

KAISER PERMANENTE WORKFORCE HEALTH



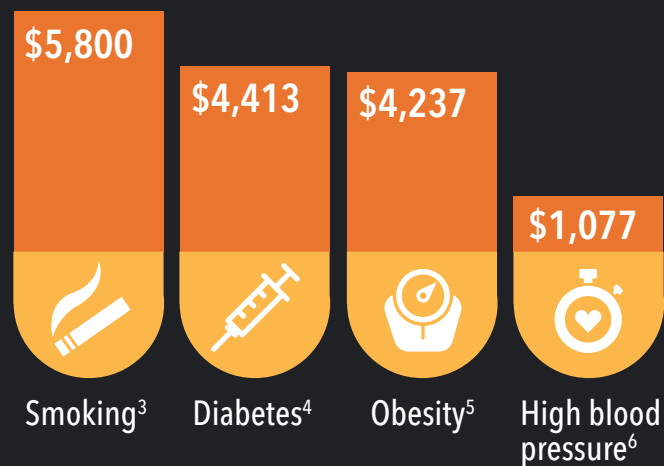
Offer your company a healthy future



## The high cost of poor health: additional costs per employee

A big part of these costs is the toll chronic conditions take on productivity – cigarette breaks alone cost more than \$3,000 in lost productivity per employee per year.<sup>1</sup> That's in addition to the potential impact of disability and workers' comp costs. Employees with diabetes and obesity are more likely to get hurt at work and take longer to recover.<sup>2</sup>

<sup>1</sup> Berman et al., *tobaccocontrol.bmj.com*, June 3, 2013; <sup>2</sup> Hawrylak, *Obesity Journal*, January 14, 2013; <sup>3</sup> See note 1; <sup>4</sup> NBCH, February 2012; <sup>5</sup> Van Nuys et al., *American Journal of Health Promotion*, May/June 2014; <sup>6</sup> Kowlessar et al., *JOEM*, May 2011.



# A blueprint for a healthier business

Health care costs continue to rise well above inflation, and as a result, many employers are making changes to their benefit strategies. The bulk of these changes work by shifting more financial responsibility to employees. While this may lower your short-term costs, it doesn't address the cause behind this upward trend – the health of your employees.

That's where building an effective workforce health strategy comes into the picture. By keeping your employees engaged and productive, you can help control current cost trends and prevent future costs from escalating.

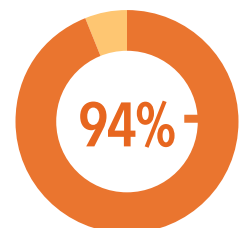
## Behavior change – your key to success

Ten common and preventable health risk factors – including a lack of exercise, stress, and poor eating habits – make up 20 percent of your health care costs.<sup>1</sup> With so many health conditions linked to behavior and lifestyle choices, you have a real opportunity to drive down costs and help your employees live healthier lives. While simple participation is an important start, encouraging lasting behavior change is the key to improving their long-term health and your bottom line.

By driving behavior change, you can engage your employees at an individual level. And while you can take steps on your own, you need a partner who can address the health of **all** your employees – consistently and on a larger scale. A growing number of organizations are looking at how to leverage these population health management principles to improve care. Through a complex system of interventions, this approach aims to keep a defined group of patients healthy and avoid costly hospitalizations and treatments. But making it work in practice takes a level of coordination and automation that's beyond the capabilities of most providers.



**Percentage of employers** who say they offer wellness programs but don't have a formal health and productivity strategy



**Percentage of employers** who say they plan to create a formal health and productivity strategy in the next three years<sup>2</sup>

# Leading the way in population health management

Integrated care helps us deliver on the mission of population health management in ways that third-party workforce health vendors can't. And that's alongside personal touches like letting employees see physicians' gender, language, and cultural information, so they choose doctors they feel comfortable with. It's the approach we've taken for nearly 70 years, and it's built into the way we provide care.



## Partner with a workplace wellness pioneer

Let us share with you what we've learned as a recognized leader in workplace wellness. The National Business Group on Health has named Kaiser Permanente a "Best Employer for Healthy Lifestyles" for the fourth consecutive year.<sup>3</sup>



### 1 It starts with prevention

Our electronic health record system allows us to make sure members are up to date with preventive care. Embedded electronic alerts remind every Kaiser Permanente caregiver about a member's upcoming or overdue screenings – even across specialties. And access to pharmacy records and information about drug allergies helps doctors avoid duplicate prescriptions and possible drug complications.

### 2 Proactive disease management

Symptom profiles and disease registries allow us to identify and test employees early, before chronic conditions get worse. Based on their risk levels, they're automatically enrolled in care programs, no sign-up required. This means employees are less likely to slip through the cracks, and you get a more accurate picture of how chronic conditions are affecting your workforce.

### 3 Engaged employees

Your employees with Kaiser Permanente coverage have easy access to tools and resources to actively manage their health no matter where they are. Primary and specialty care, lab, pharmacy, and many other services are located in the same building, which means less time away from work. Outside of the traditional medical office setting, employees can conveniently get care by phone, email, and online – without paying a copayment.

## Real results from real employers

"Kaiser Permanente is able to provide wellness solutions that are beyond just a menu of options, but meet us where we and our employees are in the wellness journey."

– **Pamela Gibson**  
San Mateo County

"It is apparent that the Kaiser Permanente team really believes in the programs they offer. The team also offers great ideas in how to help employees understand the benefits of being committed to their health and well-being. This commitment and support provides a level of confidence when introducing and offering the programs to employees."

– **Cindy McCoy**  
NEC Corporation of America



## Engaging employees outside the workplace

Whether they're trying to keep healthy or looking for a little encouragement to get started, your employees can conveniently find the tools and resources they need.



**Online** – Using a smartphone, tablet, or computer, employees can schedule appointments, order prescription refills, view lab tests, download apps to engage in fitness activities, and more.<sup>4</sup>



**At home** – Employees can take advantage of Wellness Coaching by Phone, interactive healthy lifestyle programs, and special rates on fitness programs.



**At our facilities** – All caregivers are connected to the same electronic health record system, helping members get the right care at the right time. Plus, employees can choose from 3,800 health-promoting classes.



### Email improves health

We studied more than 35,000 members with diabetes, hypertension, or both and found that those who communicated with their doctors via email had higher screening rates and better health outcomes in blood sugar, cholesterol, and blood pressure control than those who didn't.<sup>5</sup>

# Building a culture of health

Any business, no matter how small, can create a culture of health in the workplace. It involves educating employees about health issues, offering programs that support healthier behaviors, and making health-related objectives part of your corporate policy. By following our four-step model, you'll lay a foundation for getting leadership on board with your plan, organizing your program activities, and making it easy for your employees to adopt a healthy lifestyle.



## Leading by example

Our workforce health efforts began with our own employees, and now we're sharing what we've learned with other employers. Since our wellness programs rolled out to all our regions in 2010:<sup>6</sup>

- smoking and cholesterol statistics have improved
- BMI average for our employees has remained steady
- blood pressure is at healthy levels for nearly all of our employees

## Tools and resources

On your path to a healthier workforce, you have access to a comprehensive suite of tools and resources. Some of these offerings may require additional fees. Find more information by visiting the workforce health section at [kp.org/choosebetter](http://kp.org/choosebetter).

### ✓ On-site services<sup>1</sup>

- ✓ biometric screenings (blood pressure, body mass index, cholesterol, glucose)<sup>2</sup>
- ✓ flu clinics<sup>2</sup>
- ✓ health promotion classes (reducing stress, quitting smoking, managing weight, etc.)<sup>2</sup>
- ✓ Healthy Picks (vending machines with healthy snacks)
- ✓ Mobile Health Vehicle<sup>2</sup>
- ✓ The FruitGuys® (produce delivery to your worksite)<sup>2</sup>

### ✓ Interactive toolkits and guides

- ✓ *Starting a Workforce Health Program Guide*
- ✓ *Walking for Workforce Health Toolkit*
- ✓ *Healthy Meetings Guide*
- ✓ *Wellness Committee Toolkit*
- ✓ *Maintain Don't Gain Toolkit*
- ✓ *Workforce Health Resource Guide*
- ✓ *Tobacco-Free Campus Toolkit*

### ✓ Online programs and tools

- ✓ healthy lifestyle programs (health coaching)<sup>3</sup>
- ✓ online health videos
- ✓ kp.org educational tools (health and drug encyclopedias, health calculators, symptom checker)
- ✓ Total Health Assessment<sup>3</sup>
- ✓ Total Health Radio (online radio show and podcast)

### ✓ Other resources

- ✓ Wellness Coaching by Phone<sup>3</sup>
- ✓ Every Body Walk! (app that turns smartphones into pedometers)
- ✓ tips and resources for flu prevention

<sup>1</sup> Not available in all regions. These value-added services are extra services provided by entities other than Kaiser Foundation Health Plan. These entities may change or discontinue offering these services at any time. KFHP disclaims any liability for the services provided by these entities.

<sup>2</sup> Fees may apply.

<sup>3</sup> These programs are free to Kaiser Permanente members and available to nonmembers for a fee.



## Keeping your employees safe, healthy, and productive with Kaiser On-the-Job<sup>®</sup>

A sound occupational health strategy is crucial for helping employees avoid injuries and illnesses. And you get the best results when you coordinate your occupational health, medical, and wellness strategies with one provider. If it's available in your area, choosing Kaiser On-the-Job can help you reduce your injury care costs and improve productivity.

All of your employees – even those who aren't Kaiser Permanente members – can get treatment for work-related injuries and illnesses through Kaiser On-the-Job.<sup>7</sup> And many of our dedicated occupational health centers are located on Kaiser Permanente hospital campuses, so it's easy for your employees to take care of all their health needs in one trip.

To find the workforce health strategy that's right for your business, please contact your Kaiser Permanente representative. And visit the workforce health section at [kp.org/choosebetter](http://kp.org/choosebetter) to learn about our easy-to-use tools and cost-effective resources for building a culture of health at work.

<sup>1</sup> Ron Z. Goetzel et al., "Ten Modifiable Health Risk Factors Are Linked to More than One-Fifth of Employer-Employee Health Care Spending," *Health Affairs*, November 2012, p. 2,474.

<sup>2</sup> *The Business Value of a Healthy Workforce, 2013/2014 Staying@Work™ Survey Report*, National Business Group on Health and Towers Watson, 2014.

<sup>3</sup> "National Business Group on Health Honors 63 U.S. Employers with 'Best Employers for Healthy Lifestyles®' Awards," National Business Group on Health, [businessgrouphealth.org](http://businessgrouphealth.org), June 25, 2014.

<sup>4</sup> These features are only available for services received at Kaiser Permanente facilities.

<sup>5</sup> Yi Yvonne Zhou et al., "Improved Quality at Kaiser Permanente Through E-mail Between Physicians and Patients," *Health Affairs*, July 2010, p. 1,320.

<sup>6</sup> "How Kaiser Permanente Thrives from Within: Workforce Wellness," Kaiser Permanente, May 14, 2013.

<sup>7</sup> Not available in all regions.

Information may have changed since publication.

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