

JOURNEY LIVE OUTCOMES REPORT

Prepared for Journey by
inZights Consulting, LLC



inZights Consulting

Journey Engagement Study

This Executive Report summarizes results based on employees from 13 companies who contracted with Journey for its Journey Live Program. Employees were invited to take the survey in August 2022. They were asked about current mental health concerns, engagement in work, risk of turnover, and use of mental wellbeing care strategies. Surveying was conducted in three waves until a statistically representative sample was obtained (95% Confidence Limit with a 10% MOE). Additional engagement data from the Journey Live program also was examined.

Employees who completed the survey included both exempt and non-exempt employees (50/50). Nearly all worked a 5-day workweek and between 6 to 12 hours on the days they worked. Most were either dealing with a significant life stressor now (38%) or sometime in the past year (53%). A little over 1/3rd had received care from a mental health professional within the past year.

Engagement

Employees had very low awareness of most of the resources their employer sponsored for mental wellbeing (25% were aware); Journey Live was an exception. Employees were three times more aware of Journey Live (75% vs 25%) as a resource for their emotional wellbeing compared to other resources. Those employees who used Journey found it useful.



Our analysis confirmed that **Daily Journeys** (i.e., daily messaging) was effective for promoting engagement. Opening the daily messages was associated with using other aspects of Journey Live (videos, viewing minutes, viewing recommendations, check-ins and completing monthly assessments). Additionally, we found that deeper engagement in Journey content was associated with fewer days missed from work due to absences and lost productivity and improved retention. Employees who viewed recommendations from Journey also had greater improvement in their overall mood.

Care Utilization

Use of urgent care and professional help were stable. Although some increased use, the number / percent was offset by those who reported less use. There were a few exceptions, employees reported less ER use (3.5% of employees) and more use of Journey recommended strategies (1 in 3 used more of Journey recommended strategies over time).

Outcomes

Overall, the study revealed that employers can expect on average \$580 savings in healthcare costs and \$170 absenteeism and productivity loss savings per engaged employee per year. Journey engagement was associated with greater savings. Compared to unengaged employees, those who engaged in Journey Live had 2.3 times greater savings in medical care costs. Other findings included fewer hours missed, reduced stress and increased employee retention. All of which are associated with additional savings and benefits to employers.

Employees were asked what they like to do when they are stressed. These following are what employees reported as their go-to strategies.

Top > 50%	Most 35-50%	Less common < 35%
<ul style="list-style-type: none"> ➤ Listening to music (62%) 	<ul style="list-style-type: none"> ➤ Spending time with others (48%) ➤ Spending time with a pet (45%) ➤ Exercise/sports (46%) ➤ Napping/sleeping (43%) ➤ Reading (42%) ➤ Taking a bath or shower (40%) ➤ Practicing self-care (40%) ➤ Doing a hobby (39%) ➤ Meditating/deep breathing (37%) 	<ul style="list-style-type: none"> ➤ Stretching/Yoga (29%) ➤ Letting it out through laughter, screaming or tears (26%) ➤ Less frequent: Journaling, drinking, dancing

Additional outcomes are summarized in the following infographic.



Time Saved

+7.5 hours



Wellbeing

1/3 improved stress



Medical Savings

\$380 per employee



Improved Retention

1/3 more likely to stay



Employee Value

3X greater
awareness



Engagement

2.3X savings
for engaged users

Appendix

Methods

What did the survey measure? We evaluated engagement at work, risk of turnover, and use of mental health care.

We asked about:

- Workplace engagement (such as absences from work, focus/productivity, attitudes about staying/leaving their job)
- Mental health concerns (current concerns and changes in mood)
- Use of strategies to improve mental wellbeing (receiving care from a professional to self-help strategies)
- Employees awareness of Journey Live and ratings of the program's usefulness

How did you measure employer savings?

Savings were calculated for those employees who reported improvements in the last 30 days compared to other times during the year on absences, productivity, use of mental health services, and risk of turnover.

Medical Cost: Health care savings were calculated based on published data/savings reported in various industry and scientific resources for employees who are receiving appropriate care for mental health concerns. Research shows that employees with a mental health concern(s) who receive care for these issues cost employers \$1,200 less in medical costs. Furthermore, receiving mental health care also can result in a 20% reduction in absenteeism and presenteeism (these savings were not included). Our study showed 30% of employees (3 out of 10 employees) reported improved rates of getting help for mental concerns in the past thirty days.

Time: Improvements in time loss were calculated from reported absences and productivity, hours worked per week, using average national wages for hourly and salaried employees, and an impact factor on other employees at work (1.5 x).

Turnover: Turnover savings were calculated by determining the number of employees who had been at risk of leaving their company in the past year and were no longer likely to leave their company. Based on various industry and scientific resources employee turnover has been shown to be costly. It costs employers \$1,500 to replace each hourly employee and 1.5 X times an employee's annual salary for salaried employees. These numbers include the lost productivity while positions are vacant, hiring, recruitment and training costs, and the impact on others productivity and performance during the vacancy. Additional impacts can include reduced employee morale, projects and initiatives put on hold, reputational impact on the company and company brand. However, these factors have not been included in our estimates.

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About the Founder

Dr. Sue Zbikowski (www.linkedin.com/in/szbikowski/) is an experienced health and wellness leader, entrepreneur, psychologist, and scientist with a track record of helping businesses differentiate their value proposition and improve their product and overall business results with clinical and scientific best practices, data analytics, product innovation, and thought leadership.

- Proven track record of helping companies grow revenue and become market leaders.
- Served as Chief Scientific/Research Officer at various companies where she set the research strategy, managed research operations, and fostered academic, industry, and community partnerships.
- Started, grew, and operated a multi-million-dollar profit center dedicated to research, program evaluation, and healthcare provider training services.
- Expertise working with health systems, payors, employers, state and federal agencies, academia, and pharma.
- A scientist and expert in health behavior change over the lifespan with over 80 publications on tobacco cessation, weight loss, and other health improvement topics.
- 25+ years studying disease prevention and condition management interventions.
- 20+ years in the health and wellness industries.

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