How Employers Can Shape Patient-Centered Outcomes

Research by:
The Integrated Benefits Institute &
National Alliance of Healthcare Purchaser Coalitions
Framing the Research

Research Context:

There is a growing movement for health care practitioners and researchers to incorporate patients’ perspectives, preferences and values when considering care options. Employers can play an important role in shaping patient-centered care and achieving better outcomes.
Framing the Research

Research Questions:

1. What are employers trying to achieve through their health programs?
2. What sources of information they rely upon for program decisions?
3. How do they judge success?
4. What partners do they rely upon?
5. How confident are they that their programs are achieving patient-centered results?
"Very important" health benefits policy goals/guiding principles

- Helping employees improve and sustain good health: 91%
- Ensuring health benefits are affordable to employees: 90%
- Effectively communicating benefits to employees: 90%
- Managing health care/Rx expenses: 90%
- Improving employees' ability to function well on the job: 84%
- Improving value on investment of health care spending: 84%
- Recruitment/retention of talent: 80%
- Align with enrollees’ needs, values and preferences: 79%
- Reducing illness-related absences: 72%
- Helping employees become smarter health care consumers: 71%
- Reducing the incidence of disability leaves: 60%
### Important Sources of Data for Decision Making

<table>
<thead>
<tr>
<th>Source</th>
<th>Very (%)</th>
<th>Somewhat (%)</th>
<th>Not at all (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyses of internal data</td>
<td>91%</td>
<td>4%</td>
<td>8%</td>
</tr>
<tr>
<td>Peer professionals</td>
<td>54%</td>
<td>44%</td>
<td>4%</td>
</tr>
<tr>
<td>Personal/professional life experience</td>
<td>39%</td>
<td>56%</td>
<td>4%</td>
</tr>
<tr>
<td>Case studies of other companies</td>
<td>38%</td>
<td>58%</td>
<td>4%</td>
</tr>
<tr>
<td>Peer-reviewed research</td>
<td>32%</td>
<td>61%</td>
<td>7%</td>
</tr>
<tr>
<td>Conference/professional presentations</td>
<td>33%</td>
<td>64%</td>
<td>4%</td>
</tr>
<tr>
<td>Gov't/regulatory fact sheets</td>
<td>25%</td>
<td>66%</td>
<td>8%</td>
</tr>
<tr>
<td>White papers</td>
<td>23%</td>
<td>70%</td>
<td>7%</td>
</tr>
<tr>
<td>Media reports</td>
<td>6%</td>
<td>66%</td>
<td>28%</td>
</tr>
</tbody>
</table>

Legend:
- **Very**
- **Somewhat**
- **Not at all**
Data used to measure benefits success

- Medical claims: 89%
- Rx claims: 84%
- Disability claims: 70%
- Employee surveys: 69%
- Absences: 58%
- Biometric tests/screens: 58%
- WC claims: 53%
- Health risk assessments: 52%
- Staff interviews/focus groups: 25%
- Supervisor evaluations: 15%
### Who Do Employers Rely Upon to Help Make Decisions?

<table>
<thead>
<tr>
<th>Category</th>
<th>A lot</th>
<th>A little</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experts within company</td>
<td>70%</td>
<td>24%</td>
<td>6%</td>
</tr>
<tr>
<td>Consultants</td>
<td>50%</td>
<td>38%</td>
<td>12%</td>
</tr>
<tr>
<td>Pharmacy benefits managers</td>
<td>44%</td>
<td>41%</td>
<td>15%</td>
</tr>
<tr>
<td>Brokers</td>
<td>34%</td>
<td>37%</td>
<td>28%</td>
</tr>
<tr>
<td>Health services vendors</td>
<td>33%</td>
<td>57%</td>
<td>10%</td>
</tr>
<tr>
<td>Third-party administrators</td>
<td>31%</td>
<td>54%</td>
<td>15%</td>
</tr>
<tr>
<td>Insurers</td>
<td>22%</td>
<td>64%</td>
<td>14%</td>
</tr>
<tr>
<td>Absence management firms</td>
<td>11%</td>
<td>41%</td>
<td>49%</td>
</tr>
</tbody>
</table>
"Very confident" that benefits …

- Contribute to employees’ ability to function well on the job: 51% (Medical benefits), 27% (Wellness/wellbeing programs)
- Ensure treatments are affordable to enrollees: 46% (Medical benefits), 27% (Wellness/wellbeing programs)
- Align with enrollees’ needs, values and preferences: 41% (Medical benefits), 27% (Wellness/wellbeing programs)
- Improve and sustain good health: 40% (Medical benefits), 30% (Wellness/wellbeing programs)
- Help enrollees become smarter health care consumers: 22% (Medical benefits), 22% (Wellness/wellbeing programs)
Panel Discussion

Bruce Sherman, M.D.
National Alliance of Health Purchaser Coalitions

Lisa Evans
Southwire

Larry Becker
Xerox, retired

Mohannad Kusti, M.D.
U.S. Steel

Moderator: Thomas Parry, PhD., Integrated Benefits Institute
tparry@ibiweb.org