

## *The HERO Health and Well-Being Best Practices Scorecard in Collaboration with Mercer®*

### **Glossary of Terms**

#### **Absence**

Being away from work, which may be planned or unplanned. Causes may include an illness or injury by the employee or one of his or her family members, or other personal reasons. Prolonged absence for an illness or injury is generally referred to as disability.

#### **Access**

Access to a program refers to whether a program is available to employees.

#### **Apps**

Short for “applications”; typically a small, specialized program downloaded onto mobile devices.

#### **Behavioral Health**

Also known as mental health.

#### **Biometric Screening**

A short health examination that uses body measurements and may include a small blood sample obtained to assess any or all of the following: height and weight, which is used to calculate body mass index (BMI); systolic and diastolic blood pressure; total cholesterol; HDL cholesterol; glucose.

#### **Chronically Ill**

Refers to individuals with a managed or unmanaged chronic illness, such as autoimmune disorders (multiple sclerosis, rheumatoid arthritis), cancer, chronic obstructive pulmonary disease, congestive heart failure, coronary artery disease, depression, or diabetes.

#### **Climate Assessment**

Includes psychosocial factors, equity of access, leadership behaviors, and how the business operates.

#### **Clinical Measure**

Biometric values that may be measured through a blood test and/or physical exam (e.g. blood pressure, cholesterol, weight, etc.)

#### **Condition Management**

Programs designed to manage one or more chronic conditions, such as: arthritis, asthma, autoimmune disorders (multiple sclerosis, rheumatoid arthritis, etc.), cancer, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), coronary artery disease (CAD), depression, diabetes, maternity, metabolic syndrome, migraine, musculoskeletal / back pain, obesity.

#### **Culture of Health**

A work environment in which good health and well-being flourish and individuals have the opportunity and support to make choices that lead to healthy lifestyles.

**Disability Leave**

Time off from work for health reasons, whether paid or unpaid, that may or may not be covered by an employer's disability policy.

**Disability Management**

A Disability Management Program is used to assist employees who are unable to work due to injury or illness and to benefit the employer by returning experienced, trained employees to work quickly. Program components may include Return-to-Work programs and review, transitional work, and reasonable accommodation.

**Employee Assistance Program**

A voluntary program that offers short-term counseling, referrals, and follow-up services to employees who have personal and/or work-related problems.

**Engagement**

The degree to which employees are committed to their organization's goals and values, motivated to contribute to organizational success, and are able at the same time to enhance their own sense of well-being.

**Employee Health and Well-Being**

The activities, policies, programs and decisions within the initiative (or strategy). Also known as: workplace health promotion; workplace health and well-being programs; health management; wellness.

**Executive Health Program**

Services for senior employees aimed at providing an efficient, cost-effective way to manage their health and reduce health-related medical absences.

**Extrinsic Motivation**

Doing something for the purpose of obtaining an external reward or reinforcement.

**Financial Impact**

Measuring the financial impact of health management programs includes medical plan cost or other health-related spending, such as disability costs.

**Fitness Assessment**

An evaluation of one's current physical fitness level, which may include cardiovascular endurance, strength and flexibility.

**Full-Time vs. Part-Time**

Full-time employment is employment in which a person works a minimum number of hours defined as such by his/her employer. Full-time employment often comes with benefits that are not typically offered to part-time, temporary, or flexible workers, such as annual leave, sick leave, and health insurance. Depending on the country, the definition of full-time employment may range from 30 to 60 hours.

Part-time employment is employment in which a person works less than the number of hours required for full-time employment, as defined by his/her employer.

### **Global Industry Classification Standard (GICS®)**

The Global Industry Classification Standard (GICS®) was developed by S&P Dow Jones Indices, an independent international financial data and investment services company, and a leading provider of global equity indices, and MSCI, a premier independent provider of global indices and benchmark-related products and services. It was designed in response to the global financial community's need for accurate, complete and standard industry definitions. The GICS structure consists of 10 sectors, 24 industry groups, 67 industries and 156 sub-industries. The full GICS structure is detailed [here](#).

### **Health Advocacy Program**

A program that helps members navigate complex healthcare and insurance-related issues.

### **Health Assessment Questionnaire**

A health questionnaire, used to provide individuals with an evaluation of their health risks. Commonly involves an extended questionnaire, a risk calculation or score, and some form of feedback i.e. an automatic online report. Also known as health risk assessment, health risk appraisal, personal health assessment, and well-being assessment.

### **Health Challenges**

Activities used to encourage healthy behaviors. Activity or steps-based challenges are most common, but companies may introduce challenges related to nutrition, sleep or safety as well. Challenges may be team-based, where each location or department competes against others or they may individual.

### **Health Engagement Strategy**

Approach to encouraging employees to participate in EHM Programs and improve or maintain their health.

### **Health Risk**

Out-of-range biometric measures or lifestyle behaviors that put an individual at a higher than average risk for certain diseases or conditions.

### **Interactive Coaching**

A two-way communication between a wellness or health promotion program and an eligible individual, where the wellness or health promotion program provides health education or health coaching. This may include an interactive voice response (IVR) or interactive web-based module.

### **Intrinsic Motivation**

Doing something for the purpose of enhancing or maintaining a person's self-concept.

### **Lifestyle Management**

A program, which may be telephonic, online or in-person, designed to help individuals make healthy lifestyle behavior changes (usually related to nutrition, exercise, sleep, or stress).

**Medical decision support**

A service to help employees understand diagnoses and available treatment options or select a provider.

**Nurse Advice Line**

A service to provide employees and family members with medical advice from registered nurses 24 hours a day, seven days a week by telephone. It is often included with health insurance or available as a buy-up.

**Organizational Culture & Psychosocial Data**

Data derived from the analysis of the psychosocial work environment and the culture of an organization.

**Organizational Support**

The degree to which an organization commits to the health and well-being of its employees.

**Participation Rates**

The percentage of eligible employees and/or dependents who participate in a given health management program.

**Physical ("built") Environment**

The physical geographical location as well as the immediate surroundings of the workplace. This typically involves other factors relating to the place of employment, such as the quality of the air, noise level, and additional perks and benefits of employment.

**Quality of Life**

General well-being, health and happiness as assessed by instruments and HRQOL.

**Resiliency training**

Resilience is the ability to adapt well and recover quickly after stress, adversity, trauma or tragedy.

Resiliency training focuses on using purposeful, trained attention to decrease negative thoughts and bring greater focus on the most meaningful aspect of an experience. It also includes identifying and building skills associated with mental, physical, emotional, and behavioral ability to face and cope with adversity. Programs incorporating these approaches aim to improve resiliency, enhance quality of life, and decrease stress and anxiety.

**Telecommute**

Refers to employees who don't work in an office, including those who work exclusively from home or travel most of the time (e.g. traveling salespersons or drivers).

**Tracking Tools / Devices**

A few examples of specific tracking tools and fitness apps include FitBit, JawBone, Runkeeper, MapMyRun, and Sleepbot. Some popular glucometers include ACCU-CHEK, One-Touch, and Free-Style Freedom. This is not an exclusive list as there are many more technology tools existing today and many continue to emerge in the market.

**Unions**

Organization of workers who have come together to achieve common goals such as protecting the integrity of their trade, improving safety standards, achieving higher pay and benefits such as health care and retirement, increasing the number of employees an employer assigns to complete the work, and better working conditions. Also known as Bargaining Councils, Work Councils, Trade Unions or Labor Unions.

**Vendor**

Third-party provider of goods or services.

**Warm Transfer**

A call transfer from one vendor to another in which the first vendor dials a number and talks to the person who has picked up the call before transferring the member over. This could also be a three-way conference before the first vendor drops-off.

**Wellness/Workplace Health Champions/Ambassadors**

Employees who volunteer or are appointed to support and promote wellness and health management programs.

**Workplace**

May refer to a single office, office building, factory or corporate campus.