**Employer Health Care Survey**

**Developed by the American Institutes for Research for AF4Q Alliances  
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**Introductory Language:** [Alliance] is leading the *Aligning Forces for Quality* (AF4Q) initiative in [County/State]. [Alliance] is one of 16 communities participating in this nationwide effort funded by the Robert Wood Johnson Foundation, the nation’s largest philanthropy dedicated to improving the health and health care of all Americans.

Through the AF4Q initiative, [Alliance] is bringing local health plans, hospitals, health care providers, consumers and employers together to work on improving health care quality and efficiency while reducing costs. Everyone plays an important role in improving the health care system in our community.

Thank you for taking the time to complete our Employer Health Care Survey—we all play an important role in improving the health care system in our community. The information you provide about your company and its employees will help the [Alliance] better understand and address the health care needs of employers and employees. We will use this information to identify common areas of interest and to inform the development of resources that we can offer to help you and your employees address pressing health care issues.

**Section I: Introduction**

* Are you aware that there is a national initiative funded by the Robert Wood Johnson Foundation, called Aligning Forces for Quality, to improve the quality and ultimately lower the costs of healthcare in our country? (Yes, No, Don’t know)
* Have you heard of the [Alliance]? (Yes, No, Don’t know)
  + If yes, what do you know about the Alliance? (open-ended)

**Section II: Health Care Issues - General**

* Compared to other issues, on a scale of 1 to 5, how do health care issues rate in terms of importance? (1 = not important at all, 5 =extremely important)
* What are the top issues facing your company? (Choose the top 3)
  + Rising premiums
  + High utilization of services
  + Employer contributions as a result of health care reform
  + Employer-based health care savings accounts
  + Health insurance exchanges as a result of healthcare reform
  + Other healthcare reform changes such as “the Cadillac” tax, changes in minimum coverage and premium contributions
  + Wellness and prevention
  + Workplace productivity
  + Plan and benefit selection
  + Employee absenteeism (either due to self or family member)
  + Other (open-ended)
* Which of the following health conditions are the top drivers of high costs for your company (choose the top 4)?
* Chronic Obstructive Pulmonary Disease or COPD (chronic lung diseases such as chronic bronchitis and emphysema)
* Diabetes
* Asthma
* Allergies
* Cardiovascular or heart disease
* Depression
* Low back pain
* Hypertension (high blood pressure)
* Obesity
* Muscular/Skeletal
* Other (open-ended)
* Not known or not measured
* On a scale of 1 to 5, how does your company rate the value of health care provided to your employees—that is the quality of care provided for the money spent? (1=very little or no value and 5=extremely high value)
* How is your company preparing for health care reform changes? (open-ended)

**Section III: Health Insurance**

* Does your company purchase health insurance for your employees? (Yes, No, Don’t know)
* If yes, is your employer health/medical coverage offering fully insured (i.e., you buy full insurance from a carrier), ASO (“administrative services only”) / self-insured (i.e. your company pays the claims itself but uses a carrier to handle administration); or a mixture? (please select a single response)
* All fully insured
* All ASO
* A mix of fully insured and ASO
* Don’t know
* Other (open ended)
* What types of health insurance plans does your company offer?
  + High-deductible plan with savings or reimbursement account (may also be referred to as a consumer-directed health plan)
  + PPO plan
  + HMO or POS (Point of Service) plan
  + Traditional indemnity plan
  + Limited coverage plans (such as “Mini-Meds”)
  + Other (open-ended)
  + None
  + Don’t know
* Total number of full-time employees **enrolled** in your health care benefits?
* 2-9
* 10-25
* 26-50
* 51-100
* 101-200
* 201-500
* 501-2,000
* 2,000 +
* Approximately what percentage of health care premiums does your company pay?

\_\_\_\_\_\_\_\_\_%

* Approximately what are your employer contributions to health care premiums per each active, full-time employee (averaged across both single employees and employees with spouses/families) on the following (if you do not have this information, please provide an estimated figure):

a. Medical benefits: \_\_\_\_\_\_\_\_\_\_\_\_\_

b. Prescription drug benefits: \_\_\_\_\_\_\_\_\_\_

* Please select the most important criteria in terms of how you select health plan options (choose the top three)
  + Price
  + Network access
  + Quality (Quality health care helps you stay healthy, helps you recover faster from an illness or injury, and it’s the kind of care you want for you and your family)
  + Health promotion and wellness services/programs
  + Services provided
  + Feedback from employees
  + Other (open-ended)
* Does your company currently use any type of benefit incentives (also known as value-based insurance design or VBID) to drive access to different types of care? These types of benefit incentives might include lower co-pays for preventive care or certain prescription drugs known to benefit a condition. (Note: VBID is an employer benefit design strategy to optimize use of higher-value health care services and reduce use of lower-value services.) (Yes, No, Don’t know)
  + If Yes, what type of benefit incentives have you used? (open-ended)
    - What type of impact have these incentives had on employees’ behaviors or use of services and costs? (open-ended)
  + If No or Don’t know, would your company be interested in implementing these types of incentives? (Yes, No, Don’t know)
* Does your company provide health insurance to retirees? (Yes, No, Don’t know)
  + If yes, which of the following best describes your company’s retiree medical benefits costs? (please select a single response)
    - Our retiree medical costs are low/minimal compared to how much we spend on for active employee benefits
    - Our retiree medical costs comprise a moderate portion of our total benefits spend each year, but still relatively small compared to what we spend on active employee medical coverage
    - Our retiree medical costs are significant portion of our total benefits spend each year
    - Don’t know

**Section IV: Employee Benefits/Services**

* Does your company provide any of the following to employees (Yes, No, Don’t know):
  + Catastrophic or acute illness support/ recovery programs (e.g., heart attack)
  + Chronic disease management (e.g., diabetes, coronary heart disease, cancer, depression)
  + Smoking cessation
  + Diet/nutrition/health coaching
  + Obesity/Weight-loss programs
  + Exercise promotion
  + Worksite clinics
  + Health risk assessments
  + Stress management
  + A medical home or care coordination services
  + Pregnancy & lactation support
  + Information/resources on how to find quality care
  + Information/resources on questions to ask providers during a medical appointment
  + Information/resources on how to manage their health care and conditions
  + Other (open-ended)
* These benefits/services have reduced our company’s related health care costs. (1 = strongly disagree; 5 = strongly agree)
* As an employer, how much uptake do you see by your employees for disease management and wellness programs that are available for purposes of managing the overall health and productivity of your employees? (Very little, Some, A lot, Not offered)
  + Catastrophic or acute illness support/ recovery programs (e.g., heart attack)
  + Chronic disease management (e.g., diabetes, coronary heart disease, cancer, depression)
  + Smoking cessation
  + Diet/nutrition/health coaching
  + Obesity /Weight-loss programs
  + Exercise promotion
  + Worksite clinics
  + Health risk assessments
  + Stress management
  + A medical home or care coordination services
  + Pregnancy & lactation support
  + Information/resources on how to find quality care
  + Information/resources on questions to ask providers during a medical appointment
  + Information/resources on how to manage their health care and conditions
  + Other (open-ended)
* If your company does not currently provide any of these, would it be interested in offering any of these services? (Yes, No, Don’t know)
  + Catastrophic or acute illness support/ recovery programs (e.g., heart attack)
  + Chronic disease management (e.g., diabetes, coronary heart disease, cancer, depression)
  + Smoking cessation
  + Diet/nutrition/health coaching
  + Obesity/Weight-loss programs
  + Exercise promotion
  + Worksite clinics
  + Health risk assessments
  + Stress management
  + A medical home or care coordination services
  + Pregnancy & lactation support
  + Information/resources on how to find quality care
  + Information/resources on questions to ask providers during a medical appointment
  + Information/resources on how to manage their health care and conditions
  + Other (open-ended)
* As an employer, what do you feel would best help your company manage both your healthcare costs and employee wellness? (open-ended)
* Do your employees know where to go to access information to help them make informed decisions regarding their healthcare? (Yes, No, Don’t know)
  + If No or Don’t know, are you interested in providing these tools? (Yes, No, Maybe)

**Section V: Communication with Employees**

* How does your company communicate with your employees about healthcare and benefits information? (check all that apply)
  + Email
  + Text messages
  + Print materials (newsletters, posters, etc.)
  + Lunch-n-Learns or other events
  + Intranet
  + Other (open-ended)
* How well does your company currently communicate with your employees on the following topics? (1= does not communicate 5 = very well)
  + Cost and utilization including high-cost drivers/services
  + Payment reform
  + Wellness and prevention
  + Quality/Performance measures
  + Incentive based coverage options/Value-based insurance design
  + Benefits design
  + Medical evidence
  + Specific health conditions
  + Other (open-ended)
* Which communication strategies have been most successful? (open-ended)
* What, if any, feedback do you receive from employees regarding their health plans and care? (open-ended)

**Section VI: Employer Needs**

* On which of the following topics would your company like support or resources (information/materials, training/coaching, etc.)?
  + Cost and utilization including high-cost drivers/services
  + Payment reform
  + Health Insurance Exchanges
  + Wellness and prevention
  + Quality/Performance measures
  + Incentive based coverage options/ Value-based insurance design
  + Benefits design
  + Consumer Directed Healthcare & Health Savings Accounts
  + Medical evidence
  + Strategies to help your company communicate and negotiate with health plans/insurers to secure contracts/services
  + Other (open-ended)
* Does your company receive utilization reports from your health plan or insurer? (Yes, No, Don’t know)
  + If yes, how do you use this information to make decisions about benefits and/or programs to offer your employees? (open-ended)
* What, if any, information from your health plan or insurer would be useful to have when making decisions about benefits and/or programs to offer your employees? (check all that apply)
  + Performance measurements
  + Employer-based wellness programs
  + Benefit comparison charts
  + Other (open-ended)

**Section VII: Wrap-up Questions**:

* Please share information about your company:
  + Type of industry (please select single response)
* Agriculture, forestry, fishing and hunting
* Mining
* Utilities
* Construction
* Manufacturing
* Wholesale trade
* Retail trade
* Transportation and warehousing
* Information (e.g., publishing, broadcasting, libraries)
* Finance and insurance
* Real estate and rental and leasing
* Professional, scientific, and technical services
* Management of companies and enterprises
* Administrative and Support, Waste Management and Remediation Services
* Educational services
* Health care and social assistance
* Arts, entertainment, and recreation
* Accommodation and food services
* Other services
  + - Other (please describe)
  + Number of U.S.-based employees
* 1
* 2-4
* 5-9
* 10-19
* 20-49
* 50-99
* 100-499
* 500-999
* 1000-4999
* 5000-10,000
* 10,000-25,000
* 25,000-50,000
* 50,000+
  + Geographic area covered
    - City
    - County
    - Entire state
    - Entire state and other states
    - Other (open-ended)
  + Annual revenue
    - Less than $500,000
    - $500,000 - $1,000,000
    - $1,000,000 - $2,999,999
    - $3,000,000 - $4,999,999
    - $5,000,000 or more
  + Common chronic conditions/diseases among employee population (Choose the top 3)
    - Chronic Obstructive Pulmonary Disease or COPD (chronic lung diseases such as chronic bronchitis and emphysema)
    - Diabetes
    - Asthma
    - Allergies
    - Cardiovascular or heart disease
    - Depression
    - Low back pain
    - Hypertension (high blood pressure)
    - Obesity
    - Muscular/Skeletal conditions
    - Other (open-ended)
    - Not known or not measured
* What specific goals does your company have for the coming year with respect to health care? (open-ended)
* What, if any, strategies has your company used that resulted in positive changes for your company and/or your employees with respect to health care? (open-ended)
* Would you be interested in attending monthly meetings of the [Alliance] to collectively address health care issues with other key stakeholders in our community? (Yes, No, Don’t know)
* Would you be willing to be a part of a working group of employers and purchasers (in conjunction with the [Alliance] that may require additional meetings? (Yes, No, Don’t know)
* If you have any other ideas or suggestions about how to improve our healthcare system please share them here. (open-ended)
* Please provide your information:
  + Name
  + Title:
  + Company
  + Mailing address
  + Email address
  + Telephone number
  + Please indicate your role in the company
    - CFO
    - CEO
    - Benefits Manager
    - Other (open-ended)
  + Please indicate the role you play in choosing which benefits/services/programs your company provides to employees?
    - Primary decision maker
    - Have some influence in the decision-making process
    - Do not play a role in this decision
    - Don’t know

**Conclusion**: Thank you for taking the time to complete our Employer Health Care Survey. We appreciate your time and the information you have provided, and we look forward to working with you in 2012. Should you have any questions or want to learn more about the [Alliance], please contact: