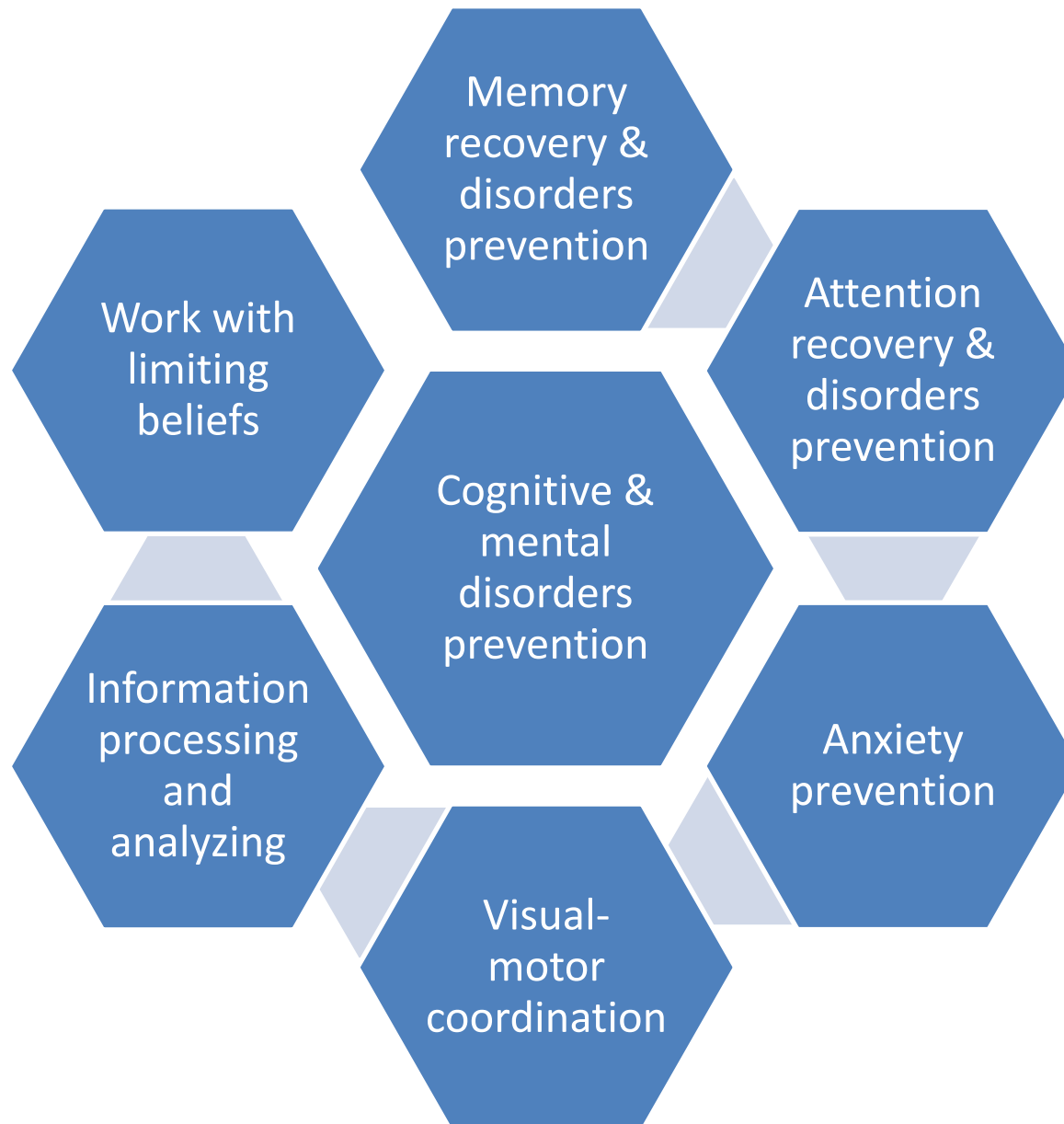


Symptom occurrence in %

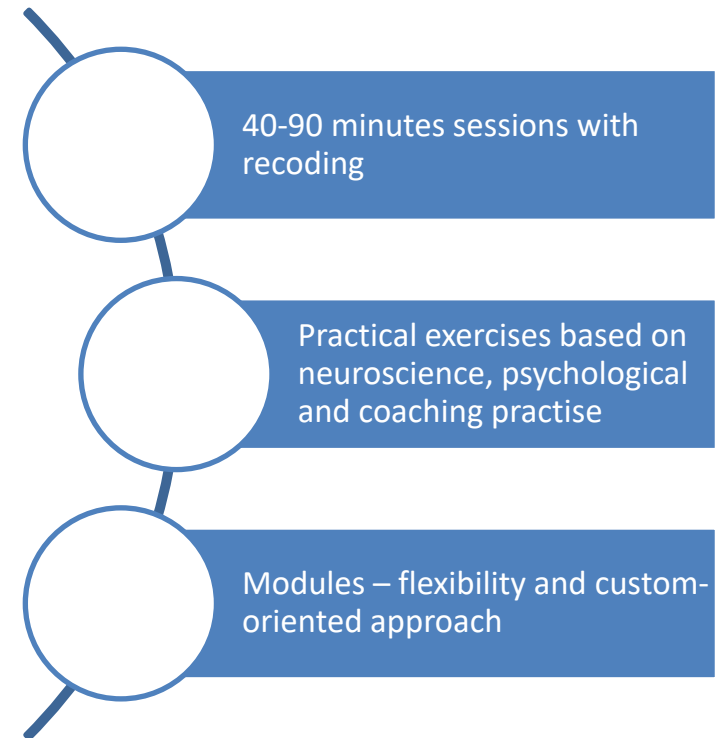
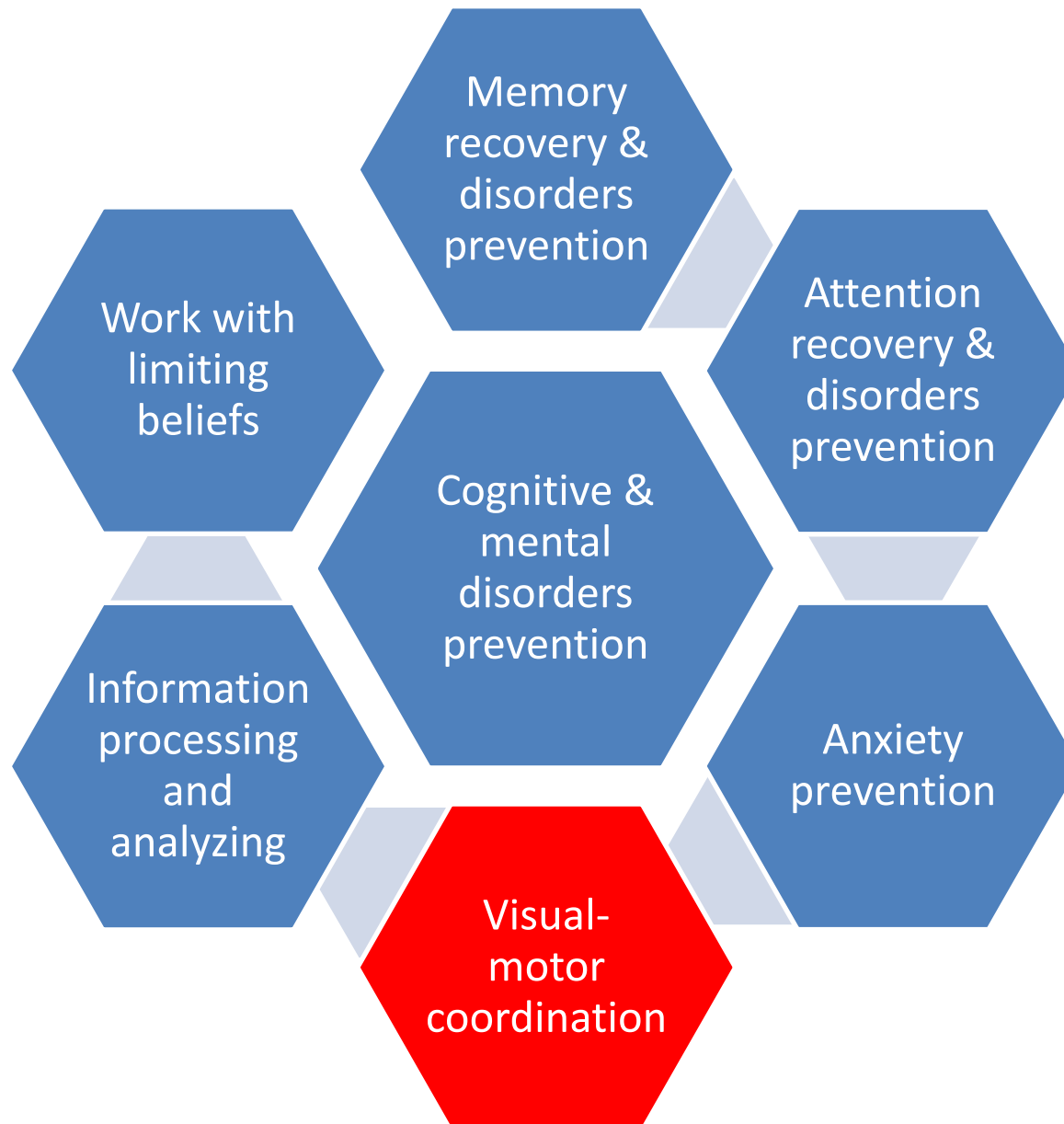


References
Lopez-Leon S, et al. - More than 50 long-term effects of COVID-19: a systematic review and meta-analysis
<https://www.medrxiv.org/content/10.1101/2021.02.27.21250614>

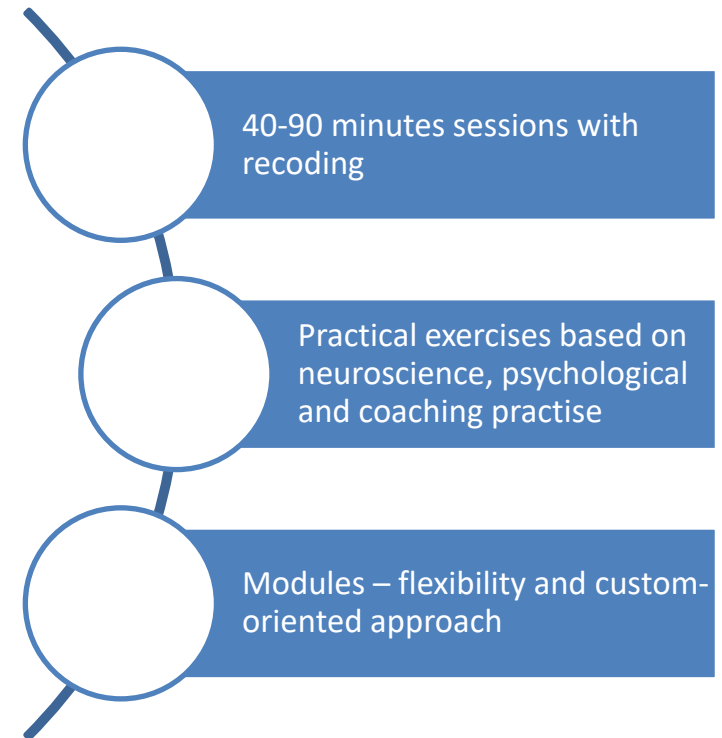
Covid-19 mental recovery program



Covid-19 mental recovery program



Covid-19 mental recovery program



Advantages

Associates

Increased energy,
повышение
самооценки, and self-
esteem, healthy life style,
business effectiveness

Increased mindfulness,
decrease of anxiety and
stress level

Company

Healthy environment
Psychological
sustainability
Increased effectiveness

Absenteeism decrease
Decrease of incidents

Expenses

Program context

- Webinars
- Marathon
- Complex program

Who is doing

- Internal experts
- Providers
- External experts
- Combined

Other factors

- # of associates
- Geography
- Objectives



Thank you