



2024 Insights: Employee Health and Productivity Report



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Introduction

As an employer, you're no stranger to the escalating costs of employee healthcare.

With an 8.5% increase in healthcare costs expected in 2024, managing the financial impact is a pressing challenge. Compounding this is the fragmented healthcare experience that leaves many of your employees struggling to navigate their health insurance effectively. This leads to delayed care, increased chronic conditions, rising mental health concerns, and unhealthy lifestyle habits that further drive-up costs.

However, the healthcare innovation landscape is shifting. This presents a unique opportunity for you to redefine their health strategies. Focusing on connecting the disconnected through seamless experiences that are designed to engage. While also prioritizing prevention and healthy living to improve productivity and retention.

Your organization is a health organization, and the strategies you adopt can have a profound impact on your employees and business. By offering accessible, simplified, and personalized health solutions, you can empower your workforce to improve their health habits, reduce healthcare costs, and enhance productivity.

In this report our aim is to illuminate the relationship between employee health behaviors, needs, and productivity, offering clear insights to help you create impactful benefits strategies tailored to your workforce's daily realities.

Key Findings



Better Programs, Better Outcomes

Employees who say their employer has optimized their health and wellbeing program have better outcomes across the board, including fewer employee challenges, health having less impact on job performance, and less time wasted searching for answers about their benefits programs.



Benefits that Truly Benefit

The benefits employers offer are critical to your workforce, making it an important part of your retention strategy. However, a significant number say their employer's benefits don't meet their needs, the employer doesn't offer the benefit at all, or the employee is unaware if their employer even offers it.



Wellbeing: The Unseen Priority

Only one in four employees believe their employer makes employee wellbeing a high priority, but the data indicates it should be. Half of employees report their health has impacted their ability to do the job, with mental and emotional health being the top issue.



Simplifying Care for Confidence

Many employees are concerned they are not receiving the best care at the lowest cost. Their lack of confidence may be tied to having multiple websites, portals, or apps to access their benefits and spending an hour or more dealing with benefits-related issues at work.

Linking Wellbeing to Work:

The connection between health and wellbeing, job performance, and employee satisfaction

Employee productivity relies heavily on their health and wellbeing. True business success comes from recognizing that employees mirror the care and investment they receive from their employers. This directly influences your bottom line.



Mental and emotional health most likely to have impact on employees' ability to do their job

Ability to do job impacted by...

Q. In the past 12 months, have the following had any impact on your ability to do your job?

% selecting severe, significant, or some impact

Q4. In the past 12 months, have the following had any impact on your ability to do your job? Select all. Base: All qualified respondents (N=2,011)



41%

Mental & emotional health



22%

Social wellbeing



30%

Physical health



22%

Financial health

When Health Declines, Work Passion & Focus Take the Hit: A Wake-Up Call for Wellbeing in the Workplace



69%

Decreased enthusiasm



55%

Increased trouble focusing



28%

Decreased commitment to employer



8%

Frequent absences



7%

Frequently late for meetings/deadlines

Q5. You mentioned that your physical, mental, social, or financial health has impacted your ability to do your job. In which of the following ways, if any, has your work been impacted? Please select all that apply. Base: Selected "Severe impact", "Significant impact" or "Some impact" for any item in Q4 (N=1,014)

Our POV: Imagine if 69% of your workforce showed up every day feeling unenthusiastic. How would this affect your teams and, ultimately, your business? The answer is simple: your business would struggle to thrive. Employers know employees are the heartbeat of their organization. So why are so many employees struggling with mental and emotional health concerns?

It's because employers are creating health and wellbeing plans as just another box to check, driven by compliance rather than genuinely meeting workforce needs. These plans often miss the personalization mark that employees desperately need. Instead of offering valuable resources that actively contribute to employee wellbeing, employers settle for bare-bones, outdated benefits that don't even scratch the surface of what their workforce needs.

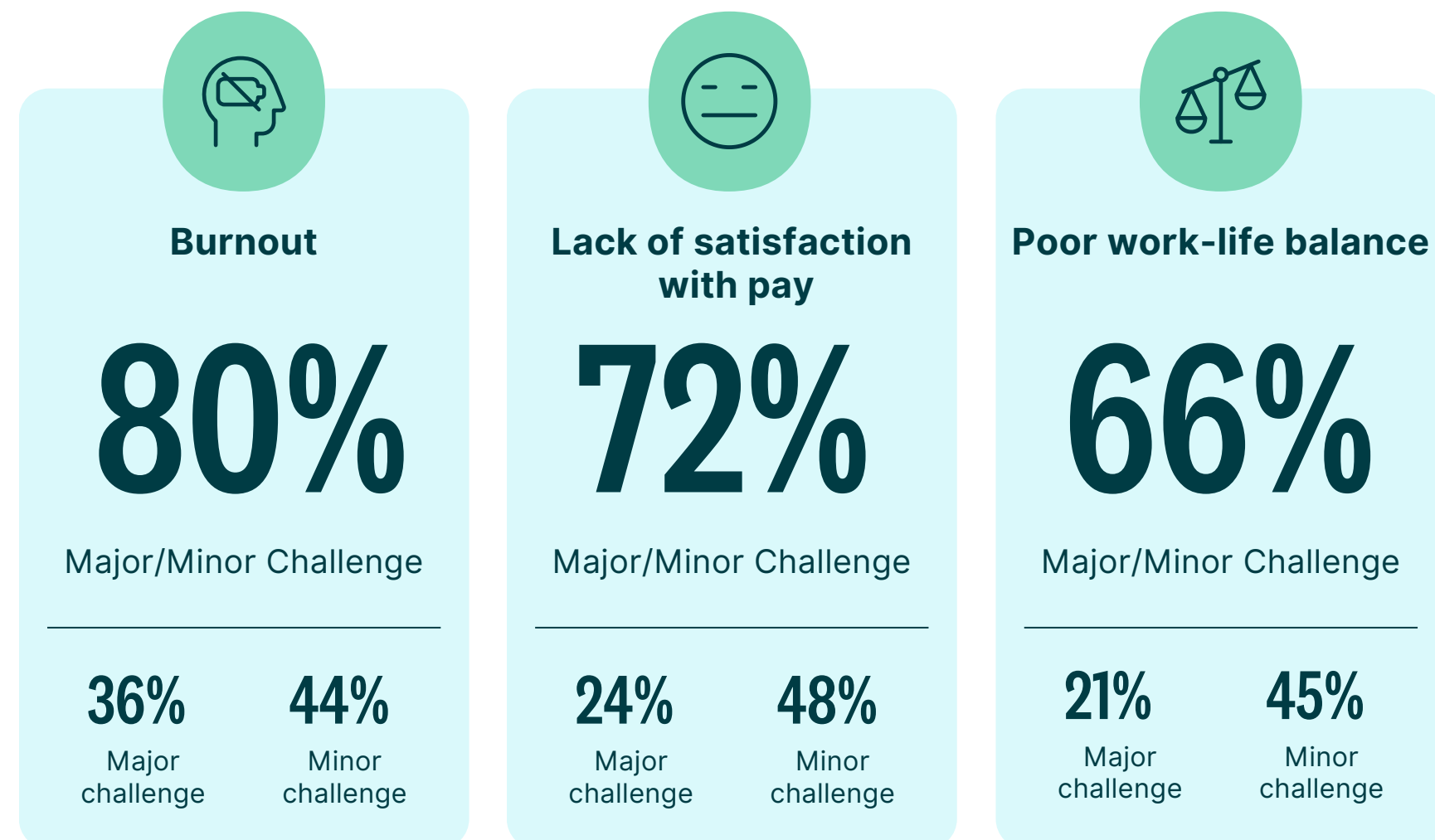
Employers need to look in the mirror. Start recognizing that you are responsible for creating health and wellbeing plans that genuinely address your employees' needs. It's time to move away from the checkbox mentality and embrace a proactive, accountable approach that prioritizes the mental and emotional health of your workforce. Only then can you build a healthier, more engaged workforce that drives business forward.

Burnout, low pay satisfaction, and sub-par balance signal the need for a new approach

Based on our research, employees have identified these three challenges as the most significant at their company, whether perceived as major or minor. The fact that these issues are consistently seen as challenges points to a gap between employer intentions and employee realities.

Employers should see this as a wake-up call. Challenges like burnout, low pay, and work-life imbalance indicate deeper systemic problems. This will require you to dismantle brick by brick the disconnected and one-size-fits all approach.

Ignoring these challenges is a direct threat to your business's success.



Q6. How big of a challenge are the following for employees at your company? Base: All qualified respondents (N=2,011). Numbers may not add up to 100% due to respondents skipping questions: <0.7% skipped per challenge.

Engage and empower your employees to lead healthier lives

Imagine starting each day already exhausted. That's the reality for 80% of employees. They're juggling high-stress workloads, making it difficult to focus and stay productive. They're feeling the pinch of inadequate pay, with 72% expressing some level of dissatisfaction with compensation despite working hard. To make matters worse, poor work-life balance, leaves your workforce with little time for family, hobbies, or simply recharging.

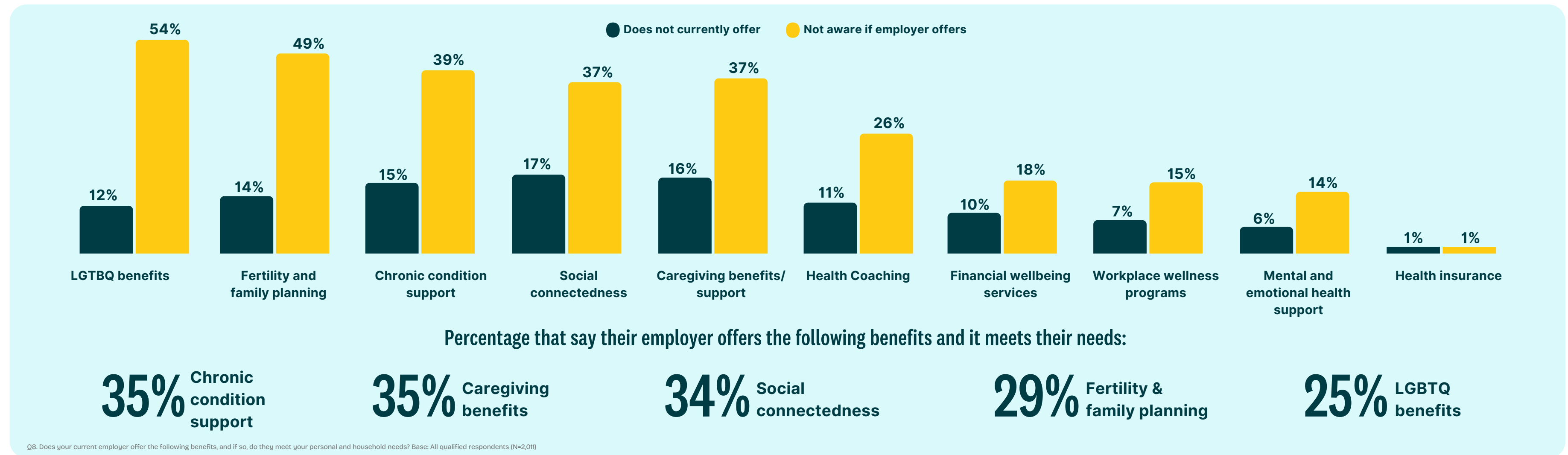
These issues aren't just statistics, they reflect the daily challenges your employees face. It's time for a change. As an employer, recognize these concerns, engage with your workforce, and create health and wellbeing plans that truly address their needs. Help your employees thrive, not just survive, so they can continue to contribute to their fullest potential.

Discover how DOW integrates innovative health and wellbeing strategies to empower employee success fostering a positive and engaging work culture. Hear from their employees.



Mind the Gap: Missing Benefits Leave Employees Unaware and Unsupported

There is a 'needs' gap for nearly all types of benefits offered. Gap is largest for LGBTQ+, family planning, and social connectedness, along with half of employees unaware if their employer offers certain benefits.



Bridging the Gap: Boosting Awareness, Satisfaction, and Productivity

Your workforce can't help but feel like their needs are falling through the cracks. They hear about all these great benefits but are unaware of the ones that really matter to them. There's a clear gap between what they need and what's offered, leaving your employees feeling disconnected and unsupported. This gap impacts their job satisfaction and productivity. It's hard for them to stay motivated when they're not sure if their needs are valued.

How can you ensure that every employee feels seen, heard, and supported? Start by addressing the systemic issues—like a lack of transparency and one-size-fits-all benefits—that have left many of your employees in the dark. Provide clearer information and design benefits that speak directly to their diverse needs. When you bridge this gap, you'll create a workplace where employees feel empowered and motivated to contribute.

[Learn how to Empower Employees and Bridge the Gap for Engagement →](#)

Navigating the Maze of Benefits:

How Complexity and Confusion Challenge Employees in Accessing Health and Wellbeing Benefits

Navigating benefit systems can be a tough journey for employees. Conversations are mostly full of jargon and endless options that even the most experienced employees find confusing. The key question to ask yourself as you read this is, "How can I make it simpler and easier to understand?" By digging into employee responses, this section uncovers insights on simplifying benefits access and improving understanding. It's your time to break down the traditional silos. Where benefit solutions are disconnected. Consider what a unified experience that brings benefits design, holistic wellbeing, and health navigation together in one place could do for your employees and your business.



With Personify Health, you keep health up and expenses down. Employees who navigate our platform experience:



Simplify Benefits Access to Boost Employee Health and Productivity

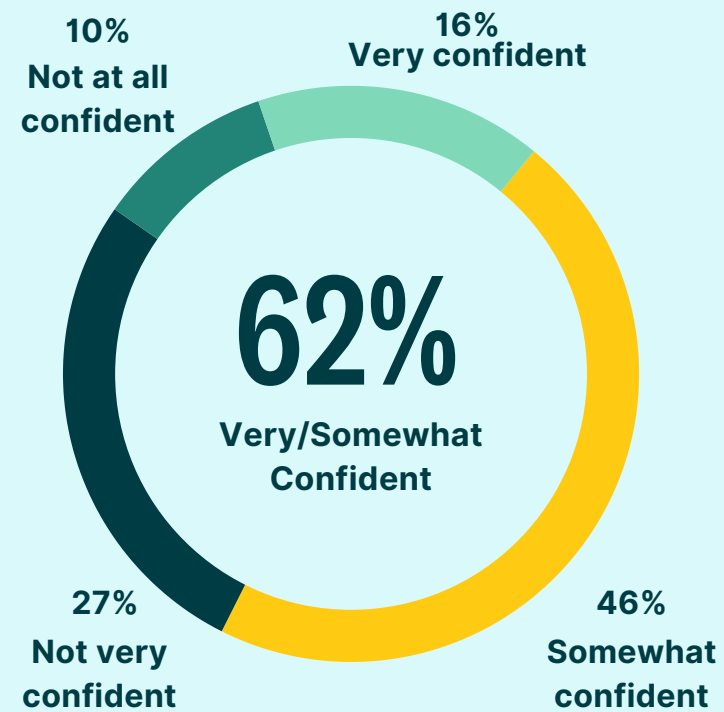
Most employees use between two and five websites, portals, or apps to access their organization's benefits



Where employees are receiving help from in navigating the healthcare system

- 29% (Employee's) health plan
- 24% Employer offers a service to help navigate health and benefits
- 18% Friends or family
- 17% HR team
- 15% Doctor
- 7% Boss or manager
- 39% Did not receive help from anyone

Confidence in currently receiving the best care at the lowest cost



Navigating the maze of benefits can be a real challenge for your workforce who often get lost among countless websites, portals, and apps trying to access your organization's benefits. Most employees must juggle two to five different platforms just to find the resources they need.

Seeking help, your employees often turn to friends, family, HR teams, or doctors, but still, a large portion, 39%, end up navigating this maze alone. This leaves nearly two out of five employees uncertain about whether they're getting the best care at the lowest cost. Your employees miss out on crucial benefits, which directly impacts their health behaviors, productivity, and ultimately, your company's success.

The complexity and confusion surrounding benefit systems create barriers that prevent your employees from accessing the support they need. To break free from this maze, you have to connect the disconnected by creating a seamless integration of health and wellbeing programs. And provide clear guidance. Doing so will empower your employees to navigate their options confidently. Saving you both time, money and headaches.

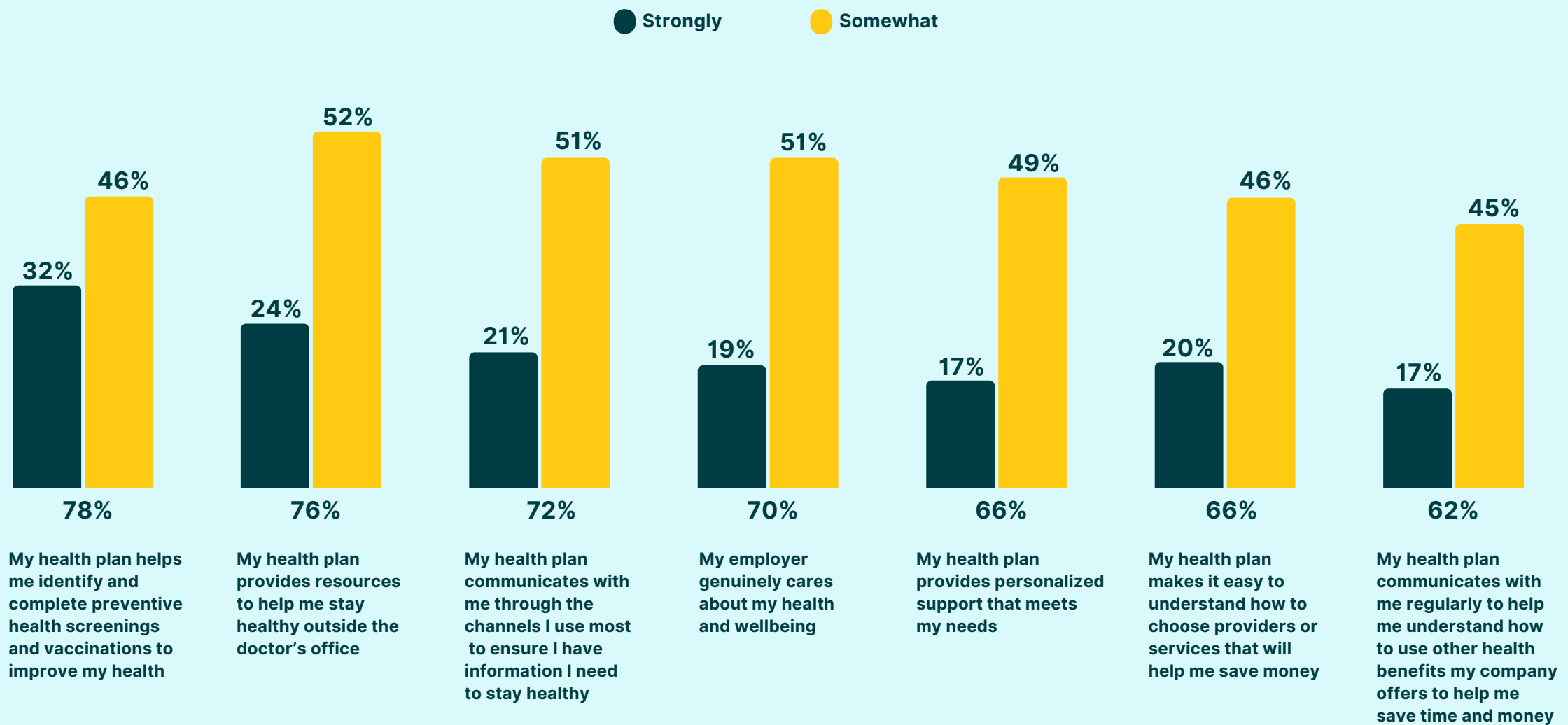
People who use Personify Health aren't just navigating the healthcare system, they're mastering it. Learn how our wellbeing platform drives 14% lower costs year over year.

[Learn More](#)

Q11. How many websites, portals, or apps do you use to access your organization's benefits? Q12. Have you received help from any of the following in navigating the healthcare system? Please select all that apply. Q13. How confident, if at all, are you that you are receiving the best care at the lowest cost? Base: All qualified respondents (N=2,011)

Why Employees Feel Underserved and What Employers Can Do

Percentage of employees that agree with the following statements:

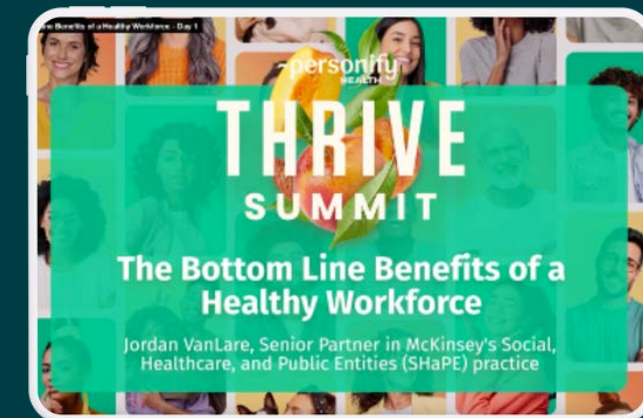


Q14. To what extent do you agree or disagree with the following statements? Base: All qualified respondents (N=2,011)

Take off your benefits and wellbeing hat for a bit and picture this. You've been working for the same company for 3 years and each year their benefits feel overwhelming to navigate. Even with your HR teams best efforts to hype up open enrollment and the events that follow. It's still the same disjointed experience as the first year you started. Based on our research you're not alone. Many employees find their health plans meet only the basics. Your company's benefits portal has too many tabs and links, making it hard to find information that fits your needs.

This year things have changed for you and you're feeling particularly unwell and need more preventive care. It's a struggle to figure out which doctors and services your plan covers. You put off check-ups, affecting your productivity at work. You're also frustrated with the lack of personalized support. With minimal guidance, you sift through websites and portals, adding to your stress instead of finding the answers you need.

This brings us back to the original question at the beginning of this section, with a twist: Are your health benefits empowering employees or creating needless obstacles that hinder their health and productivity?



In this clip, learn why a holistic experience matters most to employees when navigating their health journey.

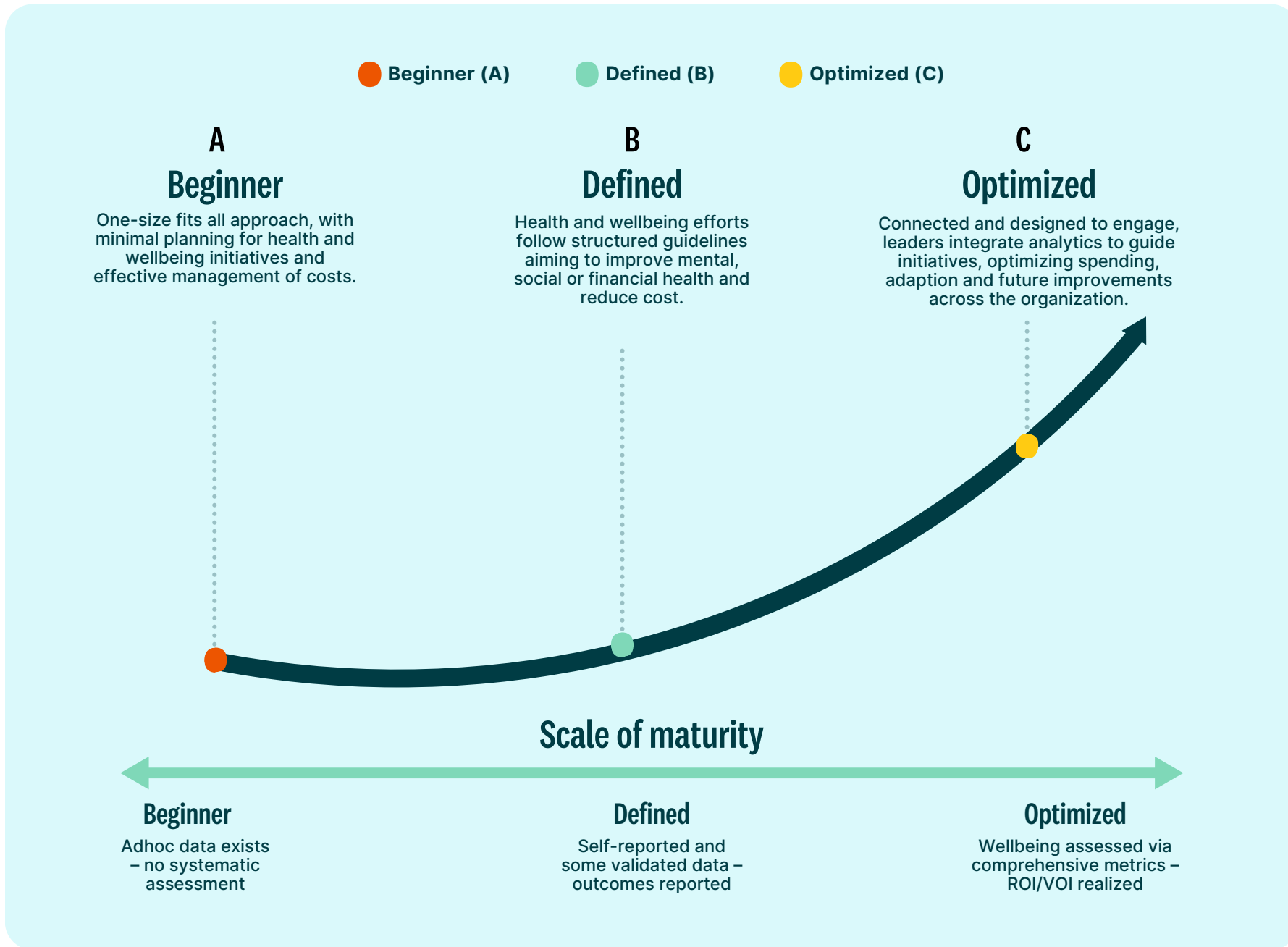
[Watch Now](#)

Better Programs, Better Outcomes

Data demonstrates a strong link between workplace wellbeing and overall benefits, spotlighting the critical need for clear, accessible, and strong communication. This is your moment to enhance your health and well-being strategies, fostering improved programs and outcomes. Let's explore how setting aligned goals and ramping up engagement can drive significant impacts throughout your workforce and elevate your business.



One-Size-Fits-All vs. Personalization: A Clash of Employee Wellbeing Programs



In the past, companies thought offering healthcare benefits meant a one-size-fits-all approach, but we all know people are different, and one plan doesn't work for everyone. Employees shuffle through scattered and hard to find information, leading to frustration and making it tough for them to engage. This meant more missed workdays and missed chances for preventive care.

In contrast, a forward-thinking company uses data to offer personalized health and wellbeing benefits that helps their employees. Flexible work policies and providing easy-to-use platforms make it simple for employees to get what they need and still be engaged at work. By focusing on employee needs it can create a healthier, more productive team, ultimately boosting company success.

Companies stuck in the past represent the Beginner stage, where inefficient process of learning about their employee needs holds them back from offering personalized benefits and driving up costs. Forward-thinking companies represent the Optimizing stage, where employee data insights help them get benefits right. In the middle are companies in the Defined stage—they have solid processes and good communication but haven't yet optimized their benefits to their employee needs. A light has been turned for them and they are walking towards it.

We'll dig into how employees see their employer's health and wellbeing programs to understand just how effective these different approaches are.

In our survey, when employees rated their employer's maturity and ability to provide tailored health and wellbeing programs to their needs, only 1 in 4 felt their organization was at the optimized level, highlighting a significant opportunity for improvement.

Beginner
25%

Health and wellbeing programs feel basic

Defined
50%

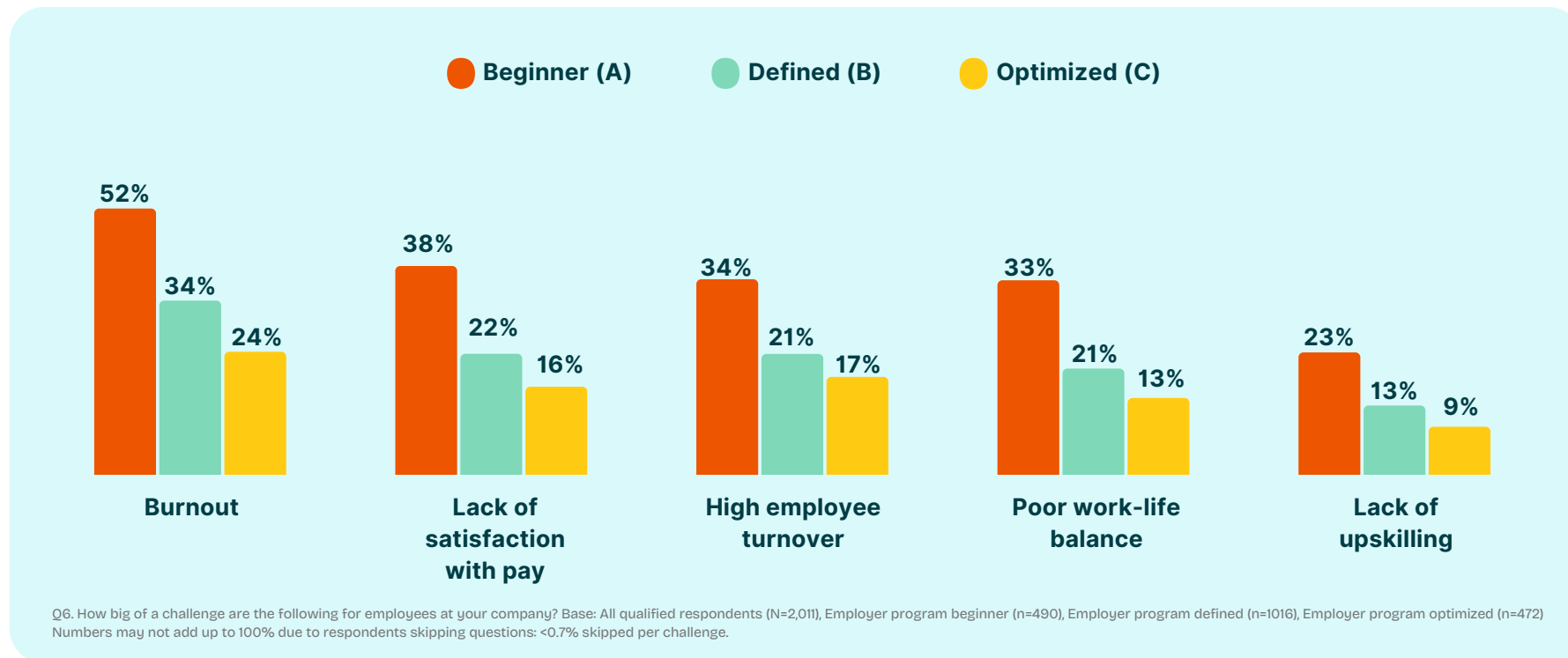
Health and wellbeing programs feel defined. It is easy to find the needed information and engage with the programs

Optimized
23%

Health and wellbeing programs are initiated in a way that gives me personalized recommendations that matter to my health journey

SOS Beginner Health Programs Leave Employees Facing Big Challenges

Earlier, we found that most employees view burnout, dissatisfaction with pay, and poor work-life balance as challenges. We then cross-analyzed these issues based on how employees rated their employer's maturity in developing health and wellbeing programs. Here is what they had to say:



It's evident employers need to face the systemic challenges within their health and wellbeing programs. Hidden fees, administrative waste, fragmented care, and overlapping services, can wreak havoc on budgets, making it hard to manage spending effectively. Beginner programs with one size fits all solutions struggle with giving employees resources that meet them where they are at, including unnecessary spending. Even defined programs lack the nuanced oversight needed to address these deeper employee issues. Employers must agree that if solutions don't fit, they don't work.

Optimized programs seek data analytics to spot patterns and uncover systemic waste, aiming to equip their workforce with knowledge and empower them with the motivation to manage, improve, and sustain their health. Understanding health plan complexities and embracing personalized solutions can help employers tackle the systemic issues that lead to burnout, high turnover, and poor work-life balance. The result? Personalized, effective health and wellbeing options that foster a healthier, engaged workforce and improved business outcomes.

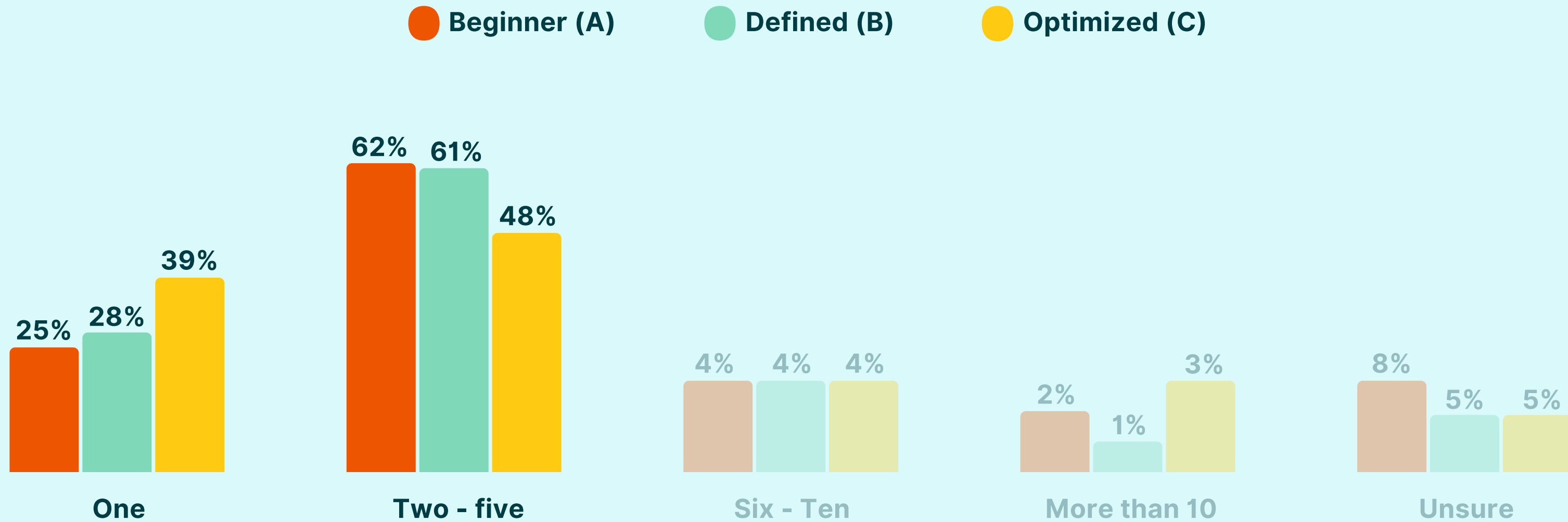


Suffolk Public Schools made employee wellbeing a priority, not just a checkbox.

[See how they did it](#)

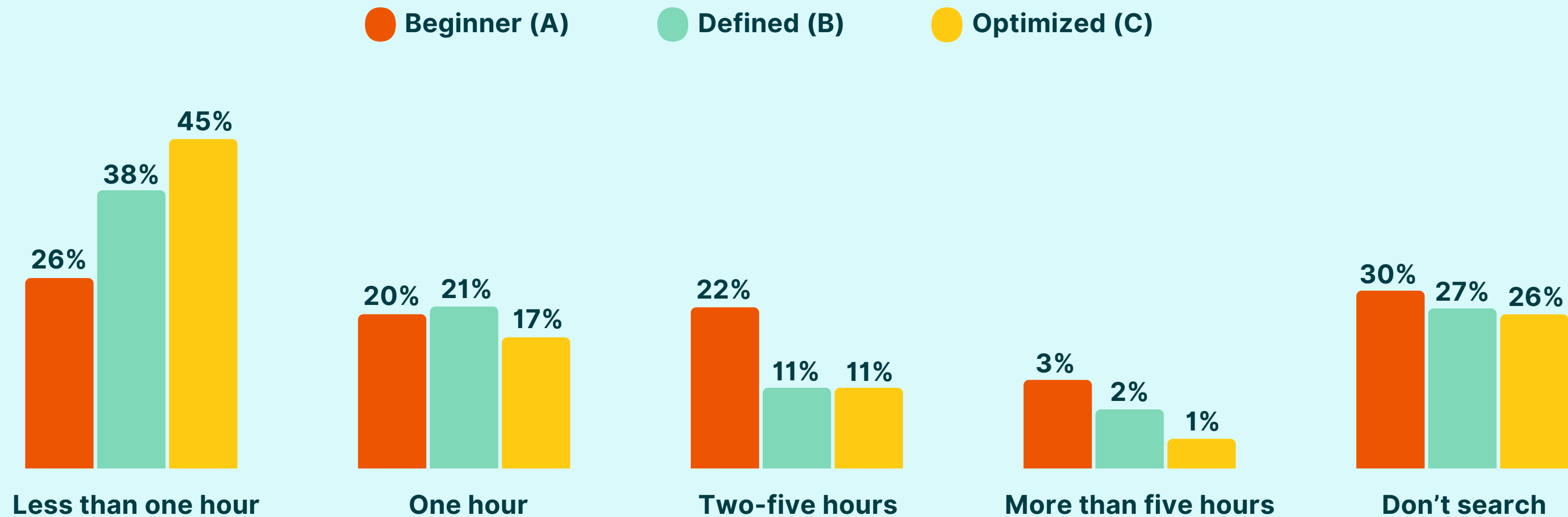
In the eyes of employees, navigating through two to five websites, portals or apps to access their organizations benefits is driven by beginner or defined stage programs

The number of websites, portals, or apps employees use to access their organization's benefits based on program maturity stage



Optimized programs help employees spend less time dealing with benefits issues at work. On the flip side, employees with beginner health and wellbeing programs spend much more time on these issues, due to a patchwork of websites, portals, and apps for accessing benefits. This disconnected experience leaves employees feeling like they're trying to find their way through a maze.

How long employees spend on benefits related issues at work



Q10. When you search for healthcare or deal with a benefits-related issue at work, how much time do you spend on average? Base: All qualified respondents (N=2,011)

From Health Hurdles to High Performance

Imagine this. You work at an organization where many employees are dealing with health-related issues, and like them, you need to find the right care during business hours. Whether it's finding a nearby doctor or coordinating care for dependents, balancing these tasks with your daily responsibilities can be tough.

Compare the difference in time spent managing health tasks between companies with beginner health programs and those with optimized programs. Beginner programs often create a maze of hurdles, leading to more time away from work and heightened stress as employees struggle with complex systems and inadequate support. In contrast, optimized programs streamline care processes and remove systemic barriers, ensuring employees don't feel the pressure of navigating their health needs alone. They provide clarity, ease of access, and support that allows employees to focus on their work, resulting in more time on the job and a healthier, more productive workforce.

Reflecting on your own organization, how would you rank your maturity?

In 5 minutes or less, use our comprehensive framework where we evaluate your health and wellbeing strategy across three pillars and 12 sub-dimensions. Think of the scorecard as your health and wellbeing roadmap. It provides a view of your employee health goals, ensuring thorough understanding and identifying avenues for advancement. It's like having a friendly guide that pinpoints where you're rocking it and where there's room for improvement. It's all about making your workplace healthier, happier, and more engaging—keep your employees at the forefront of your reason for change.

[Take the assessment](#)



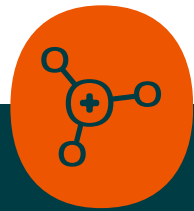
The Big Picture: Actionable Feedback from Employees

To make meaningful changes, it's essential to listen to employee feedback. Your workforce relies on you to create actionable steps that keep them engaged and invested in the company's success. They want to feel integral to the business, not just problem solvers. In this report, the employees offer a clear view of what they need. Use these insights to guide your next team meeting, as you tackle the relationship between employee health, needs, and productivity. It's time to see your organization through the eyes of your workforce and act.

Actions employers can take that would help improve the health, wellbeing, and focus of employees at work. Based on a percentage of employees selecting the following in their top three choices:



Your employees will be excited to work for a company that is making wellbeing a strategic priority. How will they know you've made it a strategic priority? When your program has clarity in its goals, it's designed to engage, and tailored for your workforces needs. The result? Empowered employees that deeply engage in their health and thrive in the workplace. Consider this your roadmap to success:



Connect the Disconnected:

Employees expect you to break down traditional silos and replace them with streamlined access to their benefits. Simplifying navigation through a unified platform will ease their frustration and improve efficiency.



Design to Engage

Employees thrive in engaging environments. Providing them with relevant challenges and incentives that feel energizing, not exhausting will grow connection and productivity.



Reject One-Size-Fits-All:

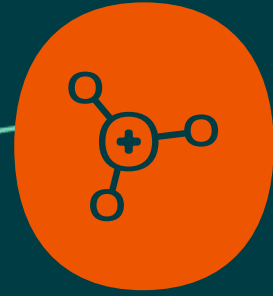
Solutions that don't fit, don't work. Take time to understand your employees' diverse needs and personalize your approach. Tailored communication and solutions will help them feel valued and supported.



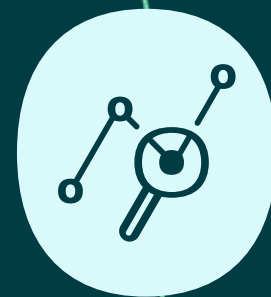
Turn Insights into ROI:

Your employees notice when data is used effectively to design better benefits. By investing in their health, you can foster a healthier, more productive workforce.

Connect the disconnected
Seamless integration



Reject one-size-fits-all
Personalization



Turn insights into ROI
Better decisions



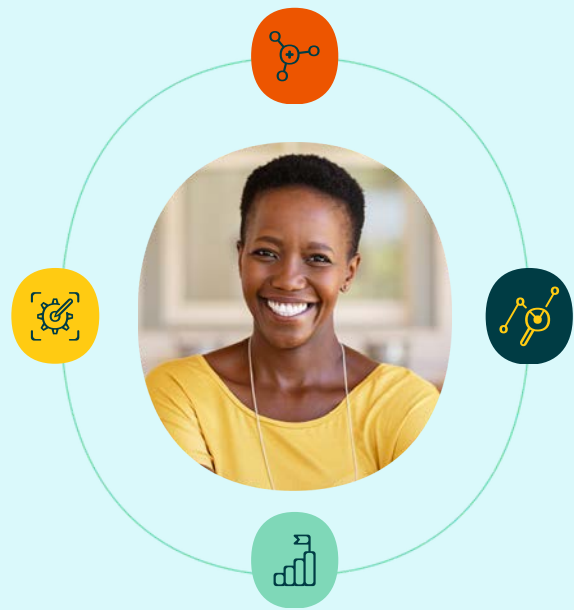
Design to Engage
High engagement

Raise the (health) bar

Join Elizabeth as she skillfully manages her musculoskeletal journey using the Personify Health platform. Discover how seamlessly our platform integrates all four key roadmap points to drive success and enhance health.

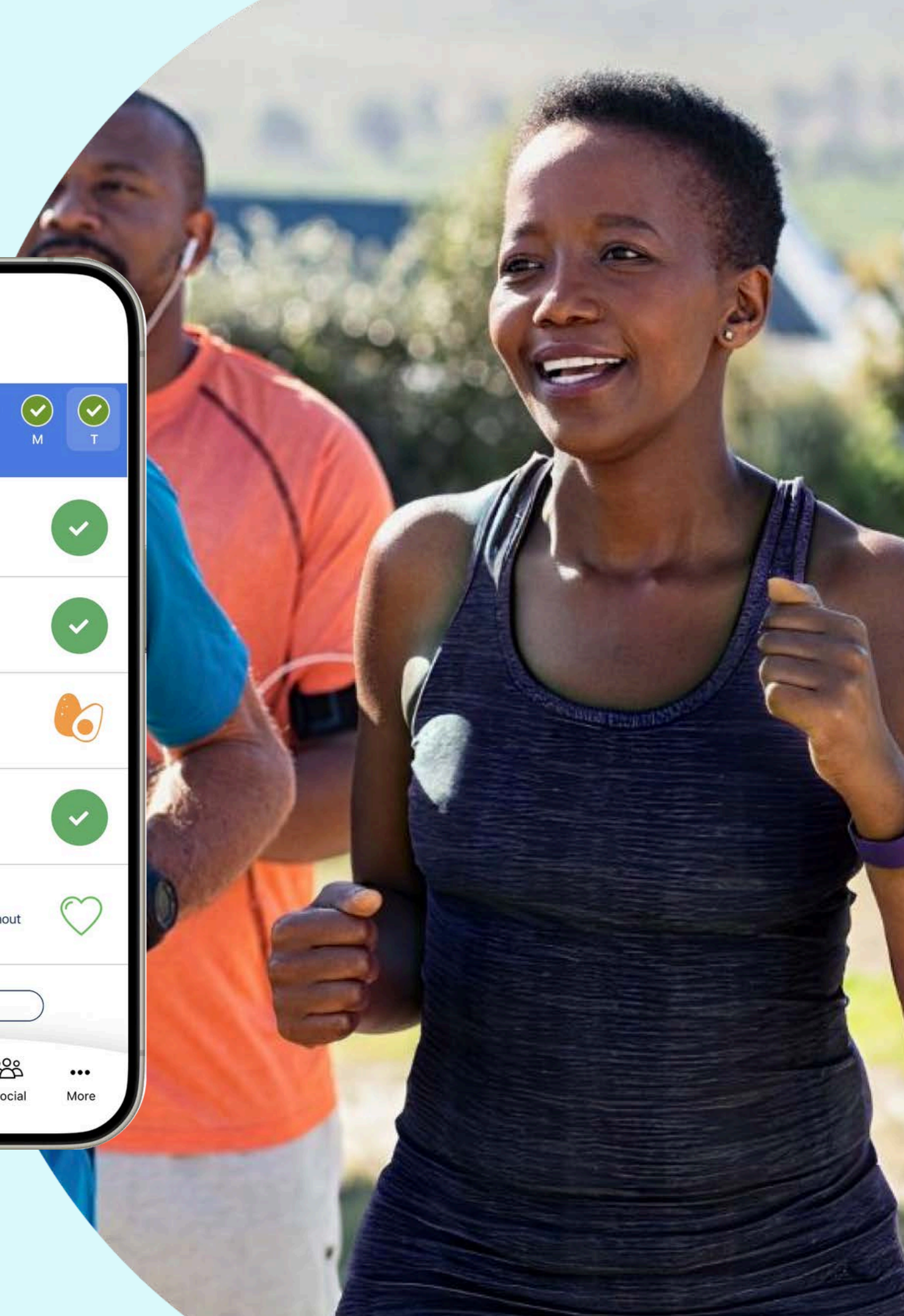
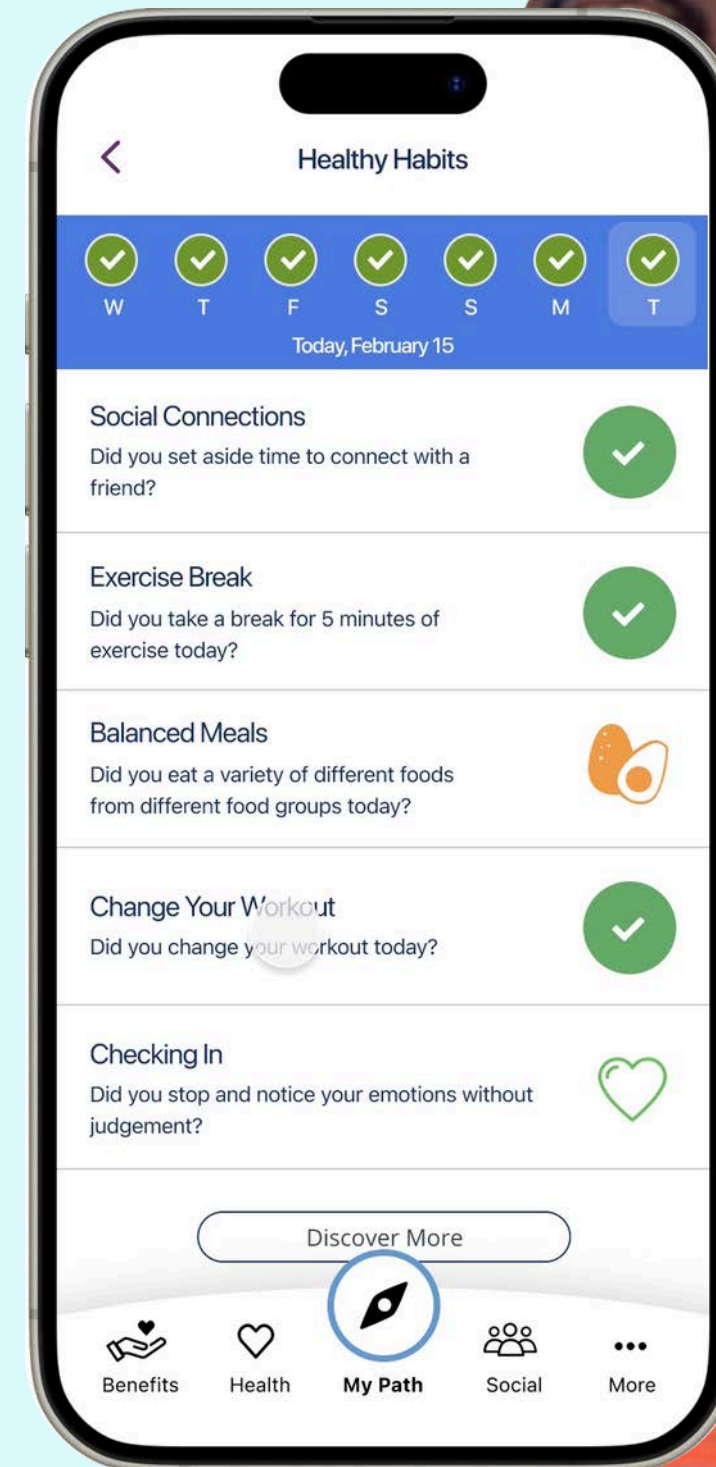
Let's go! →

Connect the disconnected
Personalization

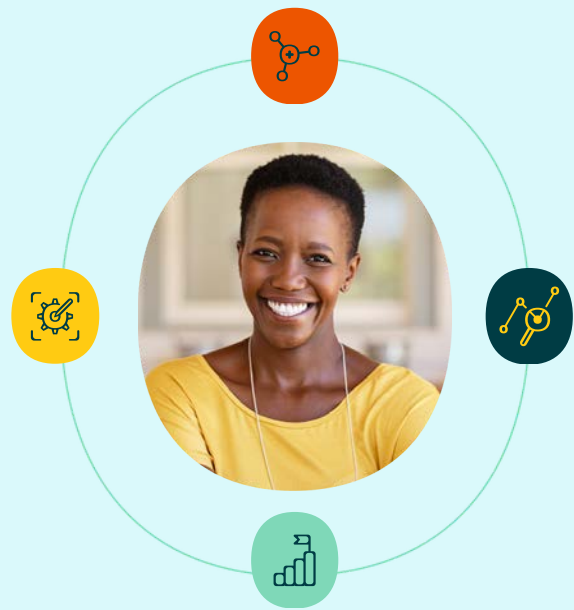


Daily Wellbeing

Reminded of mobility exercises
through personalized wellbeing nudges

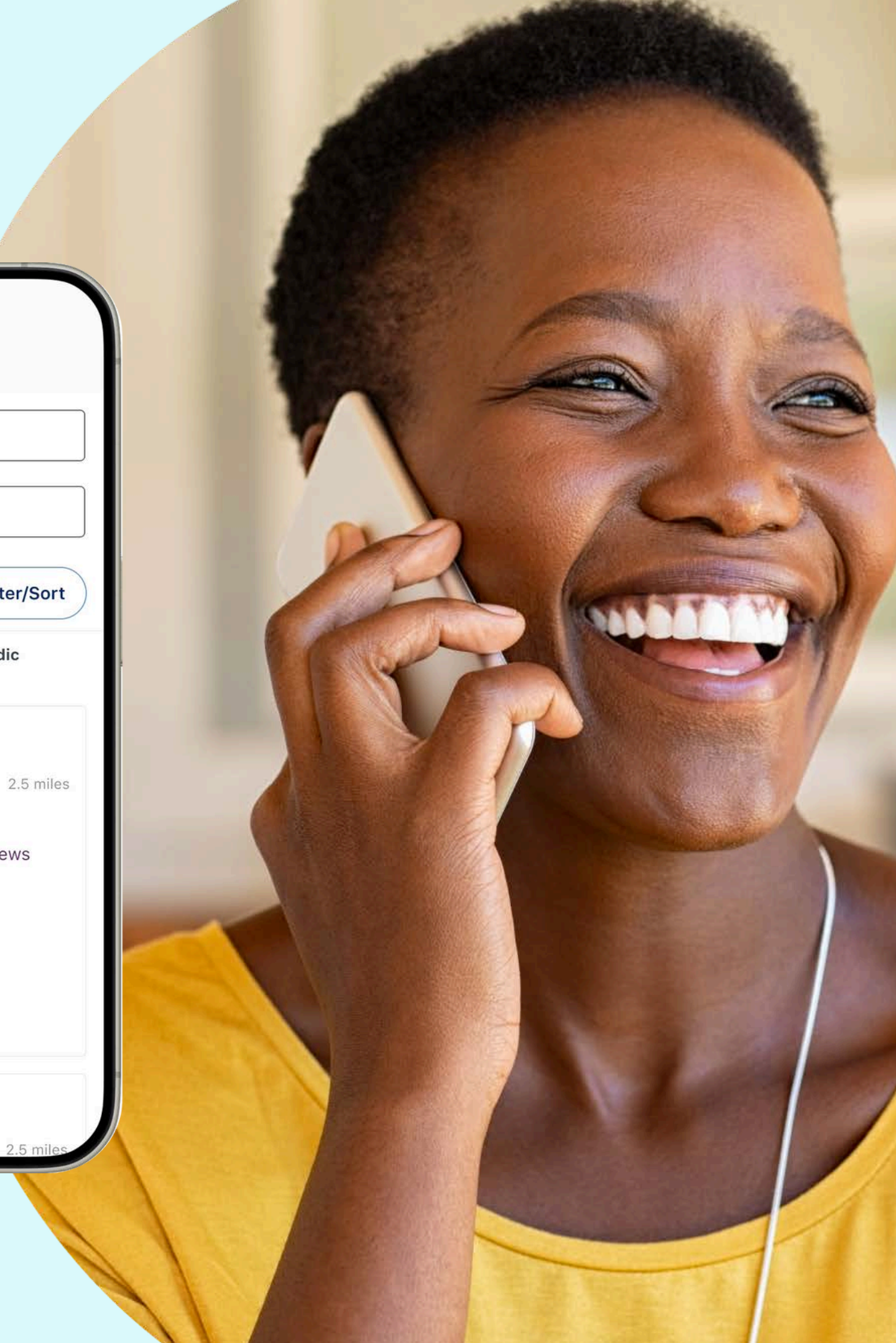
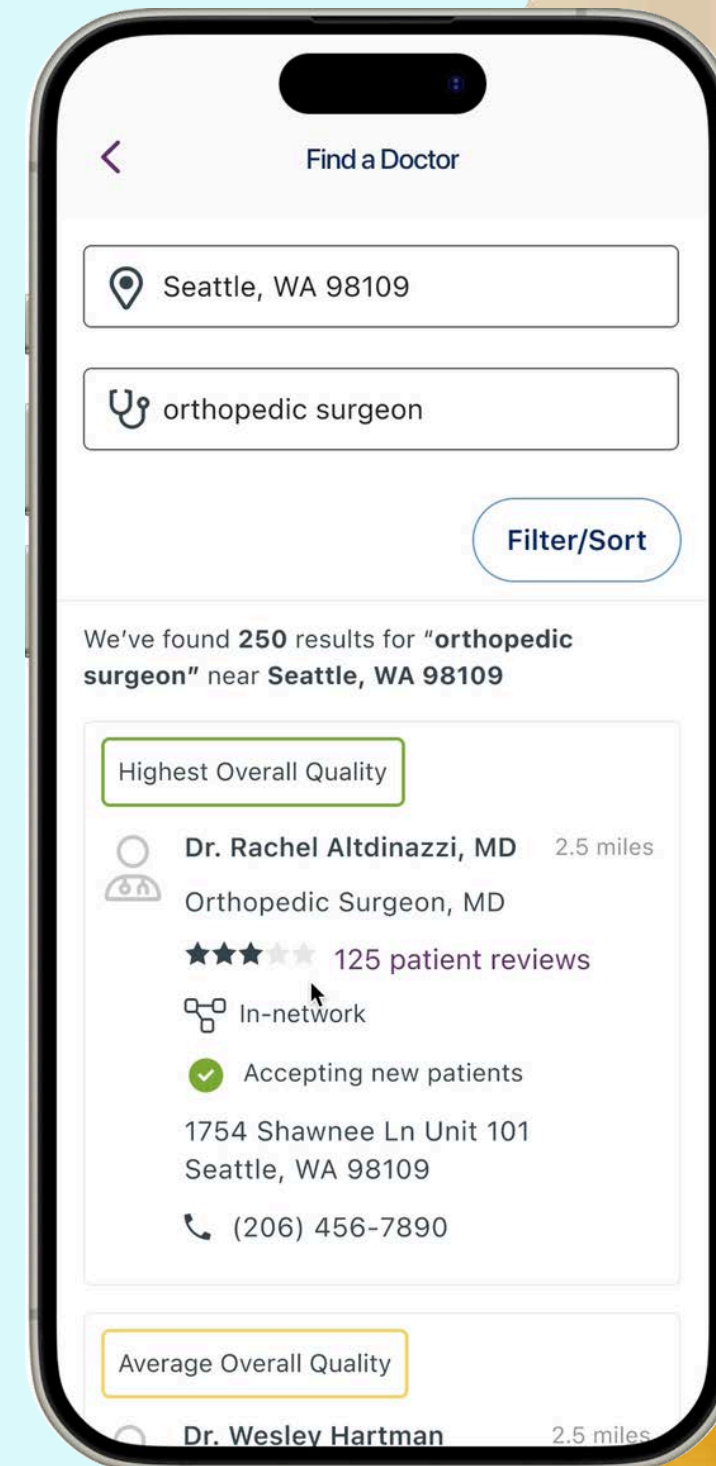


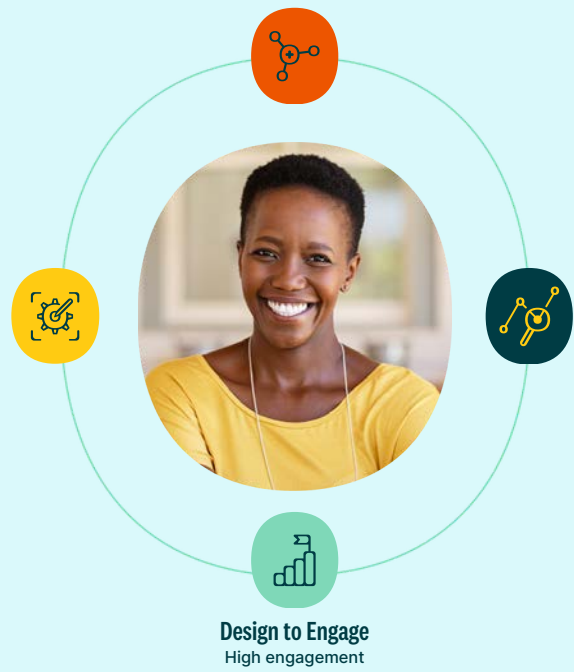
Connect the disconnected
Personalization



Find a Doctor

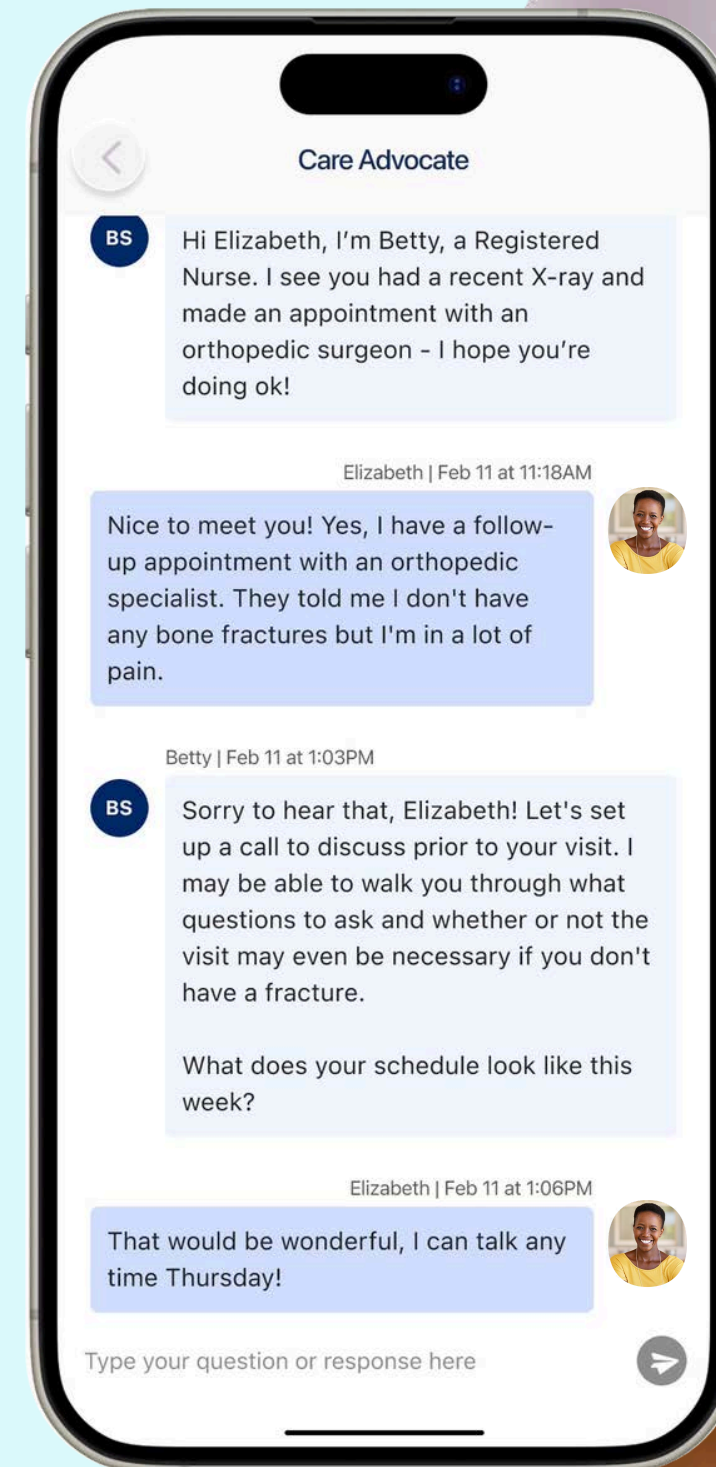
Find better, more affordable
Ortho Specialists

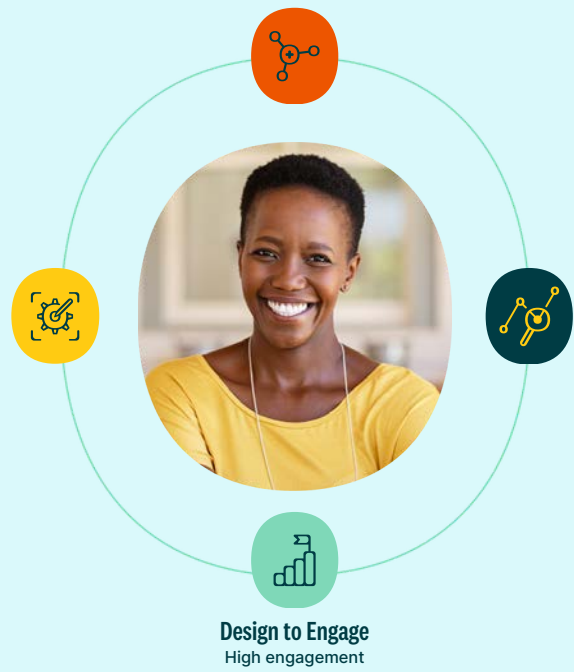




Advocates

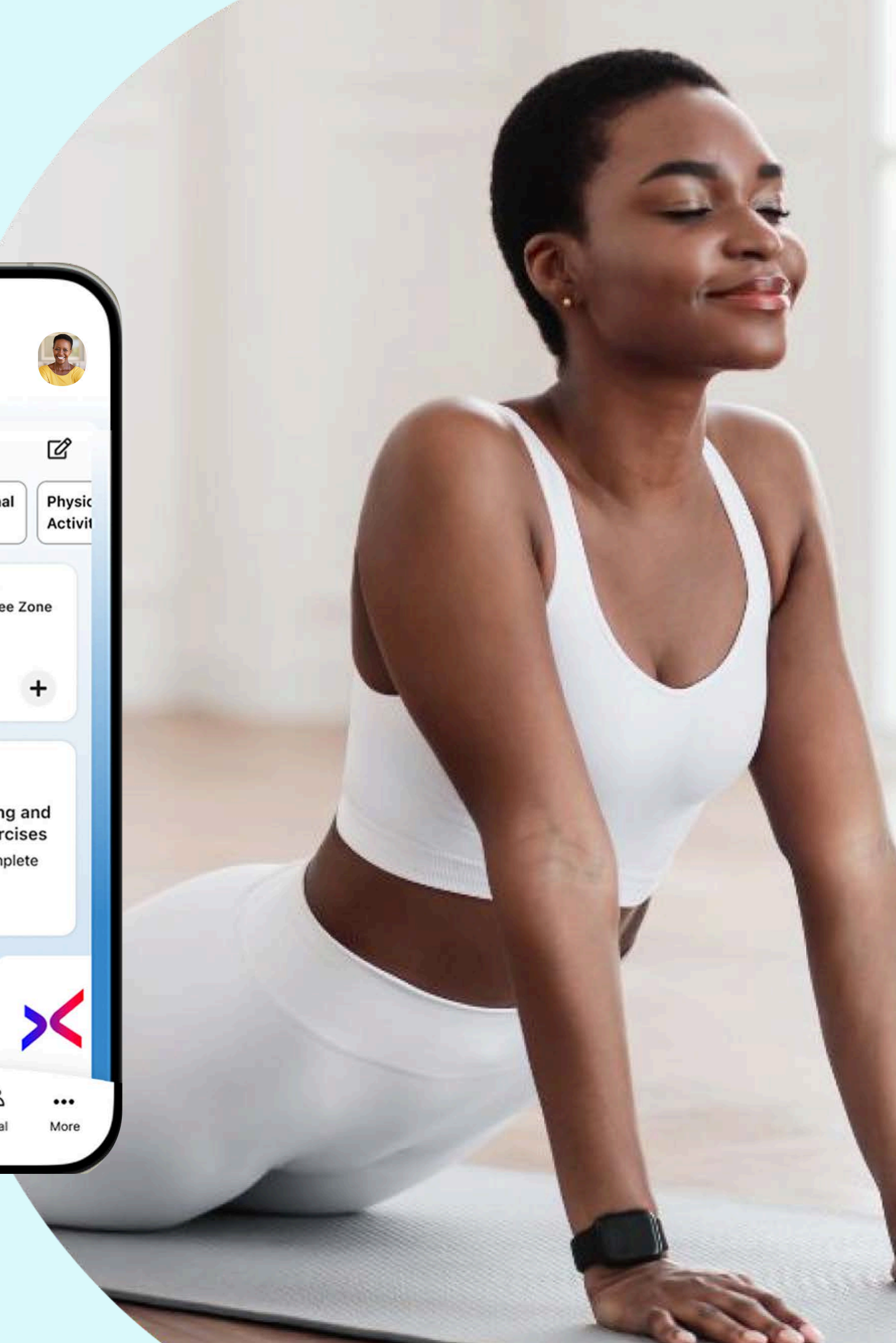
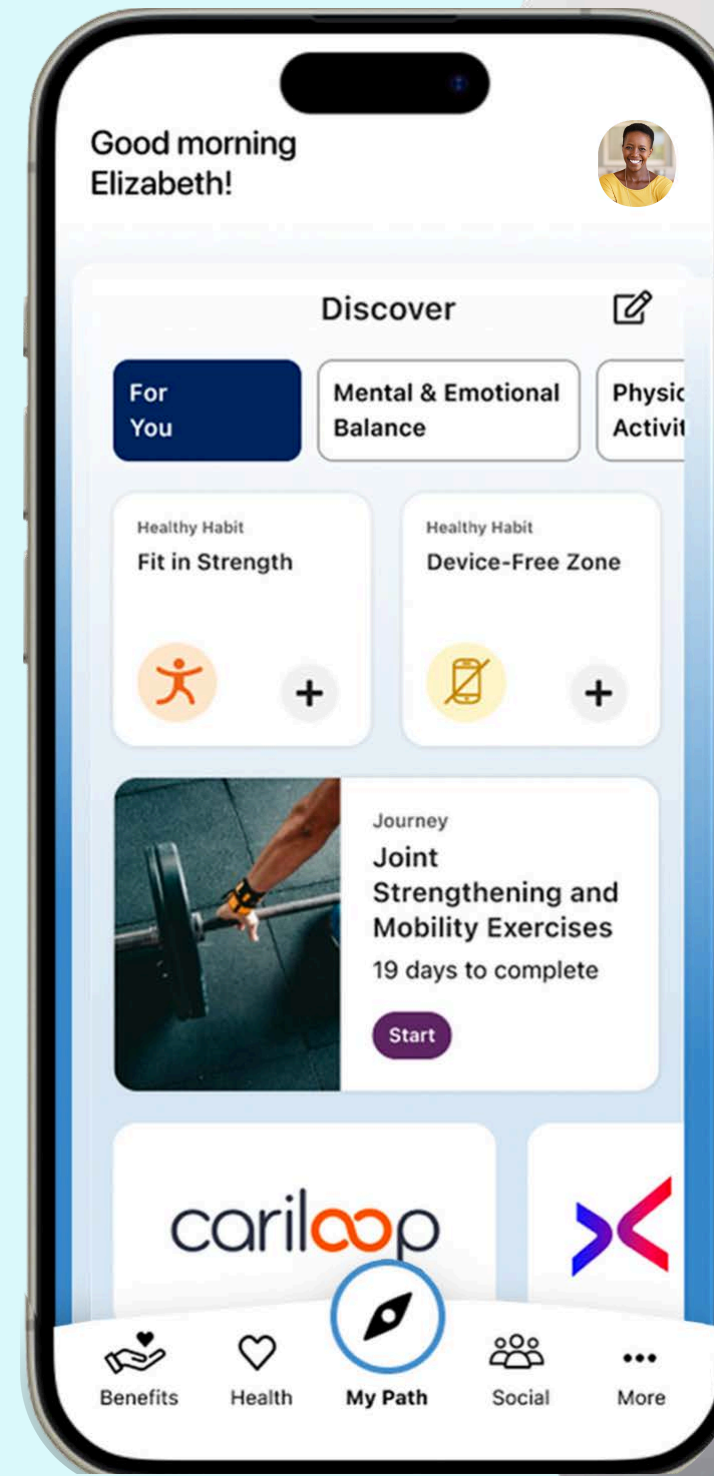
Supported by proactive outreach from Care Advocates regarding the scheduled Ortho visit

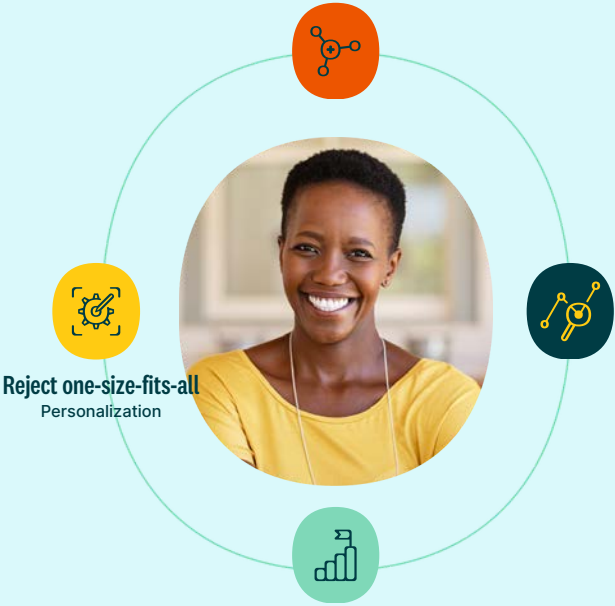




Digital Coaching

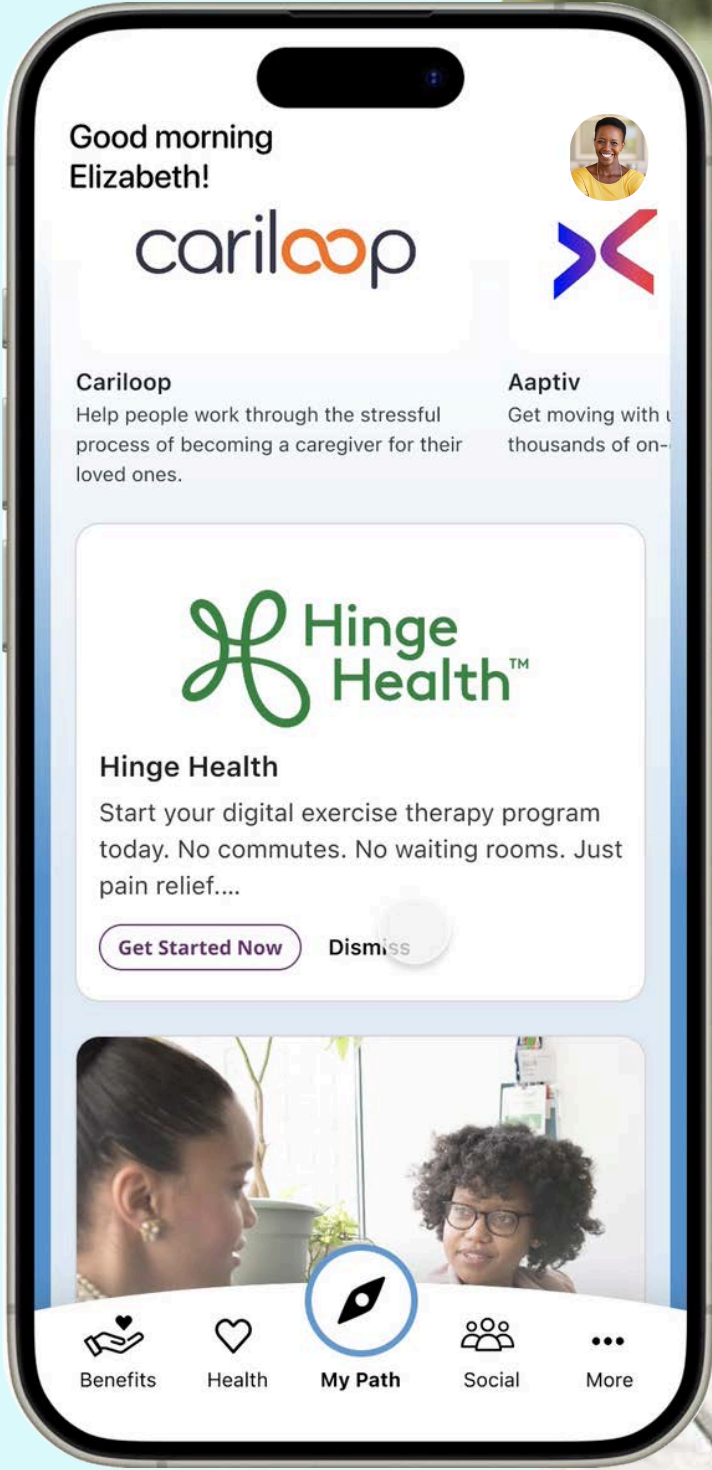
Starts a musculoskeletal health journey for stretching tips





Ecosystem of Partners

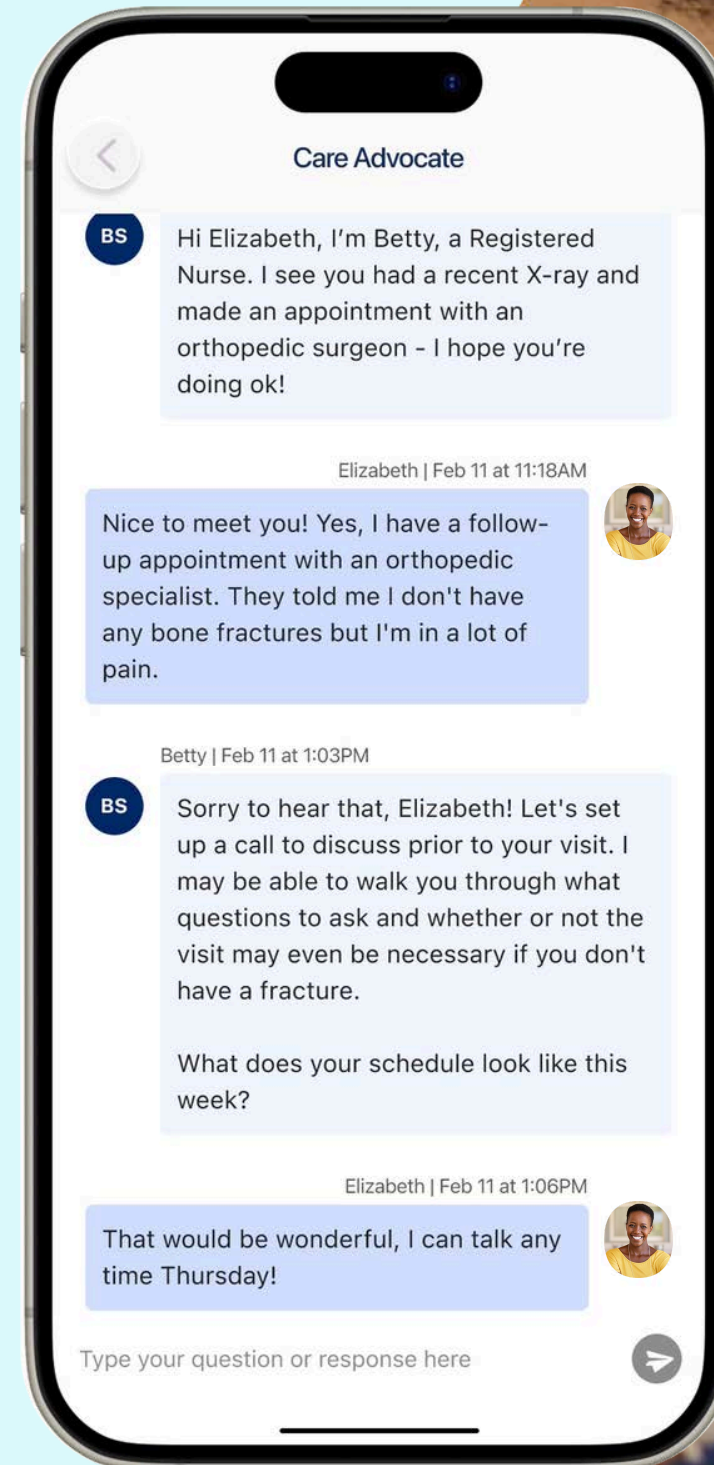
Discovers a digital exercise therapy program

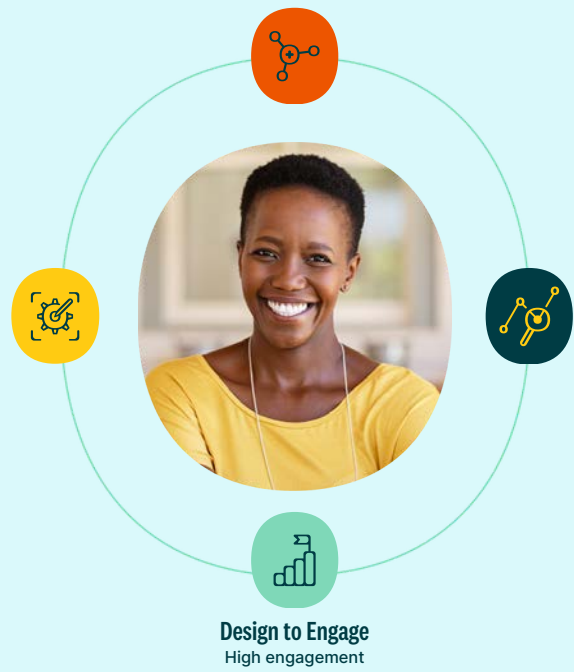




Integrated Benefits

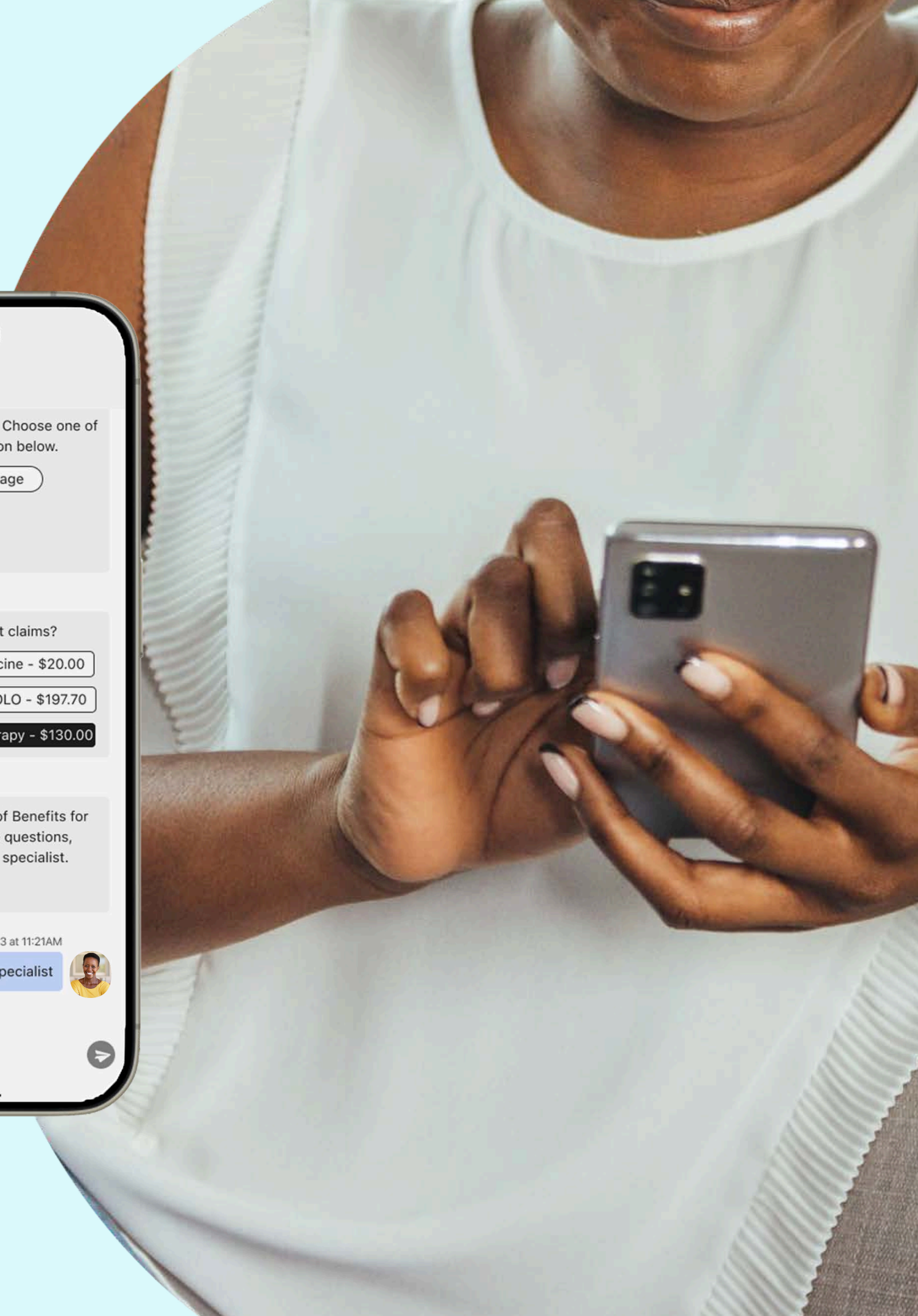
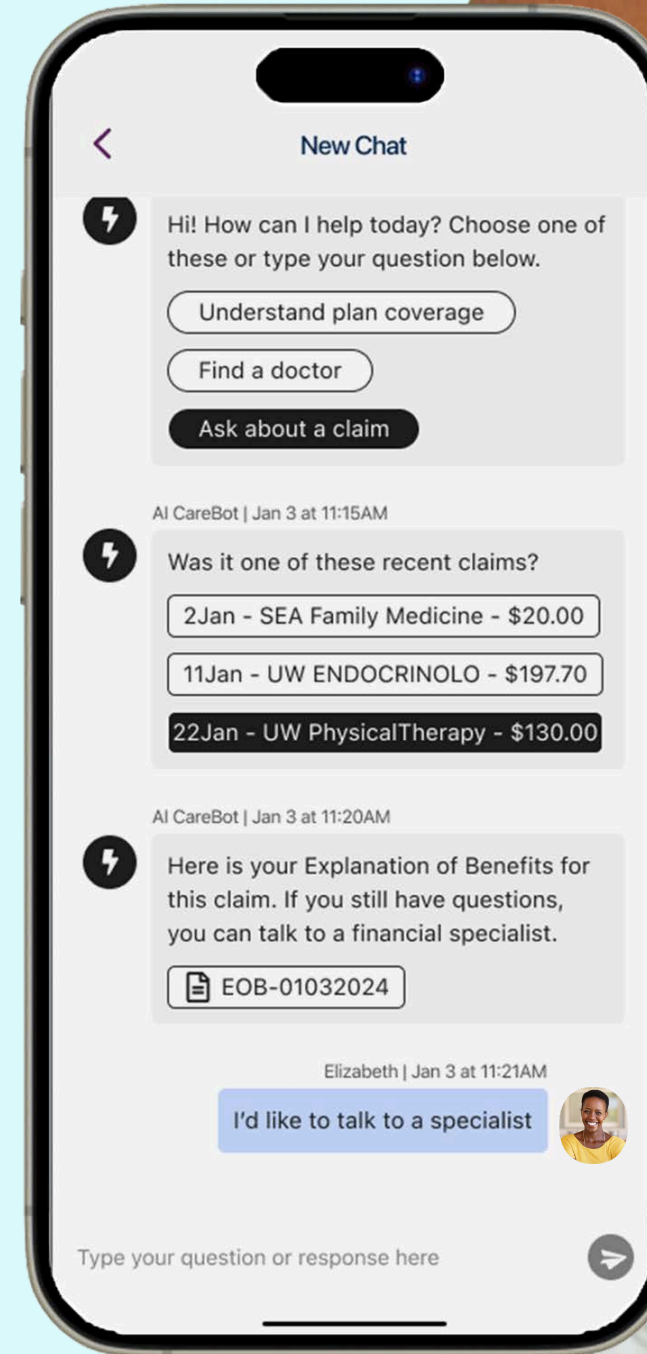
Seek less expensive alternative to joint pain medication





Financial Advocacy

Resolve billing questions around a physical therapy claims and check for fraudulent or abusive billing



Appendix

Data collected in March 2024. Our research participants consisted of 2,011 employees from 10 industries who are currently enrolled in a health care plan through their employer. We sampled employees from organizations employing at least 5,000 employees. The sample consisted of 59% males, 41% females. Conducted online leveraging the Ipsos KnowledgePanel®. Fielded in English and Spanish.

Gender

Men	1188	59%
Women	823	41%

Age

18-34	566	28%
35-54	969	48%
55 or older	475	24%

Race/Ethnicity

White, Non-Hispanic	1229	61%
Black, Non-Hispanic	260	13%
Other, Non-Hispanic	219	11%
Hispanic	275	14%
2+ races, Non-Hispanic	27	1%

Education

High school or less	382	19%
Some college or AA degree	468	23%
Bachelor's degree	624	31%
Masters or higher	536	27%

Household Income

Less than \$50,000	138	7%
\$50,000-\$99,999	423	21%
\$100,000-\$150,000	491	24%
\$150,000 or more	957	48%

Region

Northeast	314	16%
South	826	41%
Midwest	417	21%
West	455	23%

Metro Status

Metro	1871	93%
Non-metro	140	7%

LGBTQ+ Community

Yes	167	8%
No	1774	88%
Don't know/Refused	70	3%

Parental status

Parent	597	30%
Non-parent	1394	69%

Chronic Illness

Yes	474	24%
No	1526	76%

Caregiver

Yes	230	11%
No	1774	88%

Manager status

Manager	683	34%
Non-manager	1316	66%

Job Level

Entry level	244	12%
Analyst/Associate	783	39%
Manager/senior manager	489	24%
Director-SVP	140	7%
C-suite/Owner	5	<1%

Industry

Business services	119	6%
Financial services	161	8%
Transportation/shipping	150	7%
Industry/agriculture	103	5%
Education	102	5%
Government/politics	184	9%
Personal services	161	8%
Healthcare/pharmaceuticals	319	16%
Technology	280	14%
Other	404	20%

Work environment

Office/WFH	1012	50%
Warehouse/Industrial	214	11%
Retail	141	7%
Medical	227	11%
School or university	115	6%
Other	304	15%





About Personify Health

Virgin Pulse and HealthComp have merged to become Personify Health, the company driven to engage and empower people to live healthier lives. By bringing industry-leading health plan administration, holistic wellbeing, and navigation solutions together, all in one place, we have created the industry's first and only personalized health platform. With decades of experience and global operations, we empower diverse and unique businesses – and diverse and unique people – to engage more deeply in health at a lower cost. Through our proprietary combination of data-driven personalization, science-backed methodology, and concierge-level clinical expertise, our end-to-end platform makes it easier to proactively address people's needs across their lives. With a personalized, holistic, and powerfully simple experience, we are redefining industry expectations and what it means to manage health.

[Learn more at Personifyhealth.com](https://www.personifyhealth.com)

