



National  
Business  
Group on  
Health

EMPAQ®

Employer Measures of Productivity, Absence and Quality™

# Using Data to Make Smarter Business Decisions about Health and Productivity Management

Webinar

March 3, 2011



# Today's Agenda

- Introductions
- Overview of EMPAQ<sup>®</sup> and recent survey results
- Pitney Bowes: Using data for business decisions
- Q&A



- Hilary Mitchell, Director of Employee Health Absences, **Pitney Bowes**
- Jennifer Sponsler, Manager, **National Business Group on Health**

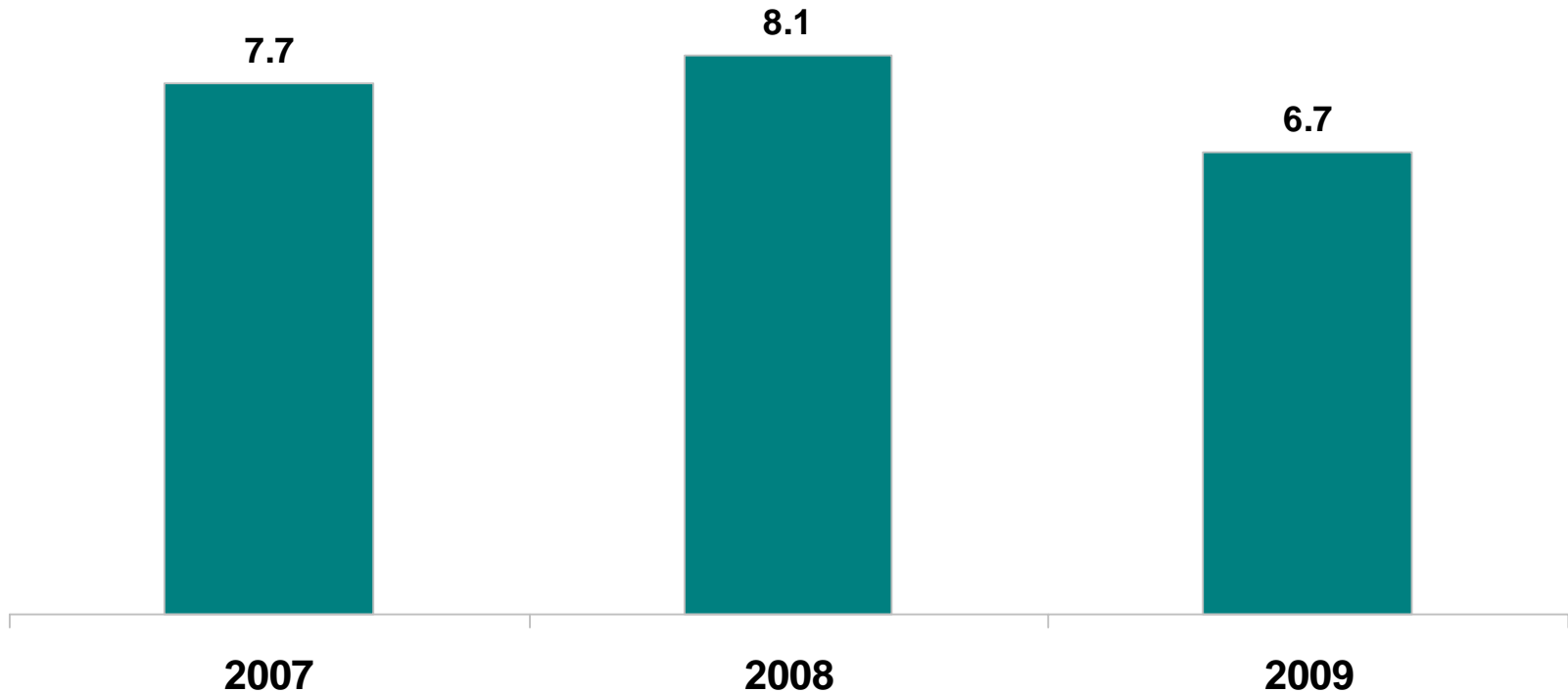
- Review the key findings from the recent EMPAQ<sup>®</sup> survey.
- Show how companies can use data they already have to inform decision-making.
- Demonstrate how data analytics can make the case to senior management.
- Provide examples of data-driven program improvements that have made a positive impact on the bottom line.

- Provides employers with benchmarking data for measuring benefit programs that impact employee health and productivity:
  - Short-term disability
  - Long-term disability
  - Workers' compensation
  - Family and medical leave
  - Group health (medical, behavioral and Rx)
  - Incidental absence
  - EAP
  - Wellness programs
- Outcomes are standardized through a common set of definitions.
- EMPAQ<sup>®</sup> is employer developed and driven.

- 648 companies or business units
- Top 3 industries:
  - Health care (23.4%)
  - Manufacturing (21.5%)
  - Finance and insurance (9.4%)
- Median company size was 50,064

# Key Survey Findings

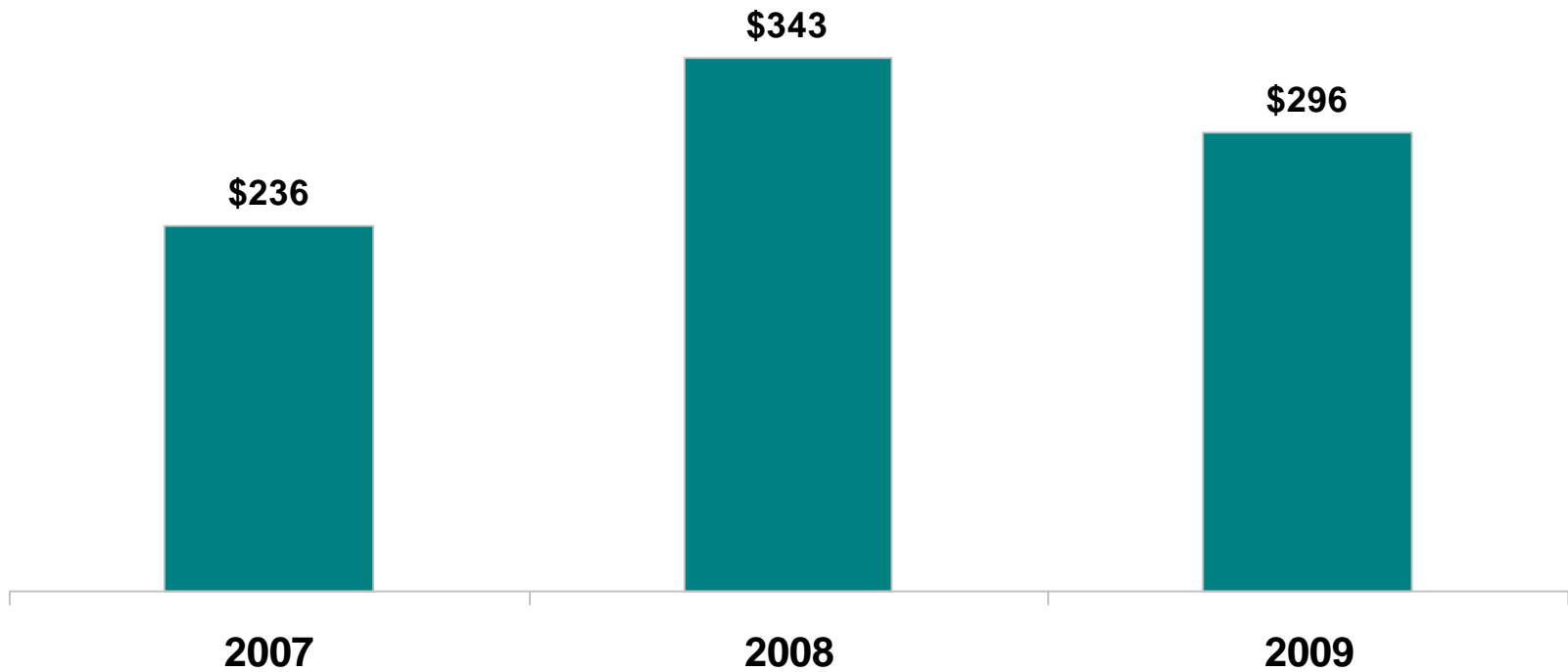
## ■ Median STD Claims Incidence per 100 Employees



Source: National Business Group on Health, *EMPAQ® Annual Report Program Year 2009, 2010*.

# Key Survey Findings

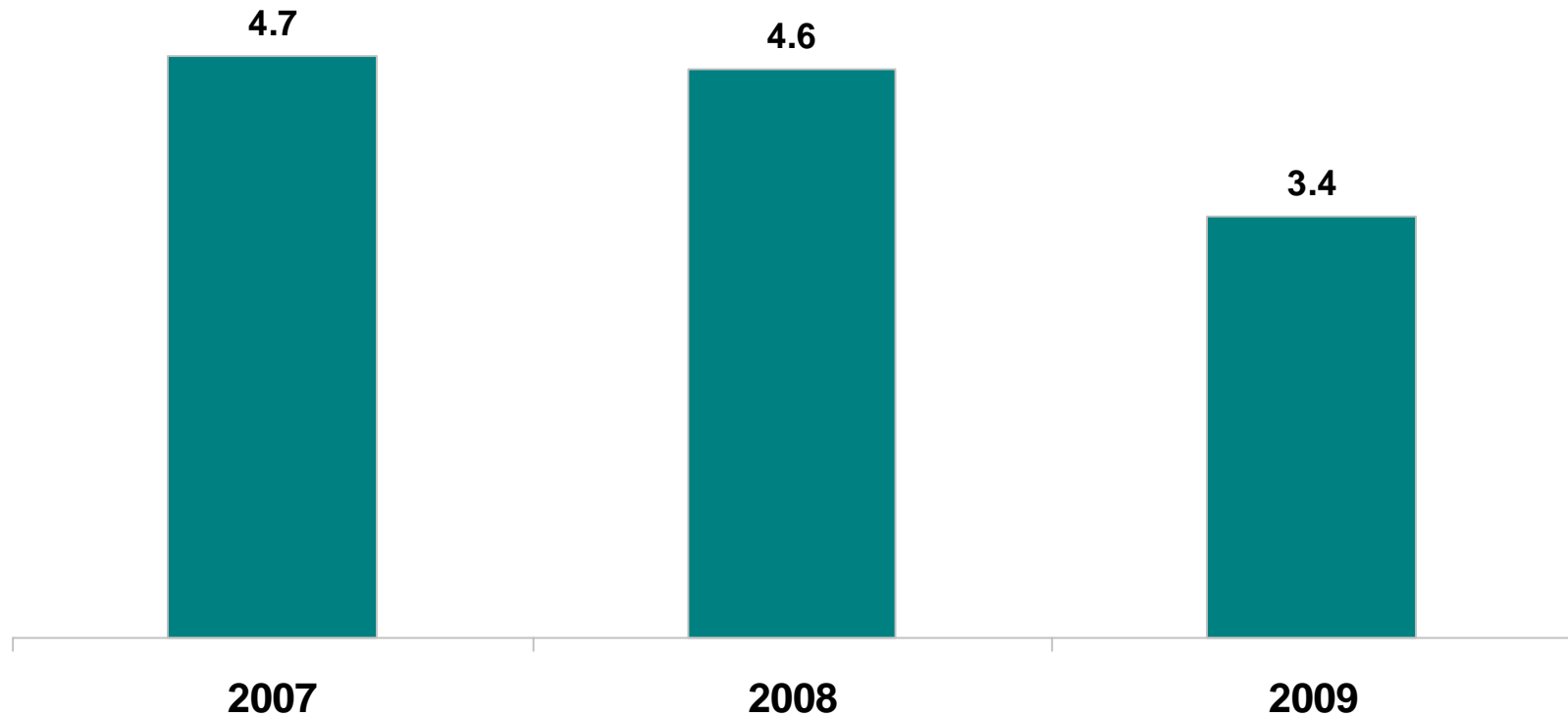
■ Median STD Cost per Employee



Source: National Business Group on Health, *EMPAQ® Annual Report Program Year 2009, 2010*.

# Key Survey Findings

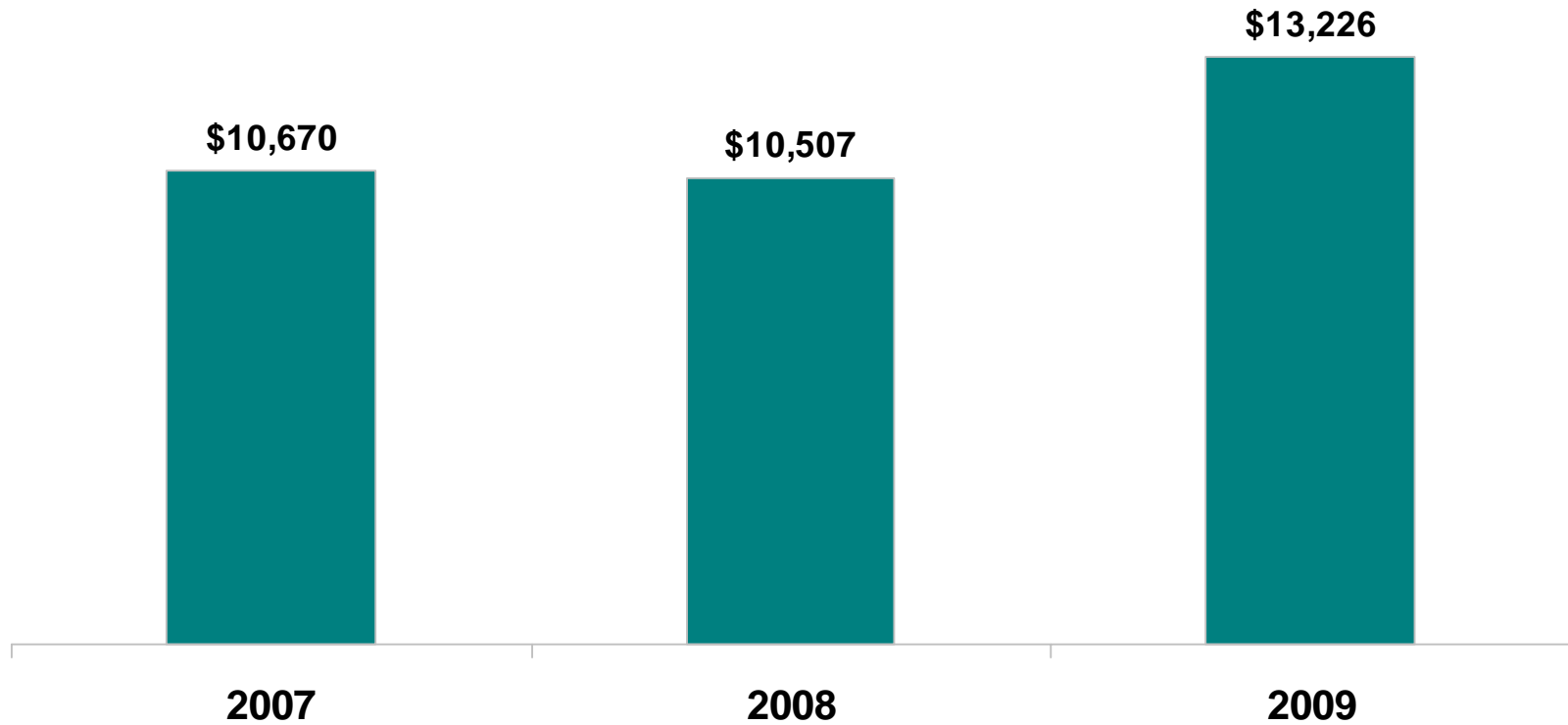
■ Median LTD Claim Incidence per 1,000 Employees



Source: National Business Group on Health, *EMPAQ® Annual Report Program Year 2009, 2010*.

# Key Survey Findings

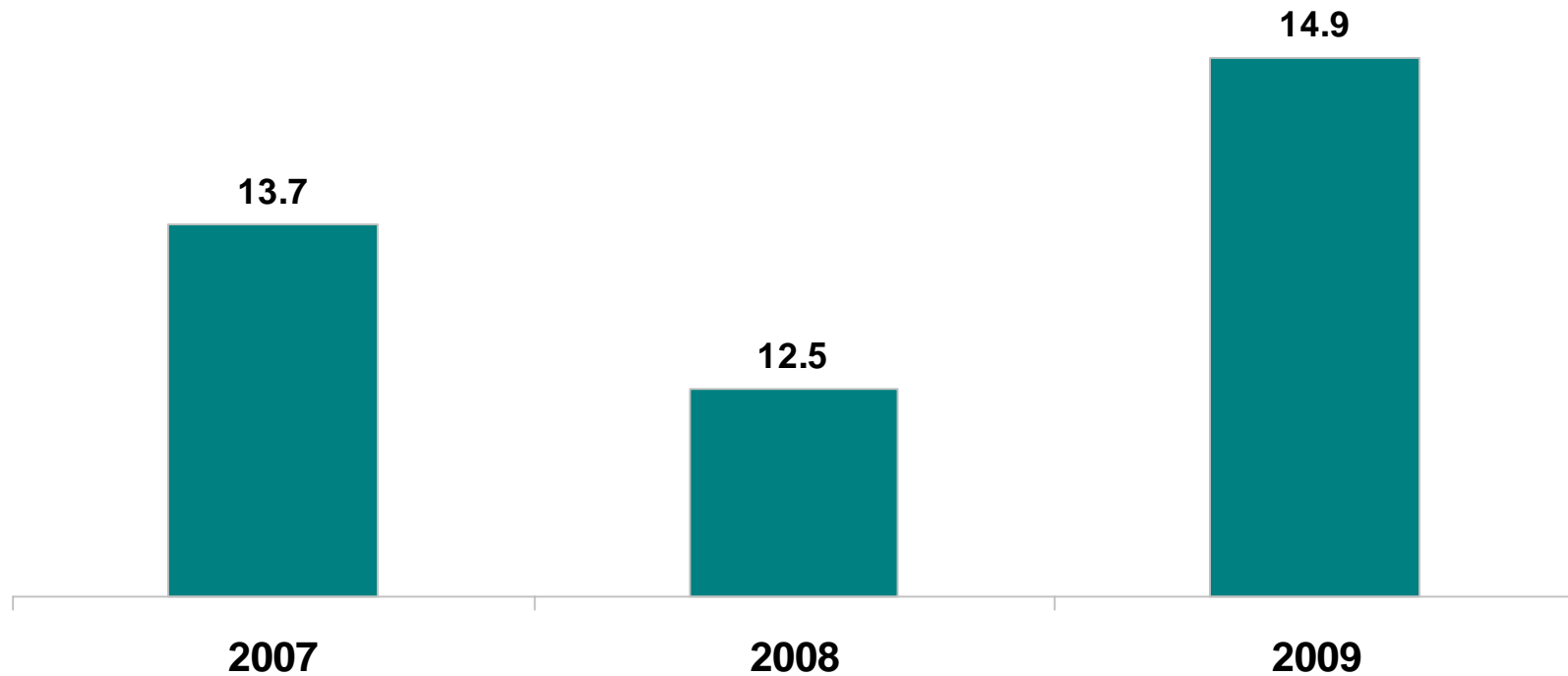
## ■ Median LTD Cost per Claim



Source: National Business Group on Health, *EMPAQ® Annual Report Program Year 2009, 2010*.

# Key Survey Findings

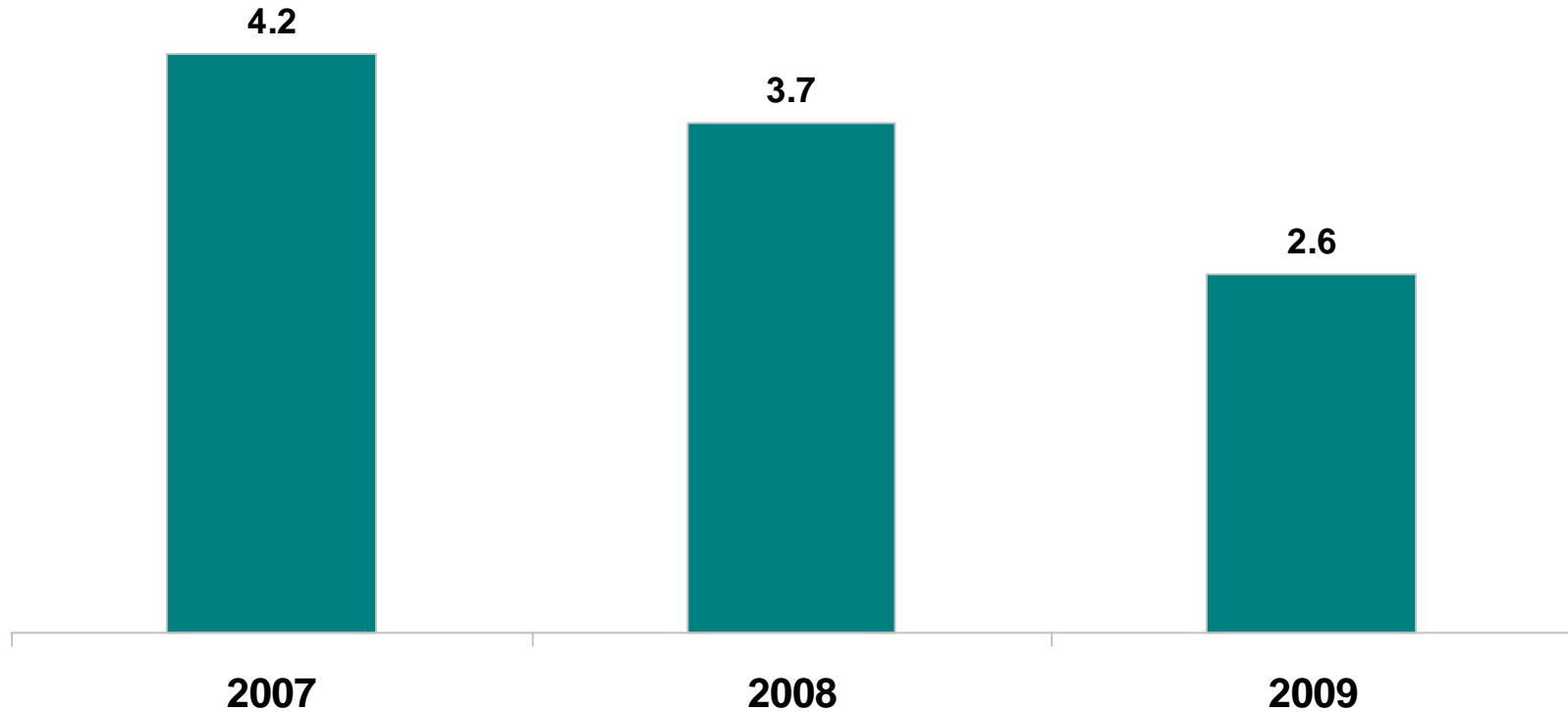
■ Median FMLA Claims per 100 Employees



Source: National Business Group on Health, *EMPAQ® Annual Report Program Year 2009, 2010*.

# Key Survey Findings

## ■ Median WC Claim Incidence epr 100 Full-time Equivalent (FTEs)



Source: National Business Group on Health, *EMPAQ® Annual Report Program Year 2009, 2010*.



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# Using Data for Business Decisions

# About Pitney Bowes

Pitney Bowes is the leader in postage meters and machines. Founded in 1920, Pitney Bowes has 35,00 employees in 100 countries with an annual revenue of \$5.4 billion (2010). The world headquarters are in Stamford, CT.

Pitney Bowes invests in the health of our employees with a broad array of wellness initiatives and on-site offerings:

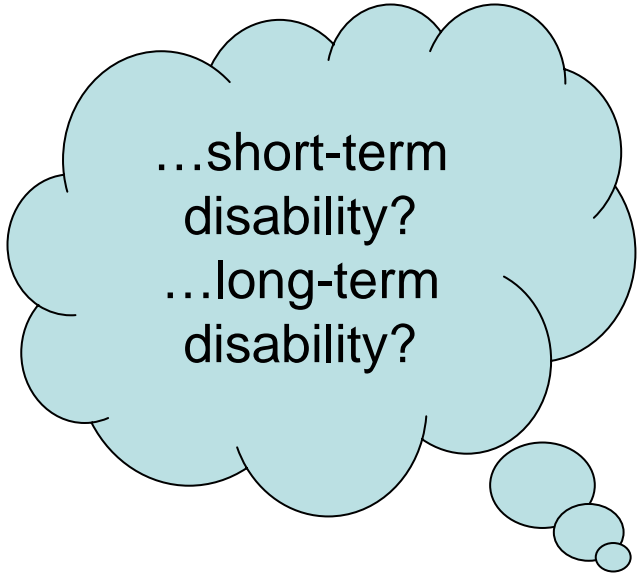
- Eight on-site medical clinics
- On-site pharmacy at world headquarters
- Fitness centers
- Healthy food options in cafeterias

To learn more, visit <http://www.pb.com>.

Hit hard by the recession so senior management brought in consultants.



What can be outsourced...



...short-term disability?  
...long-term disability?

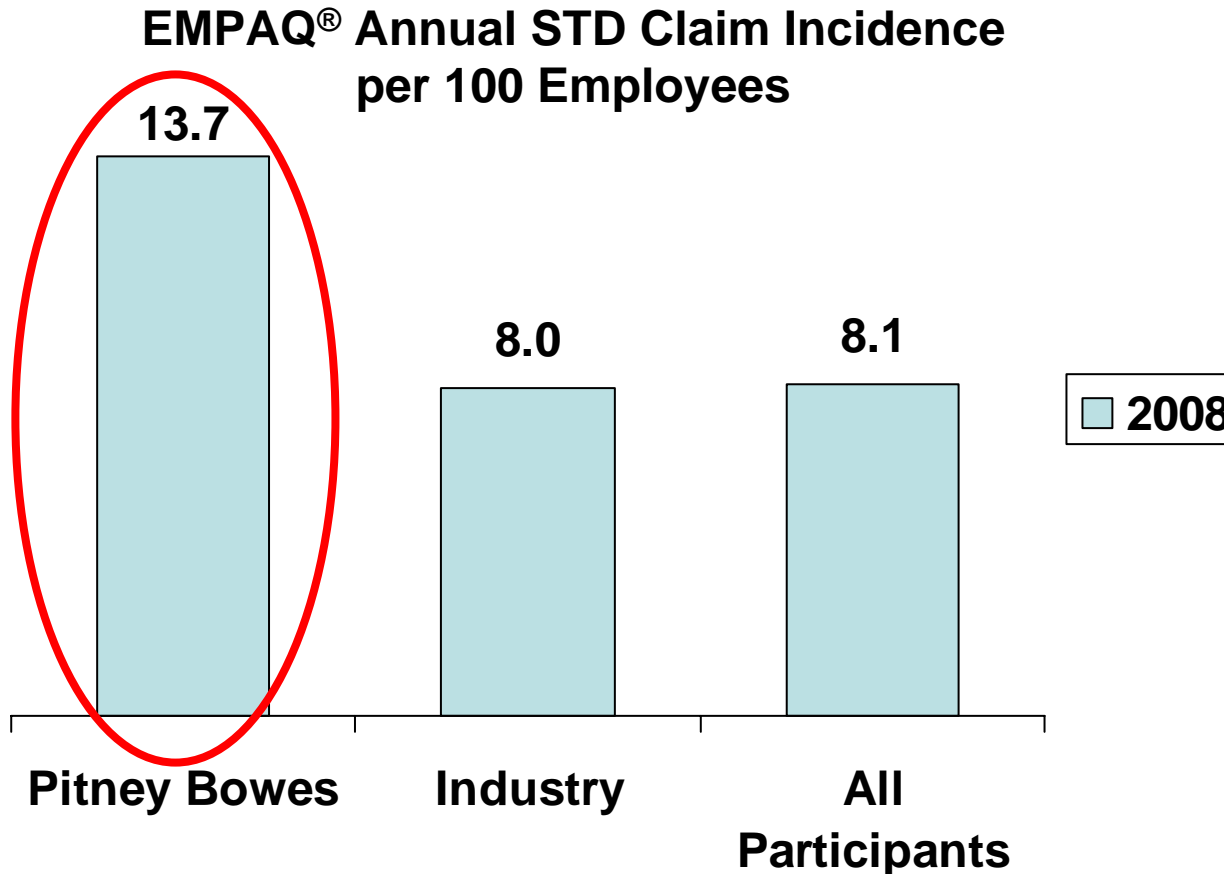
Disability programs are better managed in house.

- Better coordination between staff and employees
- Direct access to managers
- Everyone works with the same HR team
- Better understanding of job functions
- More timely and accurate than vendors
- Less difficulty deviating from standard processes



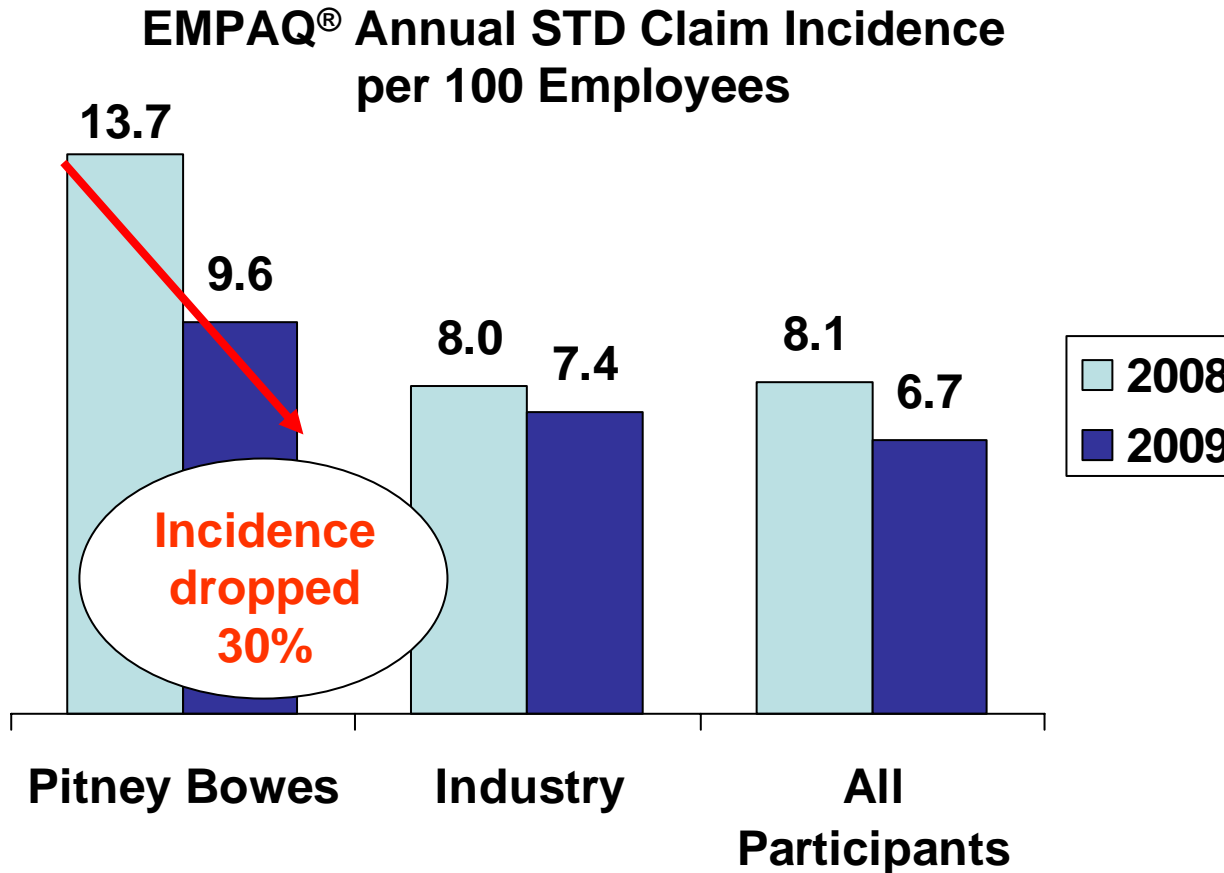
**NO BARRIERS!**

# Do Your Homework: Using Data to Identify Problems



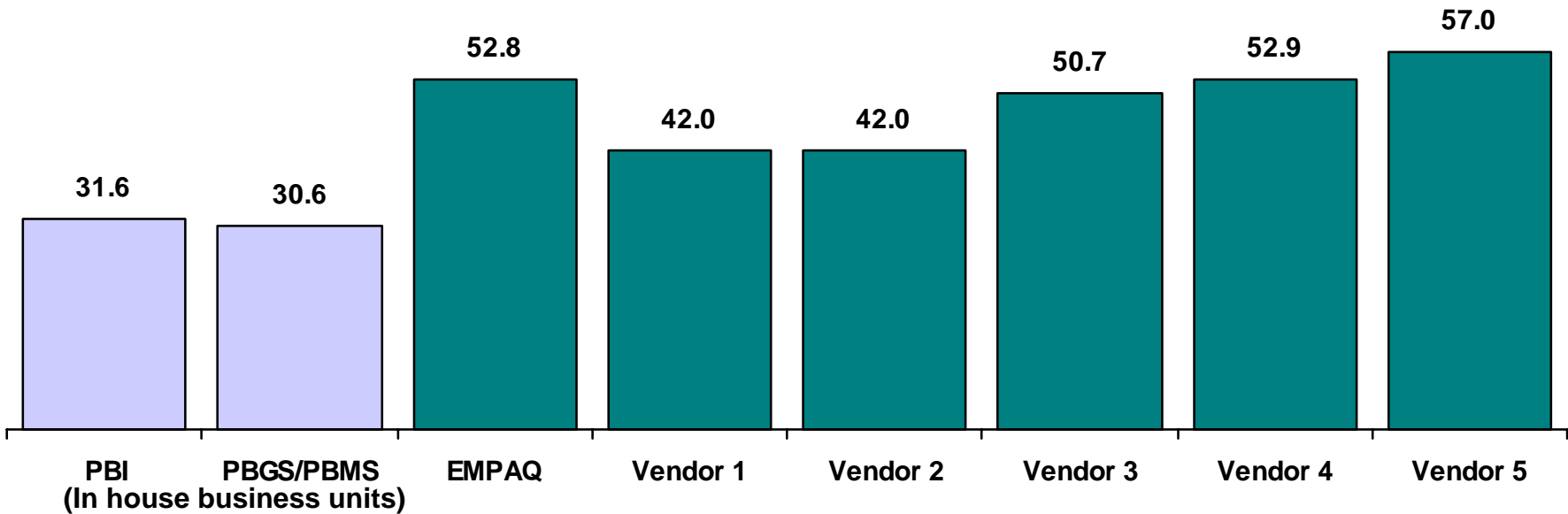
**Sources:** National Business Group on Health, *EMPAQ<sup>®</sup> Benchmarking Report Program Year 2008, 2009.*

# Achieving Positive Results from Plan Design Changes (and the Recession)



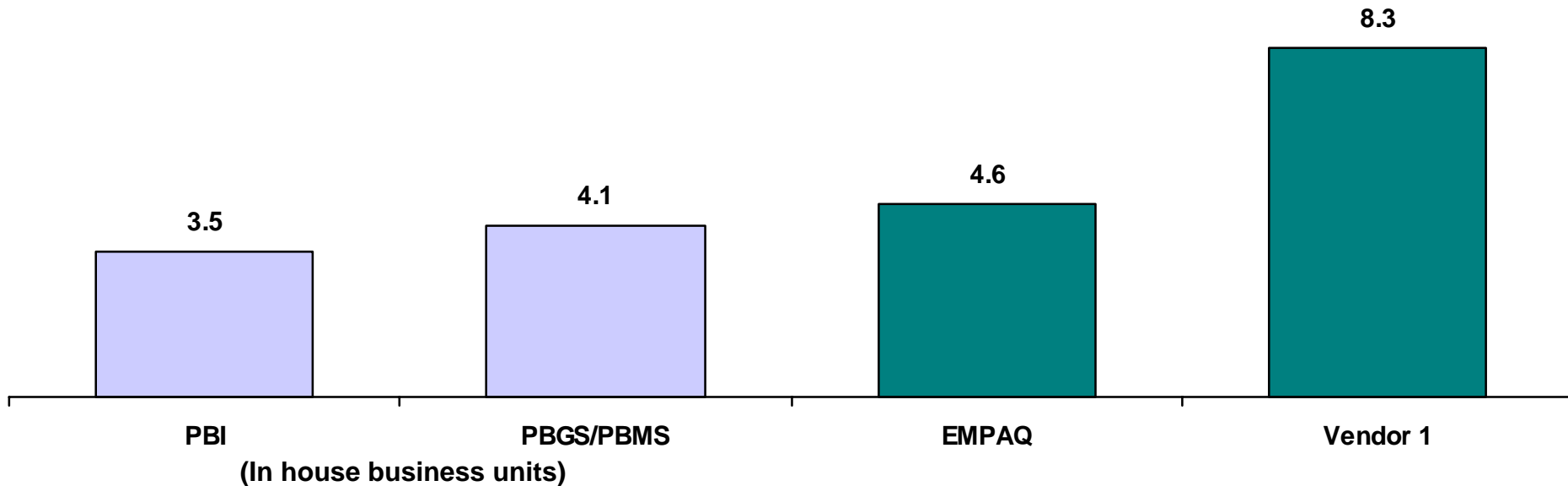
Sources: National Business Group on Health, *EMPAQ® Benchmarking Report Program Year 2009, 2010*.

## STD Claim Duration (days) Comparisons



**Source:** Pitney Bowes, *Request for Information for STD Claims Duration by Vendor Process*, 2010.

## LTD Claim Incidence Comparisons



**Source:** Pitney Bowes, *Request for Information for STD Claims Duration by Vendor Process*, 2010.



## Findings in US helped to fuel improvements in Canada.

- Identified disability management problems in Canada using a combination of EMPAQ<sup>®</sup> data and data from existing vendor.
- Conducted an RFP.
- Changed vendors.
- New oversight from US operations.



EMPAQ<sup>®</sup> data helped Pitney Bowes to:

- ✓ Demonstrate how effective our STD and LTD programs were (US operations).
- ✓ Show that keeping STD and LTD in house saved more money compared to outsourcing.
  - Administrative costs comparable and in some cases cheaper in house.
  - In house disability achieved lower STD claims duration than five major disability vendors.
- ✓ Identify other business units that needed improved disability management (Canada).