



Using Integrated Analytics to Guide Workforce Benefit Decisions 2.0

Workpartners  
August 14 – 17, 2023



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Introductions




**Linda Croushore**  
Associate Vice President —  
Absence Management  
Services, Workpartners



**Jennie Wheeler**  
Associate Vice President —  
Integrated Analytics,  
Workpartners



**Andy Yohe**  
Chief Operating Officer —  
Workpartners



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Goals of our session

- Understand the criticality of leveraging data from all aspects of your organization to identify and measure the true cost and impact of absence.
- Understand the correlations that integrated data exposes in keeping your workforce available and achieving optimal people goals.
- Gain insight into how an integrated analytics approach maximizes engagement in clinical interventions.



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Absence impacts every business in many ways

Revenue

Expense overtime/replacement

Customer service

Morale

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Data and management kept in silos

**Injury (WC)**  
OSHA safety  
State rules

**Illness (STD and LTD)**  
Disability carriers

**Leave (FMLA)**  
Federal regulations  
State regulations  
Employer leave policies

**Unscheduled PTO**  
Corporate policies  
Tenure-based awards  
Contractual-based

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But every absence comes down to the same thing:

**A worker is NOT THERE doing work!**

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What if you could ...



- See a **full picture** of absence data
- Recognize the important drivers of absenteeism
- Identify and engage at-risk populations more efficiently
- Predict the risk of future absence

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It requires an ...



**integrated lens**



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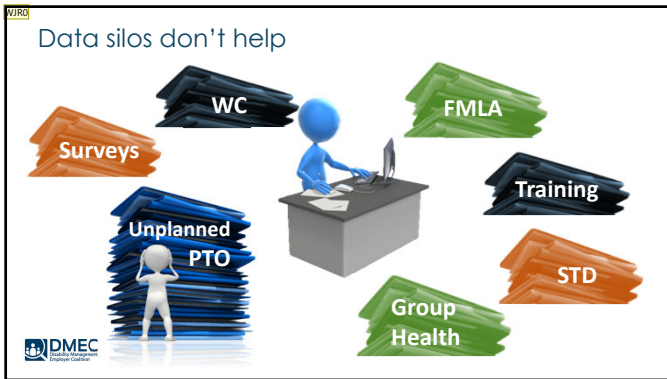
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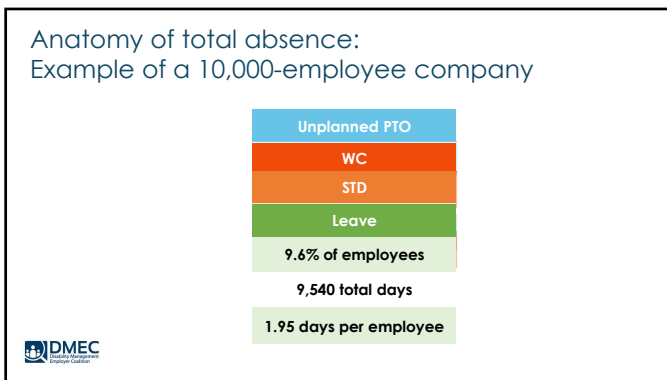
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...Example of a 10,000-employee company

<b>Unplanned PTO</b>	<b>Combined Total Absence</b>	<b>STD</b>
50.2 % of employees	52.1% of employees	7.3% of employees
30,299 total days	73,404 total days	22,127 total days
3.03 days per employee	7.34 total days	2.21 days per employee
<b>Leave</b>	<b>Total days for 10,000 workers = 73,404</b>	<b>WC</b>
9.6% of employees	<b>Equivalent to 48 FTEs</b>	<1% of employees
9,540 total days		1,437 total days
1.95 days per employee		0.14 days per employee

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## Slide 10

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**WJRO** [@Flanagan, Anne] we like the visual in the middle of the stacks adding up. I could use some help on the visuals around that.

Wheeler, Jennie R, 2023-07-14T20:20:48.119

**FAO 0** [@Wheeler, Jennie R] Jennie, I made the center art larger, and the circling pieces of art a bit smaller. If you had something else in mind for the latter, I may need some more detail on what you envision

Flanagan, Anne, 2023-07-17T18:54:19.295

**Understanding total absence through a comprehensive lens**

**Total days absent\*** ÷ **All possible days worked** = **% workforce that is unavailable**

*An integrated KPI!*

\*Total days absent from unplanned PTO, STD, leave, and workers' compensation

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**Total workforce unavailable examples**

4.5%      3.1%      2.4%

*This metric can vary based on industry and absence policies*

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**Cost implications of absence**

**Total days for 10,000 workers = 73,404**

Employee productivity is equivalent to **1x** their pay **\$19M**

Employee productivity is equivalent to **1.5x** their pay **\$28.5M**

Assuming an average salary of ~\$30/hour

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**Multiple Vendors**

**Sharing Data and Partnering on Outcomes**

**Better Employer Insight and Decisions**

DMEC  
Diversity, Management, Employee Connection

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What if you could ...

- See a **full picture** of absence data
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- Predict** the risk of future absence

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Optimizing availability is a **key** people goal, and it is **linked** to other people goals

- 1 Identify the right talent
- 2 Acquire talent effectively
- 3 Train to onboard, manage, and build talent
- 4 Compensate for optimal performance and retention
- 5 Culture promoting engagement and motivation
- 6 Optimize workforce availability
- 7 Optimize health and safety
- 8 Retain top Talent

Continuum of people goals

DMEC  
Diversity, Management, Employee Connection

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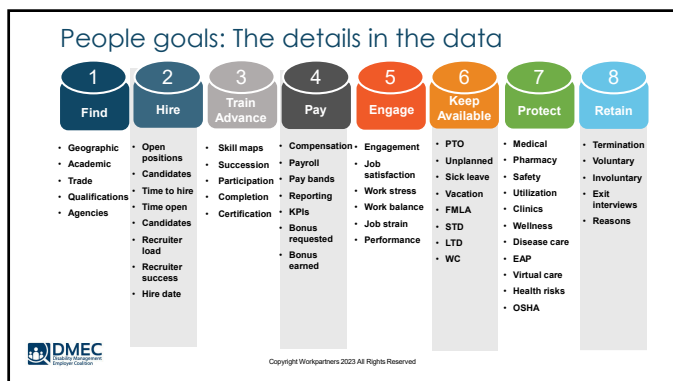
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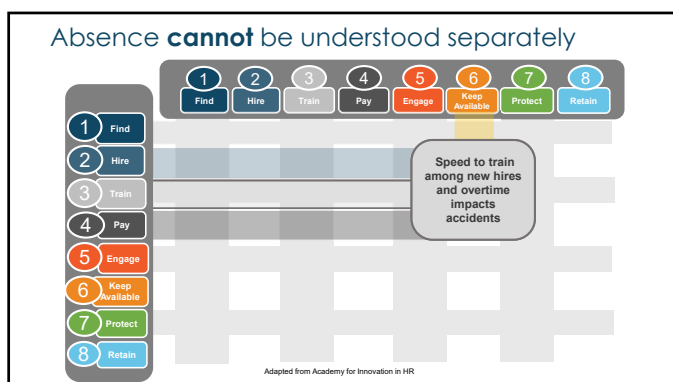
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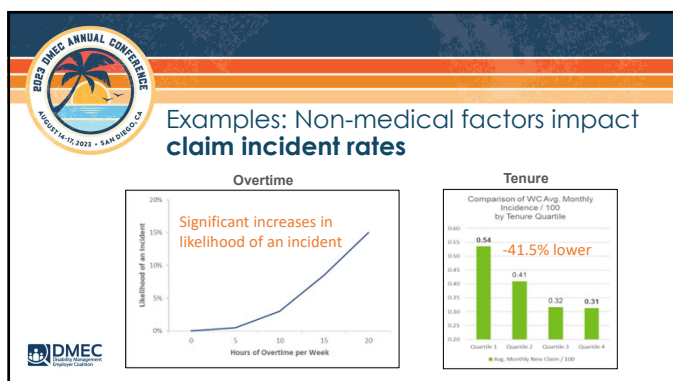
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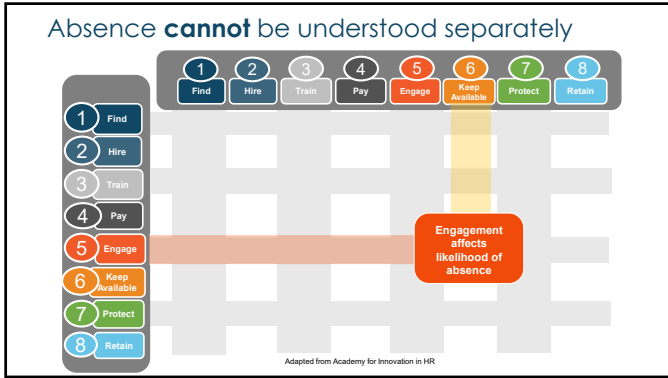
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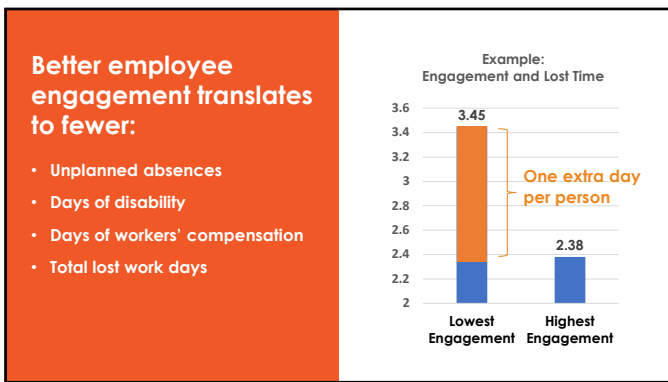
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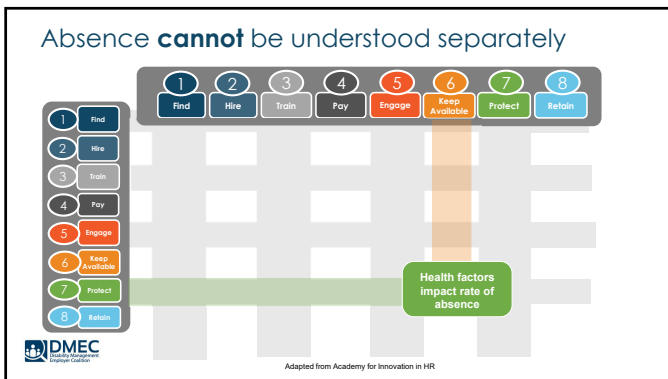
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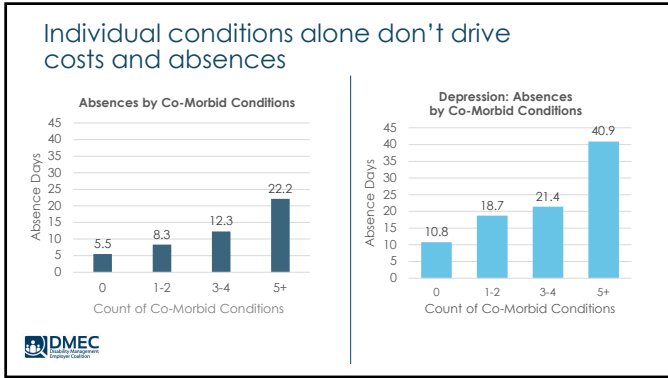
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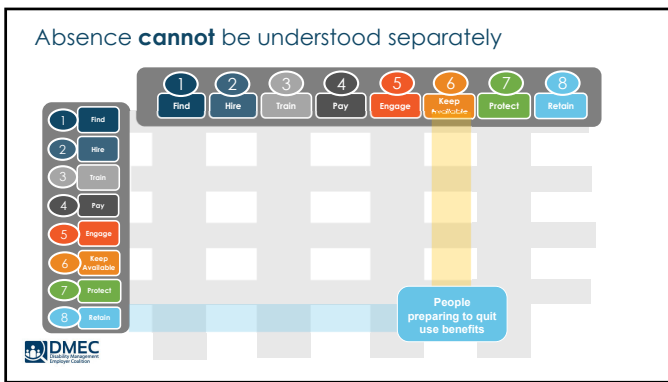
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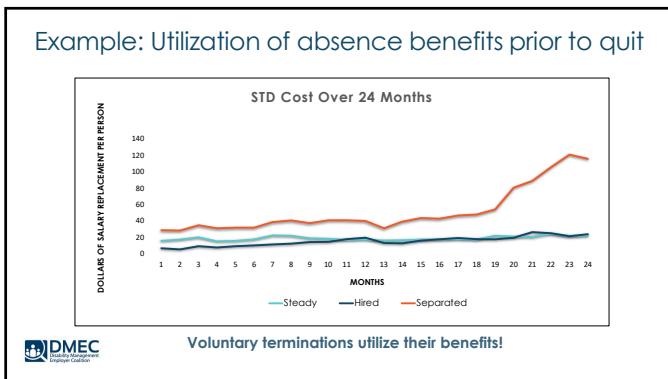
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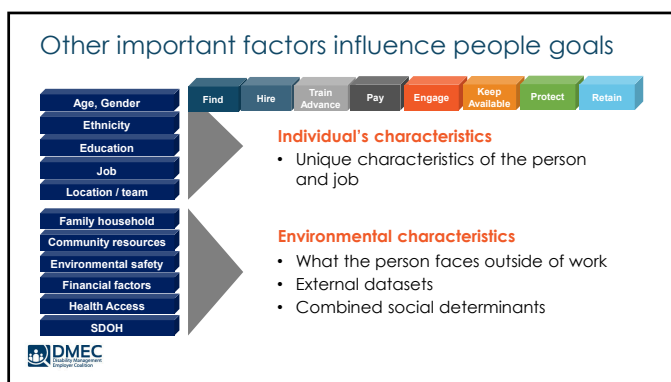
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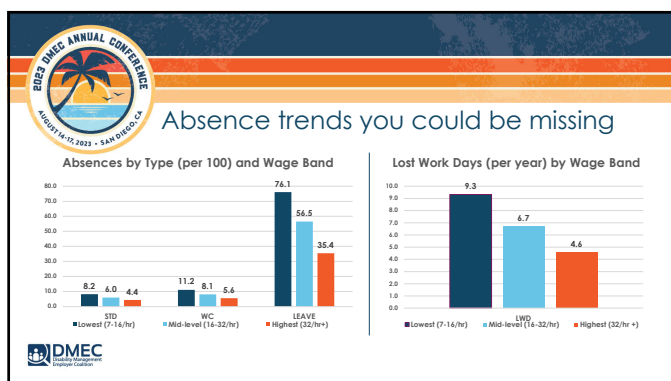
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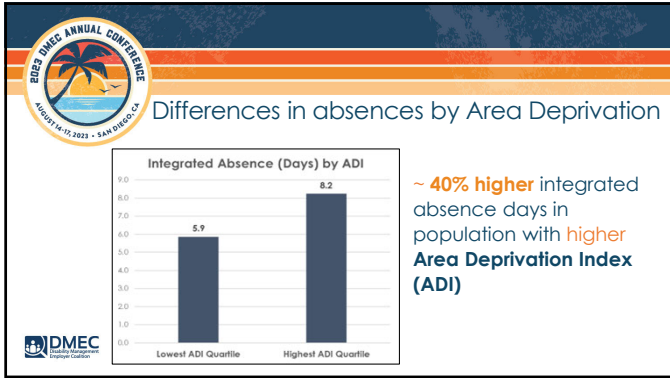
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What if you could ...

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- Predict the risk of future absence

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Who is most high risk?      What is affecting them most?

How can we help?

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**Two examples**

**Mental health**

**High risk based on integrated cost and absence**

DMEC  
Quality Improvement  
Empirical Evidence

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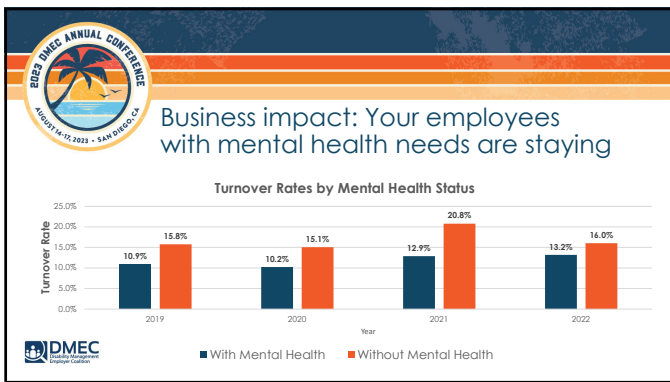
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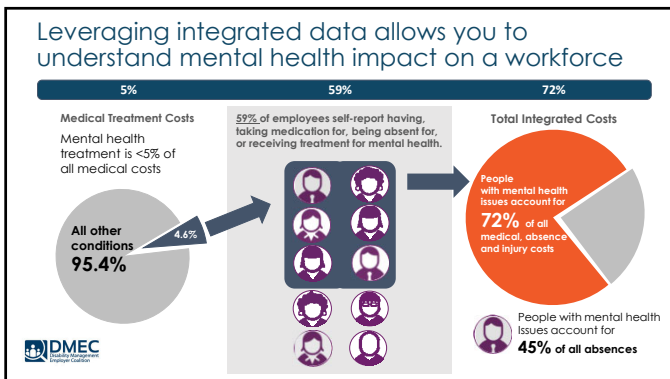
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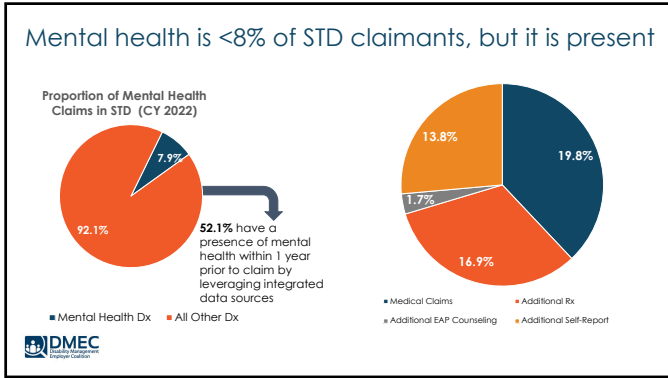
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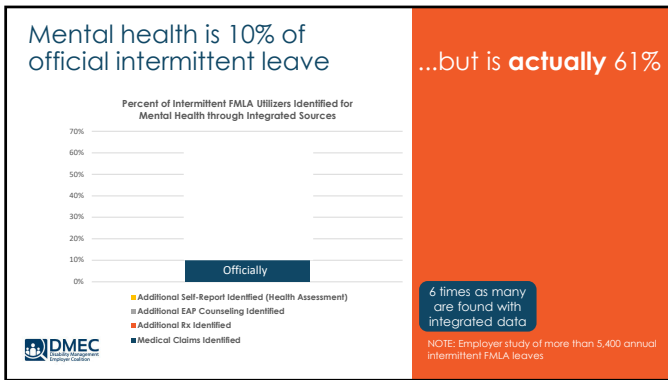
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### Employer examples: Maximizing Existing Behavioral Health Care Channels

- Expanding Treatment
- Leveraging Clinical Expertise
- Improving Access
- Supporting Whole-Person Care

DMEC Quality Improvement Program

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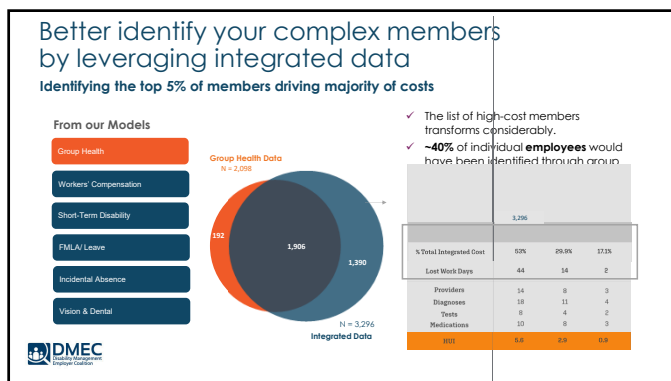
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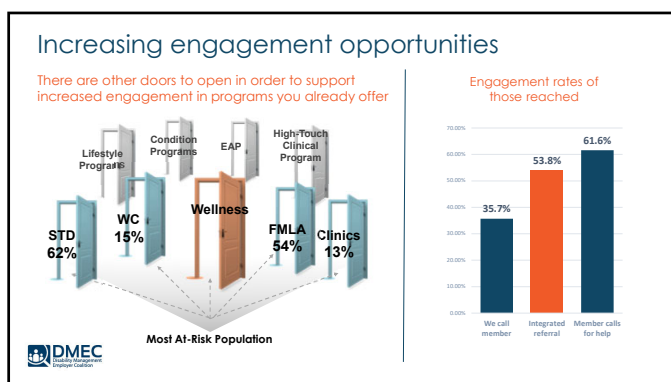
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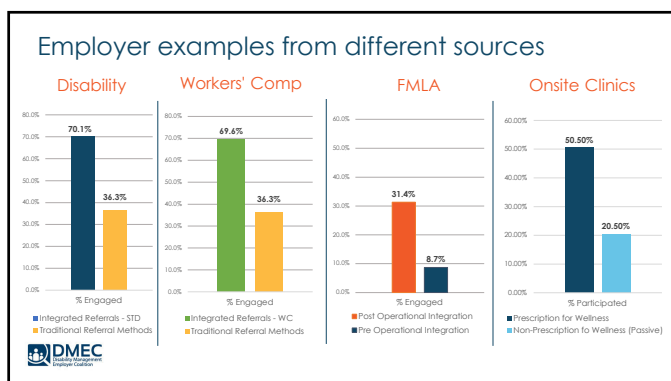
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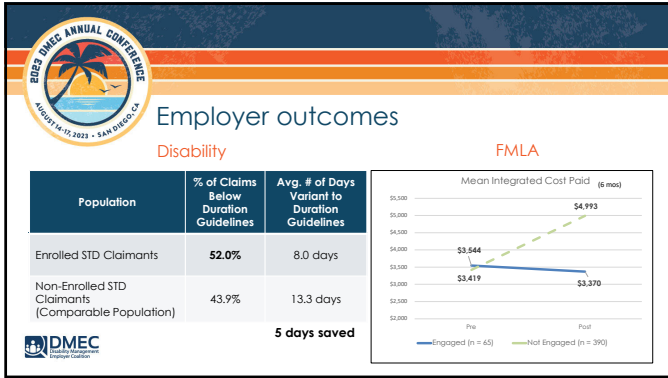
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What If you could ...

- See a full picture of absence data
- Recognize the important drivers of absenteeism
- More efficiently identify & engage at-risk populations
- Predict the risk of future absence

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Planning ahead can seem impossible

Who will be gone next?

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### Predicting future mental health STD claims by job category

Gender (% Female)	+
Annual Salary	-
Chronic Conditions	+
Anti Depressant Rx	+
Emergency Room Visits	+
Radiology Utilization	-
Mental Health Risk Index	+
Counseling	+
FMLA	+

- Using a stepwise variable selection method, models found a mix of different **integrated variables** to be **significant** when predicting future mental health STD claims.
- The model accurately predicts a new claim in the next 3 months 72% of the time.
- Employer action from model output was to leverage for their engagement platform



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### How to get started



**Pull your data together — this is doable!**

- Person-centric is critical
- Not all data aggregators are the same



**Pull your legal team in for support**  
(non-disclosure agreements, etc.)



**Show the opportunities**



**Optimize operations among your vendors**



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