2023 Koop Award Winner

Karen Personett
1.16.24
About DTE Energy

Detroit based energy company

- Utility and Non-Utility
- 100+ locations in 17 states
- 10,000+ employees
- 14 unions
- 73% male
- 46 average age
“Developing a culture of wellbeing is clearly connected to our overall business goals and is the right thing to do.”

“Your health is what I worry about the most, because without you we are nothing.”

- Jerry Norcia, DTE Chairman and CEO
Business rigor

Employer Health Opportunity Assessment*
  Top Down*
  Organizational level maturity

Site Scan Culture Check*
  Bottom Up*
  Location level maturity

Project Plan Progress (Power BI Tool)
  Improvement Plan
  Strategic plan status to achieve benchmark

Health & Wellbeing Corporate Cockpit
  Triple Aim Cockpit
  Measures effectiveness, efficiency, experience

Awards & Publish Research
  Benchmark, Innovate, Inspire

Leading Indicators

Lagging Indicators

*Externally validated evidence-based tools to track our progress
11 areas of focus to pursue culture of health and wellbeing

1. Integrate health into existing DTE culture
2. Wellbeing Executive Committee and Executive Champion
3. Enhance environment best-in-class nutrition
4. Population health
5. Market vitality
6. Data integration and analytics
7. Consumer training and advocacy
8. Evidence-based benefit design
9. Expand on-site services
10. Strategic partnerships and integrations
11. Direct provider relationship

TOP 10 BEST PRACTICES

LEADERSHIP SUPPORT & MANAGEMENT ALIGNMENT

- Strategic Planning
- Health Supportive Environment
- Holistic Approach (on-site activities)
- Address Health Continuum
- Data Driven Approach
- Marketing & Communication
- Incentives & Benefit Design
- Engagement & Navigation
- Strategic Partnerships
- Consumer Training & Advocacy

80 Scoped Projects
29 Current Projects
51 Operational Control Phase
Planned work

1. Engage leaders in the commitment to be Wellbeing as a cascaded goal
2. Deploy marketing campaign to reinforce commitment
3. Launch required training for 10,000 employees
4. Launch local wellbeing committees
5. Develop and deploy required leader training
6. Activate adoption and dissemination of Corporate Cockpit
7. Expand EYL injury prevention efforts
8. Execute annual program plan with a focus on prevalent risks, including mental health
9. Launch Complex Care Management with a focus on Critical Illness Burden
10. Continue to expand the EYL Wellbeing Champion Network
11. Continue best-in-class nutritional transformation no matter where we work
12. Increase integration of health, wellbeing and safety

DTE | Take Care
Top down progress to best-in-class

TOP DOWN: Employer Health Opportunity Assessment

Year-Over-Year Changes by Best Practice

<table>
<thead>
<tr>
<th>Best Practices</th>
<th>Base Year 2018</th>
<th>Actual 2019</th>
<th>Actual 2020</th>
<th>Actual 2021</th>
<th>Actual 2022</th>
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<td>Engagement &amp; Navigation</td>
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<td>Annual EHDA Score:</td>
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Targets: 552 629 665
Bottom up progress to best-in-class

**BOTTOM UP: Site Scan Culture Check**

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<th>Location</th>
<th>Baseline Site Scan Score</th>
<th>2020 Site Scan Score</th>
<th>2021 Site Scan Score</th>
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Tracking progress monthly to target

Lead Project Status Update

Power BI Tool to Track Progress

Project Schedule
Infrastructure and governance

EYLA Wellbeing Champions

Wellbeing Executive Committee

✓ “WELCOM”
✓ Executive Champion: CFO
✓ 100% Business Units
✓ Director and above
✓ Champion projects
✓ Monitor progress
✓ Meet monthly

Health & Wellbeing Team

✓ Energize Your Life
✓ Multi-disciplined
✓ Deployed into field
✓ Execute population health strategy
✓ Defined and tracked targets

Local Wellbeing Committees & Wellbeing Champions

✓ 200 + champions
✓ 100% locations have a champion
✓ 85% towards target
✓ Engagement metrics tracked
✓ Annual Summit
✓ LOCAL WELLBEING COMMITTEES
Health and Wellbeing
Corporate Cockpit
Apply population health approach to data

- DATA
- MEASUREMENT STRATEGY
- INSIGHT
- ACTION
Curate DTE data

Core Data Sources
- Eligibility
- Medical
- Pharmacy
- Engagement
- HRA
- Biometrics
- Short-Term Disability
- Workers’ Comp

Supplemental Sources
- External Assessment Results
- Safety Data
- Satisfaction
- Productivity
- DTE Trend (Total/PEYP)
- General CPI
- Medical CPI
- Preventative Compliance

Analytic Models and Methodology Applied

DTE Health & Wellbeing Corporate Cockpit
Measurement strategy

- Easy to read and understand

Simple

- To industry peers, averages, and best-in-class benchmarks
- Includes trend

Comparable

Health & Wellbeing Corporate Cockpit

- Includes leading and lagging indicators
- Models business cockpits, dashboards, scorecards
- Effectiveness, efficiency and experience

Balanced

Meaningful

- Aligns with business and culture
- Insightful to drive action
- Drives leadership support and management alignment

Accessible

DTE Take Care
Leading Indicators

Culture of Health & Wellbeing Assessment: TOP DOWN

Culture of Health & Wellbeing Assessment: BOTTOM UP

Lagging Indicators

Effectiveness

Experience

Efficiency

✓ Visualization
✓ Trend over time
✓ Comparative benchmarks
  ✓ Best-in-class
  ✓ BOB average
  ✓ Industry norms
✓ Roll up:
  ✓ Dashboards
  ✓ Scorecards: Site level Rep/Non-rep

Key Condition Prevalence
HLS
Chronic Condition Score
Health Risks
Short Term Disability
Workers’ Comp
Safety Incidents (OSHA and DART)
Medical Home
Adherence to Preventive and Chronic Care
HA/Biometric Completion
Program Satisfaction (Invested and Supportive)
Gallup (Wellbeing)
Vendor Satisfaction
Productivity
Health-related Days Lost and Cost Per Employee
YoY Paid Claims
Medical Trend
Lessons learned

1. Identify **metrics to align leadership & management**, that are **actionable** and can be influenced by leaders.

2. Create competition to drive improvement. **Rack and Stack** leader or location metrics.

3. Cultivate data to direct, determine, and **drive results** against goals.

4. Multi-dimensional layered approach required to **create sustainability** and **drive accountability**.

5. Introduce concepts based on organizational level of readiness. **Sequence matters**.

DTE | Take Care