
2008 National Business Group on Health

**Employer Measures
of Productivity, Absence
and Quality™**

EMPAQ® Annual Summary Research Report



INFORMATION ONLY

Foreword

With an increasing number of employers facing today's challenging economic climate, there is an urgent need to find new and creative strategies that contain health care spending, while optimizing workforce health and productivity. The National Business Group on Health has pledged to lead the way in offering employers valuable, breakthrough research, program analysis, and decision-support tools that provide health and productivity management solutions.

With that commitment in mind, I am pleased to present you with the EMPAQ® Annual Summary Research Report on behalf of the Board of Directors and staff of the new Institute on Health, Productivity, and Human Capital.

EMPAQ®—Employer Measures of Productivity, Absence and Quality™— is a set of standardized metrics and benchmarking tools developed by the Business Group to help large employers evaluate the effectiveness of their health and productivity management programs. EMPAQ® enables employers to make meaningful and actionable data comparisons by program and industry.

In our efforts to continuously improve the EMPAQ® metrics and delivery provided, several enhancements were implemented this year. These changes include an online data submission and reporting tool, new metrics and a streamlined training and certification process. Our goal is to make EMPAQ® the barometer for how well a company is meeting health and productivity challenges in comparison to: a) the overall marketplace; b) its particular industry group; and c) its own past performance.

This research report, prepared in conjunction with the University of Michigan Health Management Research Center, is the culmination of all EMPAQ® program and demographic data collected in 2007. It is the third and final installment of the Business Group's benchmarking and reporting package, designed to:

- Provide the data comparisons and analysis necessary to develop comprehensive solutions and interventions.
- Meet senior management's demand for credible and measurable industry benchmarking data.

Without the collaborative work of employers and their strategic data partners, this initiative would not have been possible. I am grateful to our members and all industry participants for their implementation and use of EMPAQ®. I look forward to learning how our EMPAQ® Annual Summary Research Report contributes to your efforts in evaluating the effectiveness of your health and productivity management programs as we strive to become a healthier and more productive America.

Sincerely,



Helen Darling, President, National Business Group on Health

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Introduction

EMPAQ® (Employer Measures of Productivity, Absence and Quality™) is a set of standardized metrics and benchmarking tools developed by the National Business Group on Health to help employers evaluate the effectiveness of their health and productivity management programs. It enables employers to participate in meaningful benchmarking, to evaluate benefit plan design, and to gain access to decision-support tools. EMPAQ® establishes a consistent method for measuring cost, utilization and other performance issues within industry sectors. More information about EMPAQ® may be found at www.empaq.org.

Various thought leaders in the human capital arena from both academic and industry settings have aided in the development and enhancement of EMPAQ® since its launch in 2003. Today, EMPAQ® is governed by the Board of the Business Group's new Institute on Health, Productivity, and Human Capital. The Institute partners with the University of Michigan Health Management Research Center who administers EMPAQ® data collection, analysis, and reporting.

EMPAQ® provides many benefits for participants, including:

- A secure and efficient online data submission process
- Standardized metrics for seven different benefit program types
 - Short-Term Disability
 - Workers' Compensation
 - Long-Term Disability
 - Family and Medical Leave
 - Group Health
 - Incidental and Total Absence
 - Employee Assistance Programs
- A set of benchmarking tools and resources
 - EMPAQ® Data Integrity Report
 - EMPAQ® Benchmarking Report
 - EMPAQ® Annual Summary Research Report
- A participation benefit for all National Business Group on Health members