



FOCUS

CONTROL

FLEXIBILITY

RESULTS

Secrets to a Healthier Workforce

August 31, 2005



Moderator

Aileen MacMillan

Analyst

HR.com



Secrets to a Healthier Workforce



Presenter

Francis Fey
*CEO and President
JI Companies*



Secrets to a Healthier Workforce



Preventive Healthcare Makes Smart Financial Sense

- Employers find a potential 3 to 1 return on investment or \$300 for every \$100 spent per employee on implementing preventive services and health improvement programs.

Source: National Business Group on Health

Prevention Spend \$100

Return on Investment

\$300



Assess Your Employees' Health

- Commit to an annual, onsite Health Fair
 - Coordinate with local health clinic, hospital, clinic
 - Provide health screenings
 - Lipid profile/cholesterol
 - Blood pressure
 - Blood sugar
 - Heart rate
 - Body composition analysis
 - Nurses on hand for individual consultations
 - Local suppliers (health clubs, tennis pros, Red Cross, etc.)
 - Compare results to prior year for trend analysis



Assess Your Employees Health

- HR Execs: What conditions concern you the most?
(Aon survey)
 - Obesity and physical inactivity (62%) led the list of lifestyle concerns
 - Heart disease (53%) was the leading chronic illness fear
- Identify employees at risk
 - Introduce targeted intervention
 - Facilitate medical care and creation of treatment plan
 - Monitoring compliance with treatment plan
 - Behavior modification (use an EAP if available)



Empower Your Employees to Take Care of Their Health

- Start a Monthly Wellness Challenge
 - Fun contests
 - Recipe sampling using rutabagas
 - Top 10 reasons to bring a banana to work
 - Snack recipes using raisins
 - Education - Feature a different theme each month
 - Fruits and vegetables
 - Good meats vs. not-so-good meats
 - Organic vs. non-organic
 - Download the white paper “How to Succeed at a Wellness Challenge” (source: Wellsource, Inc.)



Empower Your Employees to Take Care of Their Health

- General Education
 - Display posters showing healthy foods
 - Provide recipes promoting healthy foods
 - Offer tips on exercising
 - Display calorie counting forms



Empower Your Employees to Take Care of Their Health

- Create a healthy work environment
 - Fitness and stress relief-reward participants
 - Start aerobics classes onsite after working hours
 - Encourage walking at lunchtime
 - Install showers if appropriate
 - Issue pedometers
 - Organize exercise clubs
 - Biking
 - Jogging
 - Tennis
 - Encourage fitness center memberships
 - Consider reimbursing fees for frequent users
 - Negotiate discounts at local clubs
 - Offer smoking cessation program



Empower Your Employees to Take Care of Their Health

- Create a healthy work environment
 - About 24% of employers provided onsite fitness centers this year, compared to 20% in 2004.
Source: Society for Human Resource Management
 - 56% of companies that implemented fitness programs and initiatives reported increased morale among their workforce
 - 27 % said their fitness initiatives resulted in savings in company's health care costs
 - Two of out ten experienced increased workers productivity and decreased absenteeism
Source: Poll conducted by National Business Group on Health



Empower Your Employees to Take Care of Their Health

- What's In Your Refrigerator?
 - Examine what is in your vending machines (rule of thumb: if sugar is in the ingredients, toss it)
 - Ensure drinking water is plentiful
 - Examine cafeteria menu
 - Encourage healthy restaurants to deliver



Empower Your Employees to Take Care of Their Health

- Most obvious disease, easiest to treat: Obesity
 - In year 2000 alone, total cost of obesity in the U.S. estimated to be \$117 billion
 - Source: Centers for Disease Control
 - \$61 billion - direct medical costs
 - \$56 billion - indirect costs
 - Set a company goal: lose 1,000 pounds by Christmas
 - Prizes to participants if they achieve individual goals
 - Party to everyone if company goal is reached



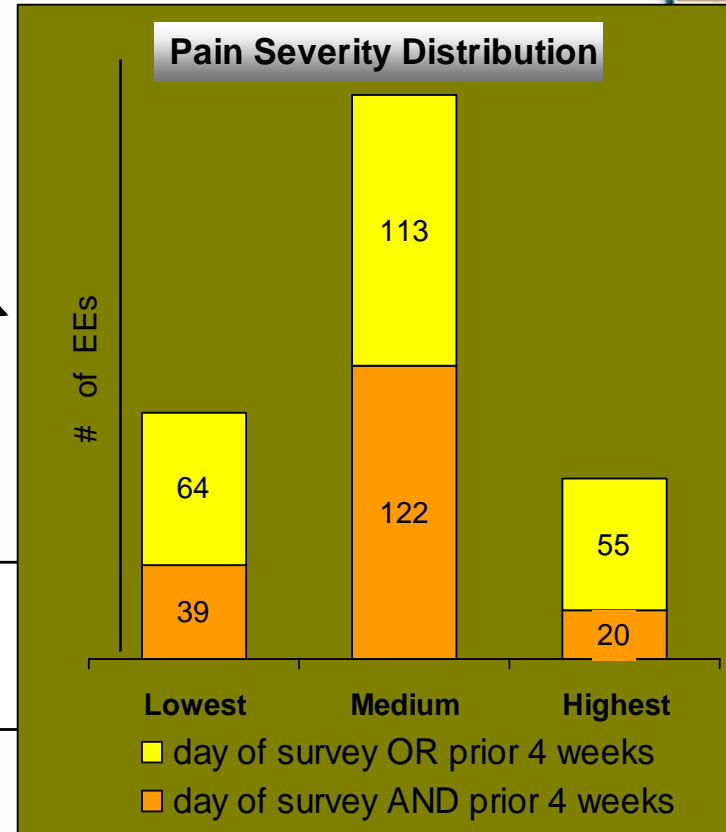
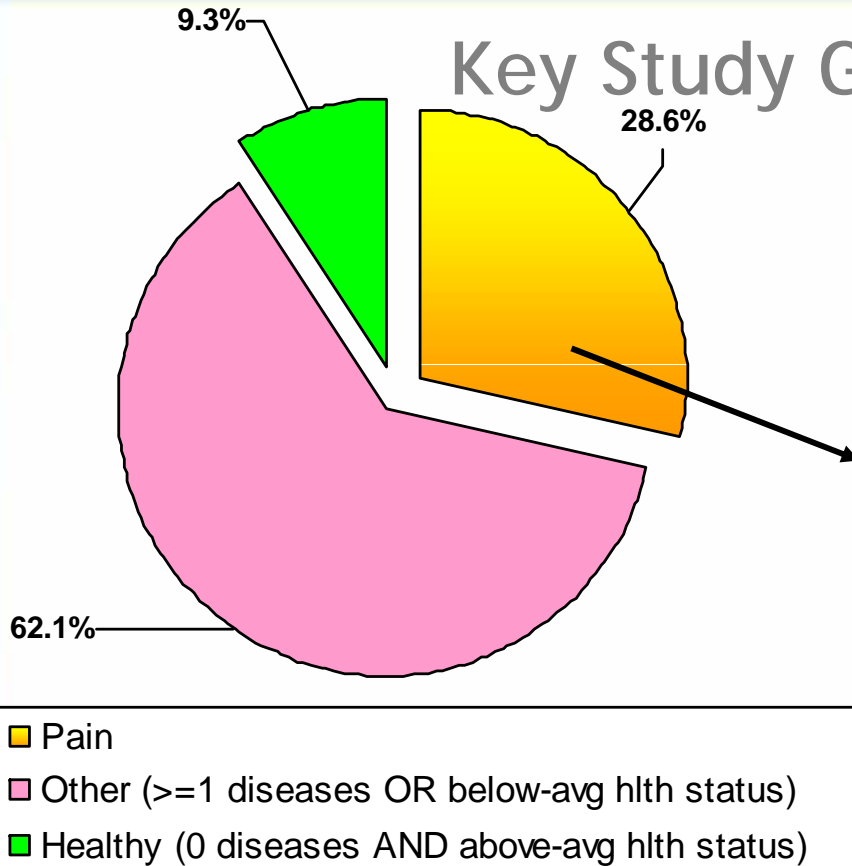
Presenter

Harris M. Allen, Jr., Ph.D.
Principal
The Harris Allen Group



Secrets to a Healthier Workforce

Key Study Groups



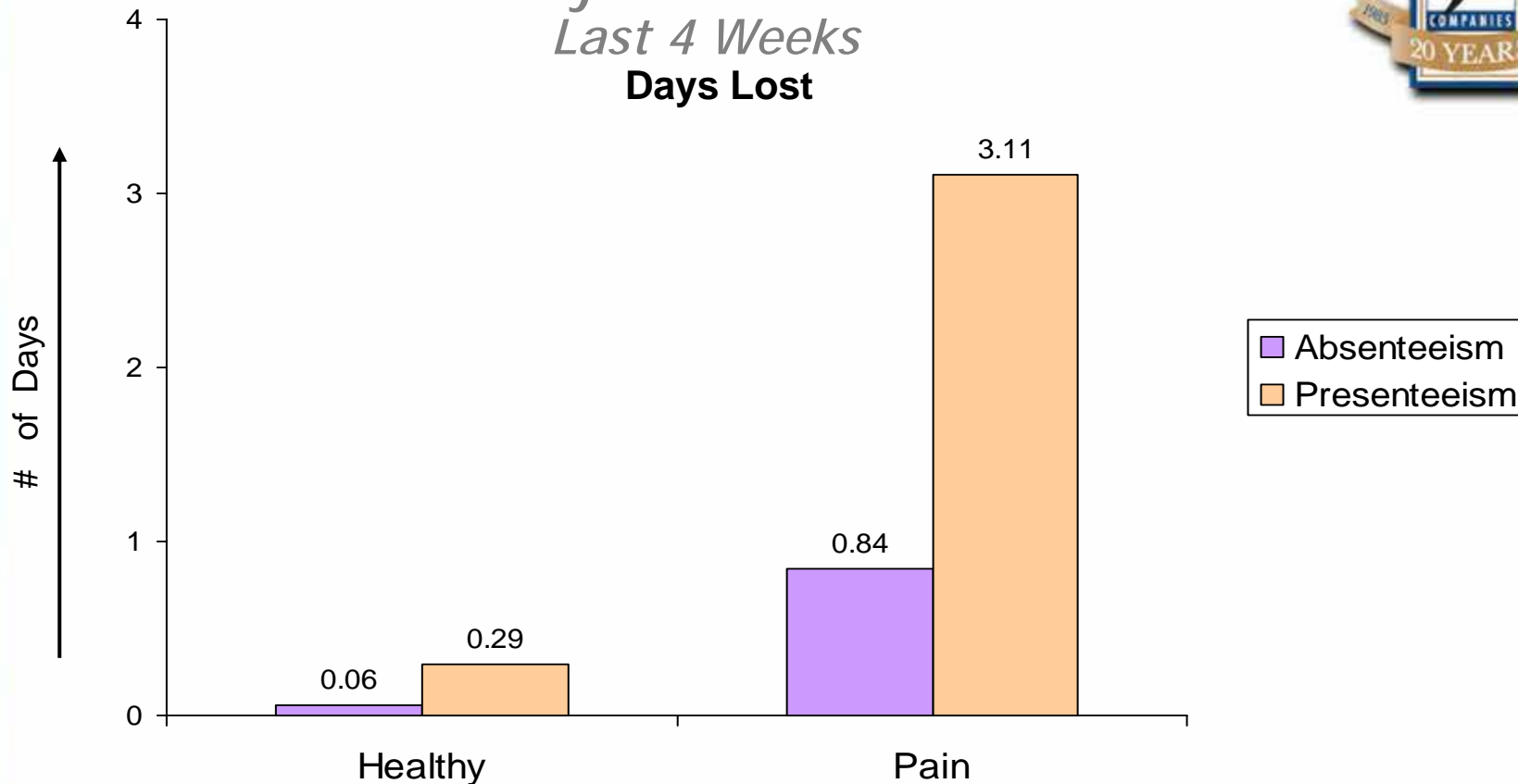
Findings

- Nearly 30% of employees met the pain criteria, the majority of whom exhibited medium severity
- E.G., reading right panel: 20 EEs reported hi severity pain the day of the survey AND the prior 4 wks; another 55 reported hi severity EITHER the day of the survey OR the last 4 wks.

Pain and Workdays Lost to Health Problems

Last 4 Weeks

Days Lost

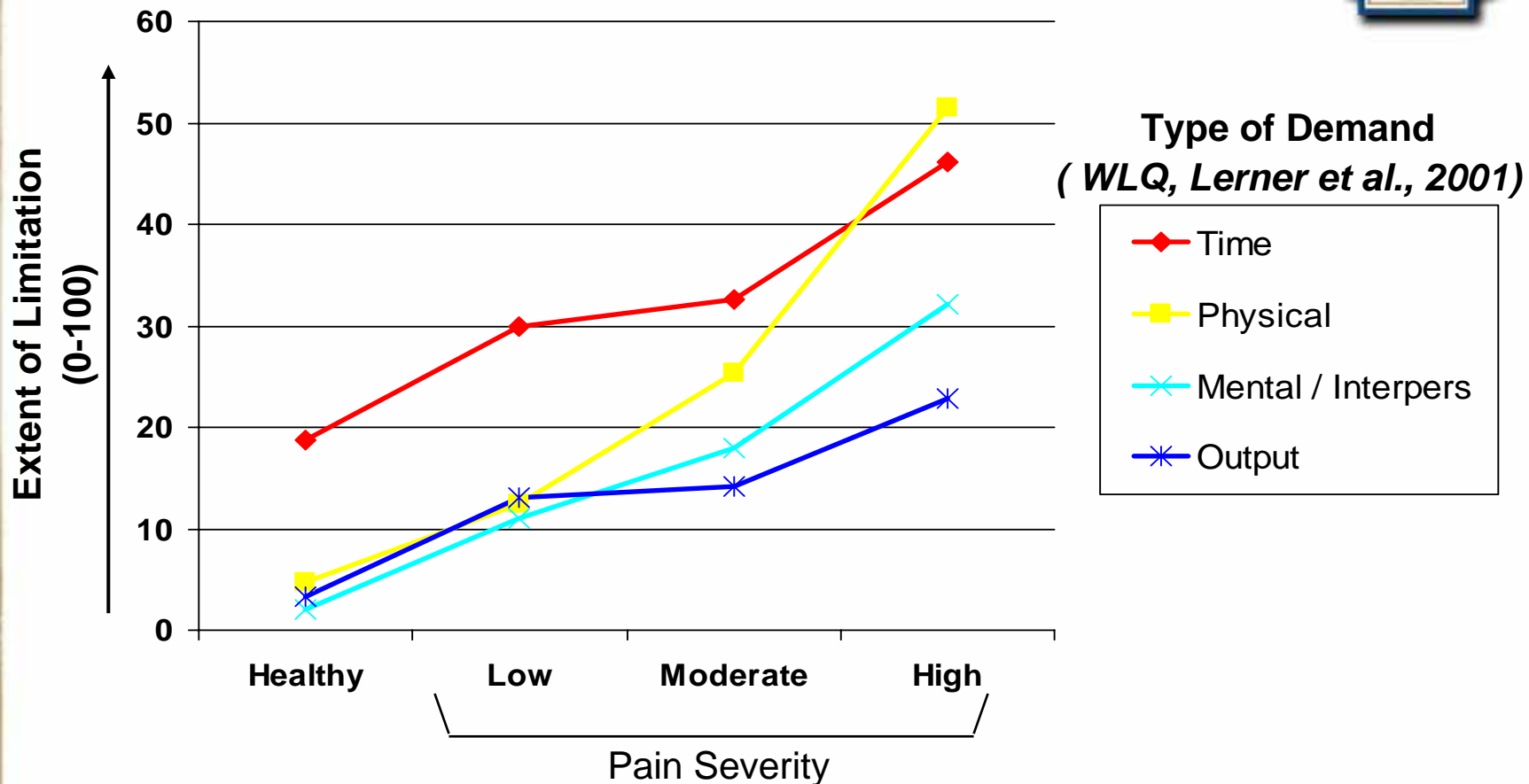


Finding

During the prior 4 weeks, the pain group averaged almost 4 workdays EITHER away from work OR performing less than 100% due to health problems, compared to about 2/3's of a day for healthy EEs. The difference (roughly 3 2/3s days) is an estimate of pain burden on productivity.

Burden of Pain on Performance at Work

Difficulty/Ability to Meet Job Demands

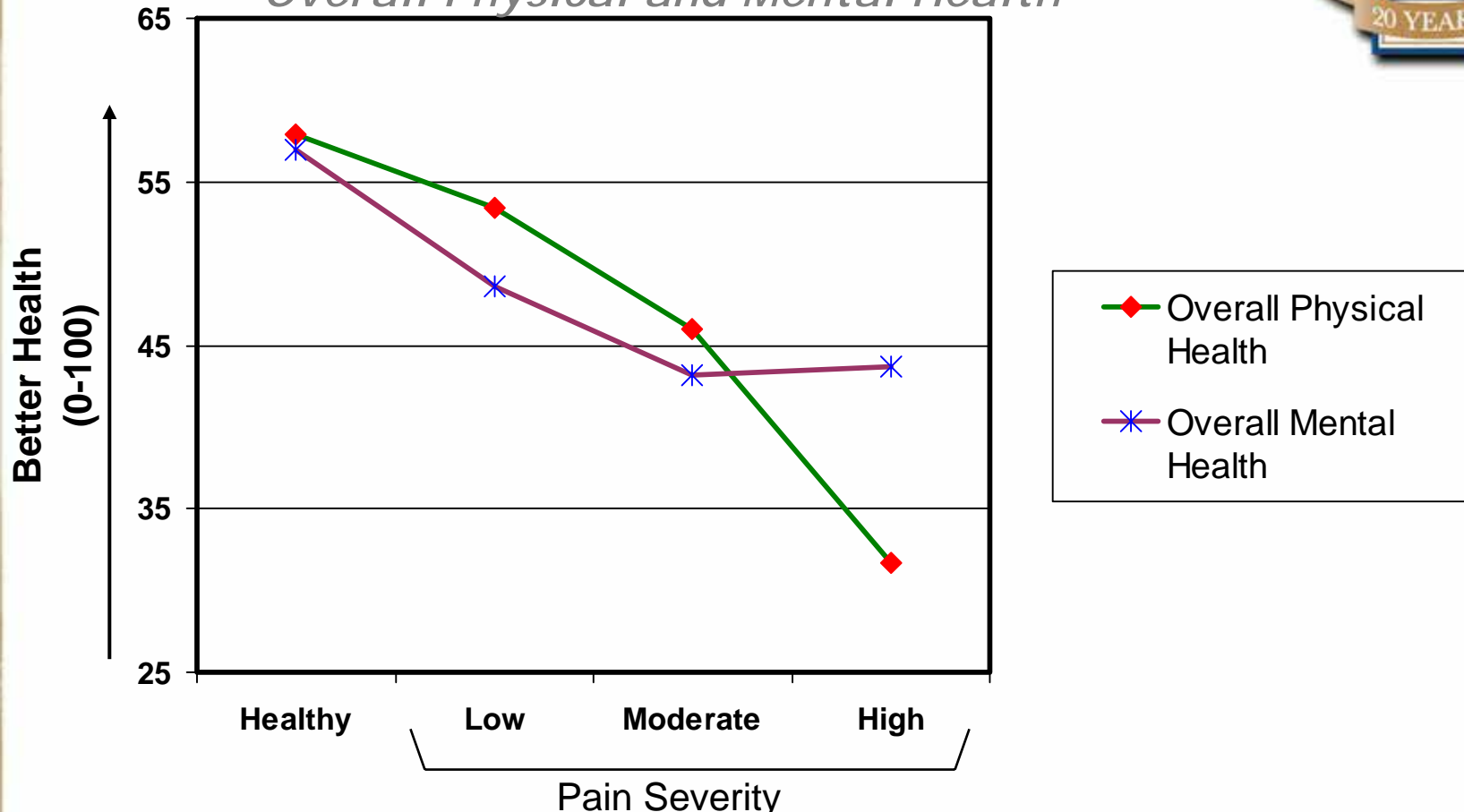


Finding

On four major work dimensions, difficulties with meeting work demands increased 2 to 10 times as pain became more severe.

Burden of Pain on Health Status

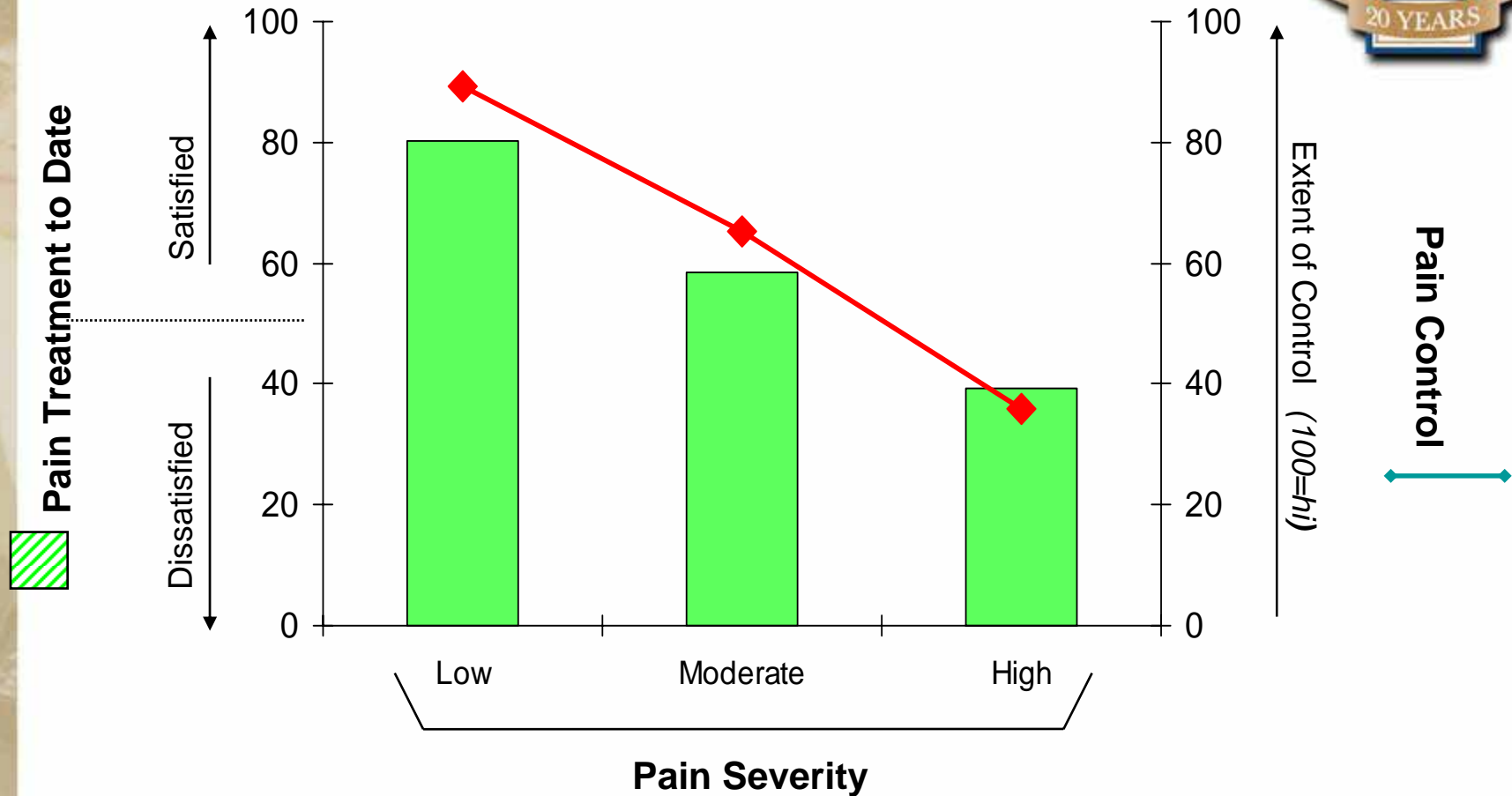
Overall Physical and Mental Health



Finding

Overall Physical Health fell sharply with pain severity, worsening with each level. Overall Mental Health also fell sharply, full effect of pain (at a level equivalent to a clinical depression diagnosis) achieved at moderate severity.

Management of Pain: *Outcomes*



Finding

EEs with pain -- particularly the moderate and high severity groups -- indicate there is considerable room for improvement in their pain treatment and control.

Pain Burden by Disease

Ranking Diseases by Their Prevalence and Avg. Pain Severity

Disease	Prevalence (Pain Sample)	Pain Severity (0-100)	Prevalence x Pain Severity	Rank
Hypertension	21.5%	39.3	8.5	9
Heart Disease	4.7%	34.3	1.6	21
Diabetes	5.7%	42.5	2.4	18
Cancer	3.4%	52.5	1.8	20
Kidney Disease	1.0%	29.6	.30	24
Allergy	58.2%	38.0	22.1	1
Anemia	6.7%	41.6	2.8	17
Lung Disease	8.8%	44.0	3.9	14
Arthritis/Rheumatism	33.3%	43.4	14.5	5
Low Back	38.1%	45.3	17.2	3
Neck/Spine	42.8%	43.2	18.4	2
Migraine	27.9%	41.9	11.7	7
Sleeping Problems	27.6%	42.9	11.9	6
Blindness	7.4%	41.4	3.1	16
Deafness	12.5%	43.1	5.4	11
Dermatitis	10.8%	42.7	4.6	13
Skin Cancer	2.4%	36.1	.85	22
Ulcer	3.4%	53	1.8	19
Heartburn	25.6%	42.8	10.9	8
Irritable Bowel Syn	13.5%	44.5	6.0	10
Urinary	8.4%	43.4	3.7	15
Seizures	1.0%	38.8	.39	23
Limitations	9.1%	52.5	4.8	12
Depression	38.1%	41.2	15.7	4

Finding

With rankings 2,3 and 5, the 3 musculoskeletal diseases together offer an especially promising target for intervention.



Presenter

Thomas F. Ferraro

Director, Business Development


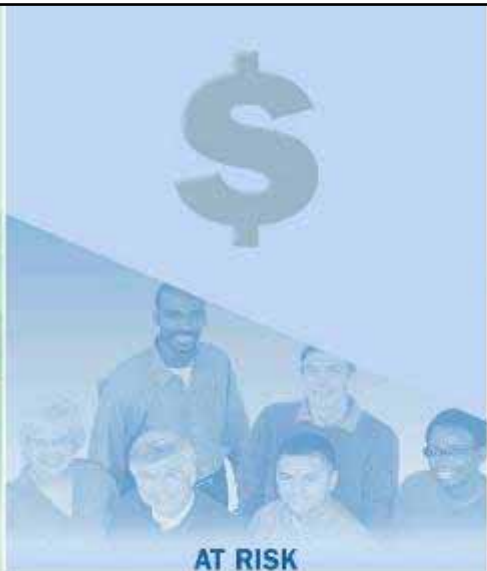

Mayo Clinic Health

Management Resources



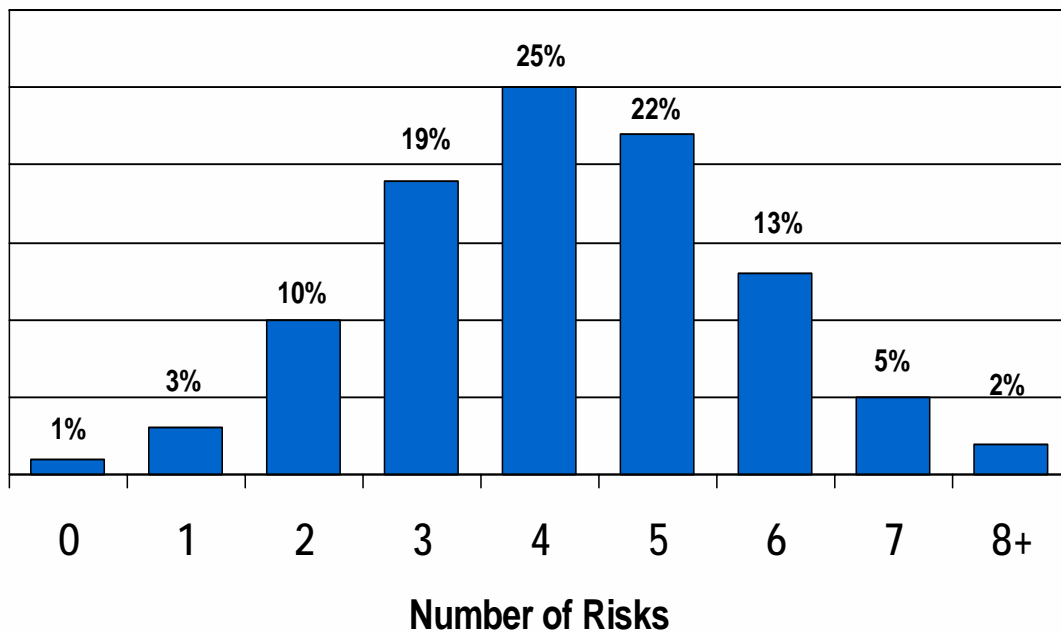
Secrets to a Healthier Workforce

Population Health Management

<p>Relationship Between Health Status and Health Costs</p>	 <p>HEALTHY</p>	 <p>AT RISK</p>	 <p>CHRONIC CONDITIONS</p>					
<p>Organization Health Management Goals</p>	<p>Prevent Movement to Higher Risk</p>	<p>Reduced Risk</p>	<p>Manage Disease</p>					
<p>Population Health Management Program Objectives</p>	<p>Prevention & Wellness Raising health awareness and laying the groundwork for healthier lifestyle choices and better informed health decisions</p>	<p>Self-Care & Demand Management Promoting self care and more appropriate use of the health care system</p>	<p>Health Advocacy Guidance and navigation to appropriate health resources</p>	<p>Decision Support Empowering individuals with information to make better informed treatment decisions</p>	<p>Identifying Health Risk Raising awareness of personal health risks and guiding individuals to resources that can reduce health risks</p>	<p>Behavior Change Motivating and supporting behavior change and healthy lifestyle choices</p>	<p>Disease Management Information and support leading to better management of diseases and conditions</p>	<p>Patient Care Patient care services at Mayo Clinic Rochester, Jacksonville, Scottsdale and Mayo Health System</p>

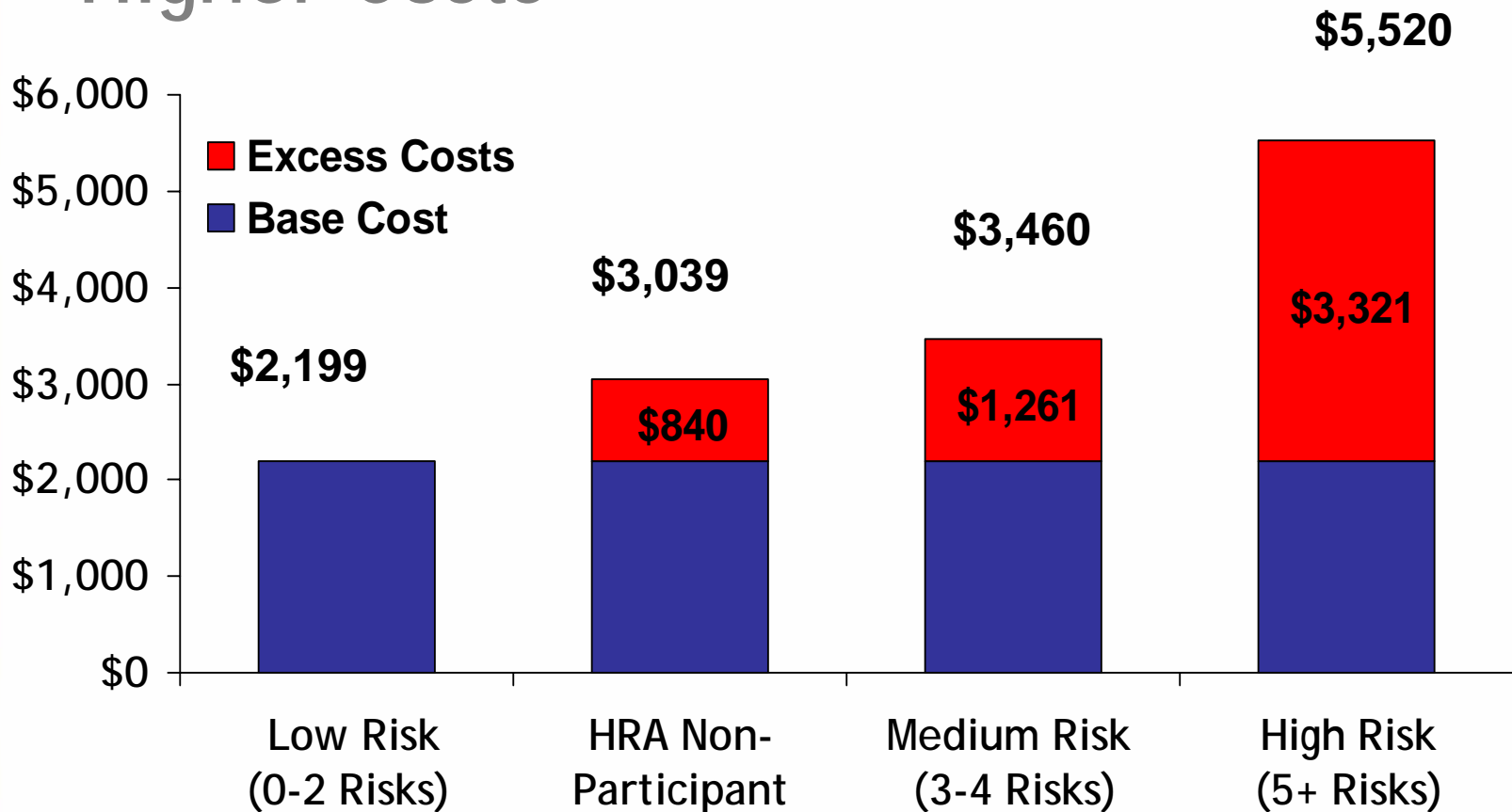
Spread by Number of Risk Factors

- 42% of participants have 5+ risk factors



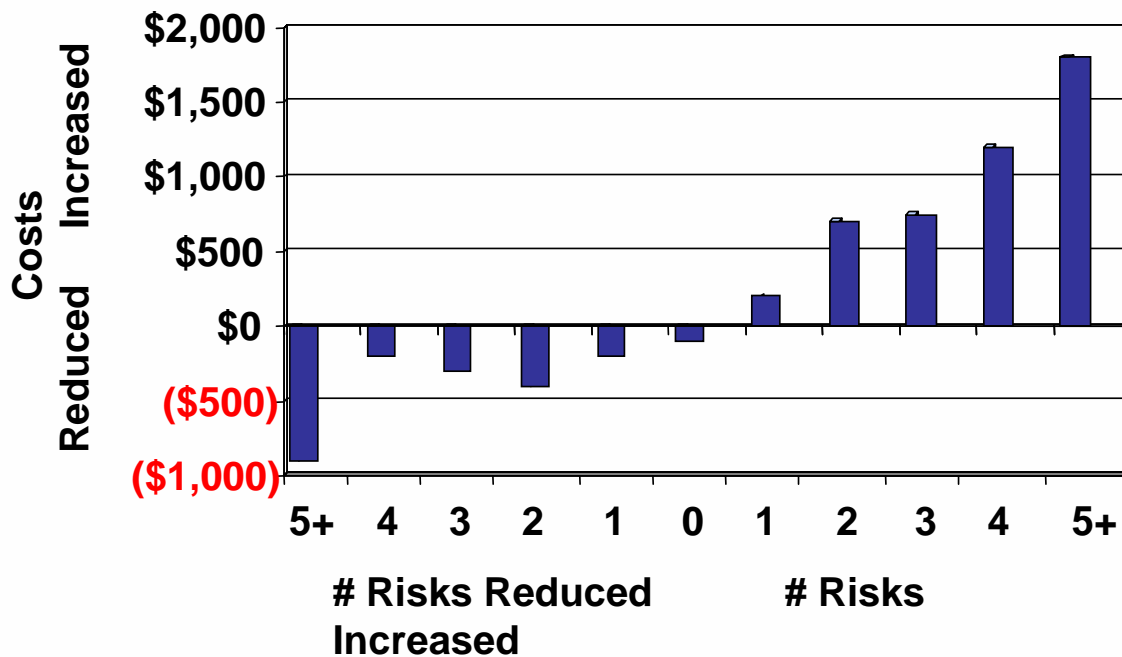


Higher Number of Risks = Higher Costs



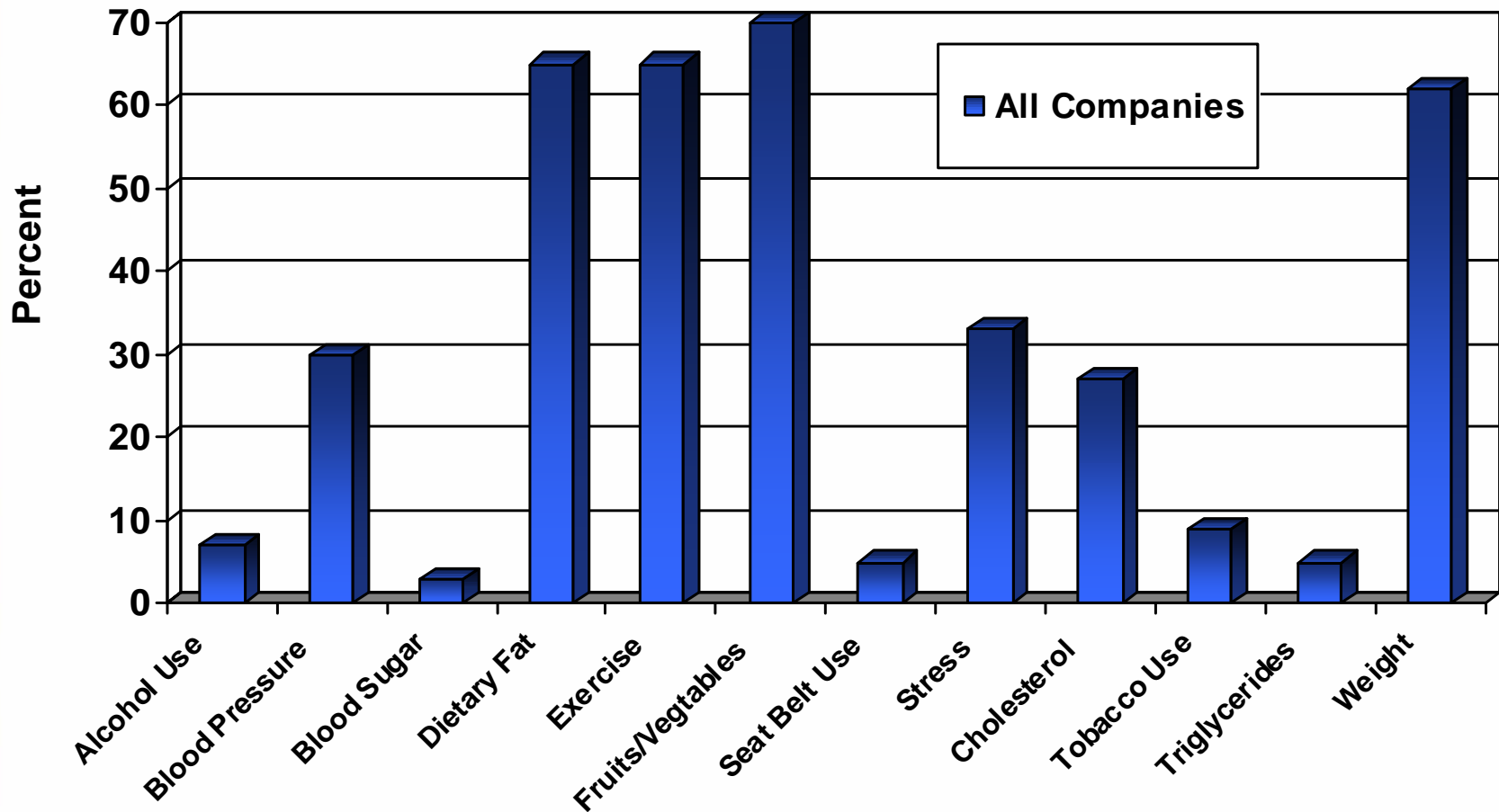
Changes in Number of Health Risks = Changes in Annual Health Care Costs

Change in Costs Associated with Change in Risk





All Risk Factors - Benchmark





Lifestyle Coaching

- Collaborative self-management coaching program aimed at high risk individuals
- Jointly developed personalized action plans to address:
 - Weight
 - Exercise
 - Nutrition
 - Stress
 - Tobacco



Privacy and Confidentiality

- If member qualifies for Lifestyle Coaching
 - *Must give* consent to HRA vendor to release their name
 - *Must* provide contact information for follow-up



Intervention Data

- Provide telephonic counselors with comprehensive data on high-risk individuals for follow-up intervention

Mayo Clinic HRA Intervention Report

Name	Address1	City	State	Zip	Area Code	Telephone Number	Smoking risk	Dietary fat risk	Fruit/vegetable risk
Karen L Gosen	777 Lucky Lane	Treasure Island	MN	55905	507	777-7777	Yes	Yes	Yes
Cinderella Smith	Rin Castle	Sistertown	NJ	12345			No	No	No
Fred Smith	12345 West 6th Street	Springfield	CT	45893	555	5555555	Yes	Yes	Yes
Sam J Smith	111 5th Street SW	Canton	OH	55905	507	222-555	Yes	Yes	Yes
Cynthia Thompson	2340 Greenview Place	Denver	CO	87482	456	2349876	Yes	Yes	No
Justin Time	Five O'clock Lane	Greenwich	CT	98765			No	Yes	Yes
Nick O Time	Half Past Hour Boulevard	Willowtree	IA	98745			No	Yes	No
Snow White	123 Forest Lane	Nowhere	MO	12345			No	No	No
Wicked Witch	666 Black Castle	Hotcity	FL	66666			Yes	Yes	Yes

Smoking Risk **Dietary Fat Risk** **Fruit/Veg Risk**

Typical Lifestyle Coaching Process Flow

Intake Call

Participant enrolled if ready, or directed to resources to help move along behavior change continuum.

Assessment Call

- Behavior change counselor conducts 30-minute assessment
- Reviews risk factors, identifies medical conditions, medications
- Provides detailed explanation of how program works and benefits of program
- Goals are set based on participant input

Education Call

- Resources reviewed specific to participant risk factors
- Encouragement to call when ready to enroll

Behavior Change Facilitation – 5 Calls Over 6 Months

- Review progress towards goals – set new goals for next call
- Check confidence level for achieving set goals
- Coach on barriers, triggers, learn from successes
- Arm with relapse prevention strategies
- *Participant may contact counselor between calls for additional support.*

Outcome Calls – at Program Conclusion and at Six Months

- Outcomes measured are module-specific and includes satisfaction, efficacy, behavior change and goal achievement



Transtheoretical Model or “Stages of Change”

- Five stages of change
 - Pre-contemplation
 - Contemplation
 - Preparation
 - Action
 - Maintenance



Social Cognitive (Self-Efficacy) Theory

- *Outcome expectations:* If one does not expect that a health action will be beneficial, there is little reason to act.
- *Self-efficacy expectations:* If one does not expect to be able to act, there will be no actions.



Motivational Interviewing

"A directive, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence."

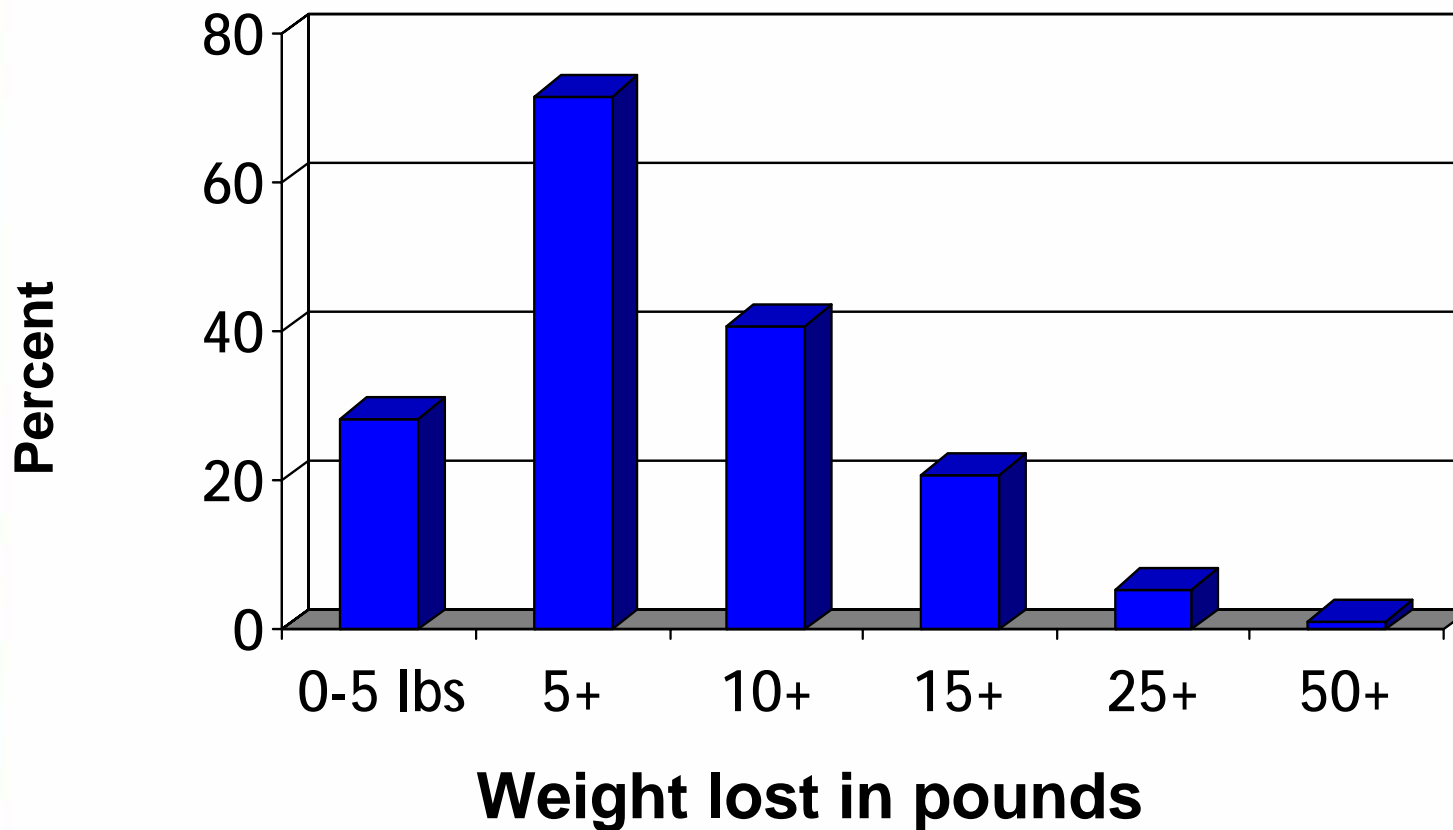
[Resnicow et. al., 2002; Miller and Rollnick, 2002].



Examples of Weight Coaching Outcomes

- 49% lost weight and maintained weight loss
- 72% of those who lost weight, lost more than five pounds
- 58% increased confidence in ability to manage their weight
- 30% had a better perception of their overall health

Examples of Weight Coaching Outcomes by Weight Lost

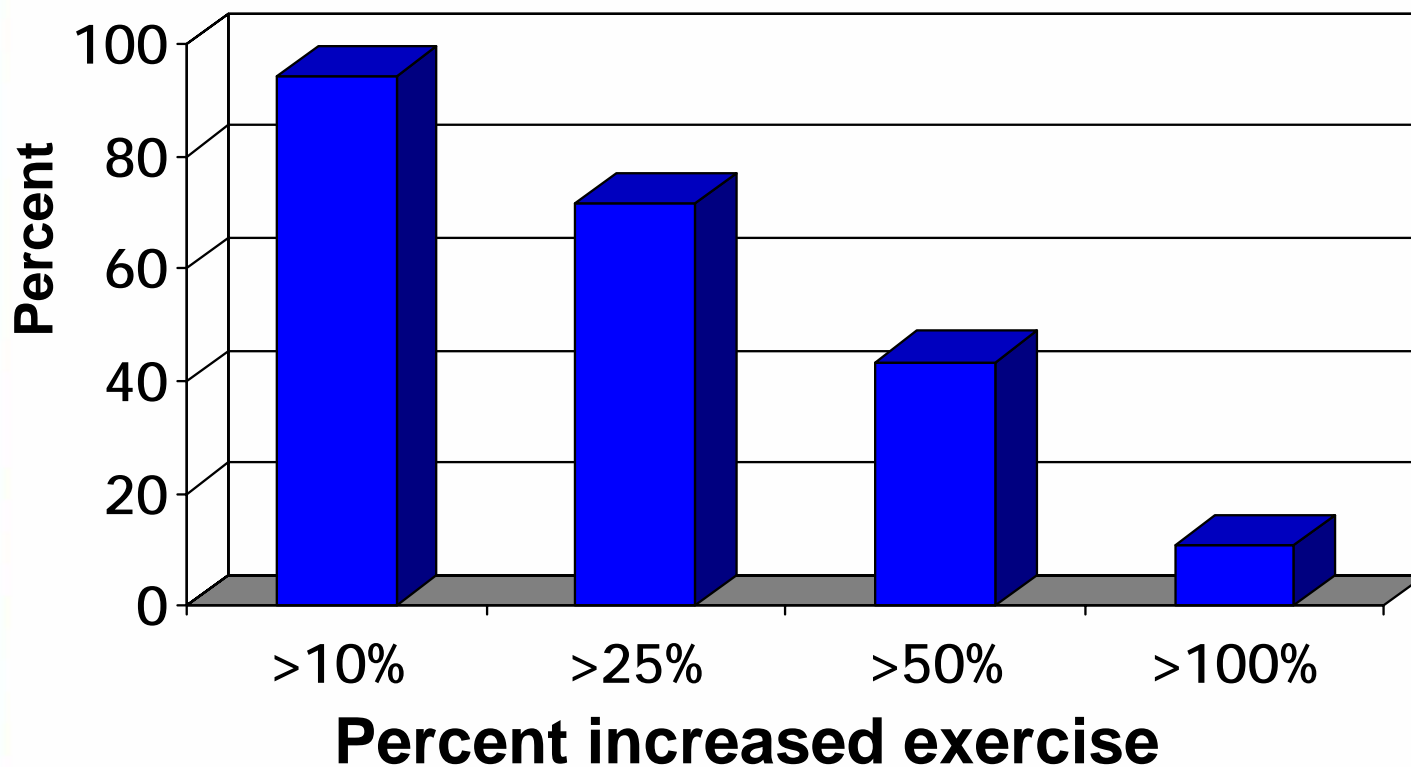




Examples of Exercise Coaching Outcomes

- 56% increased the amount of time they spent exercising
- 38% maintained weight loss as a result of being in the program
- 37% increased their confidence in their ability to increase their physical activity
- 27% had a better perception of their overall health

Examples of Exercise Coaching Outcomes by Percent of Increased Exercise





Examples of Nutrition Coaching Outcomes

- 50% increased their healthy eating choices
- 39% maintained weight loss as a result of being in the program
- 61% increased their confidence in ability to maintain healthy eating habits
- 31% had a better perception of their overall health

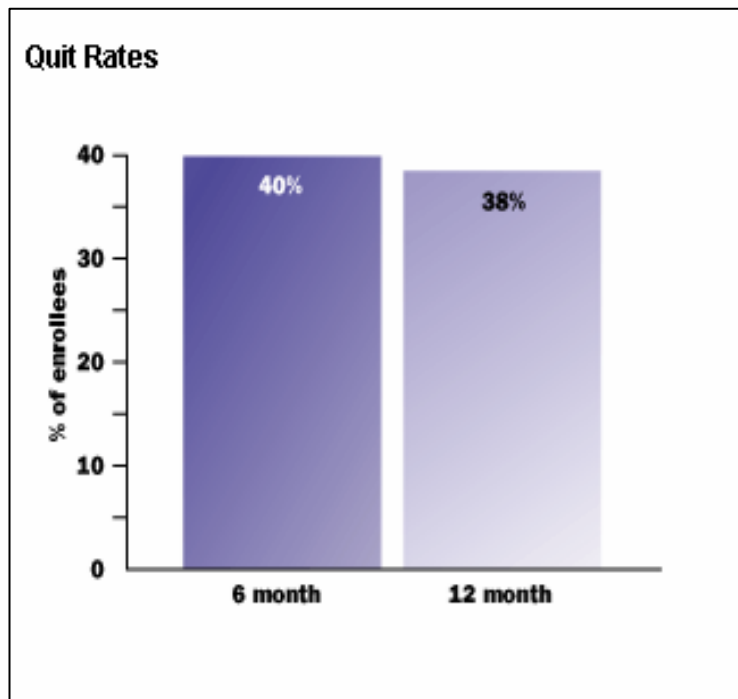


Examples of Stress Coaching Outcomes

- 65% increased confidence in ability to manage stress
- 75% experienced fewer stress-related physical symptoms than at the beginning of the program
- 57% increased the total amount of stress-related techniques used
- 26% had a better perception of their overall health

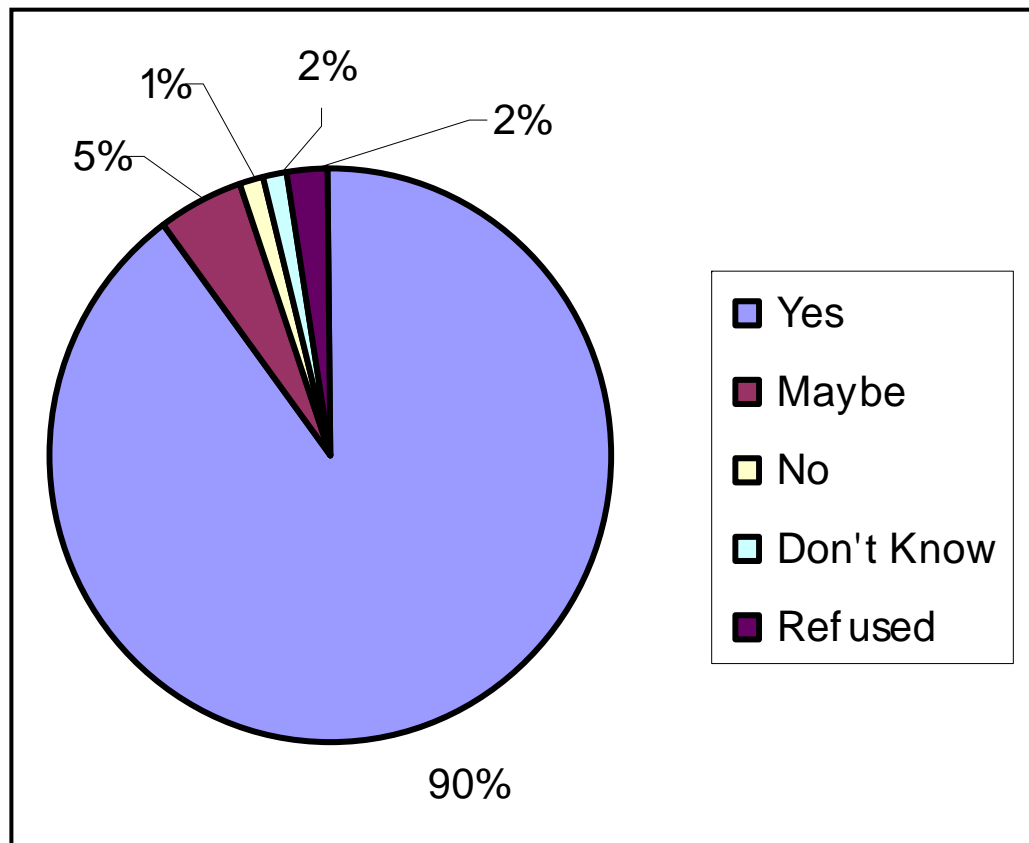
Examples of Tobacco Coaching Outcomes

- 40% at 6 months
- 38% at 12 months



Lifestyle Coaching Satisfaction Data

Overall, would you recommend program to others?





Summary

- Risk factors do impact health care costs
- Many risk factors are a result of lifestyle choices
- Once risks are known, there are tools to support behavior change (lifestyle choices)
- Lifestyle coaching is an effective option for employees



FOCUS

CONTROL

FLEXIBILITY

RESULTS

Question and Answer Time

We will email answers to questions we don't have time to answer live.



Introducing The JI Companies

- Third Party Administration
 - Employee Benefits
 - Workers' Compensation
 - Property and Casualty
- Risk Pool Administration
- Program Management



FOCUS

CONTROL

FLEXIBILITY

RESULTS

For more information, please contact:

Paul Saper

Vice President, Marketing and Sales

(512) 427-2347

(800) 580-5477

paul.saper@jicompanies.com

www.jicompanies.com



Choices are weighed
and must be made



Make sure you know
all of your options fully
before you choose

The Harris Allen Group



- Entity *A virtual network of scientific, clinical and business experts*
- Mission: *To measure and manage employee health and productivity*
- Clients: *Employers, pharmaceuticals, health plans, support vendors*
- Services:
 - 1) *Project design and coordination*
 - 2) *Measurement development and implementation*
 - 3) *Intervention development and implementation*
 - 4) *Evaluation and Interpretation*
 - 5) *Linkages to Policy, Programs and Practice*
 - 6) *Communicating to Multiple Audiences*

For more information visit harrisallengroup.com or call 617/730-5523



MAYO CLINIC Health Management Resources

- More than 100 years as three-shield provider
 - Patient Care, Education, & Research
- Employing more than 40,000 people at three sites
- Solution provider in population health management industry with more than 500 organizational clients



Rochester, Minnesota



Scottsdale, Arizona



Jacksonville, Florida

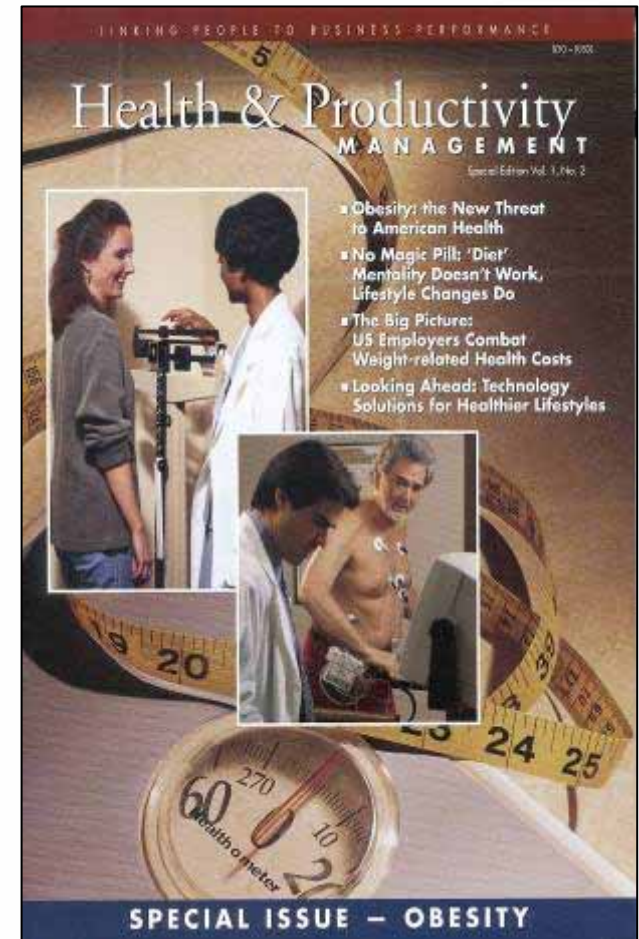


2004 IHPM Award



President's Award for Health and Productivity Management Market Leadership

Institute for Health & Productivity Management



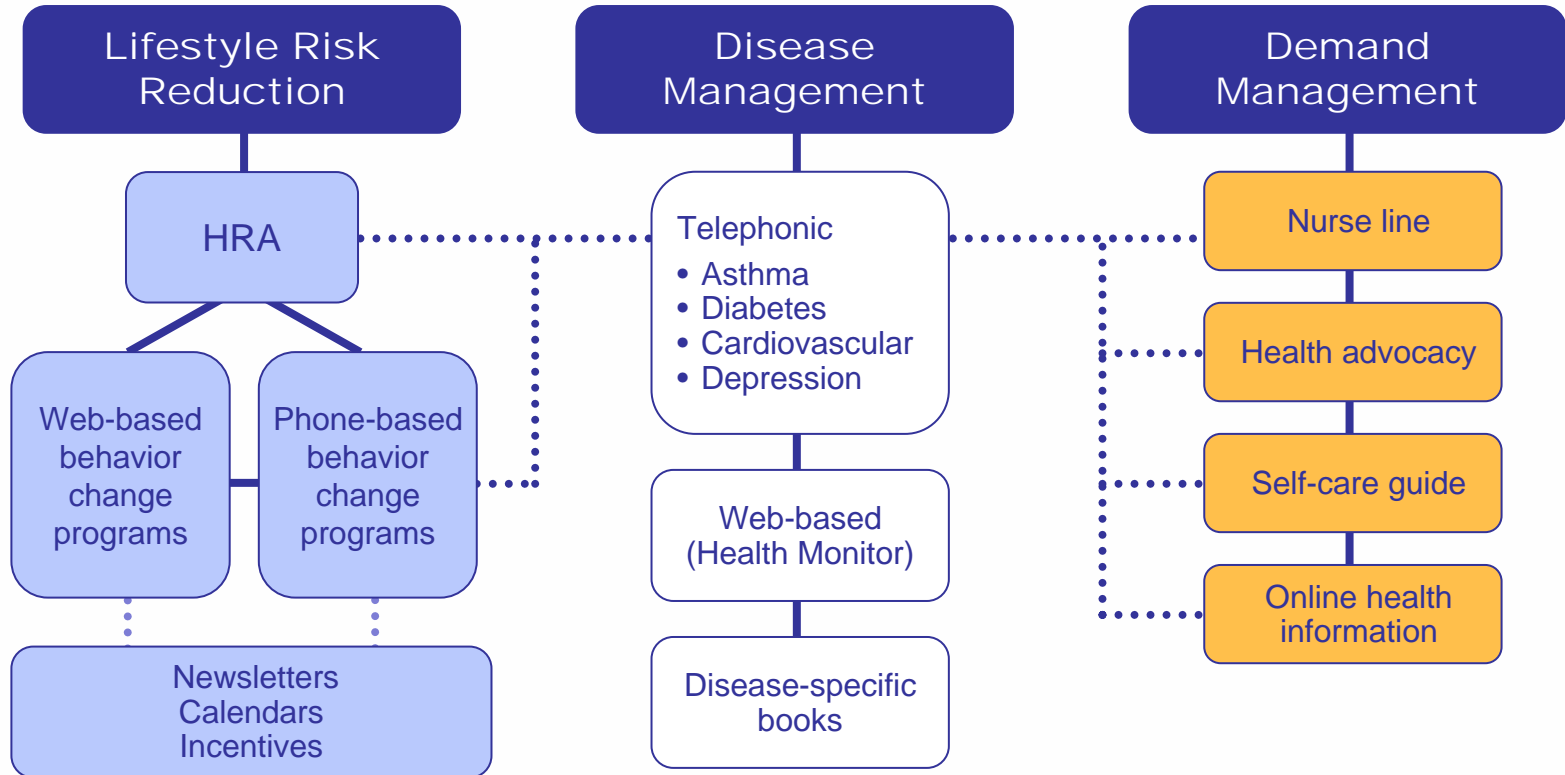
2005 NBGH Award

- Gold Award
- *Best Employers for Healthy Lifestyles*
 - National Business Group on Health
 - Institute on the Cost & Health Effects of Obesity





Integrated Suite of Health Management Tools



Account Management – Strategic Consultation – Communications – Incentives – Integration - Data Interpretation



FOCUS

CONTROL

FLEXIBILITY

RESULTS

For more information or to suggest future topics,
please contact:

(800) 580-5477

paul.saper@jicompanies.com

www.jicompanies.com