



Dallas-Fort Worth Business Group on Health

DFW PARTNERSHIP FOR PEAK HEALTHCARE PERFORMANCE

EMPLOYER SURVEY

October 2007

As a part of the Dallas-Fort Worth Business Group on Health's Partnership for Peak Healthcare Performance initiative, the Consumer Education & Empowerment Committee (CEEC) developed an employer survey designed to get a better understanding of the programs for managing diabetes currently available to employees and dependents at DFWBGH Corporate Member companies, and the success of these programs. The on-line survey was conducted in October 2007. Survey respondents included companies with all sizes of employee populations, and a range of industries, governmental entities and public institutions. Results and conclusions are summarized below.

Companies surveyed: 60 DFWBGH Corporate Members

Number of responses: 40

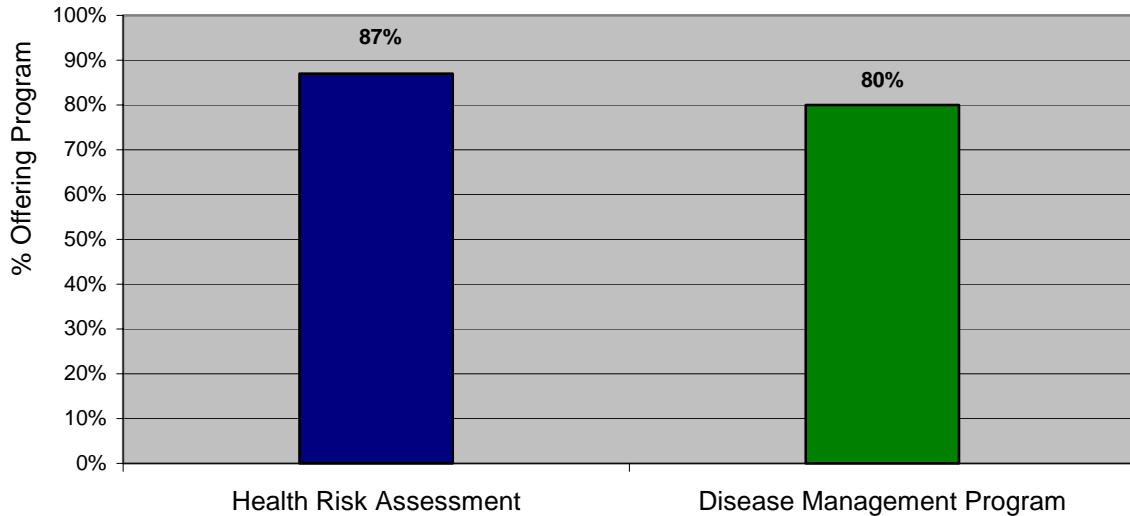
Response rate: 67%

Health Risk Assessment

87% of the survey respondents offered health risk assessments to either employees or to all health plan enrollees (employees and dependents). This result, along with that on disease management, indicates a high degree of health consciousness among DFWBGH Corporate Members.

- 91% of these respondents use web-based Health Risk Assessment (HRA) tools.
- Some organizations use hard copy tools (20%) or special work-site screenings (37%) instead of or in addition to the web-based assessments.
- Many companies provide either an incentive (66%) or penalty (6%) to encourage participation in the health risk assessment; however the presence of incentives or penalties alone did not guarantee a high rate of participation. The type and level of an incentive or penalty probably impacts its effectiveness.

**DFWBGH Worksite Health Management Programs
(40 Respondents)**



Disease Management

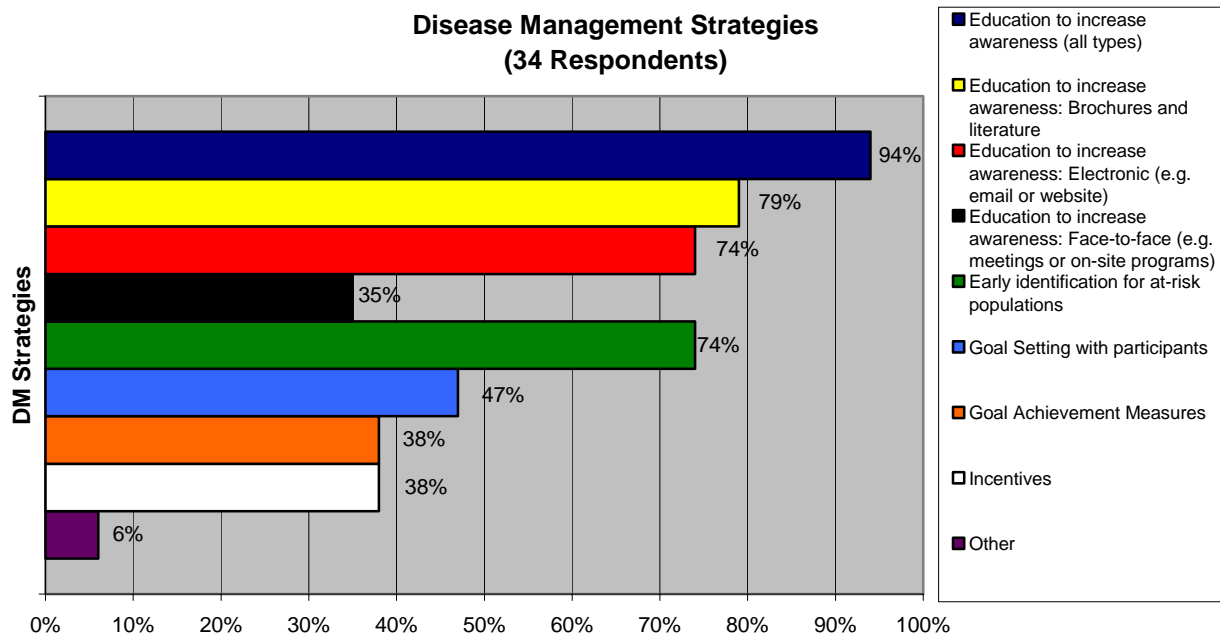
80% of the survey respondents offer disease management programs to help employees manage diabetes.

- Most (68%) offer disease management through their health plan administrator.
- Participation rates vary, but for most of the respondents participation was low (below 50%) or unknown.
- The most commonly reported components of disease management programs (those offered by more than 50% of the respondents) were:
 - Health Risk Assessment (79%)
 - Prevention and Treatment Guidelines Based on Best Practices (73%)
 - Weight Management (64%)
 - Nutrition Education (58%)
 - Self-Management Education (61%)
- While these are all worthwhile components of a disease management program, other important disease management components for the control of diabetes were offered by fewer than 50% of the respondents. These less frequently offered components include:
 - Diabetes Screening (42%)
 - Biometric Screening Tests (42%)
 - Exercise Programs (39%)
 - Smoking Cessation (42%)
 - Diet/Nutrition Counseling (48%)

Disease Management Strategies

A total of 34 companies responded to the question about disease management strategies.

- Of those, 94% indicated that education was a primary focus of their programs. The most popular methods were printed materials (79%) and electronic media, such as emails and websites (74%).
- Interestingly, fewer than half listed behavior-oriented features, such as Goal-Setting (47%) or Goal Achievement Measures (38%) as a primary focus. This represents an opportunity for more aggressive strategies both to help employees reduce risk and manage chronic conditions.
- 74% noted early identification of at-risk populations was a primary strategy.



Health Plan Coverage of Diabetes Services

To assess the alignment of health plan coverage with disease management programs, DFWBGH Corporate Members were also asked what diabetes-related services are covered in their health plans.

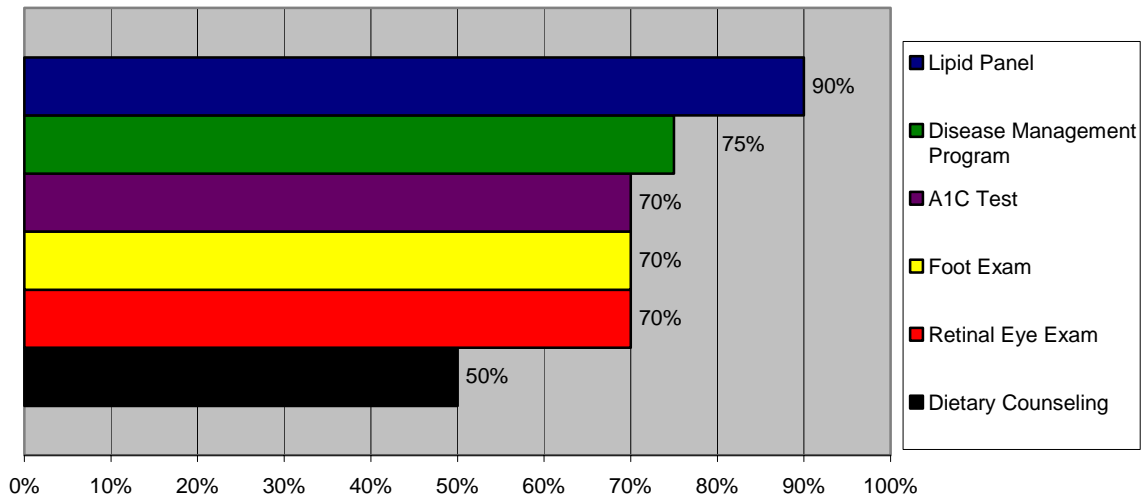
As the chart below indicates, the majority of survey respondents cover key diabetes health care services, including lipid panel, A1C test, foot exams and retinal eye exams, which are considered quality of care indicators by national accrediting organizations.

- 75% also cover disease management programs
- 50% cover dietary counseling

Less frequently covered services include:

- Smoking cessation programs (38%)
- Weight Management (38%)
- Lifestyle coaching (32%)
- Exercise programs (30%)
- Certified Diabetes Educators (30%)

**Health Plan Coverage of Diabetes Services
(40 Responses)**



Program Success Factors

Companies were asked how successful they felt their Disease Management programs were in helping employees with diabetes manage their condition. Comparing programs that were reported as very successful (4 companies) versus those reported as not successful (3 companies) revealed the following:

Very Successful Programs

- All 4 offered health risk assessments (HRA)
- Average HRA participation was 60%
- All 4 used incentives for risk assessment
- 3 of 4 offered diabetes screening
- 3 of 4 used both observation and quantitative information to rate their programs
- Reporting companies included two large and two small organizations

Not Successful Programs

- Only 1 offered health risk assessments (HRA)
- Participation in HRA was 10%
- None used incentives for risk assessment
- None offered diabetes screening
- None used quantitative data to assess the success of their programs
- Reporting companies tended to be smaller organizations

Conclusions

1. Most DFWBGH Corporate Members appear to recognize the connection between healthy employees and a healthy bottom line and are investing in worksite health management programs such as Health Risk Assessments and Disease Management.
2. In spite of their willingness to invest in worksite health management programs, only a few of the respondents reported that their health management programs were “very successful” in helping employees with diabetes manage their condition. This represents an opportunity for the Consumer Education & Empowerment Committee (CEEC) to partner with DFWBGH Corporate Members in targeted efforts to increase employee awareness of diabetes risks, as well as their understanding of high quality diabetes care and their ability to make informed decisions about where to seek diabetes care if needed.
3. To derive the most value from worksite disease management programs for both the employer and employees, it is important for employees with diabetes to have access to appropriate clinical tests and treatments that help the physician and patient manage the condition. The finding that most DFWBGH Corporate Members cover key diabetes services suggests good alignment of health plan coverage with disease management programs and thus eliminates what could be a huge barrier to patient compliance among DFWBGH’s employee population.

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