



# **WHAT ARE THE TOP THREE TAKE-AWAYS? 2016 ACCENTURE EMPLOYEE HEALTH AND WELLNESS SURVEY**

VIDEO TRANSCRIPT

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So with the 2016 Employee Survey, we really wanted to understand what the end user of care management services, um, what they valued. What's important to them? What are their expectations? What would they pay for if they couldn't get it through their employer, and to really understand how they want to engage with these programs.

We surveyed over 3,000 individual consumers. These consumers range from all – even distribution across all – age ranges, genders, economics, geographies. The top three takeaways we got from the employee survey, number one, employees want these programs. That was overwhelmingly said. We want them. We expect them. Eighty-two percent expected them to come from their employer. Two, there are a vast majority that are unaware. Twelve percent of the employees we surveyed said they actually use the services. And only forty percent said they were aware of them. And then the third is, there are certain services that employees said you know what? I would actually be willing to pay for this because I find it of such value, which was interesting to understand that.

So I think just from looking at the data and the use rate and the awareness rate being so low for these programs on behalf of employees, clearly there's more that employers can do to raise awareness, to incent involvement and it's something we see as an area that has to be improved. The health plan, or whoever is offering the program, also I think has a to-do that comes out of these data which is, how do I market what's available better so that people use it?