

ILO/ITU STAFF HEALTH INSURANCE FUND

**Record of Decisions**  
**of the 204<sup>th</sup> Meeting of the Management Committee**

**Monday, 4 July 2011**

**9.30 a.m., ILO, Room VI (R3 South)**

Present:

Representing the insured persons:

**ILO**

Ms. Chantal Amine  
Mr. Christopher Baron  
Mr. Philippe Marcadent  
Mr. Jean-François Santarelli  
Ms. Xenia Scheil-Adlung

**ITU**

Mr. Michel Rolland

Representing the Organizations:

Mr. Tilmann Geckeler  
Mr. Juan Llobera

Ms. Marianne Wilson

Other attendees:

Mr. Clifford Kunstler, Executive Secretary of the SHIF

**Apologies for absence were received from:**

Mr. David Broadhurst — Ms. Anne Drouin — Ms. Mireille Ecuivillon — Mr. Fikri Gurzumar  
Mr. Giuseppe Zefola

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The meeting opened at 9.40 a.m.

**Item 1: Follow-up discussion on the General Meeting of insured persons held on 12 May 2011  
and on the proposals formulated by the representatives of insured members sitting on the  
Management Committee  
(SHIF/MC/2011/203/3)**

Chair opens meeting by reminding Management Committee that, as agreed at the last meeting, there is only one agenda item and that discussion will center on document ref. SHIF/MC/2011/203/3 distributed at last meeting.

Chair also refers to absence of appointed MC members, but assures MC that they have met and that the appointed members present can speak on behalf of the others. One MC member requests that the meeting minutes reflect the absence of several appointed members.

With respect to routine reporting of the SHIF Secretariat to the MC, there is a shared view within the MC that this should not be so onerous as to over-burden the SHIF Secretariat. MC should agree on key indicators to include in the *SHIF Report on the Operations of the Fund*. Reports should be delivered quarterly to the MC on these same indicators, which should cover both results and process. Executive Secretary (ES) comments on what reporting data is readily available.

With respect to claim settlement times, Chair of the working group established by the ILO Director-General makes the point that there is no established benchmark. Cannot therefore speak of “delays” in claim settlement. ES asked if claims lodged by ILO/HQ officials given priority over claims arriving from external offices. ES emphasizes that this is not the case. Claims are settled in order of arrival, regardless of where they originate.

Member appointed by ITU Secretary-General reminds MC that settlement time issues arising at ILO are not encountered at ITU. Expresses reticence about reporting, where data not available from a centralized source (HIIS), as resources at ITU are also stretched.

Elected MC members voice concerns about dissatisfaction expressed by ILO Staff Union representatives. However, some of the elected members note that this dissatisfaction is not fully reflected by actual complaints received by the elected MC members and cannot therefore be quantified and remains fairly vague. ES underscores the dichotomy that is the situation described by one ILO Staff Union representative with respect to advances on SHIF benefits and the high priority given to advances by the SHIF Secretariat.

Shared view with the MC regarding increased frequency of general meetings. Several MC members share the view that general meetings should be held yearly, once prior year financial results are known and some indication can be given as to current year results (month of May is suggested). MC must take on board the demand for more regular information expressed at this latest general meeting, but certain MC members believe annual meetings would be too frequent.

MC discusses possibility of a satisfaction survey. Questions would have to be simple and closed in order to avoid results requiring onerous analysis. Survey would be on-line only. SHIF own satisfaction survey would mean questions regarding SHIF could be withdrawn from general ILO satisfaction survey directed to active staff.

Chair calls on ES to provide progress report regarding posting of updated SHIF Regulations & Administrative Rules. These have been updated in EN and FR and the challenge is now technological. Should be posted late December or early January. This is intended to go hand-in-hand with a more general upgrade of the SHIF website.

With respect to frequency of MC meetings, shared view that MC meets too frequently, but that Subcommittee should meet more frequently. MC should consider delegating greater authority both to the Subcommittee and to the SHIF Secretariat. MC’s work will progress more swiftly if MC concentrates on oversight of technical results and associated action, and on policy (Regulations & Administrative Rules and benefits). Fund administration is the remit of the organizations.

With respect to deadlines for publication of MC decisions regarding amendments to the SHIF Regulations & Administrative Rules (incl. Schedule of Benefits), these should be published within three months of the decision.

MC expresses concern over lack of availability of certain of its members. Persons seeking- or accepting to sit on the MC should commit to being available. Suggestion is made that the notice of elections should include a reminder about this commitment. ES points out that this would have to be decided by the electoral officers and that it is unlikely the reminder can be included in the notice of election currently prepared.

**The MC decides:**

- **That general meetings will in principle be held yearly, once prior year financial results are known and some indication can be given as to current year results (month of May); and**
- **That MC decisions regarding amendments to the SHIF Regulations & Administrative Rules (incl. Schedule of Benefits) will be published within three months of the decision.**

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The meeting ended at 11.55 a.m.

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