

CASE STUDY: **Mercy**

When Mercy, named one of the top five large U.S. health systems by IBM Watson Health, launched its employee wellness program in 2010, the focus was on participation. The hospital system's "HealthificationSM" program, which now spans seven states and includes over 45,000 co-workers and an additional 9,000 covered spouses, has evolved to focus as much on results as participation. Mercy partners with Interactive Health for comprehensive wellness services, and referrals to Mercy's disease management program and EAP.

Mercy is guided by data and has gotten strategic about the health programs offered. "You don't want to just have a steps challenge because it's something easy to implement," says Mercy's Matt Meyers, manager - wellness. "You want to have data to support that increased physical activity is a need, you have a population who's interested and an environment where co-workers are able and encouraged to walk."

Data also drives how Mercy communicates the wellness offerings to its co-workers. An analysis revealed that employees tend to open email communications and prefer this mode of communication, so Mercy switched to 90 percent digital to promote the health evaluations. This saved \$18,000 in print and postage expenses without a negative impact on health evaluation participation. In fact, there was still an increase of 6.5 percent that year.

The data-driven, results-oriented program is paying off. In 2017, 46 percent of participants at high risk of heart disease, diabetes or stroke lowered their risk to moderate or low. In comparison, across 91 Interactive Health clients in the health care field, 37 percent of employees with high health risk lowered their risk. The program is also keeping costs down, estimating a savings of \$3.81 for every \$1 spent.*

The HealthificationSM program is also having a positive impact on health care claims. A recent analysis showed that health evaluation participants who met their health goal cost 38 percent less than participants who did not meet their health goal. Furthermore, health evaluation participants utilized preventive care 28 percent more than non-participants (as a percentage of total spend), which led to a higher utilization of outpatient care and a lower utilization of inpatient and emergency care.



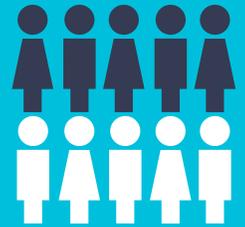
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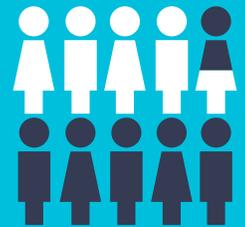
Health evaluation participants who **met their health goal** cost **38% less** than participants who **did not meet their health goal**

\$3.81 saved
FOR EVERY
\$1.00 spent*
ON WELLNESS PROGRAMS

50%
of participants with **moderate health risk** moved to **low risk** over the past year



46%
of participants with **high health risk** moved to **moderate or low risk** over the past year



IN 2017, 46 PERCENT OF PARTICIPANTS AT HIGH RISK OF HEART DISEASE, DIABETES OR STROKE LOWERED THEIR RISK TO MODERATE OR LOW.

-Matt Meyers, manager - wellness, Mercy

*Reflects Interactive Health program component costs



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