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Chairman and CEO

Quest Diagnostics Incorporated

HealthyQuest

Company Overview

- Type of industry: Health services
- Number of employees: 42,000

Program Components

- Wellness integrated with company goals
- Formation of teams of volunteer employee leaders in health promotion
- Premium incentives for participation in laboratory-based Health Risk Assessment (HRA), *Blueprint For Wellness™*

Program Highlights

- 700 employees volunteered to be leaders in nutrition, weight management, exercise, tobacco cessation, and stress management
- With increased promotion, Health Risk Assessment (HRA) participation increased in one year from 11,000 employees to more than 29,000 employees and dependents
- In the first year, an estimated 15% of the tobacco user population enrolled to quit
- The *HealthyQuest* initiative has led directly to lower health premium increases for both 2006 and 2007

CEO Statement

“Too often we wait until we are sick to take the steps necessary to maintain or improve our health. *HealthyQuest* is helping all of us become better health care consumers and really focus on *health* care instead of *sick* care.”

Keeping Employees at Low Risk

To achieve an effective health promotion program that maintains both high participation rates and a low-risk population, **an organization needs to provide support across all levels**—from the top down, as well as from the bottom up. To help employees accomplish these goals, Dee W. Edington, PhD, director of the University of Michigan Health Management Research Center, advises employers to:

- Create accountability through the use of clear performance objectives. Management at all levels must acknowledge the importance of employee health, promote a supportive environment, and encourage participation in health-enhancing activities.
- Help workers recognize health issues that drain their vitality and work performance. Employers can do this by providing a Health Risk Assessment (HRA) combined with coaching to each member of the organization.
- Recognize employees who act as role models for better health.
- Use an advocate or periodic communications to teach employees how to access benefit programs and other resources.
- Provide incentives for participation in health promotion programs. For example, offer a \$200 benefit credit or other rewards (e.g., lottery for vacation package, gift certificates, drawings for prizes) for participating in an HRA, meeting with a counselor to discuss its results, and getting involved in additional health promotion activities during the year.⁴⁵

Average Days Lost in the U.S. Workforce by Age and Health Status

