

CaseStudy

OPEN DOOR HEALTH SERVICES

## Fully Funded Non-Profit Addresses Employee Wellness

Employees benefit from strategic wellness program  
and onsite health coach

**CLIENT**

Open Door Health Services is a fully funded non-profit health center providing comprehensive primary, urgent and preventive healthcare services to individuals and families throughout East Central Indiana. There are 99 employees enrolled in the medical benefits program.

**CHALLENGE**

Prior to engaging with Apex in 2017, Open Door saw increasing medical claims and the need to promote more wellness behaviors among their employees but struggled with how to begin. As they explored their broader benefits strategy with Apex, they turned to the Kinetiq Health team to design and implement a wellness program.

**SOLUTION**

Apex designed a strategic wellness plan based on their population's demographic, enhanced with custom employee survey data which gauged interest in wellness activities and assessed the company's wellness culture.

From this data, Apex concluded that the most effective engagement would be built around a dedicated health coach who could be onsite twice per week.

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### SOLUTION (CONT'D)

The health coach's broad responsibilities included:

- Coordinate all wellness programs, campaigns, incentives and challenges
- Create and lead an internal wellness team
- Prepare customized wellness and benefits communications
- Promote monthly health observances and deliver related onsite education
- Perform biometric assessments
- Provide one-on-one health and lifestyle coaching

Along with the health coach, Apex provided robust health data reporting. This included providing a quarterly wellness dashboard to client's leadership, monitoring employee satisfaction feedback from program evaluations and evaluating all employee and covered participant health data. The team provided recommendations to lead positive change, maintain individual employee and physician interaction, increase collection of biometric data and increase employee engagement.

### EMPLOYEE SUCCESS

In 2018, a Kinetiq Health wellness coach first met with an employee about her biometric screening results. The employee was frustrated because, despite lifestyle changes over the past year, her total cholesterol and triglyceride levels were elevated. She had regular health coaching sessions and became very involved in the Open Door wellness program and health offerings. In less than one year, her levels were within a healthy range and she met the goals she'd been working toward.

### RESULTS

Employee engagement in the wellness program has increased year over year. Open Door advanced their Wellness Council of Indiana rating to Level 4 from Level 3.

More specific improvements include:

- 88% of employees have participated in at least one event
- 6% increase in employees who have participated in at least one wellness activity
- 54% increase in employees who earned quarterly wellness incentives
- 94% increase in employees who qualified to earn \$100 wellness reimbursements
- 19% increase in the use of preventive exams and related tests, including cervical cancer screening, cholesterol screening, colonoscopy, diabetes screening, immunizations, mammograms and prostate cancer screening
- 100% increase in health coaching sessions
- 34% increase in employees who participated in onsite health screenings

