



# Humana Clinical Study Report: Journey



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## Study Purpose

This clinical study was designed to evaluate the impact of the Journey program on employee well-being and productivity-related outcomes among Humana associates. The study explored how a structured mindfulness program might benefit participants by improving stress management, emotional regulation, and perceived ability to perform at work.

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## Study Population

- **Target group:** Humana associates in the Group Service Operations (GSO) department.
  - **Eligibility:** Aged 18 years or older; recruited via internal communications.
  - **Participation:** Voluntary, with no cost to participants. Sessions occurred during a weekly 30-minute wellness break.
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## Program Description

- **Intervention:** Eight weekly 30-minute live sessions delivered via videoconference (e.g., WebEx), led by certified Journey instructors.
  - **Session Format:**
    - *Inform & Inspire:* Personal insights and science (7–10 min)
    - *Guided Meditation:* Core practice (10–15 min)
    - *Weekly Wisdom:* Q&A and actionable tip (7–10 min)
  - **Expected Practice:** Participants were encouraged (but not required) to meditate ~70 minutes/week outside of class.
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## Study Design and Methods

- **Design:** Longitudinal, prospective evaluation using pre- and post-intervention survey measures.
- **Data Collection:** Online surveys administered before and after participation in the JM course.
- **Analysis Plan:** Pre- to post-program changes analyzed using descriptive statistics.

## Measures Collected

All data were self-reported via online surveys. The table below summarizes the survey questions used to evaluate program outcomes:

Domain	Survey Question
<b>Health Related Quality of Life (CDC)</b>	Would you say that in general your health is: ( <i>e.g., Excellent to Poor</i> )
	Days impacted by physical or mental health. During the past 30 days, for how many days was your physical health not good? for how many days was your mental health not good? for how many days did poor physical or mental health keep you from your usual activities?
<b>Work Attendance</b>	In the past 30 days, how many hours of work have you missed for any reason?
<b>Work Performance</b>	How would you rate your ability to concentrate at work over the past 30 days?
<b>Stress</b>	On a scale from 0 to 10, where 0 is no stress and 10 is overwhelming stress, how would you rate your current stress level?
<b>Emotional Well-being</b>	In the past month, how often have you: <ul style="list-style-type: none"> <li>• Felt on top of things</li> <li>• Felt nervous or stressed</li> <li>• Felt unable to control the important things in your life</li> <li>• Felt angry about things outside of your control</li> <li>• Felt confident about your ability to handle personal problems</li> </ul>

## Results

Participants reported improvements in key indicators of stress, emotional regulation, and perceived effectiveness after completing the Journey program. Self-reported absenteeism decreased by 51%, and participants noted a 56% improvement in their confidence to handle personal problems. Reports of stress and nervousness declined by 24%, indicating enhanced emotional resilience. Additionally, general health ratings improved by 38%, and participants experienced approximately five fewer days impacted by poor physical or mental health, as measured by the CDC Health Days instrument. These findings suggest that participation in the program was associated with meaningful improvements in health-related quality of life and workplace functioning. According to previously published data from Humana, each additional healthy day may correspond to potential medical savings of \$15.64 per member per month, or approximately \$188 annually.

## **Conclusions and Implications**

The Journey program demonstrated promising effects in reducing stress, improving emotional resilience, and decreasing self-reported absenteeism among employees. These outcomes suggest that structured mindfulness interventions may play a role in supporting employee well-being and performance.

The findings from this evaluation contribute to the growing body of evidence on the potential benefits of mindfulness programs in workplace settings and provide useful insights into the impact of such programs on employee-reported health and productivity outcomes.