

Program Measurement Evaluation Guide:


Core Metrics for Employee Health Management

When you assess the impact of your employee health management (EHM) program, which metrics are most important? And what exactly should each metric evaluate to determine effectiveness?

To help all EHM stakeholders—including employers, providers and benefit consultants—answer this consistently, the Health Enhancement Research Organization (HERO) and Population Health Alliance (PHA) collaborated with more than 40 organizations to develop this guide.

Inside this guide you'll find an initial set of measures, which serves as a tool to build industry standards, and improve measurement of the impact and effectiveness of employee health programs.

For this effort to be successful, we need broad adoption and support.

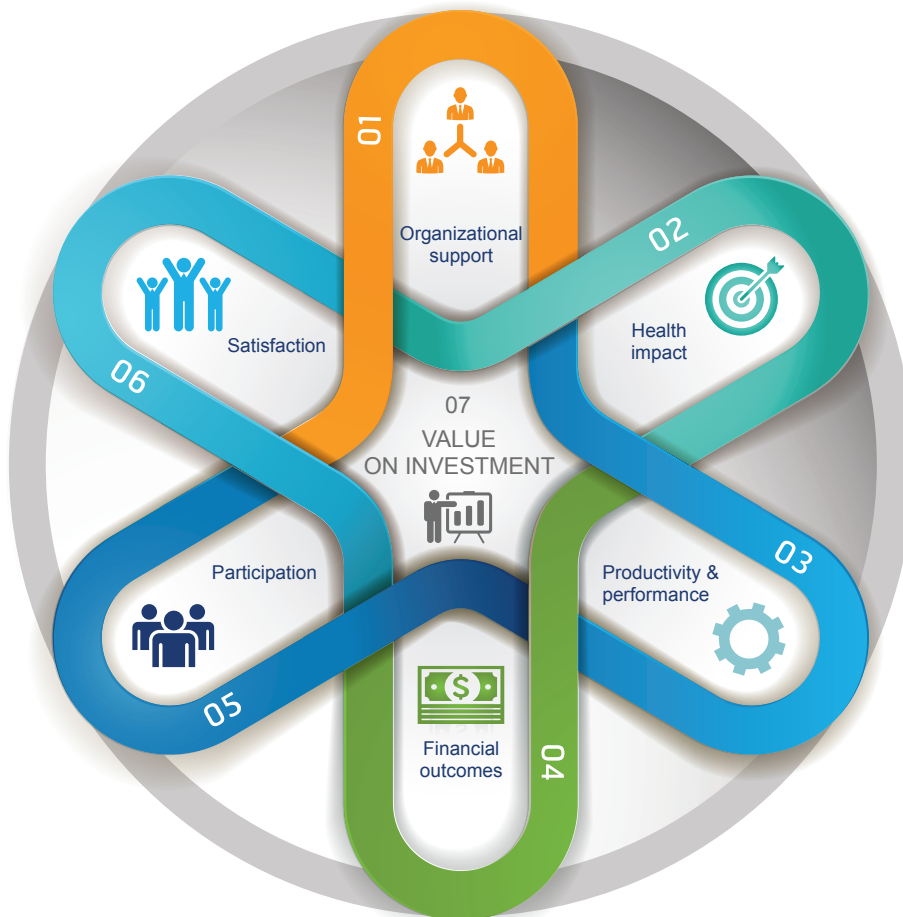
 The guide focuses on six key measurement domains, which all feed into a seventh domain—value on investment.



Key objectives with the guide:

- Identify consistent measures to assess the effectiveness of EHM programs.
- Improve measurement of the impact of EHM programs.
- Advance the field of EHM to have greater impact.

Begin using the metrics to evaluate your program or your clients' programs.



Here is a brief overview of each domain and recommendations for what each domain measures



ORGANIZATIONAL SUPPORT

Evaluates organizational support for the well-being of employees through formal and informal programs, policies, and procedures that make “the healthy choice the easy choice.” Examples of recommended measures include: Leadership support, organizational structure, and rewards and recognition.



HEALTH IMPACT

Assesses the impact of EHM programs on the overall health of targeted populations. The initial set of measures chosen to assess health impact include: Physical health, mental/emotional health and health behaviors.



PRODUCTIVITY AND PERFORMANCE

Evaluates how health affects three areas: Time away from work due to poor health; productivity loss while at work due to poor health; and worker performance.



FINANCIAL OUTCOMES

Recommends specific financial metrics and savings methodologies to determine financial outcomes. Examples of recommended measures include directly monetized claims savings (e.g., chronic vs. nonchronic trend comparison) and monetized impact on rates of hospitalizations (e.g., ER visits and procedures) that are potentially preventable by EHM.



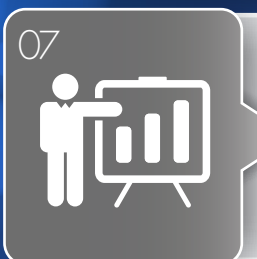
PARTICIPATION

Provides guidance on how to measure participation based on the program type and modality or channel to the participant (e.g., web based, phone, in-person).



SATISFACTION

Offers guidance on how to measure both participant and client satisfaction. Satisfaction categories include: Effectiveness, value, convenience and experience.



VALUE ON INVESTMENT

Provides recommendations on how to make informed, knowledgeable decisions using the other measurement domains. To do this, the proposed VOI formula uses a cost-effectiveness analysis (CEA). CEA places investment or resources in the numerator and the outcomes values in the denominator.

$$VOI = \frac{\text{Cost of resources used}}{\text{Outcomes (clinical measures or \$ value)}}$$

HERO-PHA stakeholder support

The following organizations have been involved in the development, support and initiation of this effort:

COLLABORATOR

Aetna
Alere Health
AllOne Health
American College of Occupational and Environmental Medicine
Corporate Health Improvement Program (CHIP)
Engaged Health Solutions
Findley Davies, Inc.
Geneia, Inc.
Health Dialog
H2U - Health to You, LLC
HealthFitness
HealthPartners
Hospital Alemão Oswaldo Cruz (Brazil)

Kaiser Permanente
Mayo Clinic
National Association of Worksite Health Centers
National Business Group on Health
Onlife Health, Inc.
Optum
Riedel & Associates Consultants, Inc.
StayWell
Truven Health Analytics
University of Michigan

ENDORSER

Johnson & Johnson
MediFit Corporate Services
RedBrick Health
Viridian Health Management

We will continue to accept other organizations as Collaborators or Endorsers in of this effort. For more information, contact karen.moseley@the-hero.org or kmoseley@populationhealthalliance.org.

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