

APPENDIX I

DIRECT COSTS RELATED TO SPECIFIC ILLNESS OR INJURY

Medical Care:

- physician services (outpatient and inpatient)
- clinic and hospital services (outpatient and inpatient)
- ancillary diagnostic services (lab., radiology, ECG, others)
- patient-specific medical supplies and equipment
- medications
- rehabilitation, physiotherapy/occupational therapy
- counselling
- others

Other injury- or illness-specific requirements

- SOCSSO payments
- sick pay
- reporting to comply with OSHA/others
- cost to replace sick or injured staff
- case management costs
- case-specific litigation costs
- case-specific HR costs
- others

INDIRECT COSTS RELATED TO SPECIFIC ILLNESS OR INJURY

Reduced Productivity:

- absence of ill or injured employee
- change in activities of co-worker to cover absent employee's work
- increased supervisor effort to cope with absent employee
- temporary absence of corporate memory of ill or injured employee
- start-up or training time for replacement employee
- start-up or training time for returned ill or injured employee
- development of modified work position for ill or injured employee
- reduced effectiveness of "nearby" co-workers
- overtime pay

Impact on Competitiveness

- potential for reduced customer satisfaction due to absent worker
- effect of greater-than-expected medical costs
- greater risk of illness/injury by replacement worker
- higher insurance premiums
- increased overtime costs
- increased training, retraining costs
- increased legal costs
- loss of management time to respond to event
- reduced performance of returning ill or injured worker
- effects on labour relations (demand for hazard pay, new tools, etc)
- potential for adverse media coverage
- effect on worker morale
- increased HR department costs
- medical, safety costs to investigate the event
- costs of risk management activities

**INDIRECT COSTS RELATED TO OTHER HEALTH AND SAFETY
REQUIREMENTS, NOT TO A SPECIFIC ILLNESS OR INJURY**

Organisational Health and Safety Programme Costs for:

- staff to provide medical treatment onsite/offsite
- regulatory compliance including monitoring and surveillance
- development and maintenance of capabilities for case management
- employee assistance programme
- data processing and data management costs
- research expenditures
- wellness, health promotion, immunisations
- Health and Safety committees
- evaluation of options for provision of services
- programme evaluations
- interactions with other organisational departments and managers
- drug and alcohol testing programmes
- pre-placement, periodic examinations and evaluations
- other, organisation-specific

Other Organisational Costs Related to Health and Safety Activities

- Other than Those Involving Specific Illness or Injury:

- human resources
- benefits
- legal
- labour relations, unions
- management (other than health and safety)
- other, organisation-specific

QUESTIONNAIRE ON SERVICES OFFERED BY CLINICS TO COMPANY
STAFF

Please circle the most appropriate choice(s)

- (1) Type of practice:
- (a) solo practice
 - (b) partnership (single location)
 - (c) group with multiple locations
 - (d) others (specify.....)
- (2) Type of clients
- (a) mostly self-paying (>75%)
 - (b) mostly company paid (>75%)
 - (c) mixed (50:50)
- (3) Age of clients
- (a) mostly children
 - (b) mostly young (<40)
 - (c) mostly more matured (>40)
 - (d) mixed
- (4) What percentage of your patients are 'regular' patients?
- (a) less than 25%
 - (b) 25-50%
 - (c) 50-75%
 - (e) more than 75%
- (5) What are your hours of consultation?
- (a) strictly "office hours"

- (b) 24 hours clinic
- (c) 8-10 hours a day every day
- (d) 8-10 hours a day with 1-2 days off per week
- (f) others (.....)

(6) Staff available:

- (a) no of doctors =
- (b) no of SRN/MA =
- (c) no of SEN =
- (d) no of nursing aids =
- (e) other staff =
- (specify category

(7) Investigative facilities available:

- (a) X-ray machine
- (b) urine tests
- (c) blood chemistry analysis
- (d) ultrasound
- (e) audiogram
- (f) others (specify.....)

(8) Emergency facilities available:

- (a) defibrillator
- (b) endotracheal tube
- (c) resuscitator
- (d) suction machine
- (g) others (specify.....)

(9) Other medical facilities available:

- (a) physiotherapy equipment
- (b) cautery equipment

- (c) others (specify.....)
- (10) Do you think that HMO is practical in our environment?
- (a) Yes
 - (b) No
 - (c) Uncertain
- (11) Would you consider being paid by capitation rather than fee-for-service?
- (a) Yes
 - (b) No
 - (c) Uncertain
- (12) If you are in the 'panel' of a company, do you visit the company site?
- (a) Yes (how often?)
 - (b) No
- (13) Are you often pressurised by any company on certain issues (e.g. fees, medical leave, release of confidential information) ?
- (a) Yes (specify)
 - (b) No
- (14) Were you threatened by employees for issues like medical leave or medical recommendation?
- (a) many times
 - (b) occasionally
 - (c) never
- (15) Overall, do you have good communication with MAS?
- (a) Yes
 - (b) No

(16) In your relationship with MAS, what is the one thing that you would like to see changed?

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(17) Do you undergo any CME course in occupational medicine?

- (a) Yes
- (b) No

(18) Do you include health promotion as part of your consultation?

- (a) most of the time
- (b) some of the time
- (c) seldom (unless asked by patient)

(19) Do you already have or intend to have the following in your clinic?

- (a) computer
- (b) fax machine
- (d) subscribed to the internet

(20) To facilitate communications with MAS, would you be willing to have your computer linked to a central computer (as in a local area network or intranet)

- (a) yes
- (b) no

(21) Do you have any other comments or suggestions?

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QUESTIONNAIRE ON MEDICAL BENEFITS (OFFICE STAFF)

Please circle your choice (one answer only unless specified)

- (1) Do you enjoy good health?
 - (a) healthy almost all the time
 - (b) healthy most of the time
 - (c) not healthy some of the time
 - (d) not healthy most of the time
 - (e) not healthy almost all the time

- (2) Are you happy with your job?
 - (a) no complain at all
 - (b) most of the time
 - (c) sometimes not happy
 - (d) not happy most of the time
 - (e) not happy at all

- (3) If you are not well, do you consult the company appointed doctor?
 - (a) yes
 - (b) no (why)

- (4) Have you consulted a doctor in the last 12 months?
 - (a) not at all
 - (b) 1-3 times
 - (c) 4-10 times
 - (d) more than 10 times

- (5) Do you ever consult your doctor when you are **well** for the purpose of discussion about your health and how to prevent sickness?
- (a) yes
 - (b) no
- (6) After you had seen a doctor, and the illness did not get better, do you
- (a) go to the same clinic for follow up
 - (b) change clinic
- (7) Are you satisfied with the present medical benefits provided by the company?
- (a) very satisfied
 - (b) somewhat satisfied
 - (c) satisfied
 - (d) somewhat dissatisfied
 - (e) very dissatisfied
 - (f) if dissatisfied, why
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- (8) What are your reasons in choosing a particular doctor?
(you may choose more than one answer)
- (a) near to your house
 - (b) convenient opening hours (eg 24-hours)
 - (c) more than 1 doctor in the clinic at one time
 - (d) reputation of the doctor
 - (e) personal liking for the doctor
 - (f) recommendation of friends
 - (g) others (specify)

- (9) If you do not like a particular clinic, is it because you
(you may choose more than one answer)
- (a) don't like the doctor
 - (b) don't like the nurses
 - (c) long waiting time
 - (d) poor quality of medicine/treatment
 - (e) others (specify.....)
- (10) Can you suggest any improvement to the medical benefits?
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- (11) Would you agree to nominate a doctor of your choice to whom you
should see for all your medical problems?
- (a) Yes
 - (b) no (why
- (12) Are you satisfied with the present surgical and hospitalisation
insurance scheme?
- (a) very satisfied
 - (b) somewhat satisfied
 - (c) satisfied
 - (d) somewhat dissatisfied
 - (e) very dissatisfied
 - (f) if dissatisfied, why
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- (13) Are you satisfied with the present panel of MAS doctors?
- (a) very satisfied
 - (b) somewhat satisfied
 - (c) satisfied
 - (d) somewhat dissatisfied
 - (e) very dissatisfied
 - (f) if dissatisfied, why
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- (14) Do you have any suggestion to improve the panel doctor system?
- (a) Yes
 - (b) no (why)
- (15) Are you satisfied with the MAS medical center in KULAP?
- (a) very satisfied
 - (b) somewhat satisfied
 - (c) satisfied
 - (d) somewhat dissatisfied
 - (e) very dissatisfied
- (16) If you not satisfied with the MAS medical center, what is the reason?
(you may choose more than one answer)
- (a) don't like the doctor
 - (b) don't like the nurses
 - (c) long waiting time
 - (d) poor quality of medicine
 - (e) others
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(17) Any other comments/suggestions?

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- (18) Your Age:
- (a) <20
 - (b) 20-29
 - (c) 30-39
 - (d) 40-49
 - (e) 50-60
 - (f) >60

- (19) Your Race:
- (a) Malay
 - (b) other bumiputras
 - (c) Chinese
 - (d) Indian
 - (e) others (specify)

- (20) Your Sex
- (a) male
 - (b) female

- (21) Grade of staff:
- (a) manager and above
 - (b) executive
 - (c) graded
 - (d) cabin crew

(22) Do you work in shifts?

- (a) Yes
- (b) No

(23) How long have you worked in MAS?

- (a) < 5 years
- (b) 5 - 14 years
- (c) 15 - 24 years
- (d) > 25 years

(24) Location

- (a) KULAP
- (b) KULTO
- (c) KULKJ

SURVEY ON MEDICAL BENEFITS (CABIN CREW)

Please circle your choice (one answer only unless specified)

- (1) Do you enjoy good health?
 - (a) healthy almost all the time
 - (b) healthy most of the time
 - (c) not healthy some of the time
 - (d) not healthy most of the time
 - (e) not healthy almost all the time

- (2) Are you happy with your job?
 - (a) no complain at all
 - (b) most of the time
 - (c) sometimes not happy
 - (d) not happy most of the time
 - (e) not happy at all

- (3) If you are not well, do you consult the company appointed doctor?
 - (a) yes
 - (b) no (why)

- (4) Have you consulted a doctor in the last 12 months?
 - (a) not at all
 - (b) 1-3 times
 - (c) 4-10 times
 - (d) more than 10 times

- (5) Do you ever consult your doctor when you are **well** for the purpose of discussion about your health and how to prevent sickness?
- (a) yes
 - (b) no
- (6) After you had seen a doctor, and the illness did not get better, do you
- (a) go to the same clinic for follow up
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- (7) Are you satisfied with the present medical benefits provided by the company?
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 - (e) very dissatisfied
 - (f) if dissatisfied, why
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- (8) What are your reasons in choosing a particular doctor?
(you may choose more than one answer)
- (a) near to your house
 - (b) convenient opening hours (eg 24-hours)
 - (c) more than 1 doctor in the clinic at one time
 - (d) reputation of the doctor
 - (e) personal liking for the doctor
 - (f) recommendation of friends
 - (g) others (specify)

- (9) If you do not like a particular clinic, is it because you
(you may choose more than one answer)
- (a) don't like the doctor
 - (b) don't like the nurses
 - (c) long waiting time
 - (d) poor quality of medicine/treatment
 - (e) others (specify.....)
- (10) Can you suggest any improvement to the medical benefits?
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- (a) Yes
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(you may choose more than one answer)
- (a) don't like the doctor
 - (b) don't like the nurses
 - (c) long waiting time
 - (d) poor quality of medicine
 - (e) others
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(17) Any other comments/suggestions?

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- (18) Your Age:
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 - (d) 40-49
 - (e) 50-60
 - (f) >60

- (19) Your Race:
- (a) Malay
 - (b) other bumiputras
 - (c) Chinese
 - (d) Indian
 - (e) others (specify)

- (20) Your Sex
- (a) male
 - (b) female

- (21) Grade of staff:
- (a) manager and above
 - (b) executive
 - (c) graded
 - (d) cabin crew

- (22) How long have you worked in MAS?
- (a) new recruit
 - (b) < 2 years
 - (c) 2-9 years
 - (d) > 10 years