

Special best practice scores

Mental health and well-being best practice score

Maximum score: 100 points

This Mental Health and Well-being Best Practice Score was developed to help organizations assess their workforce mental health and well-being initiatives. An organization's mental health and well-being best practice score is compiled from practices listed throughout the Scorecard. The selected practices and their weighted scores were identified by a core team based on industry research and expertise. The proposed practices and scoring were then reviewed by workforce mental health and well-being industry experts, and their feedback and recommendations were used to refine the mental health and well-being best practice score. The total score is out of 100 total points, and the practices included in this best practice score are listed below.

Questions included from Section 1: Strategic Planning

Q1. Which of the following types of data do you use in strategic planning for your company's health and well-being initiative?

- Psychosocial/mental health (9 points)
- Financial well-being (4 points)
- Social well-being (6 points)
- Employee experience survey (2 points)

Q3. Does your strategic plan include measurable objectives for the following?

- Employee satisfaction/morale/attitudes or engagement (2 points)
- Employee perceptions of supervisor/management support (2 points)

Questions included from Section 2: Organizational and Cultural Support

Q13. Does your organization have written policies supporting employee health and well-being in the following areas?

- Work time to participate in health and well-being programs (2 points)
- Mental health and well-being (4 points)
- Work-life integration (2 points)
- Responsible alcohol and other substance use (2 points)

Q14. Does your company intentionally promote and encourage a diverse and inclusive workforce through any of the following strategies?

- Employee Support/Resource Groups (1 point)

Q15. Does your company's work environment support any of the following?

- Stress management and emotional recovery breaks (3 points)
- Work/life balance (3 points)

Q16. Have you taken any of the following actions to address barriers to healthy behaviors on employees' healthcare experience?

- Foster social connectedness (3 points)

Q17. Which of the following describes your leadership's support for health and well-being?

- Leaders are role models for prioritizing health and work-life balance (3.25 points)
- Leaders hold their front-line managers accountable for supporting the health and well-being of their employees (3.25 points)

Q18. Does your organization have a disaster-preparedness plan that includes manager and employee training to address employee safety, health and well-being in the event of the following?

- Natural disaster or climate event (e.g., flood, fire) (0.5 points)
- Epidemic/pandemic/infectious disease outbreak (0.5 points)
- Hostages/violent attack/terrorist attacks/war (0.5 points)
- Demonstrations or protests (0.5 points)
- Critical incidents (e.g., death of an employee, workplace suicide) (0.5 point)

Q19. Which of the following elements affecting employee health and well-being are included in your organization's leadership training?

- Leader's role as an influencer of employee health and well-being (1 point)
- Psychological safety (1 point)
- Workload management (1 point)
- Manager effectiveness (1 point)
- Empathy and compassion training (1 point)
- Diversity and inclusion training (e.g., anti-harassment and discrimination policies, opportunities for growth and advancement for under-represented groups) (1 point)

Questions included from Section 3: Programs

Q24. What programs or services does your organization offer to help individuals manage one or more physical or mental health issues?

- Educational programs focused on self-management (0.5 points)
- Coaching/counseling delivered through multiple interactions with a health professional (0.5 points)
- Access to health care (prevention and treatment) (0.5 points)
- Virtual care (0.5 points)
- Interactive digital expert system (0.5 points)

Q25. What types of health and well-being issues does your health and well-being initiative address?

- Chronic physical conditions (1.5 points)
- Mental health conditions (1.5 points)
- Emotional well-being (1.5 points)
- Financial well-being (1.25 points)
- Career growth (1.25 points)
- Personal growth (1.75 points)
- Social or relational well-being (1.75 points)

Q26. Are any of the following digital/virtual features incorporated into your health and well-being programs?

- Online social connection and group support (0.5 points)
- Virtual delivery of services is offered (0.5 points)

Q27. Does your organization provide any of the following resources to support individuals in managing their overall health and well-being (including those provided by external entities such as governments, health plans, NGOs)?

- Employee assistance program (EAP) (4 points)
- Behavioral health services (0.5 points)
- Child care assistance (0.5 points)
- Elder care assistance (0.5 points)
- Financial well-being (0.5 points)

Questions included from Section 4: Program Integration

Q33. Are steps taken to ensure health and well-being is integrated with the efforts in any of the following areas?

- Employee assistance (2 points)

Questions included from Section 5: Participation Strategies

Q37. Which of the following social strategies does your organization use to encourage participation in health and well-being?

- Peer support (0.5 points)
- Employee support/resource groups (0.5 points)

Q39. Does your health and well-being engagement strategy intentionally help employees consider how participation in the health and well-being initiative aligns with their goals, values, or purpose in life?

- Yes, a great deal (3 points)
- Yes, somewhat (2 points)

Questions included from Section 6: Measurement & Evaluation

Q48. Please indicate which of the following types of data are used to evaluate health and well-being initiative performance. Only select the types of data that are periodically reviewed (at least once per year) and used to influence program decisions.

- Psychosocial/mental health (3.5 points)
- Employee engagement, morale, or satisfaction (2 points)
- Life satisfaction or quality of life (2 points)
- Financial well-being indicators (2 points)
- Social well-being (2.25 points)

Q54. Have you found a change in employee health and well-being (e.g., thriving)?

- A substantial improvement in health and well-being was found (2.25 points)
- A slight improvement in health and well-being was found (1.25 points)

Social determinants of health best practice score

Maximum score: 100 points

This Social Determinants of Health Best Practice Score was developed to help organizations assess their workforce social determinants of health initiatives. An organization's social determinants of health best practice score is compiled from practices listed throughout the International Scorecard. The selected practices and their weighted scores were identified by a core team based on industry research and expertise. The proposed practices and scoring were then reviewed by industry experts in workforce social determinants of health practices whose feedback and recommendations were used to refine the social determinants of health best practice score. The total score is out of 100 total points, and the practices included in this best practice score are listed below.

Questions included from Section 1: Strategic Planning

Q1. Which of the following types of data do you use in strategic planning for your company's health and well-being initiative?

- Psychosocial/mental health (4 points)
- Financial well-being (5 points)
- Social well-being (5 points)
- Human capital (2 points)
- Employee experience survey (2 points)

Q3. Does your strategic plan include measurable objectives for the following?

- Improvements in health equity (3 points)

Questions included from Section 2: Organizational and Cultural Support

Q13. Does your organization have written policies supporting employee health and well-being in the following areas?

- Work time to participate in health and well-being programs (3 points)
- Mental health and well-being (2 points)
- Healthy eating (1 point)
- Volunteerism or community involvement (1 point)

Q15. Does your company's work environment support any of the following?

- Healthy eating choices (2 points)
- Work/life balance (2 points)

Q16. Have you taken any of the following actions to address barriers to healthy behaviors on employees' healthcare experience?

- Address the health culture in the community (3 points)
- Provide or facilitate access to child care (3 points)
- Provide or facilitate access to elder care (3 points)
- Provide or facilitate transportation (3 points)
- Provide or facilitate access to housing (3 points)
- Address food insecurity (3 points)

Q19. Which of the following elements affecting employee health and well-being are included in your organization's leadership training?

- Workload management (1.5 points)
- Resources to help employees address social risk factors (3 points)

Questions included from Section 3: Programs

Q24. What programs or services does your organization offer to help individuals manage one or more physical or mental health issues?

- Access to health care (prevention and treatment) (3 points)
- Virtual care (1 point)

Q25. What types of health and well-being issues does your health and well-being initiative address?

- Financial well-being (2 points)
- Social or relational well-being (2 points)

Q26. Are any of the following digital/virtual features incorporated into your health and well-being programs?

- Online social connection and group support (1 point)
- Virtual delivery of services is offered (1 point)

Q27. Does your organization provide any of the following resources to support individuals in managing their overall health and well-being (including those provided by external entities such as governments, health plans, NGOs)?

- Onsite or near-site medical clinic (2 points)
- Onsite fitness or wellness center (2 points)
- Child care assistance (2 points)
- Elder care assistance (2 points)
- Legal assistance (2 points)
- Financial well-being (2 points)

Questions included from Section 4: Program integration

Q35. In what ways does your organization actively participate in community initiatives focused on health and well-being?

- Refer/connect employees to community/public health resources (e.g., social worker who addresses safe housing needs, sponsoring schools or summer camps, smoking cessation programs) (3.5 points)
- Encourage employees to volunteer in the community (1.5 point)
- Sponsor community health events (1.5 point)
- Partner with other community organizations to address social determinants of health (e.g., address transportation, food insecurity, housing, access to affordable health care) (1.5 points)

Questions included from Section 5: Participation strategies

Q37. Which of the following social strategies does your organization use to encourage participation in health and well-being?

- Allowing family members, friends, or community members to participate (1 point)

Q38. Do health and well-being program communications include any of the following?

- Multiple communication methods/formats appropriate for targeted populations (2 points)
- Communications tailored to specific subgroups based on demographics or health status (2 points)

Questions included from Section 6: Measurement & Evaluation

Q48. Please indicate which of the following types of data are used to evaluate health and well-being initiative performance. Only select the types of data that are periodically reviewed (at least once per year) and used to influence program decisions.

- Psychosocial/mental health (2.5 points)
- Culture or organizational climate assessment (1.5 points)
- Life satisfaction or quality of life (1.5 points)
- Financial well-being indicators (2.5 points)
- Social well-being (2.5 points)

Diversity, equity, and inclusion best practice score

Maximum score: 100 points

This Diversity, Equity, and Inclusion (DE&I) Best Practice Score was developed to help organizations assess their workforce DE&I initiatives. An organization's DE&I best practice score is compiled from practices listed throughout the Scorecard. The selected practices and their weighted scores were identified by a core team based on industry research and expertise. The proposed practices and scoring were then reviewed by workforce DE&I industry experts, and their feedback and recommendations were used to refine the DE&I best practice score. The total score is out of 100 total points, and the practices included in this best practice score are listed below.

Questions included from Section 1: Strategic Planning

Q1. Which of the following types of data do you use in strategic planning for your company's health and well-being initiative?

- Financial well-being (2 points)
- Social well-being (2 points)
- Employee experience survey (2 points)

Q3. Does your strategic plan include measurable objectives for the following?

- Improvements in health equity (6.75 points)
- Diversity, equity & inclusion (6.75 points)

Questions included from Section 2: Organizational and Cultural Support

Q10. Which of the following describe your organization's well-being committee?

- Committee members represent diverse perspectives (3 points)

Q13. Does your organization have written policies supporting employee health and well-being in the following areas?

- Work time to participate in health and well-being programs (1 point)
- Mental health and well-being (1 point)
- Work-life integration (1 point)
- Volunteerism or community involvement (1 point)

Q14. Does your company intentionally promote and encourage a diverse and inclusive workforce through any of the following strategies?

- Policies (2 points)
- Employee Support/Resource Groups (2 points)
- Mentoring programs (2 points)
- Facilitate forums for open discussion (2 points)
- Workforce training and growth opportunities (2 points)
- Workforce accommodations (2 points)
- Race and ethnicity data are used in strategic planning to identify specific needs (2 points)
- Race and ethnicity data are used in program evaluation to assess health equity issues (2 points)
- Inclusive benefits (2 points)

Q15. Does your company's physical work environment support any of the following?

- Stress management and emotional recovery breaks (1 point)
- Work/life balance (1 point)

Q16. Have you taken any of the following actions to address barriers to healthy behaviors on employees' healthcare experience?

- Address health culture in the community (0.5 points)
- Foster social connectedness (0.5 points)
- Provide or facilitate access to child care (0.5 points)
- Provide or facilitate access to elder care (0.5 points)
- Provide or facilitate transportation (0.5 points)
- Provide or facilitate access to housing (0.5 points)
- Address food insecurity (0.5 points)

Q18. Does your organization have a disaster-preparedness plan that includes manager and employee training to address employee safety, health and well-being in the event of the following?

- Natural disaster or climate event (0.5 points)
- Epidemic/Pandemic/Infectious disease outbreak (0.5 points)
- Hostages/violent attack/terrorist attacks/war (0.5 points)
- Demonstrations or protests (0.5 points)
- Critical incidents (0.5 points)

Q19. Which of the following elements affecting employee health and well-being are included in your organization's leadership training?

- Psychological safety (1 point)
- Empathy and compassion training (1 point)
- Diversity, Equity, and Inclusion training (e.g., anti-harassment and discrimination policies, opportunities for advancement for under-represented groups) (3 points)
- Resources to help employees address social risk factors (1 point)

Q20. Which of the following describe the involvement of employees in your health and well-being initiative?

- Employees provide significant input, such as program content, delivery options, communication and future needs (2 points)
- Voluntary employee-led support groups are active (2 points)
- Employees are formally asked about their perceptions of organizational support for their health and well-being (1.5 points)

Questions included from Section 3: Programs

Q25. What types of health and well-being issues does your health and well-being initiative address?

- Mental health conditions (0.5 point)
- Emotional well-being (0.5 points)
- Career growth (1 point)
- Personal growth (1 point)
- Social or relational well-being (1 point)

Q28. In which of the following ways does your organization use your employee health and well-being data to design and operate your programs?

- Provide targeted outreach to groups relevant to their needs or gaps in care (2 points)
- Personalize interventions at the individual level (2 points)

Q29. Do you have an ongoing process of identification, outreach, engagement, and intervention to connect individuals to the most relevant resources for them?

- Yes (2 points)

Q30. Has your organization taken any of the following steps to manage employee disabilities?

- Formal goals for disability programs (0.5 points)
- Performance standards hold supervisors accountable for disability management program goals (0.5 points)
- Written return-to-work policies and procedures (0.5 points)
- Modified temporary jobs for employees ready to return to work but not to their former jobs (0.5 points)
- Complex claims receive clinical intervention or oversight (0.5 points)
- Ongoing supportive communication throughout the duration of leave (0.5 points)
- Use metrics to regularly monitor and manage disability trends (0.5 points)
- Strategies to direct disabled individuals to appropriate health and well-being programs (0.5 points)

Questions included from Section 4: Program Integration

Q33. Are steps taken to ensure health and well-being is integrated with the efforts in any of the following areas?

- Organizational development and learning (2 points)
- Disability management (2 points)
- Diversity, equity & inclusion (3 points)
- Employee assistance (2 points)

Questions included from Section 5: Participation Strategies

Q37. Which of the following social strategies does your organization use to encourage participation in health and well-being?

- Employee support/resource groups (1 point)
- Allowing family members, friends, or community members to participate (1 point)

Q38. Do health and well-being program communications include any of the following?

- Multiple communication methods/formats appropriate for targeted populations (2 points)
- Communications tailored to specific subgroups based on demographics or health status (2 points)

Q39. Does your health and well-being engagement strategy intentionally help employees consider how participation in the health and well-being initiative aligns with their goals, values, or purpose in life?

- Yes, a great deal (1 point)
- Yes, somewhat (0.5 points)

Questions included from Section 6: Measurement & Evaluation

Q48. Please indicate which of the following types of data are used to evaluate health and well-being initiative performance. Only select the types of data that are periodically reviewed (at least once per year) and used to influence program decisions.

- Psychosocial mental health (0.5 points)
- Culture or organizational climate assessment (1.25 points)
- Employee engagement, morale, or satisfaction (1.25 points)
- Life satisfaction or quality of life (0.5 points)
- Financial well-being indicators (1.25 points)
- Social well-being (1.25 points)