



# 2018 DMEC Benchmarking Pulse Survey

## ABOUT THE SURVEY

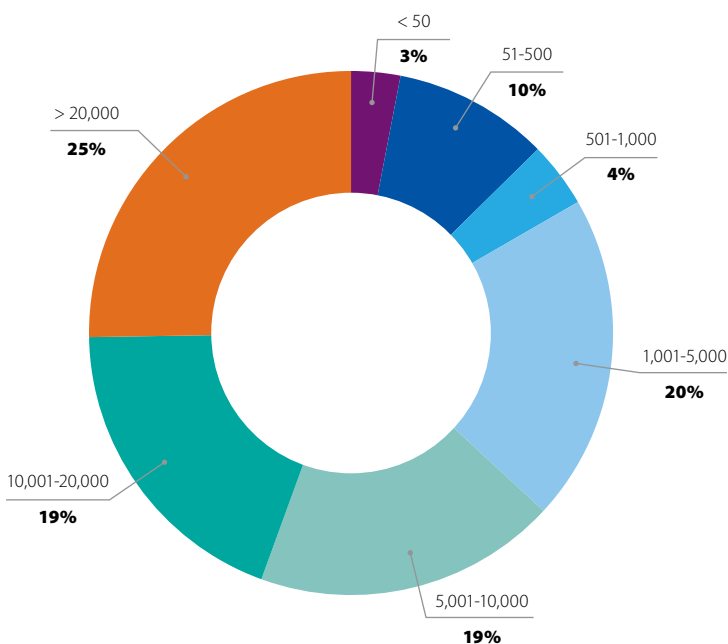
DMEC is regularly asked by our members to provide benchmarking information. In our continued efforts to serve our membership with meaningful industry information, we conducted this pulse survey, in partnership with The Standard, to better understand your benchmarking needs.

With 237 responses collected, we were afforded a glimpse into the current status of benchmarking data both employers and suppliers are using, how they're using it, and what gaps need to be addressed. We also discovered that almost 50% of respondents would not be able to respond to a full benchmarking survey, should one be conducted in the future. While our pulse survey reflects feedback from only a portion of our industry's population, this may be indicative of a significant barrier preventing this data from being collected, and thus available, to industry professionals.

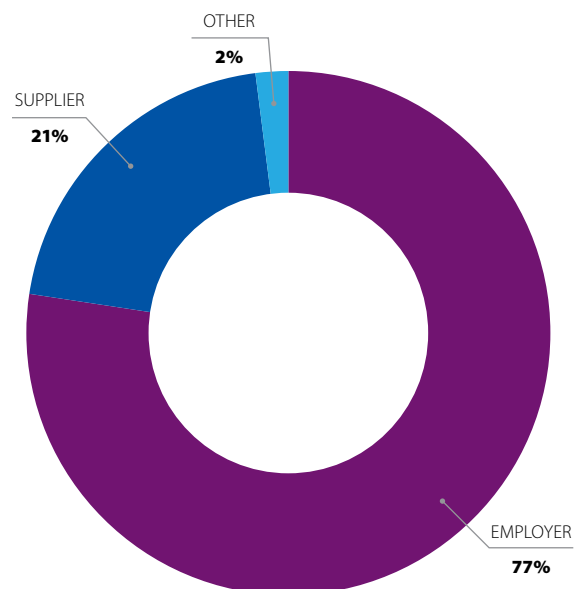
## RESPONDENT DEMOGRAPHICS

Our pulse survey collected feedback from professionals serving companies of various sizes, within an assortment of industries.

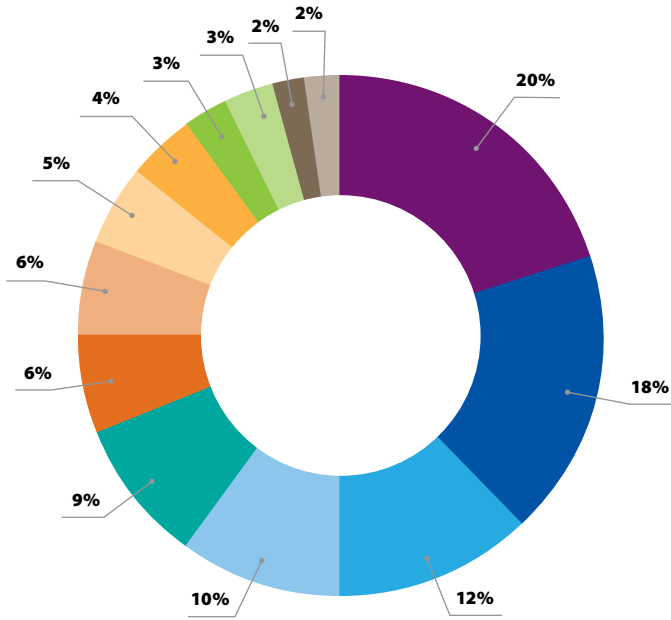
**NUMBER OF EMPLOYEES**



**COMPANY CATEGORY**

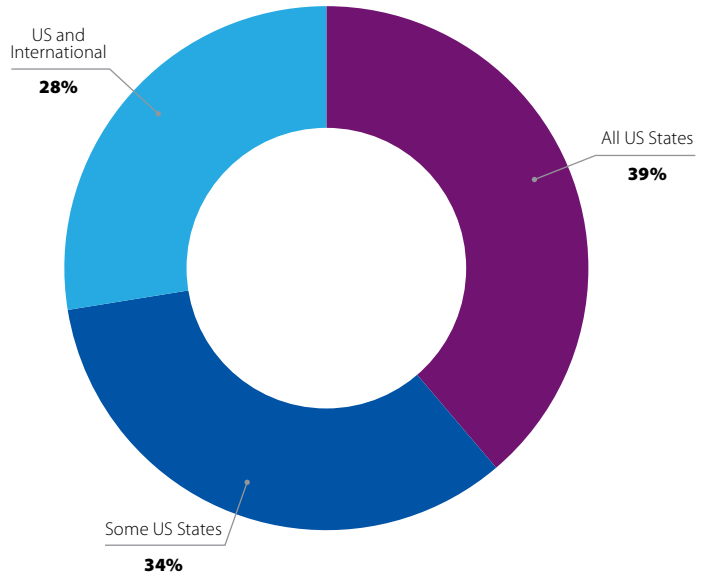


## INDUSTRIES REPRESENTED



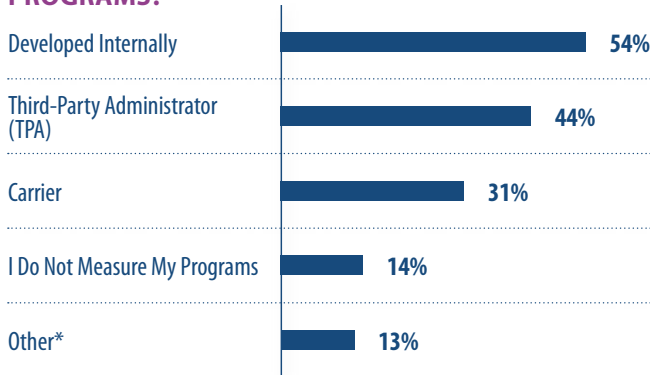
- Healthcare
- Insurance/Brokers/TPAs
- Manufacturing/Construction/Engineering
- Utilities/Energy/Transportation
- Education
- Finance/Banking/Law
- Other
- Government
- Consulting
- Retail/Electronics
- Technology
- Food & Beverage/Hospitality
- Entertainment/Media/Telecommunications

## LOCATIONS



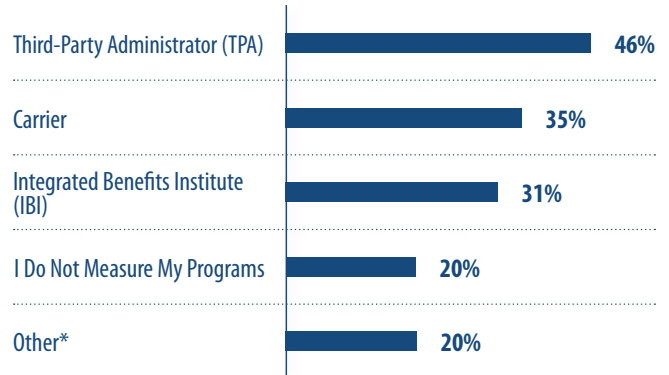
# SURVEY RESULTS

## WHERE DO YOU CURRENTLY GET INFORMATION TO MEASURE THE PERFORMANCE OF YOUR COMPANY'S PROGRAMS?



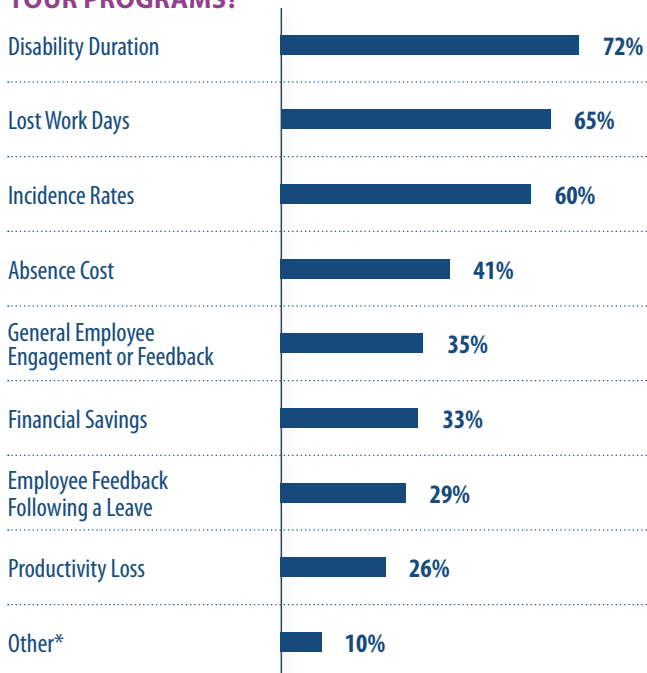
\*Other responses included brokers, consultants, and organizations such as IBI.

## WHERE DO YOU CURRENTLY GET OUTSIDE METRICS?



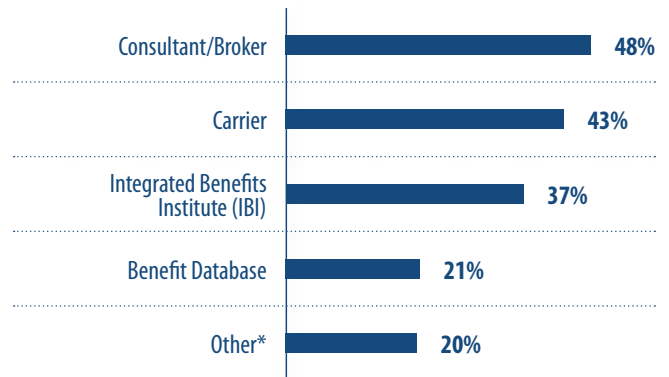
\*Other responses included brokers, consultants, internal departments, and organizations such as World at Work, NGBH, IBI, and SHRM.

## WHAT KEY METRICS DO YOU CURRENTLY USE TO ANALYZE/DEMONSTRATE THE EFFECTIVENESS OF YOUR PROGRAMS?



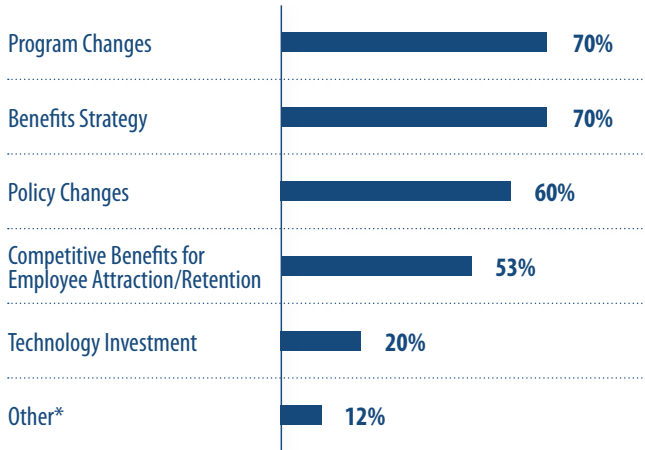
\*Other responses included number of claims/leaves, return-to-work dates, and number of employees on leave/approved for leave.

## WHERE DO YOU CURRENTLY GET BENCHMARKING INFORMATION?



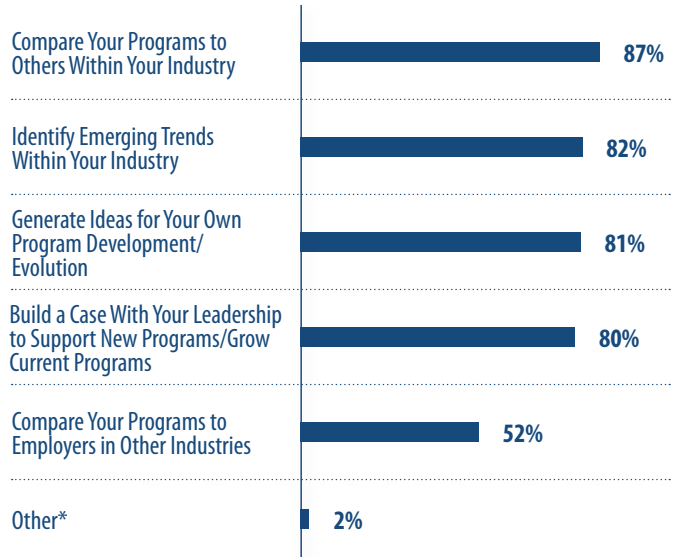
\*Other responses included do not receive benchmarking information, consultants, internal departments, and organizations such as DMEC, SHRM, and NGBH.

### HOW DO YOU CURRENTLY USE BENCHMARKING INFORMATION?



\*Other responses included do not use, current program assessment, and process improvement.

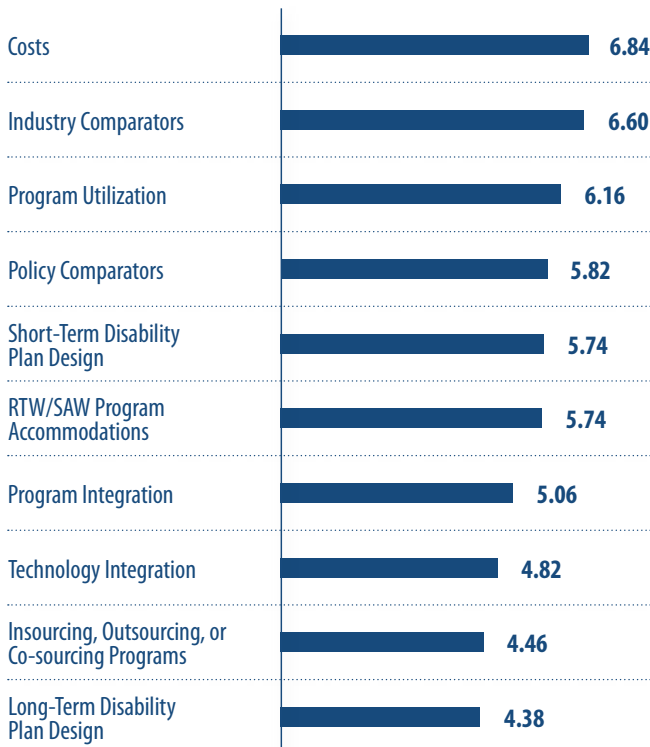
### IN WHAT WAY(S) WOULD YOU HOPE TO UTILIZE THE RESULTS FROM BENCHMARKING SURVEYS?



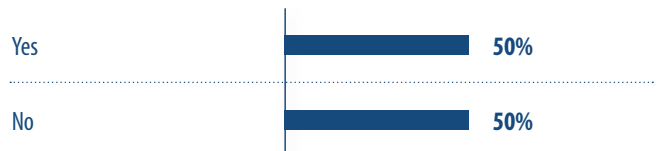
\*Other responses included all of the above and to justify additional staffing.

### WHAT KEY METRICS DO YOU CURRENTLY USE TO ANALYZE/DEMONSTRATE THE EFFECTIVENESS OF YOUR PROGRAMS?

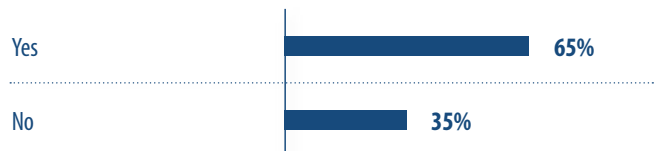
(1 being most important to you and 10 being the least important)



### WOULD YOU HAVE THE RESOURCES AND WILLINGNESS TO PARTICIPATE IN A FULL BENCHMARKING SURVEY, WHICH COULD TAKE UP TO 30 MINUTES OF YOUR TIME?



### WOULD YOUR PARTICIPATION IN A BENCHMARKING SURVEY BE CONTINGENT ON YOUR COMPANY NAME BEING KEPT CONFIDENTIAL IN RESULTS DISTRIBUTION?



## WHAT WOULD MAKE YOUR BENCHMARKING DATA MORE IMPACTFUL?

*Below are a few of the responses received.*

- “The ability to show specific correlation between leave data and productivity. Direct and indirect costs.”
- “Industry standards and practical application as it relates to short-term disability benefits.”
- “Integrating with medical/pharmaceutical and EAP utilization data.”
- “Accuracy and ability to compare with like companies of similar size and industry.”
- “Ability to integrate with the other benefit data to give a big picture.”
- “Depth of data/participation, especially within our industry.”
- “Costs, benefits, and utilization (incidence and duration).”
- “Similarity in the data we collect.”
- “More comparators of paid leave programs.”
- “A predictable release schedule and transparent metric calculation methodology to ensure we are making an apples-to-apples comparison.”
- “Greater details in plan design, productivity measures, and benefit administration models”
- “Clear methodology for data used in benchmarking.”
- “Ability to show specific correlation between leave data and productivity.”
- “Industry standards and practical application.”
- “Real-time information.”



*This survey was completed in partnership with*

