

Using Wellness Program Metrics to Justify ROI

Rena Coombs



Who is SAIF?

- Workers Compensation Insurance Company
- We've been around for 102 years
- 980 employees in Oregon
- Safety, Health, and Oregon

Who am I?














Wellness at SAIF

- **Awareness** – helping employees become aware of their own personal health status (biometrics, health assessment)
- **Education** – Provide resources (onsite classes, coaching, websites)
- **Action** – Supporting employees on their path to taking charge of their health (fitness classes, new hobbies, proactive participation in company wellness initiatives)

**Know Your
Numbers**
health screening

**Health
Assessment**
answer online questions

**Virgin
Pulse**
12,000 HealthMiles

Low Cost	 	 	
Medium Cost	 	 	
High Cost			

 = Spouse or domestic partner  = No participation

Carrot and Stick

- Premium discount
- Deductible discount
- Cash rewards

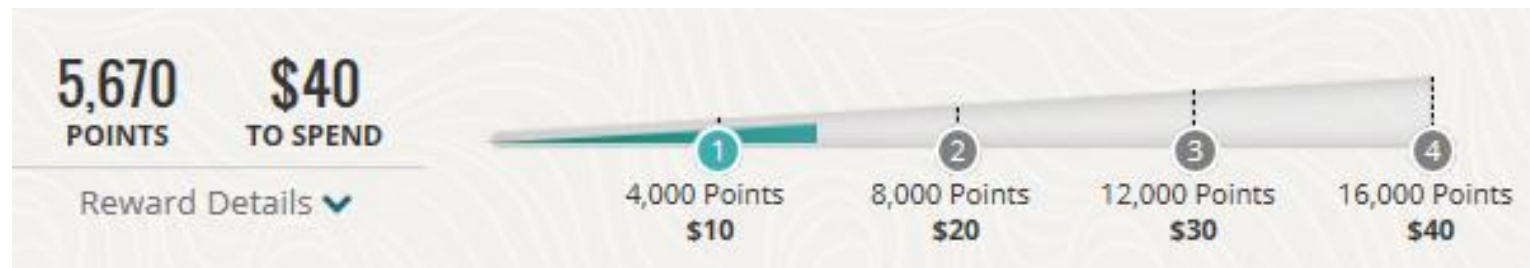


Annual screening

98%

Virgin Pulse

98%



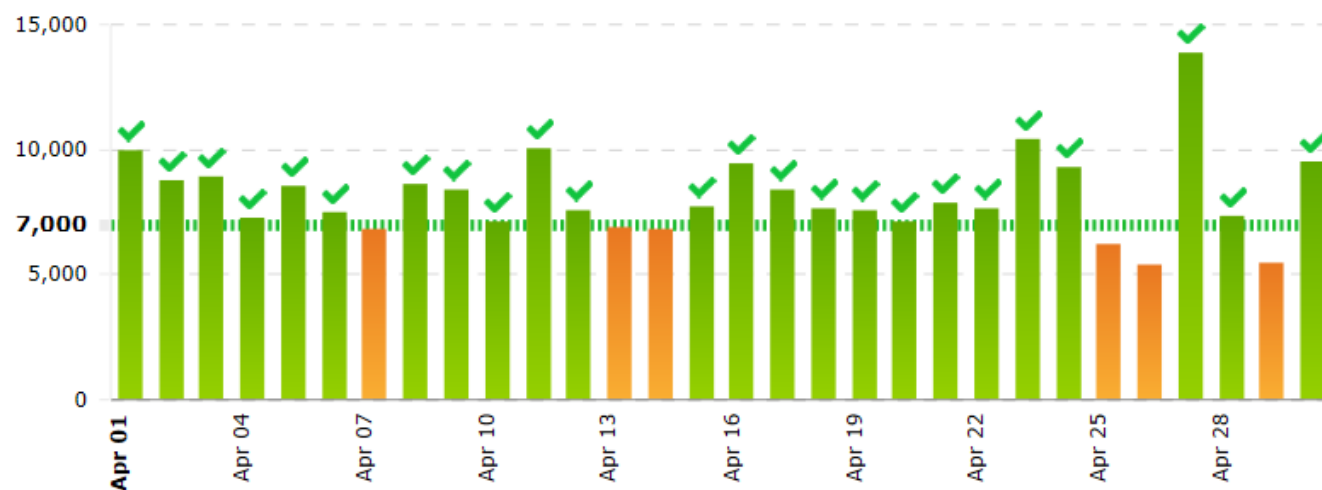
MY STATS

MY STEPS

< APR 1 - APR 30 >

WEEK

MONTH



STEPS THIS MONTH
244,388

MOST ACTIVE DAY
2016-04-27

DAILY STEP GOAL
7,000 STEPS

Fitbit

New
**Virgin
Pulse
Program!**
starts 10.2.15



The program year ends Sept. 30, 2016

MY FRIENDS

+ ADD FRIENDS



Amber C.

Services Supervisor,
Information Services,
Portland, Oregon



Arhip A.

e-Learning Technical
Coordinator, Training
and Development,
Salem, OR



Ashly S.

Division Assistant III,
Underwriting , BR1 314



Brian C.

Mr, IS, In the corner



Claudia P.

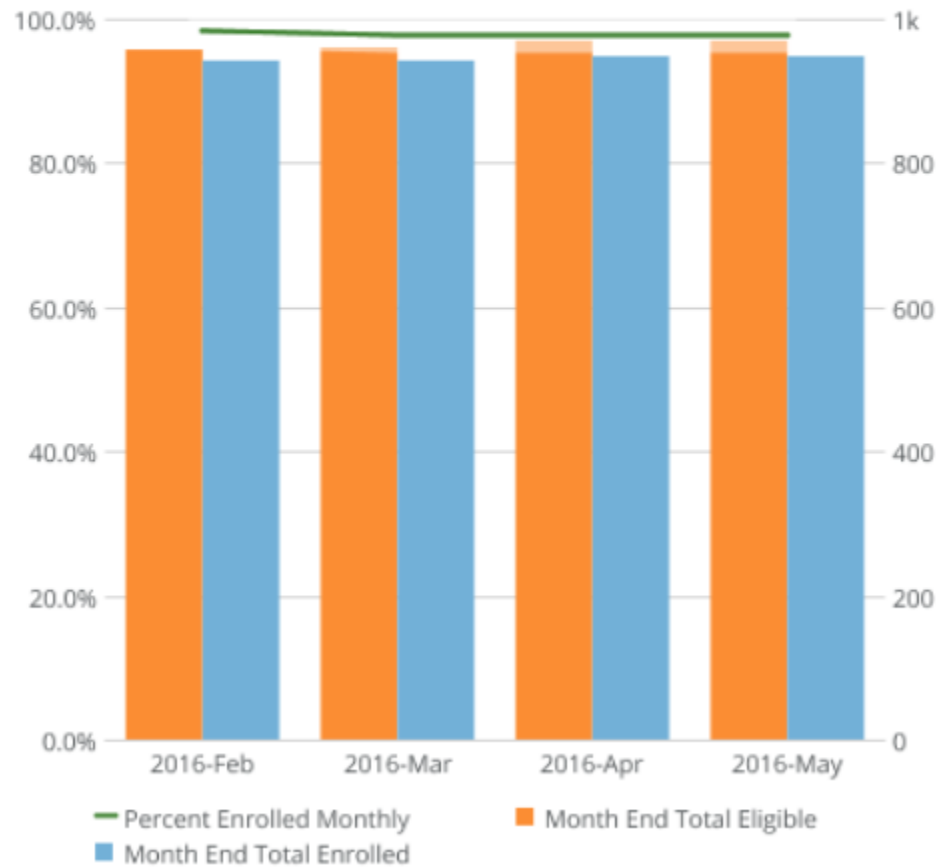
RTWC, CST, PDX



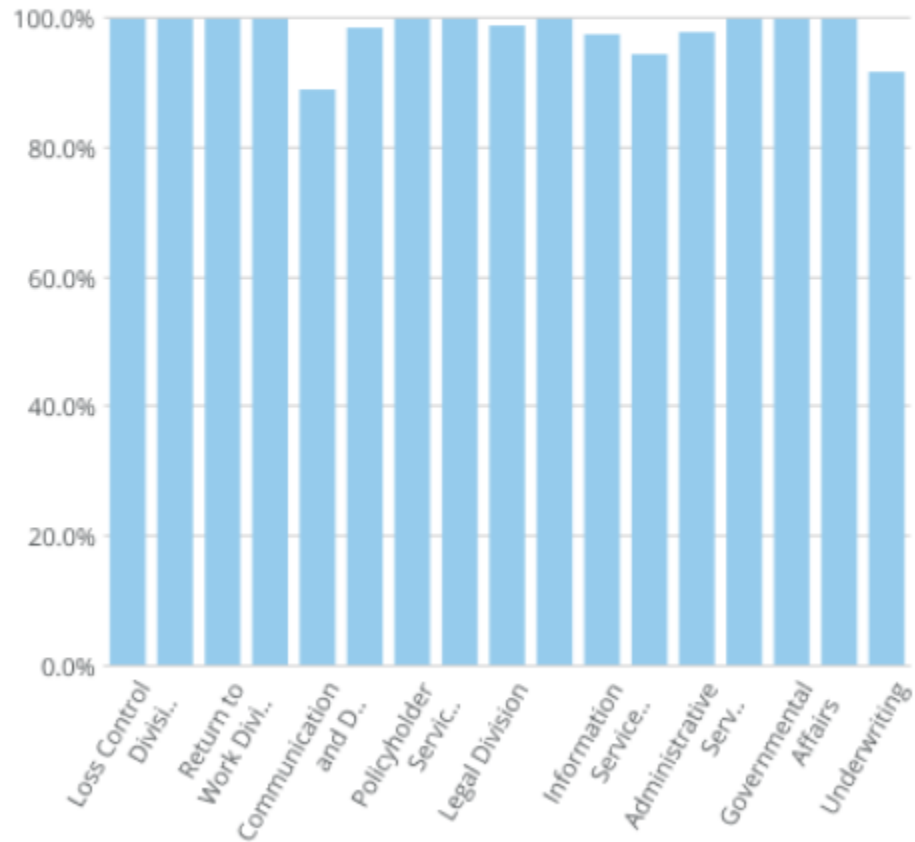
What is our participation percentage?

97.8 %

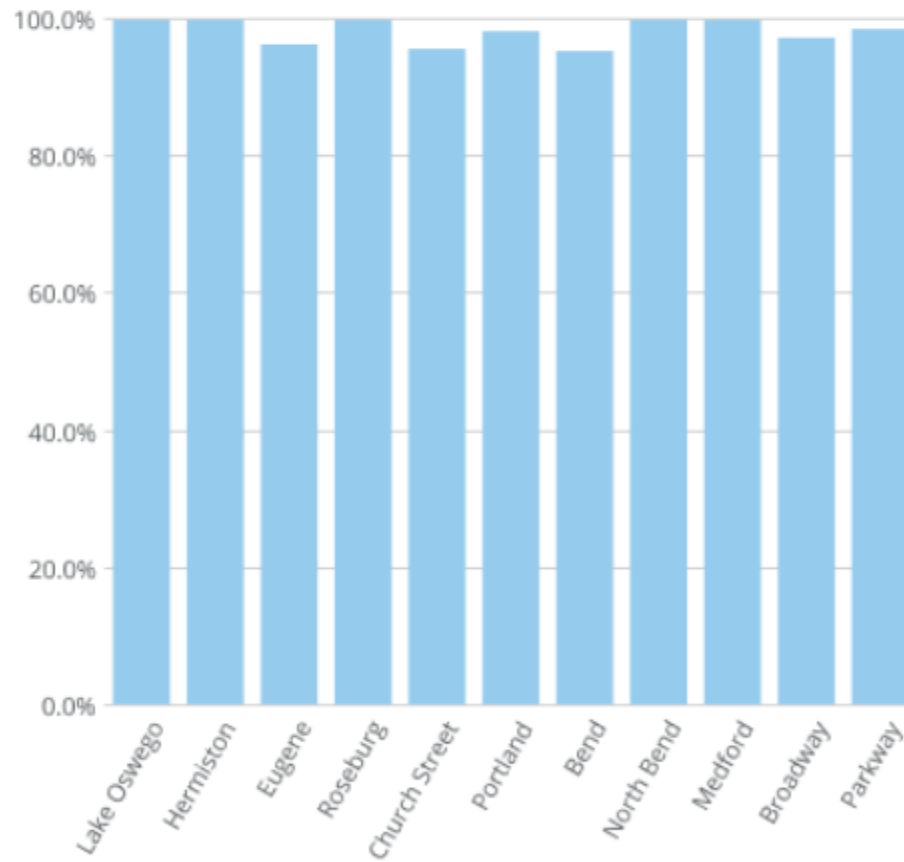
of members enrolled



What is the participation rate within each Busin...



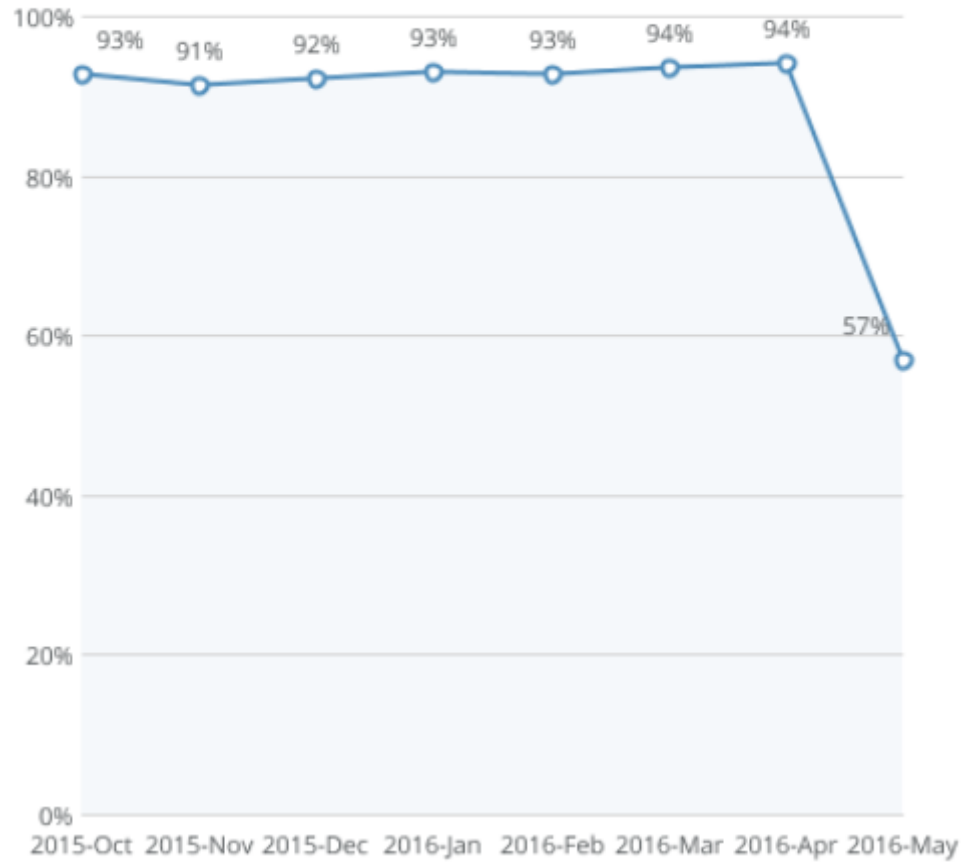
What is the participation rate within each Office...



What is our Monthly engagement?

57.0 %

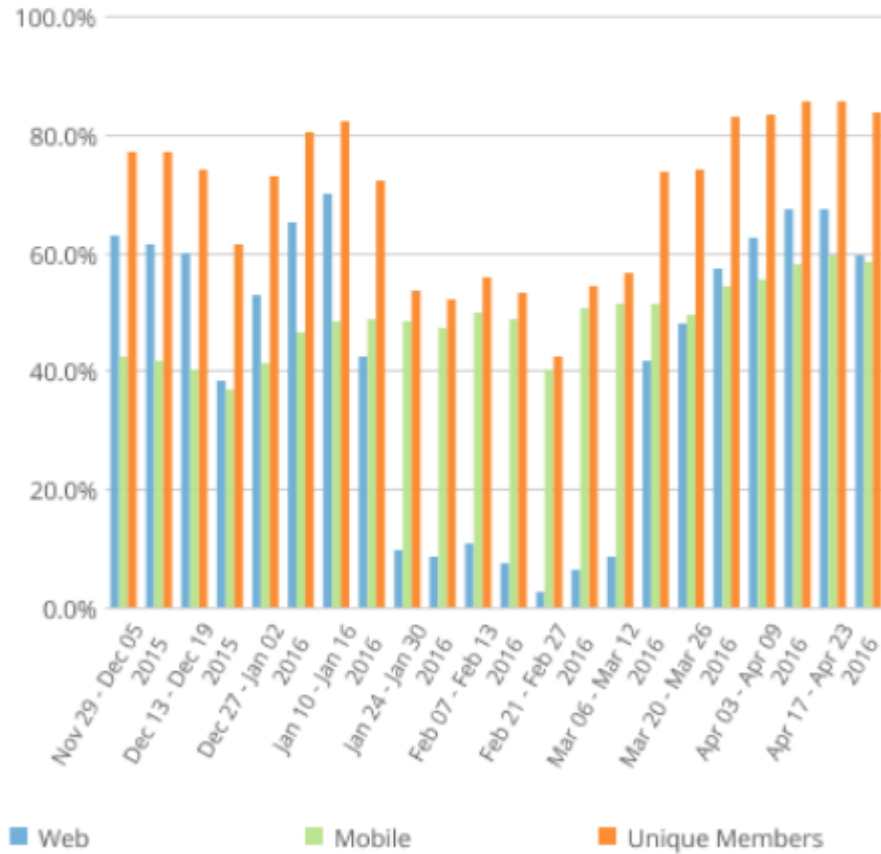
of members engaged in the current month



What applications do our members use to inter...

83.8 %

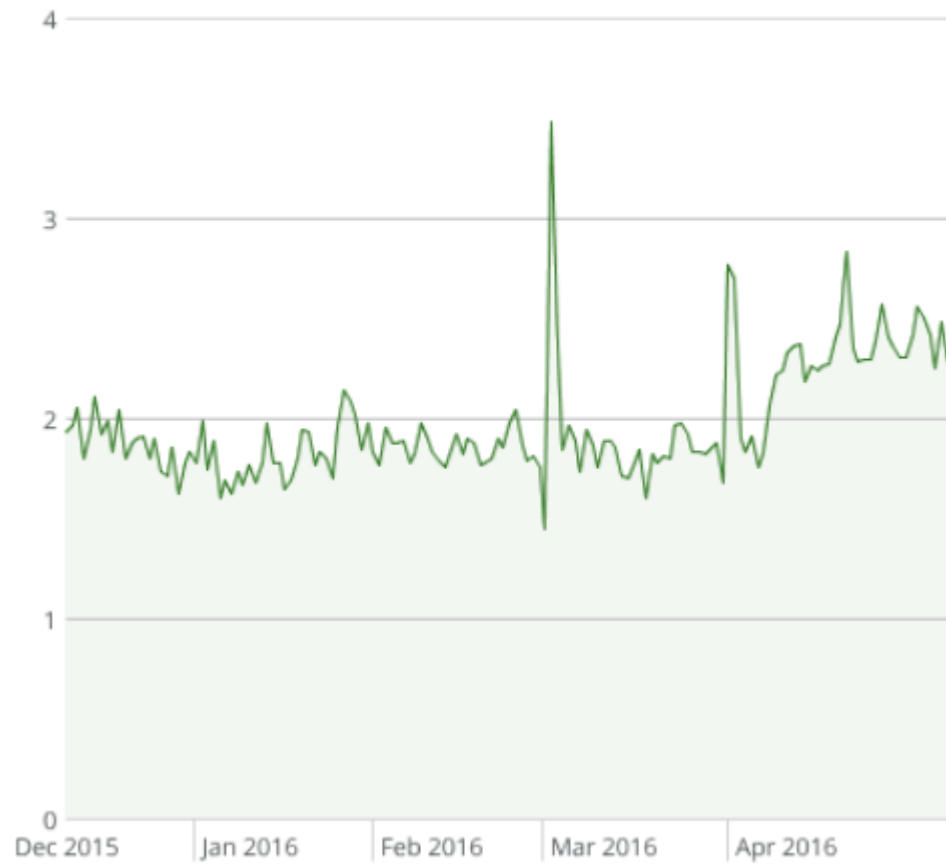
unique members visiting Virgin Pulse in the latest week



How frequently do our members visit the mobil...

2.3

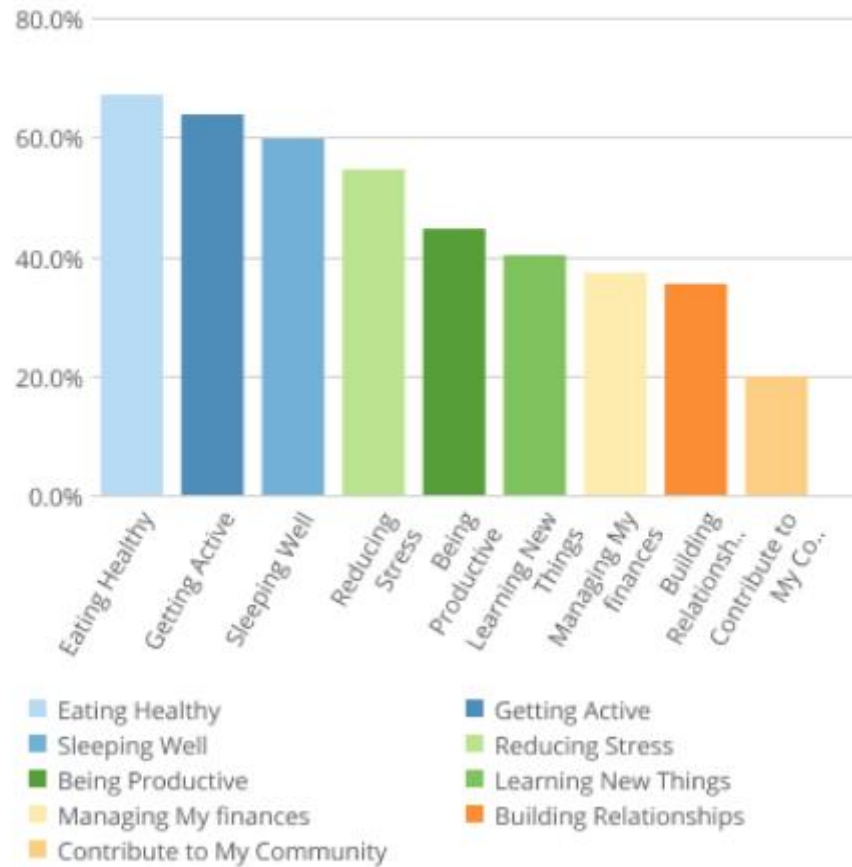
Mobile app opens per member two days ago



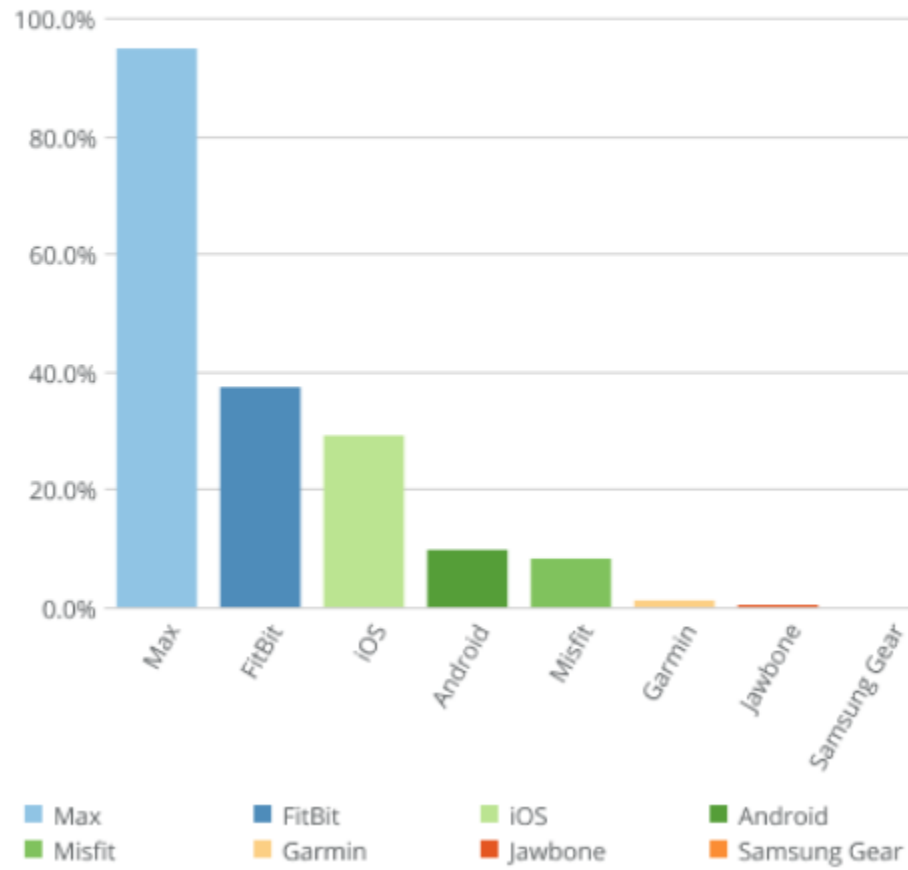
What Thrive areas do our members self-select?

85.4 %

members have selected an interest

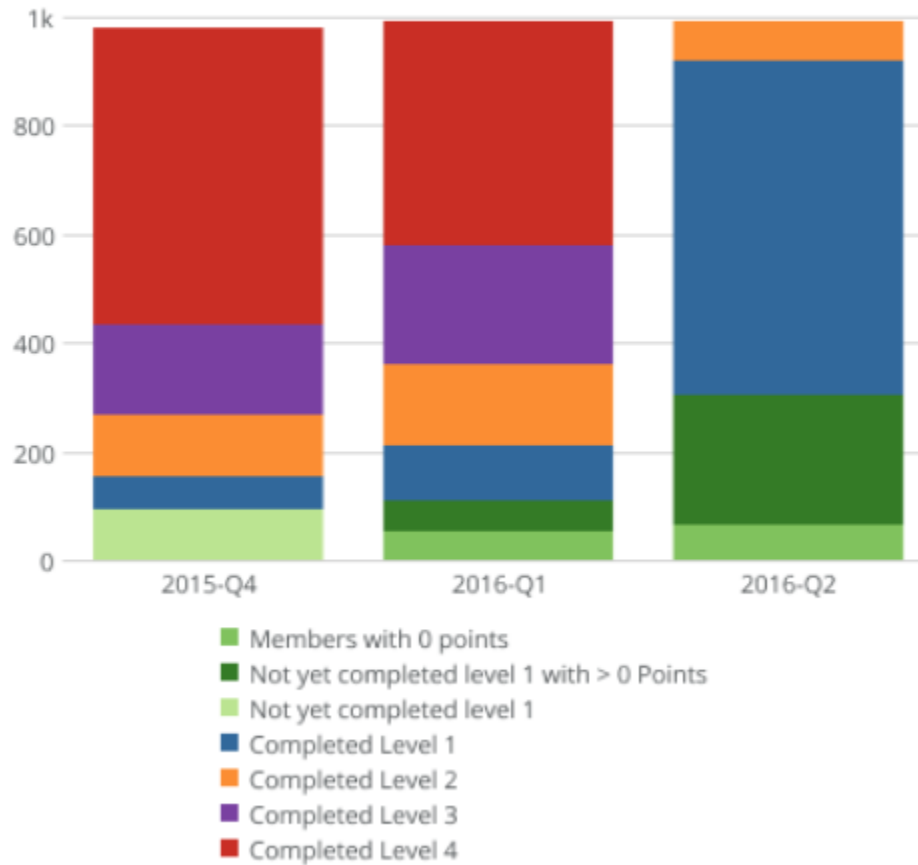


What devices have our members connected to t...



How many members complete each level, quart...

by Quarter

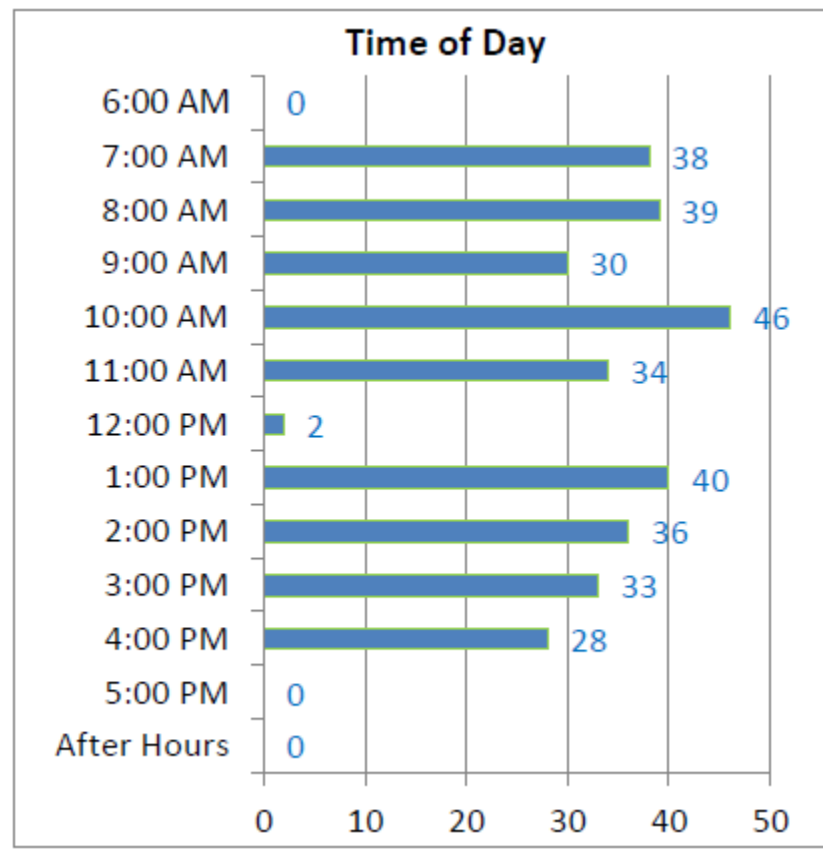


Health & Wellness Center

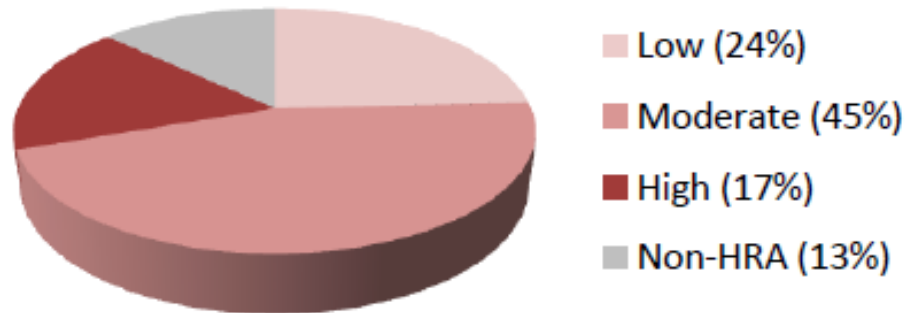


Health Clinic Models

- Redirect care off the self-funded health plan
- Early intervention
- Less time away from work
- Low cost appointments
- Employee benefit and perk

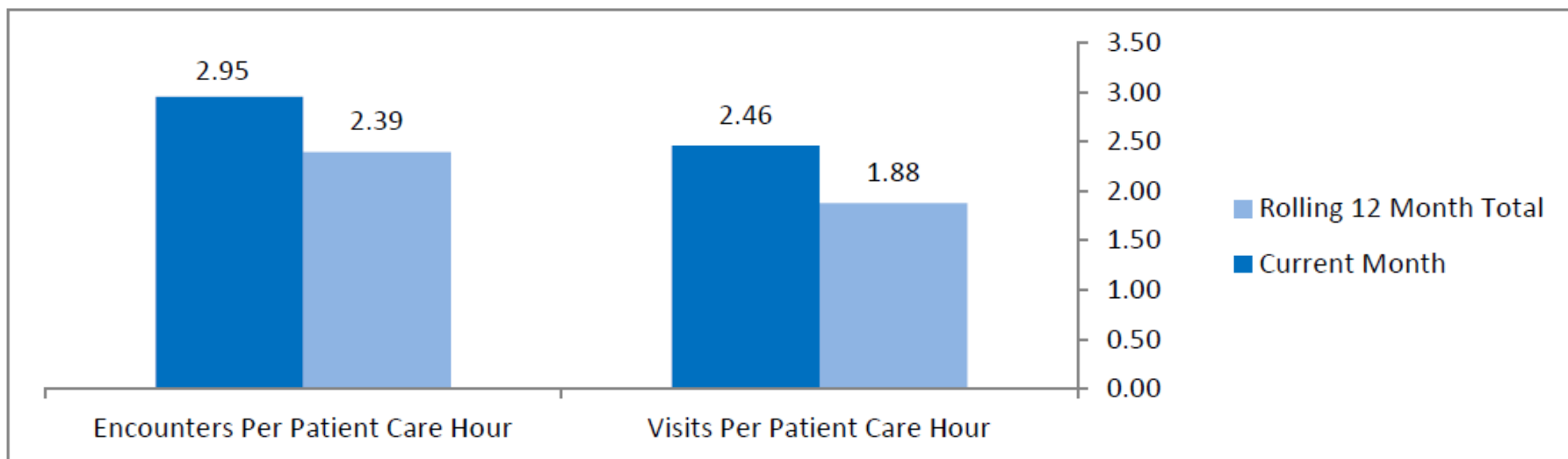


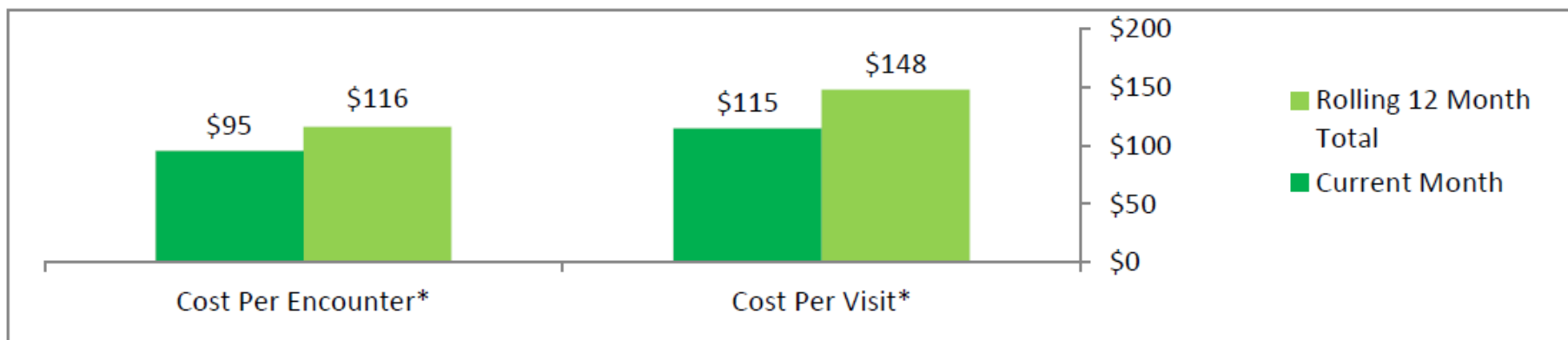
Visits by Risk Level - Current Month



Visits by Member - Current Month







Data reports

- Year over year comparison
 - Employee #523 compared in 2014 vs. 2015
 - Top 50%
 - Top 20%

Risk Factors

TABLE 1

# of Risk Factors	INITIAL HRA		RECENT HRA		Change in # of Participants
	# of Participants	% of Total	# of Participants	% of Total	
0 Risk Factor	220	30%	216	30%	-4
1 Risk Factor	203	28%	220	30%	17
2 Risk Factors	146	20%	127	18%	-19
3 Risk Factors	88	12%	87	12%	-1
4 Risk Factors	45	6%	44	6%	-1
5 Risk Factors	16	2%	24	3%	8
6 Risk Factors	6	1%	4	1%	-2
7 Risk Factors	1	0%	2	0%	1
8 Risk Factors	0	0%	1	0%	1
9 Risk Factors	0	0%	0	0%	0
TOTALS	725		725		

Movement up or down

TABLE 2

INITIAL # of Risk Factors	INITIAL # of Participants	Movement of Risk Factors from INITIAL to RECENT									
		0	1	2	3	4	5	6	7	8	9
0	220	143	56	14	5	2					
1	203	54	96	33	11	6	2	1			
2	146	15	44	38	29	13	7				
3	88	3	18	30	21	12	3	1			
4	45	1	6	6	15	8	9				
5	16			6	5	3		1		1	
6	6				1		2	1	2		
7	1						1				
8	0										
9	0										
RECENT # of Participants		216	220	127	87	44	24	4	2	1	0

Key points – neutral results?

Key Points from Table 2:

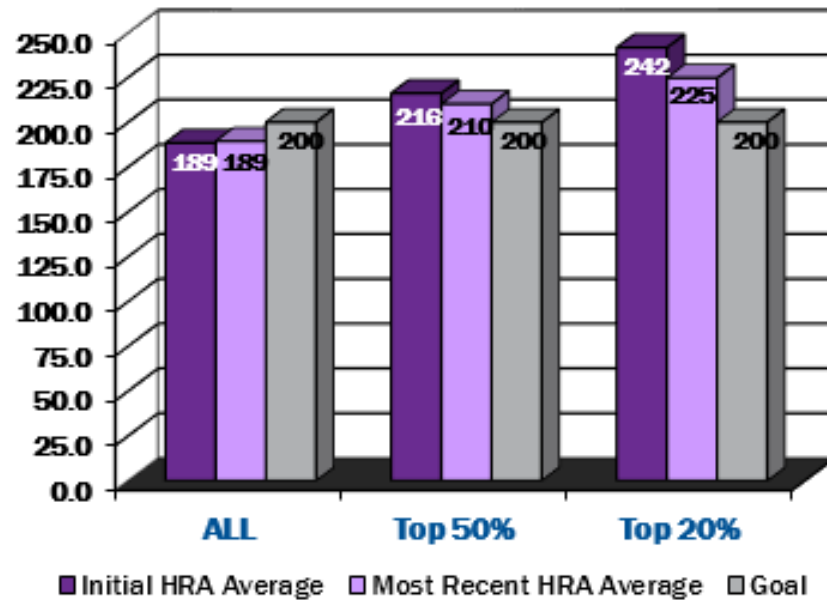
29% (210) of monitored participants improved health risks with no increases to the number of risk factors. (blue numbers)

42% (307) of monitored participants maintained health risks with no increases to the number of risk factors. (black numbers)

29% (208) of monitored participants have increased health risks. (red numbers)

Total Cholesterol

Goal < 200	ALL	Top 50%	Top 20%	Healthstat
# of Monitored Participants	n=725	n=363	n=145	n=20528
Initial HRA Average	188.5	216.2	241.7	190.8
Most Recent HRA Average	189.4	210.2	224.7	187.3
% Change	0.5%	-2.8%	-7.0%	-1.8%



■	14%	of all monitored participants reduced risk levels (blue numbers)			
■	68%	of all monitored participants maintained risk levels (black numbers)			
■	18%	of all monitored participants increased risk levels (red numbers)			
INITIAL Risk Levels	INITIAL # of Participants	Movement in Risk Levels from INITIAL to RECENT			
		Low	Moderate	High	Immediate
Low	478	376	90	12	
Moderate	186	66	94	26	
High	61	7	32	22	
Immediate	0				
RECENT # of Participants		449	216	60	0
Change in Risk Levels		-6%	16%	-2%	

Results





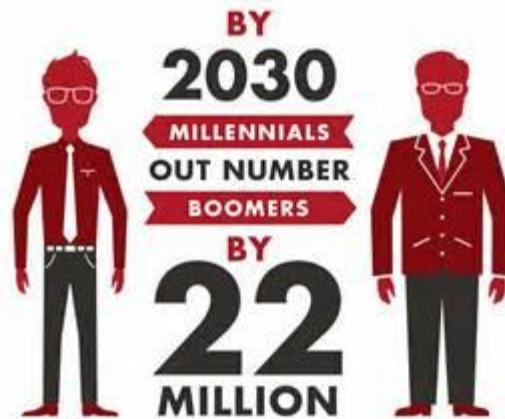


What I can say about SAIF

- Our employees are taking more steps than ever before (5 years of tracking)
- Our biometrics are improving, slightly
- Our culture has changed significantly
- Employees rate the wellness program as one of the best perks of working for SAIF
- Taking away our program would be very difficult

What's coming for wellness?

- ROI was how many companies justified starting a wellness program
- Now, employees are requiring their future employers to have a wellness program





Workplace Wellness Network

Thank you for your time!

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