

CASE STUDY

Fully Funded Non-Profit Addresses Employee Wellness, Impacting Morale and Bottom Line

CLIENT

Open Door Health Services is a fully funded not-for-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 and learned about wellness capabilities available through the Population Health team, they turned to Apex 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. The health coach's broad responsibilities include:

- Coordinate all wellness programs, campaigns and incentives/challenges
- Create and lead a client wellness team
- Prepare customized communication relating to overall health and specific wellness benefits
- Promote monthly health observances and deliver onsite educational sessions
- Perform biometric assessments
- Provide one-on-one health and lifestyle training

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

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 that earned quarterly wellness incentives
- **94% increase** in employees that qualified to earn \$100 wellness reimbursements
- **19% increase** in the use of preventative 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

Wellness program engagement: Aug. 2017 - Dec. 2019



*Insufficient data for some categories in 2017 because the plan began in August 2017 and some incentives have been added to the program since its inception in 2017.

THE IMPACT OF HEALTH COACHING

Health coaching is also an important aspect of the Open Door wellness program. At first, Open Door staff was hesitant to engage in these coaching sessions, however,

that quickly changed with buy-in from senior leadership and positive reinforcement from other employees that met one-on-one with the onsite health coordinator.

Here is one example of successful results from health coaching with an Open Door employee:

In 2018, the health coach meet with an employee in relation to her biometric screening results. The employee was frustrated with her results because despite her diet, exercise and lifestyle changes, her levels were still elevated. She mentioned her 2017 results were also elevated. Those disappointing results and the added wellness program were going to help her make the change in 2018. We then compared her results from 2017 to 2018 and big changes were revealed!

- *Total cholesterol went from 199 to 175*
- *Triglycerides went from 215 to 167*
- *LDL (bad cholesterol) went from 118 to 104*
- *Total cholesterol/HDL ratio went from 5.2 to 4.6*

In December 2019, this employee's results came back all clear! They were within healthy range and what she'd been working towards for the past two and a half years. Because she had regular health coaching sessions and became very involved in the wellness program and health offerings, she was able to reach her goals.

- *Total Cholesterol - **159**, previous year at 175*
- *Triglycerides - **110**, previous year at 167*
- *LDL Cholesterol - **93**, previous year at 104*
- *Total Cholesterol/HDL ratio - **3.6**, previous year at 4.6*

SUMMARY

Nearly three years ago Open Door came to Apex to help build a culture of wellness. Today, Open Door continues to grow a healthy lifestyle mindset, from their senior leadership to entry-level employees. In just two years, overall health of the population has increased as well as company morale and support around health and wellness from the programs Apex has put in place for Open Door employees.