

Oregon Public Employee Benefits Board HERO Scorecard Results

August 2019

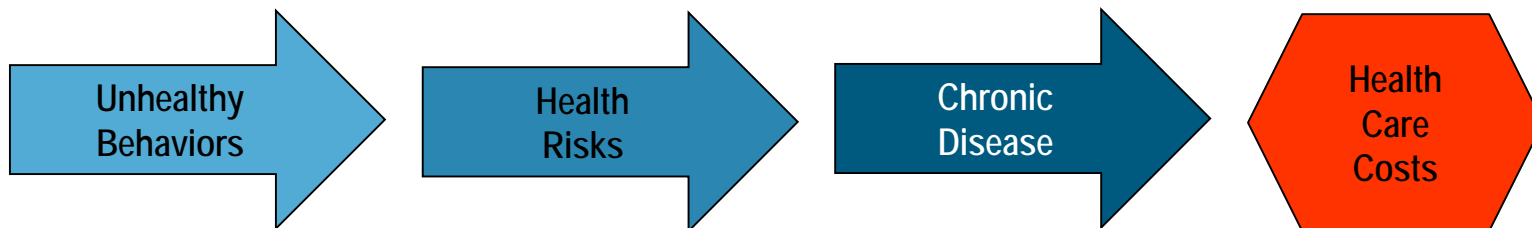
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AGENDA

- PEBB Wellness & HEM program evolution
- HERO Scorecard – Purpose & Insights
- What drives health behavior
- PEBB HERO Survey Results Trendline
- PEBB HERO Scorecard – Recommendations
- Culture of Health Priorities & Next Steps



PEBB Wellness Programming Evolution

- PEBB continues to be at the forefront of maximizing health for its 41,000 employees through its patient-centered philosophy. PEBB's health engagement strategy addresses key medical challenges: weight-management, tobacco use, and chronic conditions/metabolic risk factors.
- **Assessments and engagement.** Starting first with employees, the program has expanded and evolved over time. Covered family members may now access resources and support (e.g., WW, tobacco cessation, diabetes prevention).
- **Analyzing results** via a custom employee survey report along with medical records data compiled by Kaiser Permanente, and claims data prepared by Mercer, the state initially showed improvements in BP, cholesterol and weight loss, compared to baseline and Oregon general population data. Recent trends have seen fluctuating results and adjustments due to changes in testing methods.
- **Timeline**
 - 2012: Health Engagement Model (HEM) launched. Composed of a health assessment – including measuring waist circumference and participating in two health actions. Participants were also expected to work with their medical providers to address their individual risk factors. Those who elected not to participate, or did not fulfill the requirements, paid a monthly premium contribution surcharge. 71% HEM participation rate the first year. (Completed baseline HERO Assessment v3)
 - 2013: HEM requirements modified; removed reporting requirement for health actions, added a more sophisticated medical plan design and a contribution discount (reward) for participation. (Completed HERO Assessment v3)
 - 2014: PEBB added supports to address depression, alcohol and substance abuse, and added an exercise and gym reimbursement to sustain healthy behavior change.
 - 2015: Governor's Executive Order on State Agency Employee Wellness drafted.
 - 2016: HEM program Spousal/Significant Other participation sunsets due to changes in GINA guidelines.
 - 2017: Governor's Executive Order signed, developing a pathway to create supportive workplace structures, policies, and system for accountability and evaluation. State Wellness Manager appointed. Wellness Coordinating Council formed.
 - 2018: Agencies complete their first, two-year wellness strategic plans. HEM participation reaches 81%.
 - 2019: New Employee Wellness Survey launches, an evolution from a phone survey to a census recruitment of all state agency employees (18,886 respondents, analysis underway). (Completed HERO Assessment v4.1)

The HERO Health & Well-being Best Practices Scorecard in Collaboration with Mercer[©]

Health Enhancement Research Organization (HERO): is a national non-profit that conducts high-quality workforce health research, focusing on the impact of workforce health on healthcare costs.

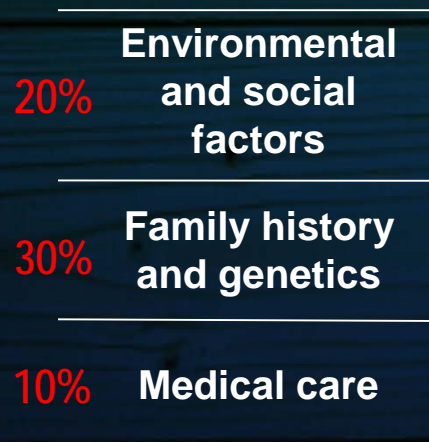
The **HERO vision** is to promote a **culture of health** and performance through employer **leadership**.

The Purpose of the Scorecard is to:

- **checklist** of health and well-being best practices
- **benchmarking** against other organizations
- **evidence-based assessment** of health management strategies

DRIVERS OF HEALTH

What **affects** employee health



Personal behaviors 40%

What **drives** behavior change

Awareness and education

Motivation

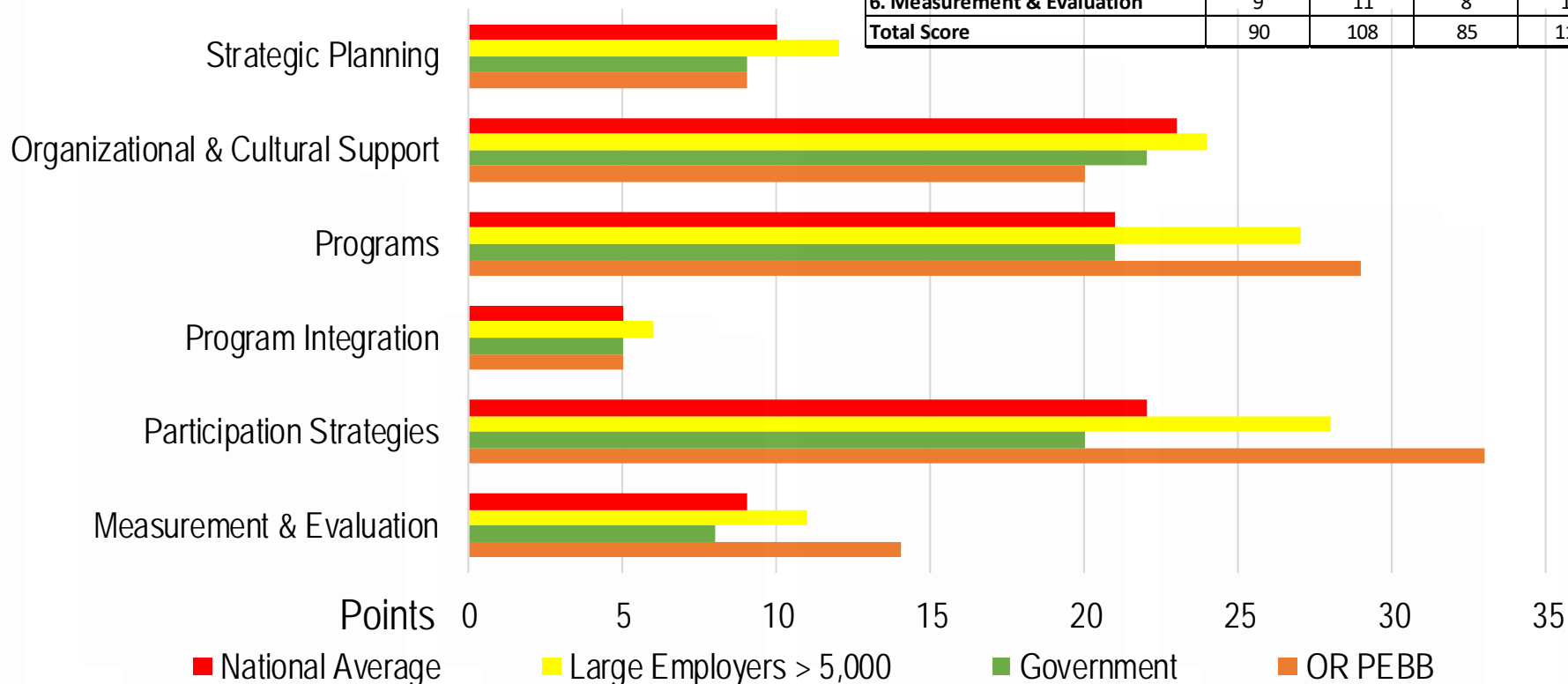
Skills and tools

★ Strategic workplace support
Policy and environment

Source: McGinnis et al, Health Affairs, 2002

Comparative Data/Section

HERO ASSESSMENT version 4.1		Benchmark report averages, Q2-2019 results		
Section	National Average	Large Employers >5000 EE	Govt.	PEBB (Q2-2019)
1. Strategic Planning	10	12	9	9
2. Organizational & Cultural Support	23	24	22	20
3. Programs	21	27	21	29
4. Program Integration	5	6	5	5
5. Participation Strategies	22	28	20	33
6. Measurement & Evaluation	9	11	8	14
Total Score	90	108	85	110



Oregon Public Employee Benefit Board

HERO SCORECARD SURVEY RESULTS & RECOMMENDATIONS

Stoplight guides

keep it up

build on this

needs attention

Recommendations

Key Focus Areas



NOTE: percentages/color categories represent PEBB results vs total possible points/section

Keep it Up – 72.5%

Programs: *assesses specific health management programs offered through a health plan or specialty vendor, or via internal resources.*

Keep it up

Continue Doing:

- Lifestyle management and behavior change support programs
 - e.g. weight management, physical activity, social connections, financial, stress, mental and emotional health
- Strengthen awareness and program promotions
 - emphasis on well-being

Consider Developing:

- ★ – Create **Biometric Know Your Numbers** (screening awareness) campaign.
- Promote social connections
 - e.g. organized volunteer activities, peer challenges/support

Keep it Up – 66%

Participation Strategies: *strategies aimed at encouraging members to participate and to become more engaged in their well-being.*

Keep it up

Continue Doing:

- Evaluating/evolving HEM program
- Maintain reward/surcharge strategies

Consider Developing:

- ★ – **Branding** wellness-related communications
- ★ – **Targeted communications & action plans**
 - board, union leaders, agency business managers, wellness champions
 - **talking points** for mid level managers and front line staff
- ★ – **Increase frequency of employee communications**
 - **templated communications** for agencies

Build on This – 58.3%

Measurement & Evaluation: *methods for assessing PEBB's health and well-being programs.*

Continue Doing:

- Monitoring physical health risk data
- Monitoring healthcare utilization & cost data
- Tracking program participation data

Consider Developing:

- ★ – Share results. Include performance data, goals, and progress
 - i.e. PEBB board, PMAC, PEBB covered entities, business reps or stewards
- ★ – Develop reporting dashboard
 - Increase reporting frequency
 - Expand access to reports (e.g. Wellness Council, Entities, Employees)
- Evaluate opportunities to include spouses

Build on This – 45%

Strategic Planning: *process of defining strategy or direction, and making decisions on allocating resources.*

Continue Doing:

- Using HERO Scorecard results for strategic planning.
- Using medical & pharmacy data (disability data when available).

Consider Developing:

- ★ – Create **formal PEBB strategic plan** for your health and well-being program.
 - Involve key stakeholders (planning and execution)
 - Include **measurable objectives** (short and long term)
 - Develop tactical roadmap
- Leverage PEBB annual survey/feedback
- ★ – Connect **agency-level organizational goals**
- Integrate **employee retention & absentee data** (DAS dashboard?).

Needs Attention – 40%

Organizational & Cultural Support: *create a culture of health, including leadership support. "Culture" = key values, assumptions, understandings, and norms.*

Continue Doing:

- Expand employee wellness champions and ambassadors access to resources
- Acknowledge & share best practices

Consider Developing :

- ★ – Strengthen leadership support and participation
 - training opportunities
 - Institute policies and practices
- ★ – Strengthen built environment resources & processes
 - Stress and emotional health
 - Built environment
 - Worksite food options
 - Integrate physical activity breaks

Needs Attention – 31.3%

Program Integration: *the degree to which PEBB's health and well-being programs are integrated with each other.*

Needs
attention

Continue Doing:

- Including **safety & injury-prevention** elements
- Evaluating carrier and vendor **hand off policies**
 - (e.g. **Diabetes Sustainable Relationships for Community Health/SRCH project** initiated).

Consider Developing :

- ★ – Explore **health outcomes** and **chronic conditions** processes (apply SRCH model?)
- Referral **process flows and tracking**
- Integrate **safety** and **disability data** to better align & integrate programs
- Aspirational:
 - Create a **consolidated wellness portal/platform**

Creating a Culture of Health

Priority Action Steps for PEBB

Wellness: what's on the horizon?

- Diabetes Prevention (SRCH project)
- Takeaways from HERO Assessment
- 2020 HEM renewal
- Employee Wellness Survey
- PMAC well-being explorations



“Daring leaders work to **make sure people can be themselves** and feel a sense of belonging.”

Brené Brown, PhD MSW
Author of *Dare to Lead* and *Daring Greatly*