

Exploring Tools to Measure Progress

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THE OHIO STATE UNIVERSITY

**In God We Trust,
Everyone Else Must Bring Data!**



A Case Exemplar

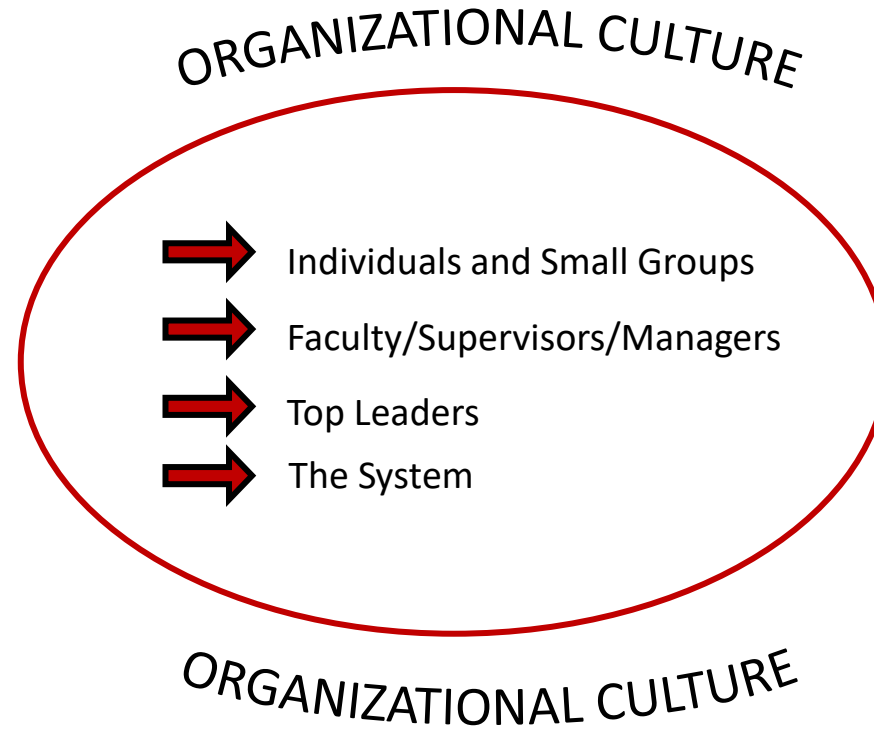
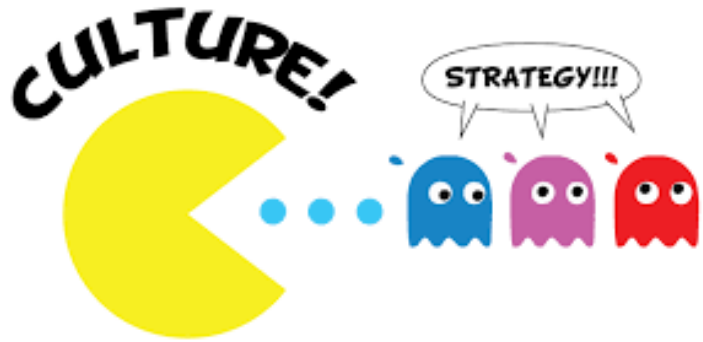
The Ohio State University

Fast Facts

- Over 66,000 students
- 46,000+ faculty and staff
- 18 colleges & schools, including 7 health sciences colleges co-located on the same campus
- 5 regional campuses
- 7 hospitals
- 16 primary care practices
- Extension offices in all 88 Ohio counties
- First university to appoint a chief wellness officer
- CEO Cancer Gold Standard
- Silver in HealthLead Accreditation
- C. Everett Koop Awardee in 2019
- NAM published case study example



OSU Takes a Multi-Component Evidence-based Approach With a Focus on Culture and Measurement of Outcomes *System Issues Must be Fixed!*



Trends Year Over Year in 10 Leading Health Indicators are Shared with VPs/Deans and Their Cabinets Annually

Healthcare costs are higher in people who are at higher risk on these 10 indicators

- Obesity
- Blood pressure
- Total cholesterol
- HgbA1c
- Poor nutrition
- Physical inactivity
- Tobacco use
- Alcohol use
- High stress
- Depression

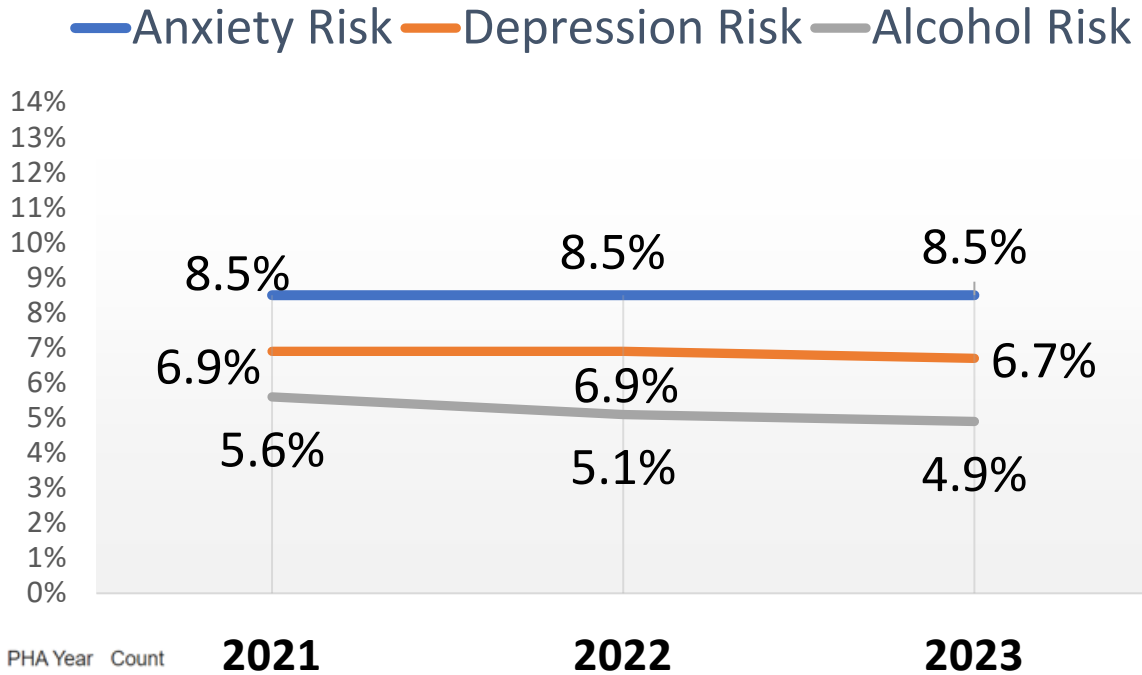
Change in Health Risks with Wellness Program	Annualized 5-year average of actual health risk change <u>Biometric risks data:</u> biometric screenings, healthcare provider-faxed forms, and lab values from preventive visits. <u>Behavioral and psychosocial risk data:</u> self-reported YP4H Personal Health Assessment (PHA).
Expenses	
Wellness Programs	OSUHP: Wellness Education, Biometric Health Screening, Health Coaching, and Care Coordination Office of the Chief Wellness Officer/Buckeye Wellness OSUWMC: Gabbe Health & Wellness OHR: YP4H
ROI, medical care + workplace productivity	\$1.95

Ten Modifiable Health Risk Factors and Employees' Medical Costs—An Update

Ron Z. Goetzel et al., American Journal of Health Promotion, 2020, Vol. 34(5) 490-499

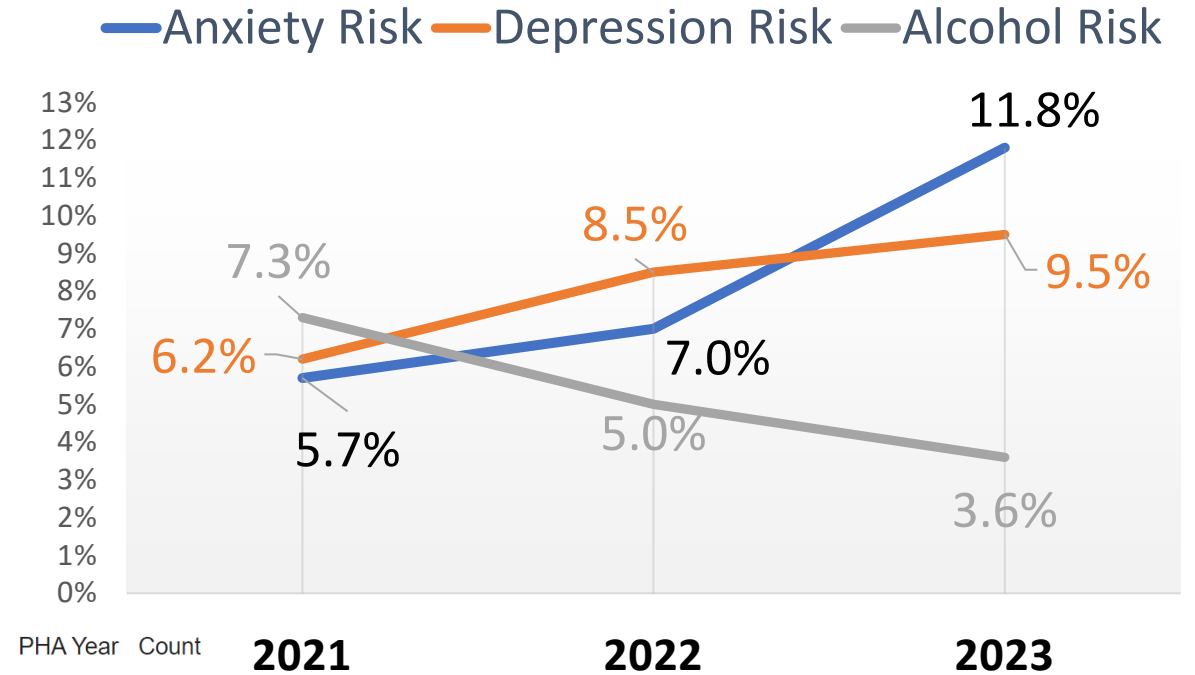
Mental Health & Well-being Risk

All OSU



PHA Year	Count
2021	18799
2022	20480
2023	21714

Exemplar Unit



PHA Year	Count
2021	193
2022	201
2023	222

Anxiety Risk: Score of ≥ 3 on following questions: Over the last two weeks, how often have you felt nervous, anxious, or on edge? Over the last two weeks, how often have you felt unable to stop or control worrying?

Depression Risk: Score of ≥ 3 on following questions: In the past two weeks, how often have you had little interest or pleasure in doing things? In the past two weeks, have you felt down, depressed or hopeless?

Weekly Drinking related to heavy drinking

Tracking of Outcomes Determines Impact

- **Culture and Environment of Health and Wellness**

- 11 Item Wellness Culture and Environment Scale (Melnik & Amaya, 2012)

- **Population Lifestyle Behaviors and Well-being Outcomes**

- Lifestyle behaviors (e.g., intake of fruits and vegetables; physical activity)
- Prevalence data to show burden of illness
- Incidence data to show rate of changes in burden of illness
- Mental health data (PHQ-2, GAD-2, burnout)
- Matterering, Belonging, Purpose
- Biometric Data (e.g., high blood pressure, high cholesterol, Hgb A1c, BMI)
- Engagement in programming

- **Fiscal Health/Return on Investment/Value of Investment**

- Per member Per Year (PMPY) costs of health insurance plans for faculty, staff and students
- YP4H/CWO costs
- Annual costs of absenteeism, presenteeism, and disability
- Excess costs associated with obesity, hypertension, prehypertension, diabetes, pre-diabetes, depression and smoking

Ohio State's ROI in recent years has ranged between \$3.65 to \$1.95 for every dollar invested

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Instruments to Tap Key Well-Being and Culture Outcomes

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Mental Health

Burnout

- Maslach Burnout Inventory¹
- Single Item Burnout Measure²
- Copenhagen Burnout Inventory³

Depression

- The Patient Health Questionnaire-2⁴
- The Patient Health Questionnaire-9⁴
- Beck Depression Inventory⁵

Anxiety

- Generalized Anxiety Disorder-7⁴
- Generalized Anxiety Disorder-2⁴
- Beck Anxiety Inventory⁶

Stress

- Perceived Stress Scale-4⁷
- Perceived Stress Scale-14⁷
- Depression Anxiety Stress Scale – Short Form⁸



Well-being & Workplace Wellness Culture

- Stanford Professional Fulfillment Index⁹
- Mayo Well-Being Index¹⁰
- NIOSH Worker Well-Being Questionnaire (WellBQ)¹¹
- Perceived Wellness Culture and Environment Support Scale (PWCESS)¹²
- AACN Health Work Environment Assessment Tool¹³



Work and Purpose

Professional Quality of Life

- Professional Quality of Life Scale 5 (ProQoL 5)¹⁴
- Professional Quality of Life Health (ProQoL Health)¹⁵

Workplace Mattering

- Work Mattering Scale¹⁶

Job Satisfaction

- The Job Satisfaction Survey¹⁷
- Job Satisfaction Scale¹⁸

Presentism

- 6-Item Stanford Presenteeism Scale¹⁹
- 13-Item Stanford Presenteeism Scale²⁰



Return on Investment & Value of Investment

Term	Definition
Return on Investment (ROI) • Agency for Healthcare Research and Dissemination²¹	• A metric used to measure the profitability of an improvement action like a new program or intervention or new technology. • ROI uses the ratio of financial gains / improvement investment costs. • Investment costs include personnel, supplies, training, outreach, etc. • A positive ROI is ≥ 1 and indicates that the financial returns on the improvement action are greater than the investment costs.
Value of Investment (VOI) • AMA Organizational Cost of Physician Burnout²²	• VOI differs from ROI as it also considers other valuable outcomes for an improvement action other than direct financial returns. • VOI considers intangible outcomes like morale, knowledge, engagement, sick days, absenteeism, productivity, retention, turnover, and patient satisfaction.

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