HERO HEALTH AND WELL-BEING BEST PRACTICES SCORECARD IN COLLABORATION WITH MERCER©

BACKGROUND

The HERO Health and Well-Being Best Practices Scorecard in collaboration with Mercer© (HERO Scorecard) is designed to help employers, providers, and other stakeholders identify and learn about workplace health and well-being (HWB) best practices. The HERO Scorecard is a free web-based tool available via the HERO website. When employers submit their responses to the online system, they immediately receive a return email containing a free report that includes an overall score and a score for each of the six sections compared to national average scores. The sections represent the foundational components that support exemplary HWB programs. While no inventory of best practices will include all innovative approaches, the HERO Scorecard utilizes those most commonly recognized as drivers of successful programs among industry thought-leaders and in published research.

The HERO Scorecard asks detailed questions about employers' program design, administration, and experience, and then assigns respondents an overall score out of a possible 200 points. While a score of 200 is theoretically possible, it is not likely or even desirable for an employer to have every possible program and strategy in place. A separate Program Outcomes section is included to serve as a guide for a "dashboard" of metrics that may be useful in assessing program success. Information in this section does not contribute to an organization's best practice score, but will be used (and expanded upon over time) to develop outcomes benchmarks.

In February 2016, HERO launched an international version of the HERO Scorecard, modelled after the best practices and scoring used in the US version but adapted for use internationally. The HERO International Scorecard is designed for use by employers in any country. As the normative database grows for the international version, benchmarks will become available that allow employers to compare their programs to others in their own country and in other countries where the Scorecard is used. Additional information on the development of the HERO Scorecard is available at the HERO website.

WHY COMPLETE THE HERO SCORECARD?

The HERO Scorecard serves as an inventory of best practices, an indicator of program success, a collaboration aid, a comparative tool, and a planning tool for health and well-being programs. Many HERO Scorecard participants have found that one of the key benefits of completing the inventory emerges by bringing together HWB stakeholders from different departments within their organizations to discuss how best to respond to the questions. Collaborating with different stakeholders within the organization may result in more accurate HERO Scorecard responses, enhance the level of collaboration between stakeholders, and identify new opportunities for integration across programs. In addition, by sharing your organization's information, you will be helping to build major national normative databases to further the industry's understanding of best-practice approaches to workplace health and well-being around the world.

Ongoing data analysis from the database provides unique insights about organizational use of HWB practices, associations between the six measured domains in the HERO Scorecard, and their relationship with self-reported outcomes. These analyses serve as a foundation for future research because they inform the development of new research questions and identify areas of promising practices that can be systematically tested and validated against other databases. For example, a recent analysis demonstrates the importance of organizational culture, an ongoing area of HERO research.

These analyses also support the internal validity of the HERO Scorecard, which may pave the way for more rigorous validation research. For example, one analysis of the normative database indicated that certain practices are associated with superior health care cost trends. This analysis based on self-reported data on the HERO Scorecard led to the development of a more formal research study that leveraged health care cost and risk data in a third party database. This formative study demonstrates that companies with higher scores on the HERO Scorecard had better health care cost trends and also informed changes in the scoring when the HERO Scorecard was updated in 2014. A more recent study tracked stock performance for publicly traded companies in the HERO Scorecard database and found companies with higher HERO Scorecard scores outperformed the S&P 500 Index over a six-year period.

COMPLETING THE HERO SCORECARD

Completion of the HERO Scorecard requires an organization to submit their responses using the online system but companies should review the questions and work with multiple stakeholders to identify the most accurate response to each question before submitting their responses online. To review the HERO Scorecard questions prior to submitting your responses to the online version, you can download a PDF version of either the US version or the international version and consider which individuals within your organizations would best contribute to a response. If possible, set up a meeting with this group and work through the PDF version together. If that's not practical, ask them to fill out the relevant sections of the HERO Scorecard and return it to you.

Once you've collected the responses and have a complete set of answers, you're ready to complete the online Scorecard for your organization. It is important to save and/or download a copy of your responses prior to leaving the online submission process, as you may find it useful as a reference when interpreting your score or completing the Scorecard in the future. There is a User Guide and a glossary (for the international version) if you need guidance on how to interpret the questions. If there are questions you cannot answer, simply skip the question, but be aware this may result in a lower score.

When you have submitted your answers, your scores will be automatically calculated and a report of your results will be sent to the email address(es) you provided. If you do not immediately see the email, please be sure to check your email spam folder. You will receive a score for each of the six sections as well as an overall score. Your individual scores provide a sense of how your program compares to others in the use of evidence-based and expert recommended best practices, and shows where opportunity for improvement exists. To determine which practices contribute to your scores, you may consult the scoring document, which is available for the US version and the international version.

Employers can benchmark their programs in greater depth — and against a group of their own peers — through a series of benchmark reports based on employer size, industry and geographic region. These more in-depth reports provide the aggregated responses to each Scorecard question in addition to the average scores. Benchmark reports for the US version of the Scorecard are currently provided on a quarterly basis through the HERO Scorecard Preferred Providers Program. The Preferred Provider program allows organizations to license a custom link to the HERO Scorecard, enabling them to track member or client data submitted through that link. Organizations that are interested in learning more about the Preferred Providers Program or about the cost to access benchmark reports may contact HERO at info@hero-health.org.

AVAILABLE TOOLS AND RESOURCES

If you're looking for more resources regarding the HERO Scorecard, there are a number of options. First, check out our infographic, "HERO Scorecard by the Numbers." You can also go more in depth by browsing the Annual Report. If you're looking for information on how the HERO Scorecard was developed, you might be interested in reading about its background. You can view a full list of tools and resources on the HERO website, including:

PLANNING TOOLS:

- NACS Code
- Scorecard Overview (US version)
- Scorecard Overview (International version)

COMPLETION TOOLS:

- User's Guide
- Glossary
- Editable PDF of HERO Scorecard (US version)
- Editable PDF of HERO Scorecard (International version)

SCORING TOOLS:

- Average Best Practices Scores (US version)
- Sample Report (US version)
- Sample Report (International version)

UNDERSTANDING YOUR SCORE:

- Scoring Breakdown by Question (US version)
- Scoring Breakdown by Question (International version)
- Scorecard Annual Report