

## Latest US & International HERO Scorecard Best Practice Scores

### US, Version 5

HERO Scorecard respondents receive an e-mail after they submit their responses using the online Scorecard submission system. This provides their own score and contributes to the average of all employers in the database. We update these averages on a regular basis to reflect new respondents completing the Scorecard.

The table and figures below provide information based on the 464 unique organizations that completed the US version 5.0 of the Scorecard as of December 31, 2024.

If your company is interested in benchmarking your program at greater depth, including responses against organizations of like size, industry and geographic location, you may contact one of our [Preferred Providers](#).

HERO's Research Fellow, Mary Imboden, PhD, [mary.imboden@hero-health.org](mailto:mary.imboden@hero-health.org) can also be contacted to explore customized benchmark reporting. The screenshot on pages 2-3 demonstrates the depth of data available to Preferred Providers and/or through customized reporting. If you are familiar with the reports and wish to forgo reporting questions, you may submit your order directly using the [Benchmark Report Order Form](#).

Example of data available to Preferred Providers and through customized reporting

The HERO Health and Well-being Best Practices Scorecard in Collaboration with Mercer®										
	All respondents	REGION				INDUSTRY				
		West region	Midwest region	Northeast region	South region	Manufacturing (mining, construction, energy, petroleum)	Manufacturing - products	Higher education	Education (excl. higher ed.)	Financial services (excl. real estate)
<i>Number of respondents</i>	464	162	102	90	107	27	41	40	22	45
<b>▶ Overall average score (maximum score: 200 points)</b>	104	107	103	104	100	98	99	103	109	117
25 percentile	78	83	78	77	69	73	73	79	71	94
50th percentile (median)	105	111	103	104	99	101	94	100	111	124
75th percentile	133	133	127	134	135	129	131	133	137	147
<b>Special Best-practice Scores</b>										
<b>▶ Mental Health and Well-being average score (maximum score: 100 points)</b>	48	50	47	47	45	45	42	48	47	58
25 percentile	29	33	27	27	25	25	24	29	26	40
50th percentile (median)	48	52	47	48	44	44	41	53	48	61
75th percentile	64	66	63	68	61	60	59	63	64	78
<b>▶ Social Determinants of Health average score (maximum score: 100 points)</b>	40	43	40	39	38	38	39	44	38	50
25 percentile	23	26	20	19	20	20	20	23	23	34
50th percentile (median)	38	40	38	38	37	39	38	48	38	48
75th percentile	57	60	54	59	51	57	57	60	49	67
<b>▶ Diversity, Equity and Inclusion average score (maximum score: 100 points)</b>	40	42	38	39	39	35	36	40	36	49
25 percentile	22	24	21	21	19	18	17	22	18	30
50th percentile (median)	37	42	35	38	34	28	35	41	36	51
75th percentile	55	57	53	58	57	53	48	53	50	65
<b>▶ Brain Health average score (maximum score: 100 points)</b>	46	48	45	45	43	42	43	47	46	54
25 percentile	30	33	30	27	26	28	26	30	27	41
50th percentile (median)	45	48	45	45	42	42	41	50	47	52
75th percentile	61	62	56	62	61	56	57	62	58	72

The HERO Health and Well-being Best Practices Scorecard in Collaboration with Mercer®											
						EMPLOYER SIZE					
	Hospitals and healthcare clinics	Health services (excl. hospitals and clinics)	Technical / professional services	Government	High-tech	Fewer than 100 employees	100-499	500-999	1,000-4,999	5,000-19,999	20,000 or more
<i>Number of respondents</i>	44	26	74	65	104	46	96	66	126	89	35
<b>Overall average score (maximum score: 200 points)</b>	119	98	103	101	112	84	85	96	106	128	127
25 percentile	89	63	79	80	91	53	54	70	86	103	105
50th percentile (median)	112	92	106	106	113	82	83	92	105	130	124
75th percentile	152	140	127	125	136	114	111	120	129	156	157
<b>Special Best-practice Scores</b>											
<b>Mental Health and Well-being average score (maximum score: 100 points)</b>	53	43	52	43	56	34	35	42	51	63	61
25 percentile	38	24	37	28	42	14	18	26	36	51	46
50th percentile (median)	49	40	55	43	58	31	29	42	49	63	61
75th percentile	70	63	88	53	71	53	53	55	64	79	76
<b>Social Determinants of Health average score (maximum score: 100 points)</b>	46	34	41	34	48	26	27	34	42	57	54
25 percentile	28	15	27	19	32	9	14	19	28	44	41
50th percentile (median)	43	27	39	32	43	24	23	32	41	59	50
75th percentile	64	54	57	41	69	37	38	47	55	73	72
<b>Diversity, Equity and Inclusion average score (maximum score: 100 points)</b>	46	40	43	36	47	28	26	35	42	54	56
25 percentile	28	20	28	20	31	14	13	17	28	38	39
50th percentile (median)	41	41	41	32	47	22	22	35	42	53	55
75th percentile	63	60	56	51	62	47	34	48	53	72	71
<b>Brain Health average score (maximum score: 100 points)</b>	51	42	46	43	52	33	34	41	47	60	59
25 percentile	33	24	35	30	38	16	19	28	34	45	46
50th percentile (median)	48	37	45	43	52	32	30	40	45	59	56
75th percentile	67	62	60	53	67	47	45	53	61	76	75

### Average Scorecard Scores for Respondents by Section

Scorecard Section	National Average	Maximum Points
<b>Section 1: Strategic Planning</b>	30	50
<b>Section 2: Organizational &amp; Cultural Support</b>	28	60
<b>Section 3: Programs</b>	12	20
<b>Section 4: Program Integration</b>	8	20
<b>Section 5: Participation Strategies</b>	15	30
<b>Section 6: Measurement &amp; Evaluation</b>	12	20
<b>Overall Score</b>	105	200

**Distribution of Respondents and Overall Average Score by Number of Employees**

Number of Employees	Number of Respondents*	Percent of Respondents	Overall Average Scorecard Score
<b>Less than 500</b>	142	31%	<b>84</b>
<b>500 to 4,999</b>	192	42%	<b>103</b>
<b>5,000 or more</b>	124	27%	<b>128</b>
<b>Total</b>	458	100%	N/A

*\*Based on 458 employers that provided organization size information. May not sum to 100% due to rounding.*

Number of Employees	Number of Respondents*	Percent of Respondents	Overall Average Scorecard Score
<b>Fewer than 100</b>	46	10%	<b>84</b>
<b>100-499</b>	96	21%	<b>85</b>
<b>500-999</b>	66	14%	<b>96</b>
<b>1,000-4,999</b>	126	28%	<b>106</b>
<b>5,000-19,999</b>	89	19%	<b>128</b>
<b>20,000+</b>	35	8%	<b>127</b>
<b>Total</b>	458	N/A	N/A

*\*Based on 458 employers that provided organization size information. May not sum to 100% due to rounding.*

## Distribution of Scorecard Section Score by Number of Employees

Scorecard Section	<500 employees	500-4,999 employees	5,000+ employees
Strategic Planning	27	29	35
Organizational & Cultural Support	22	27	35
Programs	9	12	15
Program Integration	6	8	11
Participation Strategies	12	14	18
Measurement & Evaluation	10	12	14
Overall Average Score	84	103	128

Scorecard Section	<100 employees	100-499 employees	500-999 employees	1,000-4,999 employees	5,000-19,999 employees	20,000+ employees
Strategic Planning	28	27	28	30	35	35
Organizational & Cultural Support	23	22	26	28	35	35
Programs	8	9	11	12	15	15
Program Integration	6	6	8	9	11	11
Participation Strategies	11	12	13	15	18	18
Measurement & Evaluation	9	10	11	12	15	14
Overall Average Score	84	85	96	106	128	127

**Comparison of Special Best Practice Scores\* – Mental Health, Social Determinants of Health (SDOH), Diversity, Equity and Inclusion (DEI) and Brain Health – by Employer Size**

Number of Employees	Number of Respondents	Mental Health	SDOH	DEI	Brain Health
Fewer than 500	142	35	27	27	34
500-4,099	192	48	39	40	45
5,000+	124	63	56	55	59
<b>Total</b>	458	N/A	N/A	N/A	N/A

*\*Each Special Best Practice Score is out of 100 points.*

Number of Employees	Number of Respondents	Mental Health	SDOH	DEI	Brain Health
Fewer than 100	46	34	26	28	33
100-499	96	35	27	26	34
500-999	66	42	34	35	41
1,000-4,999	126	51	42	42	47
5,000-19,999	89	63	57	54	60
20,000+	35	61	54	56	59
<b>Total</b>	458	N/A	N/A	N/A	N/A

*\*Each Special Best Practice Score is out of 100 points.*

## International, Version 2

HERO Scorecard respondents receive an e-mail after they submit their responses using the online Scorecard submission system. This provides their own score and contributes to the average of all employers in the database. We update these averages on a regular basis to reflect new respondents completing the Scorecard.

The table and figures below provide information based on the 275 unique organizations that completed the International version 2.0 of the Scorecard as of December 31, 2024. Note that we are only able to present on country data when more than 25 companies have completed the Scorecard for a respective country.

If your company is interested in benchmarking your program at greater depth, including responses against organizations of like size, industry and geographic location, you may contact one of our [Preferred Providers](#).

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### Example of data available to Preferred Providers and through customized reporting

<b>The HERO Health and Well-being Best Practices Scorecard in Collaboration with Mercer©</b>			
International version			
	<b>Canada</b>	<b>India</b>	<b>United Kingdom</b>
<i>Number of respondents</i>	50	81	68
<b>▶ Overall average score (maximum score: 200 points)</b>	91	116	108
25th percentile	71	90	84
50th percentile (median)	84	117	110
75th percentile	109	146	135
<b>Special Best-practice Scores</b>			
<b>▶ Mental Health and Well-being average score (maximum score: 100 points)</b>	42	54	49
25th percentile	30	35	34
50th percentile (median)	37	58	49
75th percentile	55	74	64
<b>▶ Social Determinants of Health average score (maximum score: 100 points)</b>	29	45	36
25th percentile	15	28	22
50th percentile (median)	27	46	35
75th percentile	40	63	49



## Average Scorecard Scores for Respondents by Section

Scorecard Section	Canada (Average)	India (Average)	United Kingdom (Average)	Maximum Points
Section 1: Strategic Planning	28	35	30	50
Section 2: Organizational & Cultural Support	25	34	32	60
Section 3: Programs	9	11	12	20
Section 4: Program Integration	8	9	9	20
Section 5: Participation Strategies	10	15	14	30
Section 6: Measurement & Evaluation	10	13	11	20
<b>Overall Score</b>	<b>91</b>	<b>116</b>	<b>108</b>	<b>200</b>

## Comparison of Special Best Practice Scores\* – Mental Health, Social Determinants of Health (SDOH), Diversity, Equity and Inclusion (DEI)

Country	Number of Respondents	Mental Health	SDOH	DEI
Canada	50	42	29	35
India	81	57	45	50
United Kingdom	68	49	36	45

\*Each Special Best Practice Score is out of 100 possible points

