2019 Wellness Trends & Survey Results

Atlanta, GA
April 30, 2019
The evolving workforce & wellbeing

For hospitals to thrive, employees must thrive too.
Past, Present, and Future of Wellness
Topics

2019 Wellness Focus
• Concerns
• Priorities
• Successes

Beyond ROI
Incentives and Incentive Design
Activity Tracking
Wellness Committee/Champions
Leadership Support
• C-Suite
• Senior Leader
• Front-line Managers/Supervisors

Improving work/life components
On-Site/Near-Site Medical Clinic
Health Risk Assessment (HRA) and Biometric Screening
Communication
Top Components of a Successful Wellness Program

Ranked **Most Important**
for success of wellness initiatives

Securing senior level support and involvement  

#1

Ranked **Very Important**
for success of wellness initiatives

- Evaluating stress/health/wellness initiatives
- Measurement
- Monitoring and reporting program use
Program usage monitoring jumps to the top of the list

Top 3 initiatives hospitals are focusing on in 2019

#1 Program usage monitoring

#2 Health assessments

#3 Include wellness in strategic planning

For healthcare employees, wellness initiatives offer a culture of well-being. Because thriving, happy employees are better employees.
Money WELL spent

Of hospitals surveyed have a budget for their wellness initiatives

94%

2/3 of hospitals surveyed have clearly stated goals for their wellness initiatives

The average budget amount is $550,000
Top three health risk concerns

of CHA hospital employees:

- Obesity: 63%
  vs. #1 in healthcare industry

- Depression/Mental Health: 50%
  vs. #3 in healthcare industry

- Poor nutrition: 47%

Employees are looking to employers to help them manage this new work-life world.
Top three priorities of 2019 to improve employees’ health

for CHA hospitals:

- Depression/Mental Health: 72%
- Stress Management: 63%
- Obesity: 61%

vs. #1 in healthcare industry

Hospitals need to think about employees’ lives and needs holistically.
Top Three Successes

1. Improved Employee Satisfaction, Morale and Engagement
2. Reduced Health Risks
3. Benefit in Recruitment
Beyond ROI

- Participation in wellness activities: 90%
- Decrease in risk as measured by biometrics: 60%
- Employee satisfaction: 60%
To Incentivize or Not to Incentivize

<table>
<thead>
<tr>
<th>Program</th>
<th>Incentive offered</th>
<th>No incentive offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRA Participation</td>
<td>89%</td>
<td>11%</td>
</tr>
<tr>
<td>Biometric screening</td>
<td>94%</td>
<td>6%</td>
</tr>
<tr>
<td>Weight loss</td>
<td>59%</td>
<td>41%</td>
</tr>
<tr>
<td>Tobacco cessation</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>Disease mgmt/care mgmt</td>
<td>56%</td>
<td>44%</td>
</tr>
<tr>
<td>Stress mgmt</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Nutrition program(s)</td>
<td>56%</td>
<td>44%</td>
</tr>
</tbody>
</table>
Incentive Design

Incentive Based

- Outcome Only: 10% (2017), 10% (2019)
- Participation Only: 60% (2017), 25% (2019)
- Both: 25% (2017), 78% (2019)

33% increase in participation only based incentives.
Pays to Participate

Maximum opportunity
up $304 –
a 47% increase –
between 2012 and 2018
HRA Incentives—Cash is King

#1 incentive for completing HRA with large employers is Gift Cards, Merchandise, or Raffle Entries

79% of CHA hospitals currently offer HRA's
Biometric Incentives-Premium Discounts are King

#1 incentive for completing biometric screening with all large employers is Lower Premium Contributions or Cost Sharing.

79% of CHA hospitals currently offer Biometric Screenings
Financial Incentives Declining

- 0%
- 5%
- 10%
- 15%
- 20%
- 25%
- 30%
- 35%
- 40%
- 45%

### Classes/Programs
- None offered
- Financial incentives (e.g. cash, gift cards)
- Premium discount for participation
- Nonfinancial incentives (e.g. points for "prizes")

### Weight loss
- None offered
- Financial incentives (e.g. cash, gift cards)
- Premium discount for participation
- Nonfinancial incentives (e.g. points for "prizes")

### Stress Management
- None offered
- Financial incentives (e.g. cash, gift cards)
- Premium discount for participation
- Nonfinancial incentives (e.g. points for "prizes")

### Nutrition related programs
- None offered
- Financial incentives (e.g. cash, gift cards)
- Premium discount for participation
- Nonfinancial incentives (e.g. points for "prizes")
Tobacco Cessation Incentives

#1 incentive for participating in a tobacco cessation program is financial among large employers
Disease Management/Care Management Incentive

Incentive Based

- 2017
- 2019

None offered
Premium discount
Financial incentives
Nonfinancial incentives

No incentive trend

<table>
<thead>
<tr>
<th>Year</th>
<th>None offered</th>
<th>Premium discount</th>
<th>Financial incentives</th>
<th>Nonfinancial incentives</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>27%</td>
<td>5%</td>
<td>10%</td>
<td>15%</td>
</tr>
<tr>
<td>2017</td>
<td>36%</td>
<td>10%</td>
<td>20%</td>
<td>25%</td>
</tr>
<tr>
<td>2019</td>
<td>44%</td>
<td>15%</td>
<td>30%</td>
<td>35%</td>
</tr>
</tbody>
</table>

Graph showing trends from 2015 to 2019.
Activity Tracking and Your EAP

More hospitals are doing a combination of both, in-house and outsourcing

Fewer hospitals only track in-house or only outsource
We are the Champions
C-Suite Support

- Moderately Supportive: 17%
- Very Supportive: 33%
- Extremely Supportive: 50%

61% Up from 2017
Senior Leader Support

- Little Support: 40%
- Very Supportive: 20%
- Extremely Supportive: 40%

186% Up from 2017
Front-line Managers/Supervisors Support

344% Up from 2017

- Moderately Supportive
- Very Supportive
- Extremely Supportive
Walk the Walk

% Hospitals Responding

C-Suite  VP's  Managers

Not at all  Somewhat  Definitely

27
Health and Cost Impact by Leadership Support Behaviors

- Leaders recognize employees: 91% Health Improvement, 87% Medical Cost Impact
- Leaders do not recognize employees: 83% Health Improvement, 81% Medical Cost Impact
- Leaders role model work-life balance: 92% Health Improvement, 96% Medical Cost Impact
- Leaders do not role model work-life balance: 84% Health Improvement, 80% Medical Cost Impact
Healthcare employees are looking for financial security...

...healthcare employers feel that responsibility more than other employers.

85% of hospitals offer Financial Education recognizing that their employees are looking to them for more help in achieving financial security through benefits.
Improving work/life components

for CHA hospitals:

- Elder facilities/financial support/information: 29%
- Lactation Support: 24%
Activity tracking and your EAP

More hospitals are tracking in-house

Fewer hospitals are outsourcing
Top 3 EAP Components tied for 1st, 2nd, & 3rd place

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Incident Services and Face to Face Counseling</td>
<td>100%</td>
</tr>
<tr>
<td>Formal Management Referral, Telephonic Counseling, and Dedicated Call Line</td>
<td>88%</td>
</tr>
<tr>
<td>Financial and Legal Referral, Online Tools and Resources, and Organization Training</td>
<td>82%</td>
</tr>
</tbody>
</table>
Integrate and Collaborate - EAP

Integration

- Yes: 59%
- No: 41%

Collaboration

- Yes: 81%
- No: 19%
No Smoking

Top 4 Cessation Program Components

- Benefits through medical plan: 63% vs. 2017 23%
- Discounts for medication: 53% vs. 2017 14%
- Rewards or incentives for smoking cessation: 53% vs. 2017 68%
- Self-help: 42% vs. 2017 14%

89% of CHA hospitals offer a tobacco cessation program
Increase in Hiring Tobacco Users

85%
15%

Yes
No

More hospitals are hiring tobacco users
Increase in E-Cigs policy inclusion

More hospitals are including e-cigarettes in their tobacco US policy
In or Out Health Coaching

- Fewer hospitals are providing health coaching in-house/on-site
- More hospitals are outsourcing their health coaching

Outsourced: 64%
In-House/On-site: 18%
Both: 18%
More hospitals are currently offering an on-site or near-site medical clinic for employees.

Fewer hospitals stated they never will or never have offered an on-site or near-site medical clinic for employees.
Disease Management Program

More hospitals are not offering a disease management program separate from their health plan.
The What and Who of Depression/Mental Health Programs

Program Specific

- Currently: 80%
- Never: 15%
- Researching/Considering: 5%

Program Management

- Outsourced: 20%
- In-House/On-site: 20%
- Both: 60%
Biometric Screenings decrease over 2017

Fewer hospitals are offering biometric screenings

- Currently: 79%
- Past: 11%
- Researching/Considering: 11%
<table>
<thead>
<tr>
<th>Test</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% Height</td>
<td>100%</td>
</tr>
<tr>
<td>100% Weight</td>
<td>100%</td>
</tr>
<tr>
<td>100% Cholesterol/Lipids</td>
<td>100%</td>
</tr>
<tr>
<td>93% Blood Pressure</td>
<td>93%</td>
</tr>
<tr>
<td>87% Blood Glucose/Diabetes Screening</td>
<td>87%</td>
</tr>
<tr>
<td>80% Waist Circumference</td>
<td>80%</td>
</tr>
<tr>
<td>20% Nicotine/Tobacco Screening</td>
<td>20%</td>
</tr>
<tr>
<td>13% Depression Screening</td>
<td>13%</td>
</tr>
</tbody>
</table>
Location, Location, Location

Biometric Screenings

- **On-site Clinic**: 80%
- **Employee’s Provider of Choice**: 67%
- **Hospital Designated Vendor**: 47%
- **Employee’s Lab of Choice**: 7%
Race to Results

31-45% Participation rate for employee’s completing biometric screening and health risk assessment vs. 44-53% of covered workers at large firms or 47% of healthcare industry
More hospitals have a well-articulated wellness communications plan that ties into their hospital's overall communications.
## Talk the Talk

### Top 5 Lines of Communication

<table>
<thead>
<tr>
<th>Line of Communication</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
<td>79%</td>
</tr>
<tr>
<td>Wellness Leader/Committee</td>
<td>79%</td>
</tr>
<tr>
<td>Vendors</td>
<td>63%</td>
</tr>
<tr>
<td>CEO</td>
<td>32%</td>
</tr>
<tr>
<td>Managers</td>
<td>26%</td>
</tr>
</tbody>
</table>

The majority of hospitals communicate monthly.
Ways to Communicate

- Online Communications: 100%
- Print Communications: 63%
- Audio/Visual Communications: 47%
Communication is Key

Top 5 channels of communication

- Email: 95%
- Website/Intranet: 95%
- Link to vendor site: 84%
- Department meetings: 63%
- Enrollment materials: 58%

Only 4 in 10 employees strongly believe their employers’ benefits communication is simple to understand.

37% of employees strongly believe their employers’ benefits communication is customized to address their personal situations.
Next Steps

- Quarterly Wellness Webinars – next call in June
- Benefits Survey will be released in Fall of 2019
- Other suggestions?
Questions and Discussion