



**VINCI,  
A GLOBAL PLAYER  
IN CONCESSIONS  
AND CONSTRUCTION**

***THE INTERVIEW  
WITH PATRICK PLEIN***





## INTERVIEW



**Patrick PLEIN,**

Directeur Digital Working & Academy | VINCI

### What was the context of your collaboration with H4D?

**P.P.:** Our group HR Director heard of H4D's telemedicine services and thought this was an original approach to healthcare. Two factors motivated our decision to try out these services at our headquarters.

First, with around 3,000 employees in several buildings, our workforce is large and spread out. Telemedicine was thus a natural solution for our healthcare needs.

Second, the service was a perfect fit with our desire to put innovation at the service of our employees' quality of life at work. For us, it's been a genuine performance booster and a useful management tool to encourage new ways of working in a more open, shared environment.

As we gear up to the move to our new headquarters in 2021, we're experimenting with other innovative services to assist employees who care for relatives, modernise our daycare attribution process, etc.

H4D's telemedicine service is an integral part of our efforts to innovate and create a better work environment for our employees.

### What hurdles did you have to clear before deploying H4D's services?

**P.P.:** We wanted these innovative services to be perfectly understood and accepted by our HR directors, staff delegates, and medical units.

Initially, our occupational doctors went to experience the Consult Station®, the connected telemedicine booth, at H4D's offices.

They were impressed by the device and how it complements their occupational health practice. We then organised several meetings with relevant HR personnel and staff representatives to present the solution and explain how it improved access to healthcare for employees.

Overall, people were receptive to the idea of being able

to consult a doctor remotely if the onsite physician wasn't available.

We also held several meetings with occupational nurses, as they are responsible for cleaning the booth and for helping employees who use the Consult Station® in self-checkup mode. We thought it was important to highlight the medical and counselling aspects of the service before launch.

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### How did H4D support you?

**P.P.:** H4D supported us through each of these steps, starting with an overview of best practices in health data management.

From a technical point of view, they helped us check every installation prerequisite, from setting up a dedicated internet connection to deploying the appointment booking platform.



**H4D'S TELEMEDICINE SERVICE IS AN INTEGRAL PART OF OUR EFFORTS TO INNOVATE AND CREATE A BETTER WORK ENVIRONMENT FOR OUR EMPLOYEES.**

Finally, H4D was also involved in the launch itself. They supplied us with materials and content to raise awareness among our workforce, and helped us create short animations to present the telemedicine booth.

### Almost two years after the launch of the telemedicine service, how would you rate the experiment?

**P.P.:** It has been very positive: employee surveys show that overall satisfaction is 98.2%. The best ambassadors for the service are the employees themselves.

In terms of quality of life and work environment, employees have better work/life balance, as they have more flexible schedules and no longer have to postpone treatment if their regular doctor is unavailable.

Thanks to the self-checkup mode, occupational health units have a useful tool at their disposal to examine their patients. This type of service shows how committed we are to our workforce's wellbeing, and it does wonders for our employer brand by showcasing our innovative spirit.

## — SNAPSHOT —

A world leader in construction and concessions, VINCI is at the forefront of urban transformation in close to one hundred countries. The group is committed to creating the best possible work environment for its employees while accelerating its innovation program and its own transformation.

In 2017, VINCI chose to try out H4D's telemedicine services, installing a connected telemedicine booth at its headquarters in the greater Paris region. Two years after the launch of this Consult Station®, here's what HR and Digital Working & Academy Director Patrick Plein had to say.

### HEADQUARTER OF VINCI Rueil-Malmaison



#### Telemedicine services launched:

September 2017



#### Use of H4D services in teleconsultation or self-checkup:

Care medicine



#### Number of employees with access to the Consult Station®:

3000 over 2 sites (Rueil-Malmaison & Nanterre)



## FACTS & FEEDBACK

**98,2%**

Overall satisfaction rate for employees who have used the Consult Station® in either teleconsultation or self-checkup mode

**95,3%**

Proportion of employees who would use the service again

**95,9%**

Proportion of employees who consulted a doctor more quickly thanks to the Consult Station®

**51,1%**

Proportion of employees who would have gone without healthcare or resorted to self-medication without the Consult Station®

*It's perfect, no need to leave the office for an appointment. Undeniable time savings, and it's so much easier to fit doctor's appointments.*

*I love the fact that I don't have to travel or wait for an appointment anymore.*

*The experience was enjoyable, I felt like the doctor listened to me and understood me and gave me good advice.*

## THE KEYS TO A SUCCESSFUL PROJECT

**1**

**GIVE THE PROJECT A PURPOSE**

Take the time to explain the project to relevant stakeholders, and go over how it contributes to improving occupational health:

*"In the case of VINCI, the project was part of a wider policy of improving quality of working life. If we hadn't explained the service's usefulness in this regard, we might have encountered more resistance from stakeholders. Our efforts needed a purpose to ensure the device wasn't just another gadget."*

**2**

**BRING THE RIGHT PEOPLE ON BOARD FROM THE START**

As an example, along with other stakeholders, VINCI involved the head of IT from the get-go to ensure all necessary technical infrastructure was up and running:

*"The service has worked without a hitch since it was launched, but it was necessary to involve the head of IT as these are digital solutions."*

**3**

**LAUNCH THE SERVICE AT THE RIGHT TIME**

Timing is crucial when it comes to drawing a clear link between a company's health policy and the telemedicine project:

*"Our 'quality of working life week' happened a month after the launch of the telemedicine booth. So naturally this generated interest."*