



HEALTHWAYS

The Well-Being Improvement Company

Improving Well-Being is good for your Business

Presenters:

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Inspiring a healthier you



Global approach to Well-Being

1. Well-Being is an increasing priority for public and private sector worldwide

- **Public Sector**

- From 2015, the UN plans to make Well-Being a Development Goal which will drive uptake of Well-Being Improvement by Member States
- A major WHO-ITU Joint Initiative is driving government-led population health
- The OECD is promoting a Well-Being framework which aligns directly into Healthways' WB-5 (Well-being Index)

- **Private Sector**

- In light of advocacy and ever more compelling evidence, there is increasing awareness across sectors (insurance, employer, provider) of Well-Being as a key driver of both health claims cost and productivity

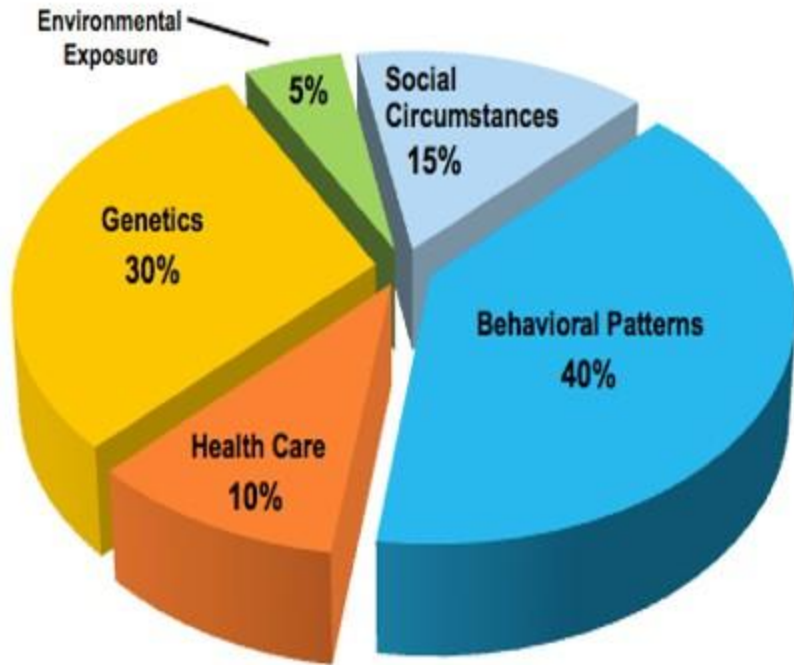
**People with Higher Well-Being
Cost Less and Perform Better**

Unhealthy Life-Style - Main Driver of Growing Health Care Expenditures

- Chronic diseases account for **75%** of health care spending
 - **80%** of chronic disease is preventable through
 - exercising on a regular basis
 - stopping smoking
 - eating healthier
- 60% of health care costs are related to life style and thus (in principle) preventable**

Sources: Centers of Disease Control and Prevention (CDC): The Power of Prevention. 2009; Anderson G. Chronic conditions: making the case for ongoing care. Baltimore, MD: Johns Hopkins University; 2004.

Behavioural causes drive poor well-being



Schroeder, SA. We Can Do Better — Improving the Health of the American People
N Engl J Med 2007; 357:1221-1228

- Morbidity
- Mortality
- Event
- Utilisation
- Disease
- Cost

Effect
Cause



- Stress
- Sleep
- Nutrition
- Activity
- Job
- Mood
- Relationships
- Purpose
- Experiences

Personal behaviours provides the greatest opportunity to improve health

The choices we make

We make small moment to moment and a few big decisions

10,000 – 20,000 a day

For Australia

460 Billion “decision moments” per day

17 Trillion “decision moments” per year

The Value of Sustaining Engagement

Measured Risks	Year 1	Year 2	Year 3	Year 4	Year 5	
Alcohol	\$203	\$429	\$637	\$900	\$1,168	
Blood Pressure	\$267	\$563	\$836	\$1,181	\$1,533	
Body Weight/BMI	\$244	\$515	\$764	\$1,080	\$1,401	\$4,004
Total Cholesterol	\$238	\$501	\$744	\$1,051	\$1,364	16.4x
HDL Cholesterol	\$238	\$501	\$744	\$1,051	\$1,364	
Smoking	\$381	\$803	\$1,193	\$1,685	\$2,188	
Physical Activity	\$97	\$204	\$304	\$429	\$557	
Stress	\$455	\$960	\$1,426	\$2,014	\$2,614	
Medication/Drugs for Relaxation	\$356	\$751	\$1,115	\$1,575	\$2,044	
Illness Days	\$247	\$520	\$773	\$1,092	\$1,417	
Life Satisfaction	\$188	\$397	\$590	\$833	\$1,082	
Perceived Health Status	\$236	\$497	\$739	\$1,043	\$1,354	

Value is Delivered in the Short- and Long-Term

- Lower claims costs
- Improved utilisation

- Improved health indicators
- Improved engagement
- Improved productivity
- Lower claims costs
- Improved utilisation

- Improved performance
- Improved health indicators
- Improved engagement
- Improved productivity
- Lower claims costs
- Improved utilisation



What is Well-Being?



What is well-being?

“Health is a state of complete physical, mental and social **well-being** and not merely the absence of disease or infirmity.”

- Preamble to the Constitution of the World Health Organisation as adopted by the International Health Conference, New York, 19-22 June, 1946



Well-Being = Life

Physical



Purpose



Community

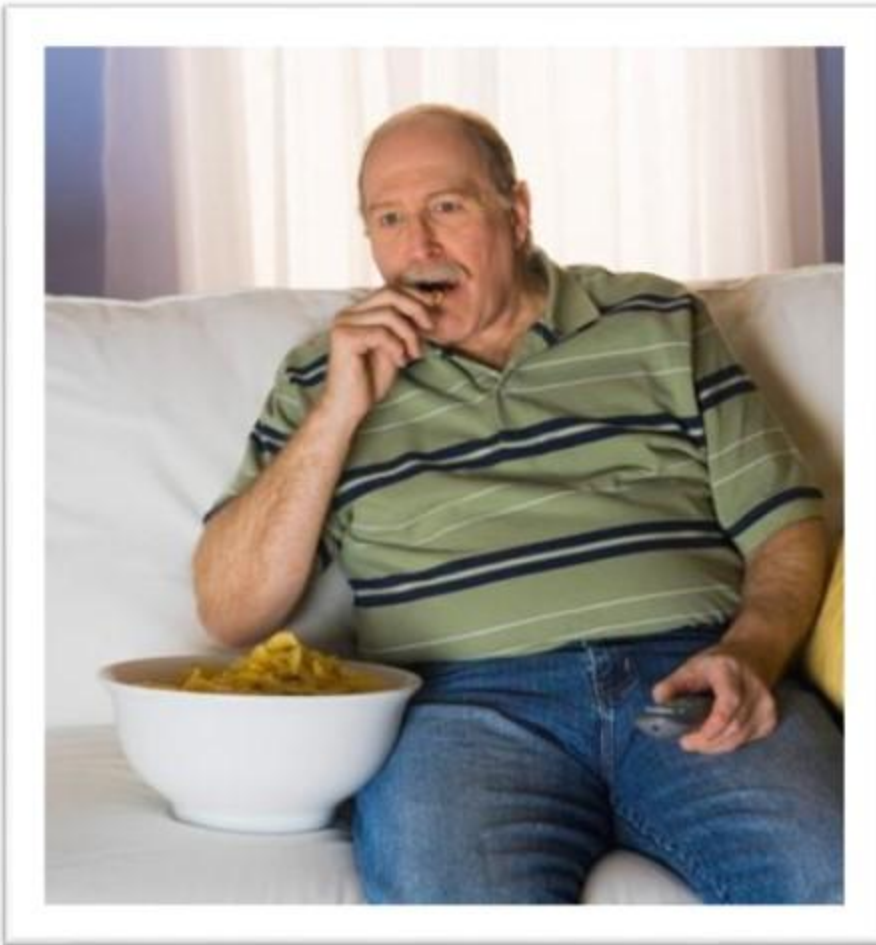


Social



Financial

Doing nothing to improve well-being drives cost



Months of expensive hospital care can be undone by patients who just go home and go about their normal activities.

What does this
mean for
Australia?



Inspiring a healthier you

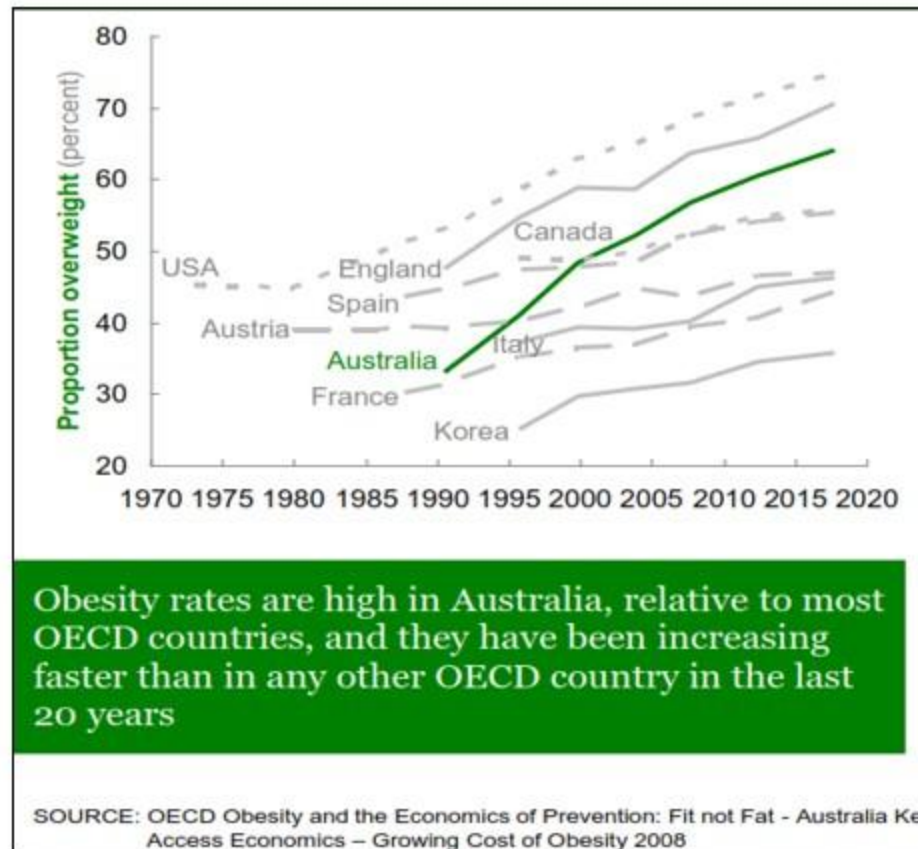


Current Health trends

- Forward projections of healthcare costs for Australia predict that costs will exceed revenue by 2020 – 2050
- 80% of the burden of disease is due to chronic disease.
 - Increasing incidence of chronic disease
 - ageing population which is living longer
 - Poor data: poorly controlled disease
- <5% of people drive around 50% hospital and medical expenditure.
 - Increasing complexity of care
 - Poor transitions/lack of integrated care
 - Expensive new technologies/innovation

Obesity and Overweight are at epidemic proportions

- By 2025, **4 in 5 Australians** are expected to be over-weight or obese
- The prevalence of disease linked to obesity is dramatically increasing eg 137% increase in diabetes, 70% increase in cardiovascular disease
- The total cost of obesity to the NSW government was 19 Billion in 2008.

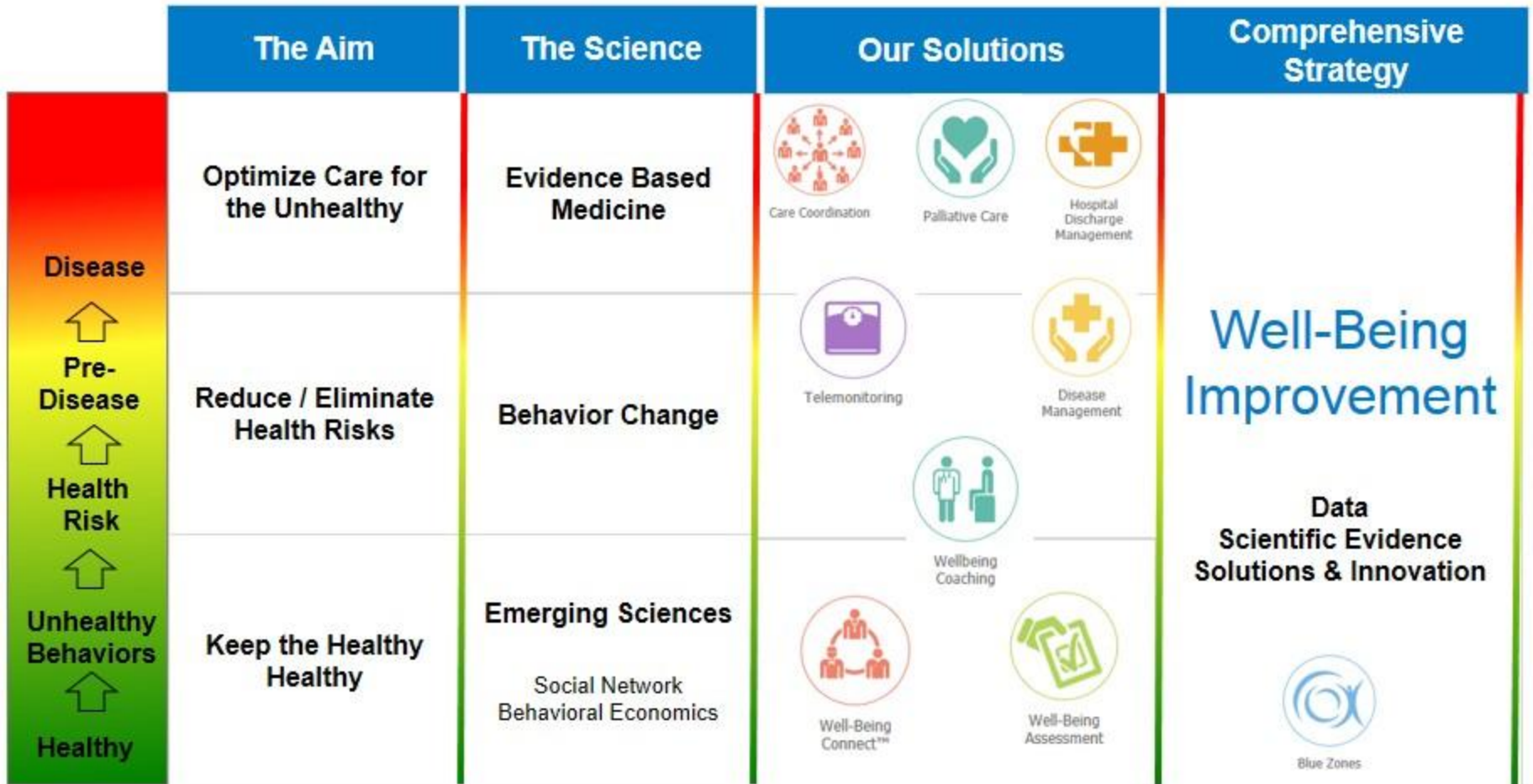


We deliver measurable outcomes



**People with Higher Well-Being
Cost Less and Perform Better**

Evidence-Based Total Population Health Approach



Individual



Experts



Social Connections



Environment



Culture/Policy

Measuring Well-Being



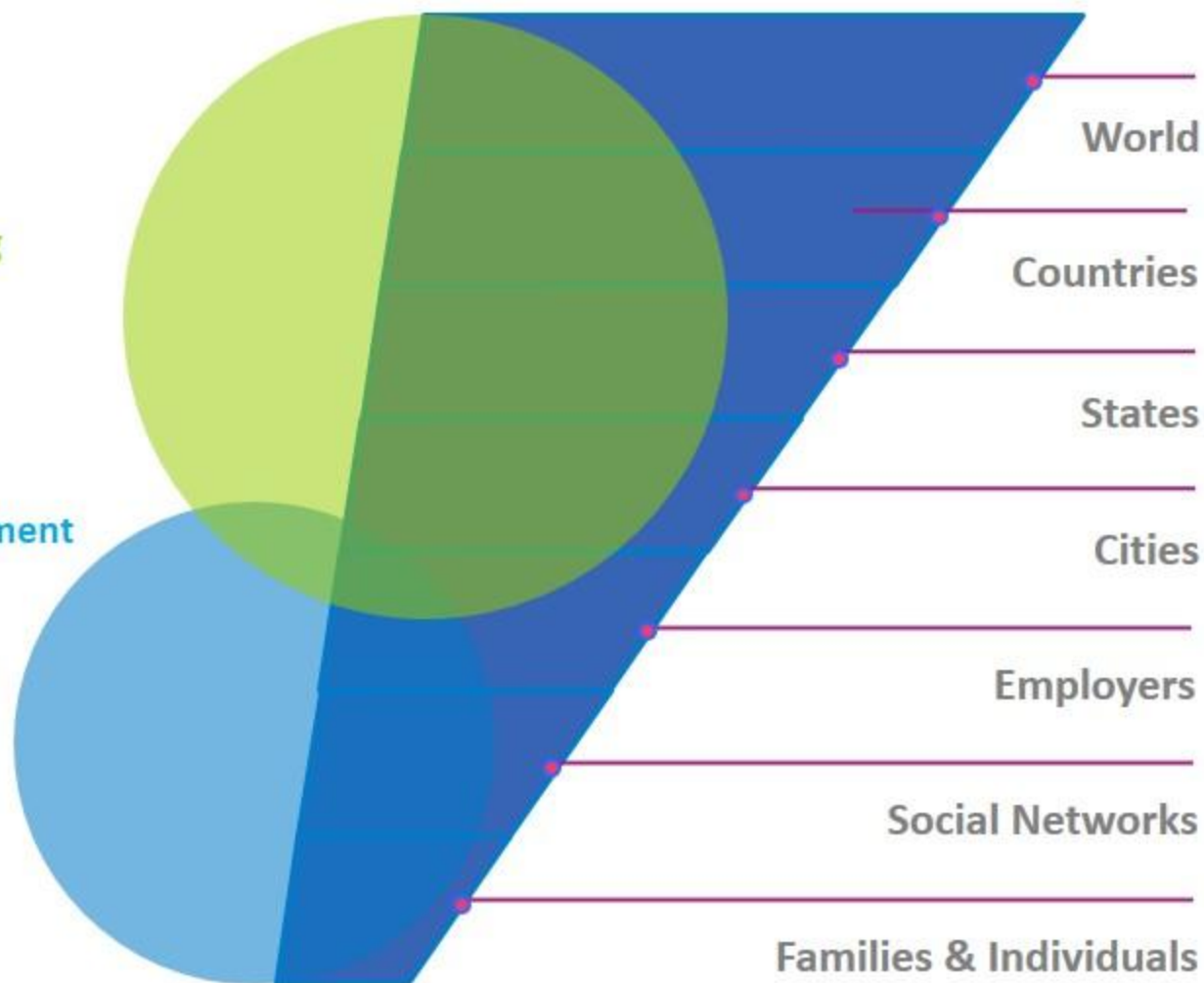
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Partners in Well-Being Measurement

GALLUP
Science & Consulting

HEALTHWAYS
Well-Being Improvement



Well-Being is measured using a validated and evidence-based tool

Well-Being Assessment...

- Developed in collaboration with Cancer Prevention Research Centre, University of Rhode Island.
- Is scientifically validated against *The World Health Organization Health and Work Performance questionnaire (HPQ)*.
- Measures work as well as individual barriers.
- Comprehensively covers all aspects of Well-Being – beyond physical and mental health.

ORIGINAL ARTICLE

The Well-Being Assessment for Productivity A Well-Being Approach to Presenteeism

James G. Prochaska, PhD, Kerry E. Avery, PhD, Janet L. Johnston, PhD, Patricia H. Castle, MA, Janice M. Prochaska, PhD, Lindsay E. Sears, PhD, Elizabeth T. Bala, PhD, and James F. Pope, MD

Objective: To develop a productivity assessment, the Well-Being Assessment for Productivity (WBA-P), that provides an integrative evaluation of job performance loss due to well-being related barriers. **Methods:** The WBA-P was developed using exploratory and confirmatory factor analysis using survey data from 1827 employed individuals. Evidence of unidimensionality was established using multivariate analysis of variance across measures of health and well-being. **Results:** A hierarchical two-factor model demonstrated good fit and included factors capturing productivity loss from personal reasons (WBA-PP) and work environment (WBA-PW). Significant associations existed between these and previously validated presenteeism measures with respect to physical and emotional health, risk factors, and life satisfaction. **Conclusions:** This novel psychometric construct suggests that the WBA-P and its subscales are valid measures of presenteeism that capture antecedent well-being related performance barriers.

In fact, many studies define presenteeism as productivity loss due to illness and attempt to quantify the impact of health conditions and symptoms on productivity.¹⁻³ This approach is consistent with the tradition of interventions that target health risk, illness, and disease. There is a growing movement, however, toward a more inclusive view of improving health that encompasses an individual's overall well-being with an aim of improving the functioning of the whole individual at home, at work, and in the community.⁴ Domains of well-being, such as physical and emotional health, work environment, and basic access to resources are important to explore, especially in comparison with measures of key outcomes of well-being, such as job performance and productivity. Such a concern measurement allows organizations to diagnose problem locations in departments and identify the strongest drivers of key outcomes.

Consistent with a multifactorial well-being approach, researchers have argued that capturing sources of presenteeism from a range of life domains provides a more holistic and accurate picture of productivity loss for companies.⁵ There is an abundance of literature, summarized below, linking health, work, and personal problems to performance on the job. Accordingly, measures of presenteeism that determine how aspects of each of these well-being related areas act as barriers to productivity can provide a more relevant evaluation of productivity loss than measures focusing only on illness.

Pragmatically, organizations interested in improving the performance of their employees have a need to identify, understand, and target the aspects of well-being potentially leading to productivity loss. To date, however, existing measures of presenteeism, some of which are single-item indicators, have focused on productivity loss due to mental health or specific illnesses.⁶ For instance, the

Employee productivity is a core component of a company's ability to generate revenue. As productivity declines, organizations struggle to maintain profitability and growth. While research has shown that absenteeism has a substantial negative impact on business performance,¹ recent studies suggest that unproductive workers who are present may have a more dramatic impact on costs.² Presenteeism is the term used to describe employees who are physically present at their jobs, but experience decreased productivity because of illness or other barriers to performance.

Recent interest in presenteeism measurement and research stems from the idea that solving the presenteeism problem could be considerable revenue and cost saver in a competitive labor force for

FIGURE 1. WBA-P measurement model. WBA-P indicates well-being assessment for productivity; WBA-PP, well-being assessment for productivity (personal barriers); WBA-PW, well-being assessment for productivity (work related).

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Well-Being Connect Platform – Health Support



Well-Being Video



Consumer-centric design + science-based assessment and support plan



System-facilitated Well-Being Plan



Mobile access to plan and tools



Engagement & Network involvement tools

- On-line health and wellbeing assessment
- On-line Wellbeing Plan & and action tools
- On-line health trackers
- On-line exercise and dietary support
- Ask the coach

Well-Being Connect Platform – Health Support



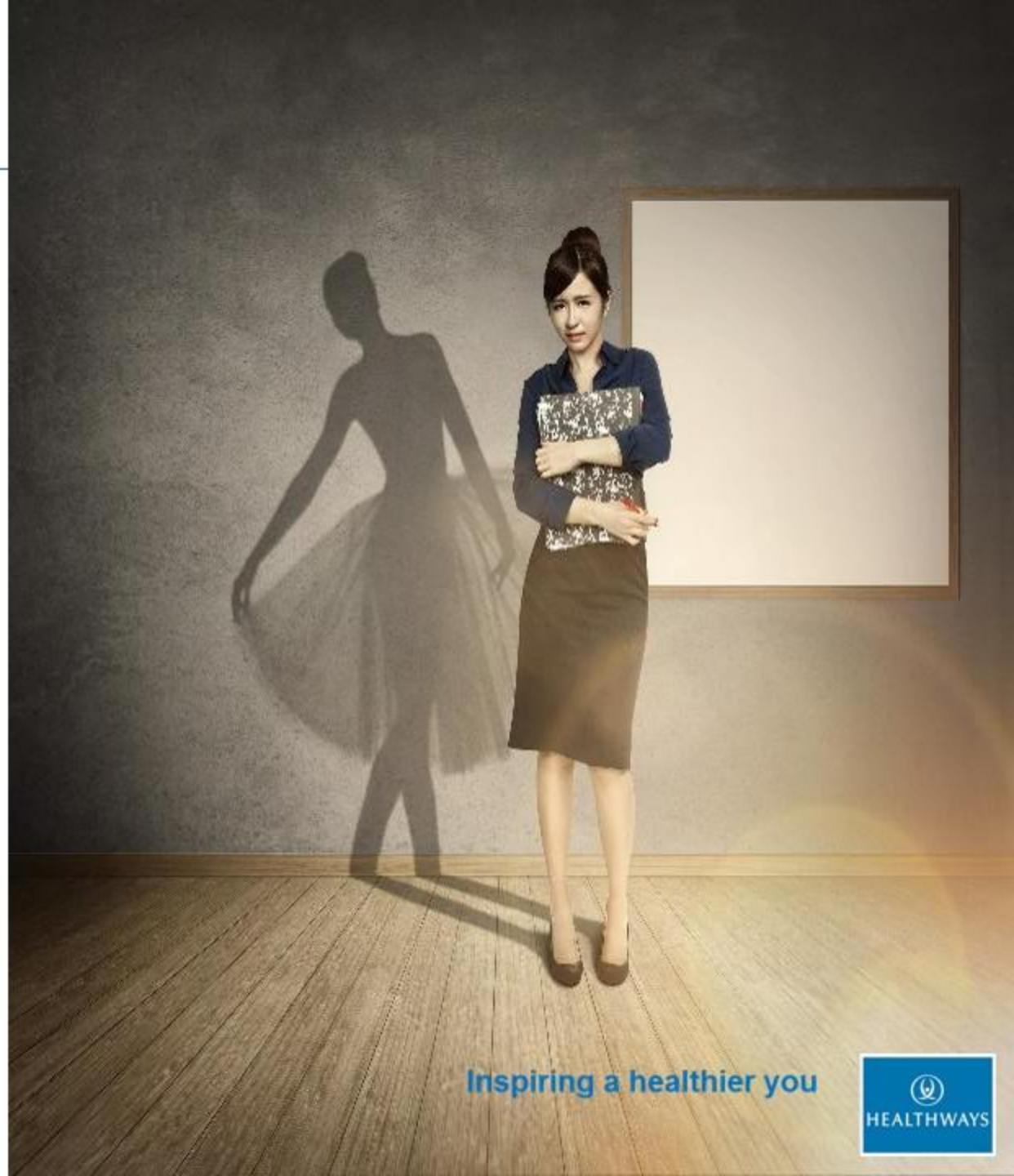
Our programs are designed to create engagement and action

Four Simple Steps:



1. **Take Well-Being Assessment:** Answer questions about your current well-being.
2. **View Well-Being Assessment Results:** view areas that are impacting overall well-being with reports available for the:
 - Individual
 - Group/team
 - Organisation
3. **Take Action:** It's your plan! Based on the results of the assessment, choose areas of focus and get personalised support and motivation to help achieve health goals.
4. **Ensure Engagement and Support:** Use social media to create support within the network

Productivity and Well-Being



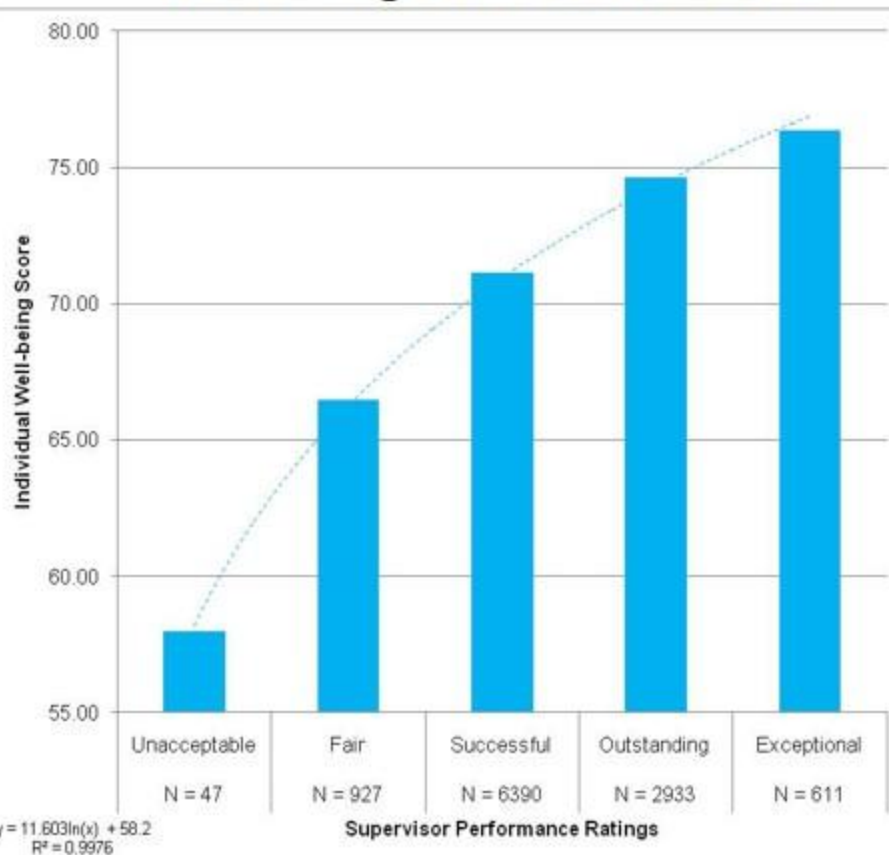
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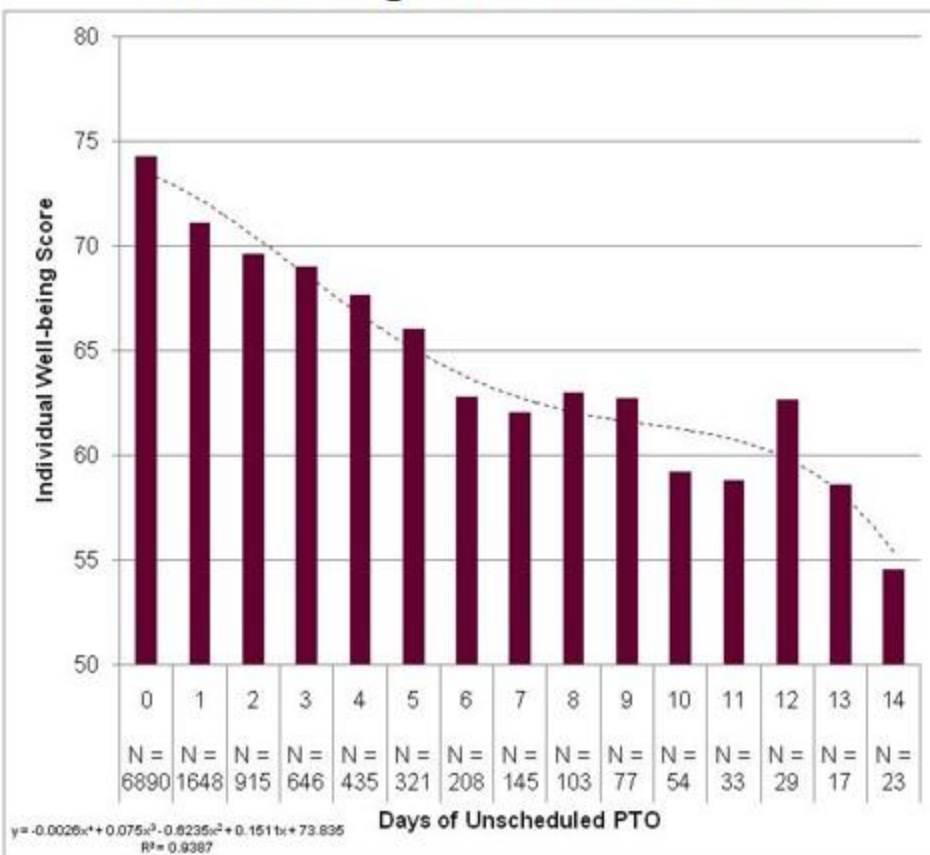
Well-being and productivity

HIGHER OVERALL WELL-BEING  IS ASSOCIATED WITH HIGHER PERFORMANCE & PRODUCTIVITY

Well-Being and Performance



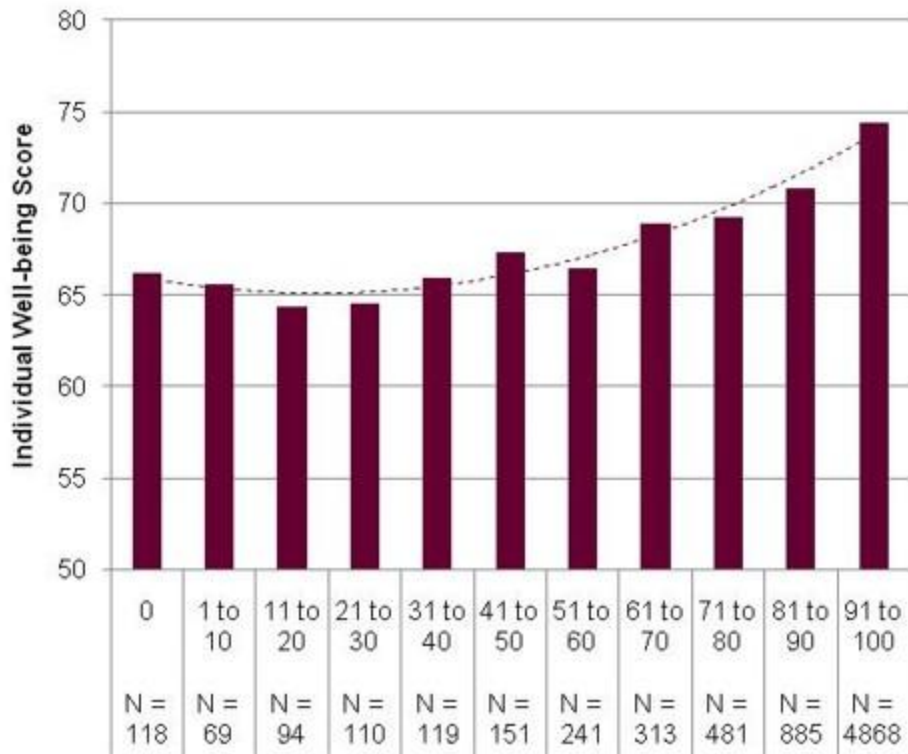
Well-Being and Absenteeism



Well-being and work withdrawal

HIGHER OVERALL WELL-BEING  IS ASSOCIATED WITH HIGHER ENGAGEMENT AND RETENTION

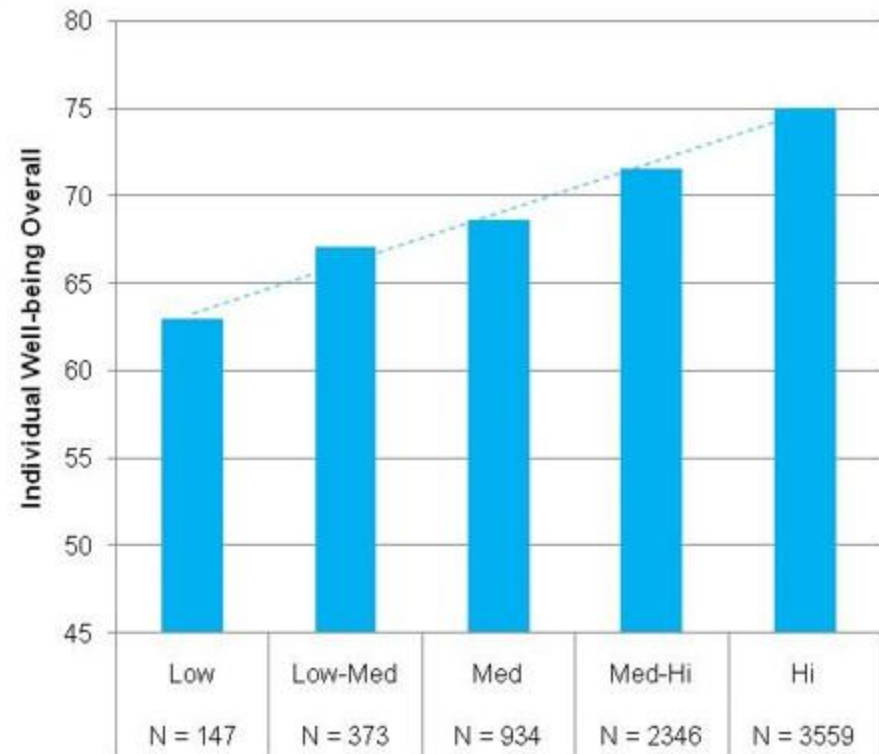
Well-Being and Engagement



$y = 0.1491x^2 - 1.0046x + 66.791$
 $R^2 = 0.9463$

Behavioral Engagement Score

Well-Being and Retention



$y = 2.8702x + 60.424$
 $R^2 = 0.9837$

Intention to Stay Score

Well-being varies within company business units

Ranking 25 Separate Business Units by Well-Being Score



Individual well-being can be studied and measurably improved

Performance Goes Up When Well-Being Goes Up

 **Workforce Well-Being**
10%

 **5%**

fewer
unscheduled
absences

 **24%**

lower
presenteeism

 **5%**

higher reported
job performance

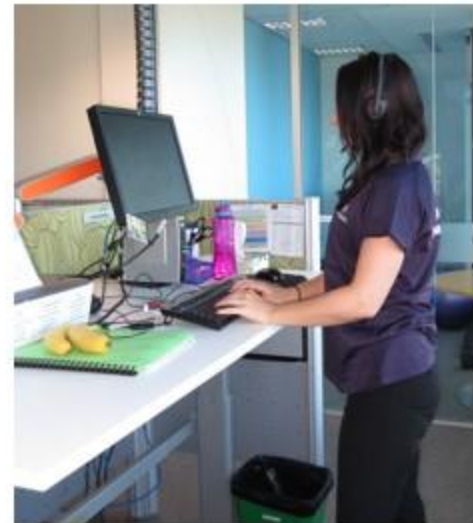
 **6%**

more days of
'best work' in
28-day period

Source: "Evaluation of the Relationship Between Individual Well-Being and Future Health Care Utilization and Cost" Population Health Management, Volume 15, Number 00 2012, Patricia L. Harrison, MPH, James E. Foye, MD, Carter R. Coberley, PhD, and Elizabeth Y. Rula, PhD

Well-being in our workplace

- Online colleague well-being program - Well-Being Connect
- Monthly activities and challenges to engage colleagues
- Bi-annual Well-Being Assessments
- Targeted interventions based on well-being assessment results covering all elements of well-being
- Flexible working environment Inc. flexible shifts and work from home options
- Optional stand-up and Oxidesks as required (see photos)
- Express pay-as-you-go fitness classes
- Relaxation room with massage chair
- Company reward and recognition policy offering Health and Wellbeing Rewards including massages, shopping vouchers, vouchers for facials, Rebel vouchers, etc.



Healthways - Creating a healthier world, one person at a time

Over 30 Years of Experience in improving well-being

We are built on **Science and Innovation**

Our People are experts, passionate about health and wellbeing

Our outcomes and business results **Are Proven**

We offer **Comprehensive Well-Being Improvement**
beyond physical health to include all areas of well-being

Well-Being
is good
for your Business