



The road to health is paved with good integration

- ▶ Rethinking the way employers select workplace health and well-being benefit solutions

It's time to elevate the execution of employee health and well-being programs

Benefits matter. That's why companies continue to spend on employee health and well-being, with 45% of them even increasing their investment in 2024.² But at the same time, employers are putting increased emphasis on managing rising costs, demonstrating the ROI of health and well-being benefits, and finding ways to increase the flexibility and customizability of their programs.²

In the past, many companies have taken a scattered approach to employee benefits, curating individual solutions. Now, however, the competing needs of improving benefits and controlling costs suggest it's time for a new approach.

While switching out a few existing solutions can offer new capabilities or lower costs, a continued focus on individual offerings won't fix the underlying challenges of managing a complex mix of providers. It may even add to them as HR teams struggle to help employees understand their options, drive activation, and develop metrics demonstrating the program's effectiveness.

It's time to consider an integrated approach to benefits selection. Because it can help meet the needs of employees and senior management—and simplify program management at the same time.

**The #2
reason
employees quit is
for better benefits¹**



The hidden costs of curated solutions

To meet the expectation of controlling health and well-being benefits costs, a good place to start is by examining your benefits management efforts. If you use a curated approach, you've probably experienced these common issues in your workflow:



Increased administrative time



Lack of integration between offerings



Uneven employee engagement and participation



Hard-to-reconcile effectiveness data

If these don't seem like big issues, consider that recent research revealed 84% of HR leaders say they "regularly feel stressed" and 62% are considering leaving HR.³ **Health and well-being benefits are vitally important but administering them shouldn't cause the very problems they exist to solve.**



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Comprehensive solutions are the future of workplace well-being

In a needs-based approach to health and well-being programs, employers select a partner who can address the most valuable needs of the entire organization with a tailored, integrated portfolio of easy-to-access benefits. This may solve problems for employees, HR teams, and senior management.

FOR EMPLOYEES



Need: Make it easier to engage in the program and manage health conditions

- Instead of combing through a collection of stand-alone benefits and apps, workers can have a consistent, streamlined experience from one comprehensive partner
- Having all the health and well-being tools in one location makes it easier to engage employees and potentially prevent health issues before they happen
- Seamless integration between the various offerings makes it easier to activate all relevant health and well-being benefits to overcome challenges as they occur. For example, utilizing virtual care and health coaching together can help an employee not only understand their risks but then take action to improve their health

FOR HR TEAMS



Need: Simplify program administration to free up time for higher-value tasks

- An integrated solutions provider makes it possible to adapt the benefits offering to changing needs without the effort of changing vendors
- Consolidating data makes reporting easier and can enhance program engagement

FOR SENIOR MANAGEMENT



Need: Offer a solution that fits the company's challenges and culture

- Access, activation, and engagement are enhanced with a simplified, streamlined user interface
- Productivity of HR teams and employees may increase through simplified access and administration
- ROI can be calculated more easily



The power of employee health and well-being data

One of the strongest benefits of an integrated health and well-being program is the insight you can derive from the data.

Document real ROI by sharing healthcare claims data with your trusted partner

Personalize the experience where it drives the most value

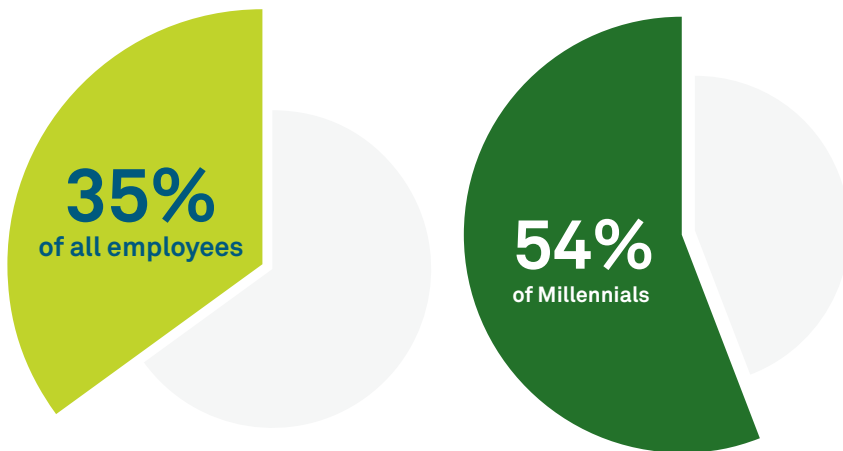
Guide benefits decisions and be proactive with changes

Isolate & address cost drivers without affecting program quality

Maximize employee engagement

Transforming employee engagement: moving from “cool app” to “tailored solution”

While everyone likes a cool app, it’s easy to grasp the value of moving beyond a collection of individual tools to an integrated, company-wide health and well-being program that supports a holistic treatment of your employees’ health journey. And besides, having a bunch of apps can be confusing.



don't fully understand benefits they enroll in⁴

Fortunately, more and more health and well-being providers are dedicated to meeting the growing variety of needs and supporting them with activities that help companies get greater value from their investments. The best partners can drive engagement with an integrated set of solutions that help create behavioral change at the organizational level. **No stand-alone app can do that.**

The role of employee safety in health and well-being

- Workplace stress and mental health issues are reaching new highs, often seen as increased fatigue and slow adaptability or even resistance to change in a fast-paced workplace.
- According to SAMHSA, 25% of mental health challenges are accompanied by illegal drug use in the workplace.⁵
- Integrating drug testing with other workplace benefits can respectfully identify substance use, and in concert with mental health support, play a key role in helping evaluate an employee’s readiness to return to work—an important part of maintaining mental health.



How to get everyone on board with an integrated approach

Remaking your health and well-being solution to serve new and evolving needs of your employees and company takes commitment at all levels. To ensure your journey ends in the right place, consider these steps as your roadmap.



Making the move to a unified health and well-being benefits strategy

Employees want better health and well-being benefits and may be willing to change jobs to find them. Employers are spending more on benefits programs to support their workforce and remain competitive, but struggle with value, complexity, proving ROI, and reduced productivity of the HR teams who are tasked with managing it all. Everyone needs a better way forward.

It's time to step away from collections of unrelated solutions and seize the opportunities of an integrated approach to benefits programs. Not only can integrated solutions streamline health and well-being experiences and HR oversight, but they can also help reduce employee confusion, increase engagement and effectiveness, leverage unified analytics for continuous improvement of the offering, and finally allow employers to calculate the true ROI of their endeavors.

At Quest Diagnostics, we have extensive experience identifying opportunities to improve health and coordinating the elements of care to reveal insights that help people live better. We're ready to help you and your benefits team discover all the advantages of an integrated offering and strategize a plan for its implementation.

To learn more about adding value to your employee well-being program, visit QuestDiagnostics.com/Employer or contact WorkforceSolutions@QuestDiagnostics.com

Learn more



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