



Assessment and evaluations of best practices to maintain a healthy workplace

A focus on health and wellness is a constant effort, not a one-time happening. The work doesn't stop when you launch your organizational health strategy. There needs to be a continual review process. This is because your organization's needs, and effective strategies, may change over time.

Key Elements:



Set Key Performance Indicators (KPIs) to evaluate the health and program initiatives over time

Using data to measure success is the key to creating a solid workplace health strategy. Decide early how you will quantify your goals. These quantified objectives will be your key performance indicators (KPIs).

For each priority and specific goal, assess the data to see if you're achieving your desired outcomes. This will help you see if the programs and solutions you've put in place are working.

How to measure success:

- Use data to measure progress
- Track Key Performance Indicators (KPIs) – note: most companies track metrics quarterly
- Decide which actions have been effective and which haven't
- Use data insights to decide next steps

Using different types of data will ensure a complete approach to your strategy and programs. Be sure to include:

- Quantitative (objective) data
- Qualitative (subjective) data
- Leading indicators (events leading up to/predictive of future outcomes), and
- Lagging indicators (events that have happened in the past)

Examples of KPIs:

- Health Risk Assessment results
- Number of health and wellness events scheduled
- Participation in health and wellness events
- Employee turnover rates
- Absenteeism rate (total sick days, sick days by business team, sick days by manager/director, etc.)
- Number of leaders who participated in manager mental health training



Perform ongoing tracking and review of data

There needs to be a continual review process because your organization's needs (and effective strategies) may change over time. Using feedback and data to measure outcomes is the key to a sound organizational health strategy.

A) Collect feedback and data

- Collecting feedback and/or data will depend on the size of your company and what you have access to.
- For certain organizations this could be as simple as:
 - an anonymous engagement survey sent to employees via email (or paper-based if your employees don't have access to a computer)
 - a suggestion box
 - having an open-door policy
 - through informal conversations
 - within team meetings or during a 1:1 discussion
- Look at reviewing:
 - Health data
 - Feedback
 - Job satisfaction
 - Engagement measures
 - Employee needs
 - Employee interests

It's important that you act on the feedback collected. If you collect feedback with no intention of implementing it, it can have a detrimental effect on employee trust.

Employees want to feel their opinions are valued, that their feedback is encouraged, and they are safe to share without fear of negative repercussions.

B) Evaluate

Evaluate so that you can assess whether you've achieved your intended goals or outcomes and improved the health and wellness of your workforce.

Question you may want to ask:

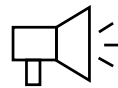
- What are you doing well?
- What are your opportunities?
- Is the strategy you've implemented working?
- Is it suitable with the means and resources you have?

- Is it achieving its intended outcomes?
- Is there alignment between senior leaders and your employees on their view of your workplace culture?
- Do you have the right benefit plan design? Does your plan design reflect the most common health issues in your organization?

C) Adjust

Adjust and update your goals, targets, and action plans

- Take any corrective actions needed
- Update any of the relevant policies and procedures

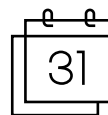


Report back to employees following all surveys

When reporting back to your employees, you should also include concrete actions that you'll take following the survey and how success will be measured.

Communicate results, successes and action plans

- Identify different ways to communicate that will improve understanding and enable you to share updates.
- It's important to then report to your employees on your progress and any corrective actions taken.



Review your strategy and programming at least annually

How often you review your progress depends on what works best for your company:

- Start with a monthly review of your initial progress,
- Move to quarterly reviews and progress reporting to stakeholders, and
- Review and report on outcomes annually, including where they are relative to their baseline.