



Benefits Survey of Hospitals

ASHHRA Benefits Symposium
January 30, 2024

Aon Health Solutions
Proprietary & Confidential | 2024
Do Not Share Beyond Your Hospital Organization



Speakers



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Aon's Healthcare Industry Practice

Health Solutions

Specialized service to healthcare clients:

- Local market insight supported by national best practices
- Industry-specific benchmarking across all benefits
- Experience in healthcare operations and delivery
- Data-driven and evidence-based approach for actionable insight
- Expertise in establishing health plan governance with multiple stakeholders
- Healthcare SMEs in M&A, talent & rewards, risk, reinsurance, and retirement

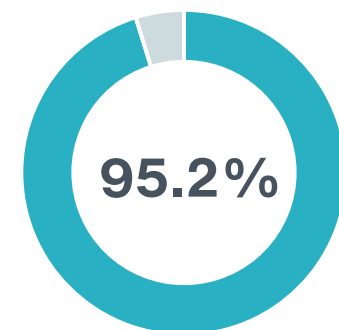


Aon's Health Solutions Consulting-Healthcare Industry Practice

A national practice consisting of:



450+
healthcare clients



95.2% client retention

Innovations:



Hospital benefit survey that includes **1,400+** hospitals



Pharmacy purchasing coalition with dedicated hospital-focused service team



Pioneered clinically integrated accountable care for self-insured programs

Highly experienced with:

- Academic medical centers
- Community hospitals
- Specialty and children's hospitals
- Physician practice groups
- Senior living and long-term care
- Provider-owned health plans

We serve healthcare organizations as both...

Employers

- Plan Design
- Network Tiering
- Member Engagement
- Care and Benefits Navigation
- Wellbeing Strategy
- Time Away & Life Solutions
- Audits
- Vendor Management

- Voluntary Benefits
- Union Relations
- Pharmacy Coalitions
- Executive, Physician, and Staff Benefits
- Diversity, Equity and Inclusion
- Workforce Resilience

Providers

- Population Health
- Value-Based Care
- Care Management
- Domestic Steerage
- Internal Pharmacy
- GeoAccess and Specialty Network Analysis
- Centers of Excellence
- Commercial Plans
- High-Performing Networks
- ACO integration

Risk Capital

Corporate Risk

Reinsurance



Human Capital

Health

Wealth

Talent

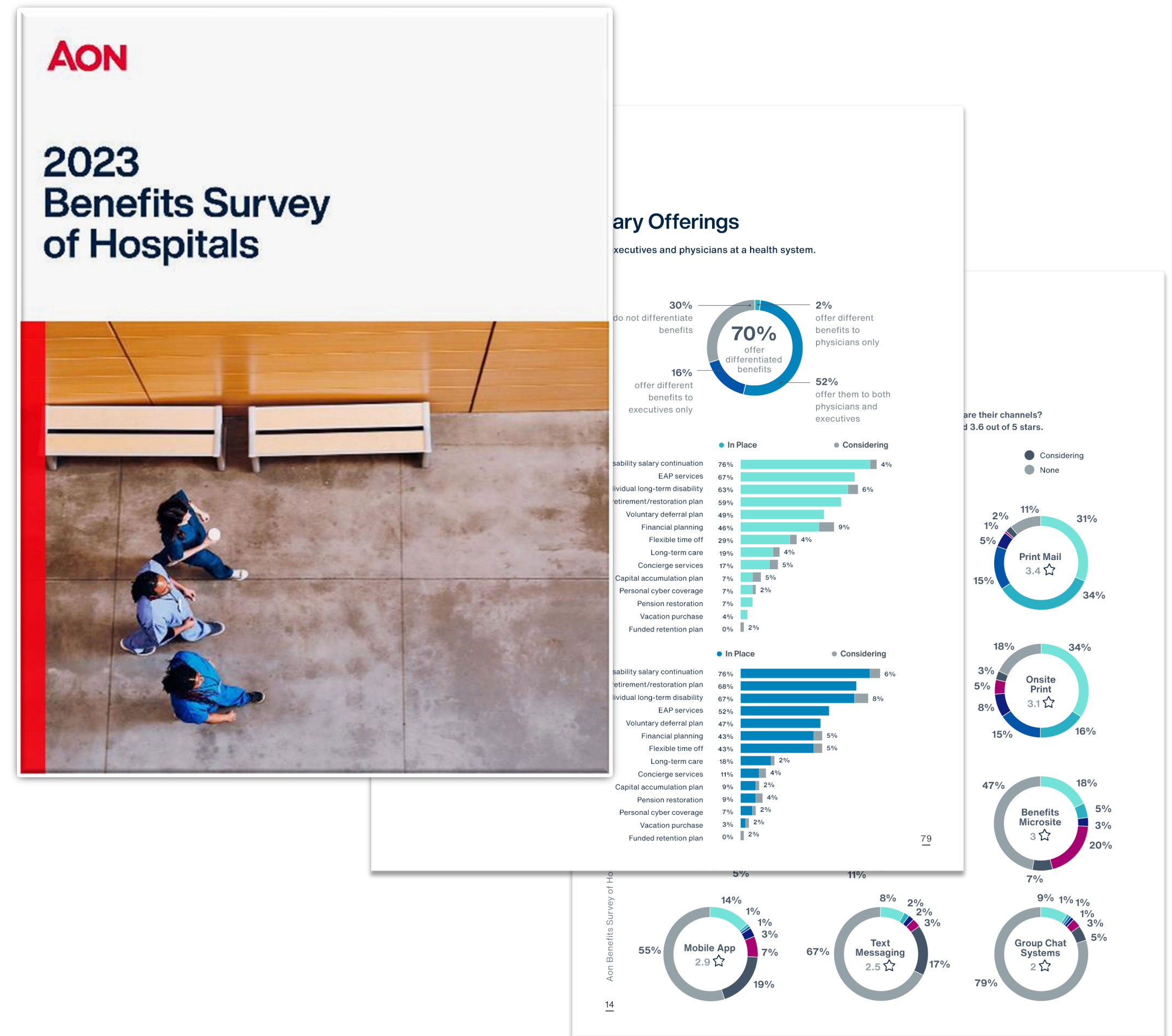
What is the Benefits Survey of Hospitals?

Our survey is in its eighteenth year of providing the crucial benchmarking and trend data hospital employers need to make informed decisions:

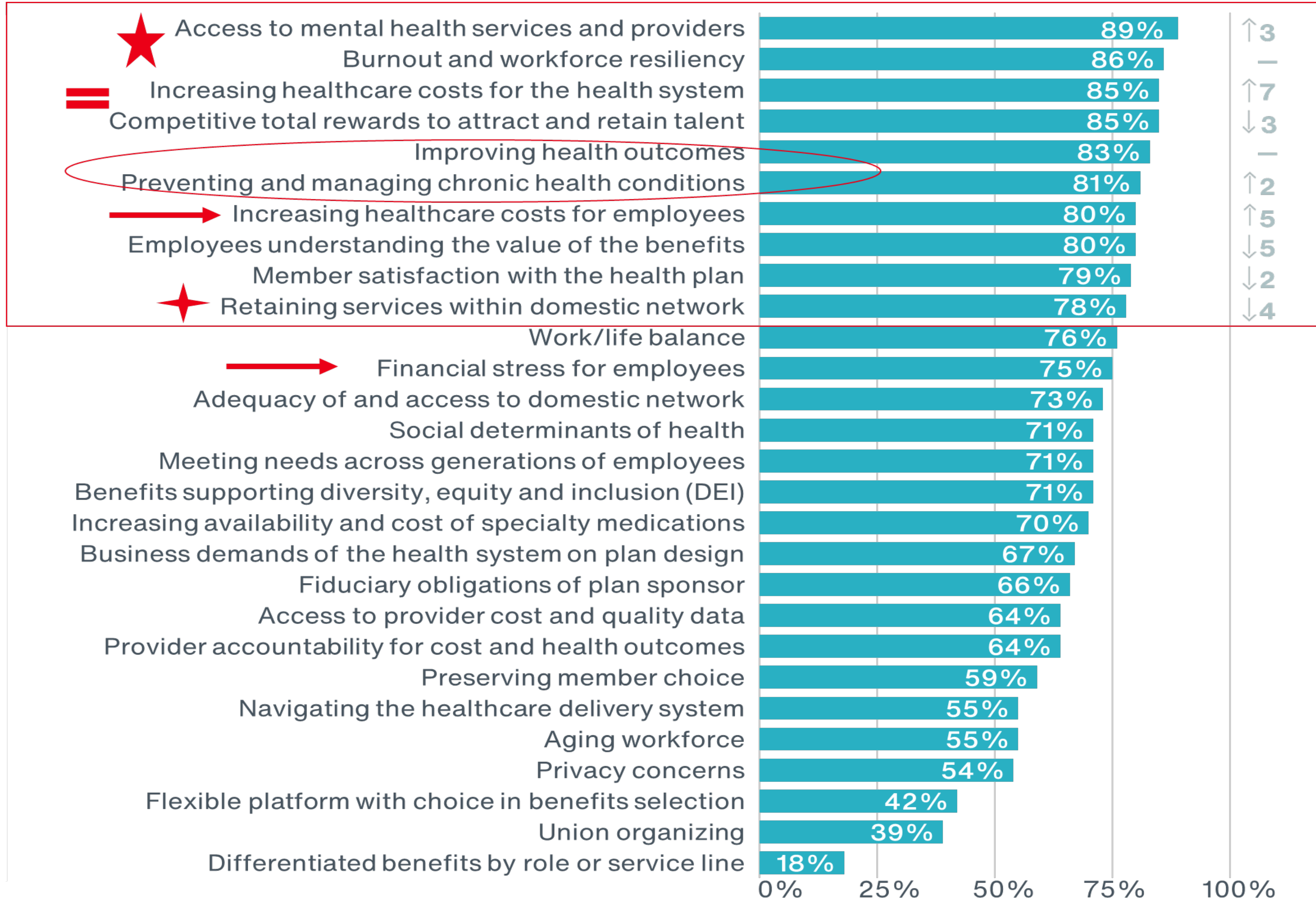
Participating hospitals receive the comprehensive report and regional benchmarking at no cost

In 2023, 160 health systems participated, representing over **1,400** hospitals and **3.3+ million** employees across the U.S.

We receive direct feedback on “hot issues” and innovations from hospital CHROs and Benefits Executives.

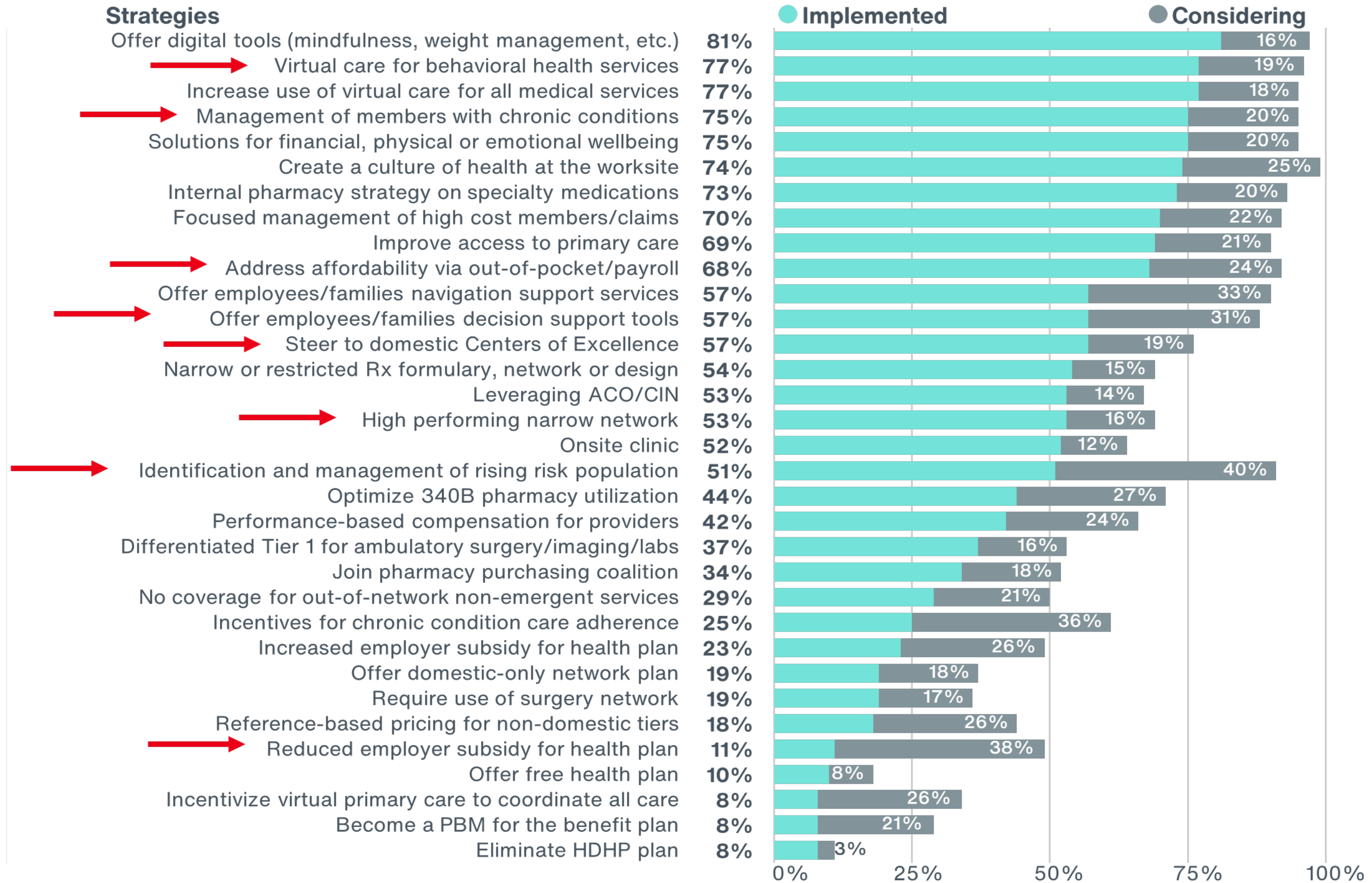


Healthcare Employer Concerns



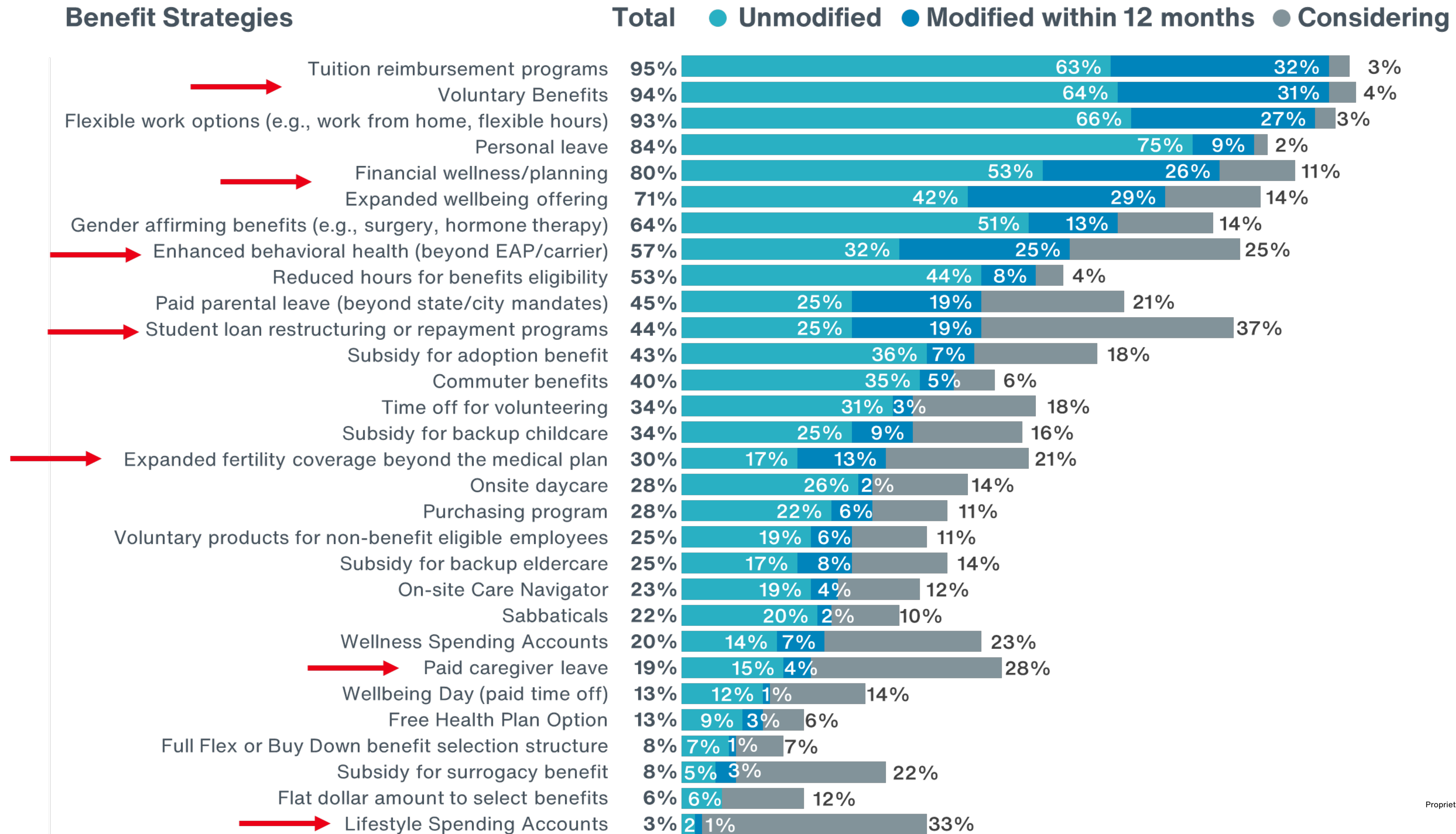
Healthcare Employer Strategies Implemented

What strategies have organizations adopted to address their concerns?



Responding to Workforce Challenges

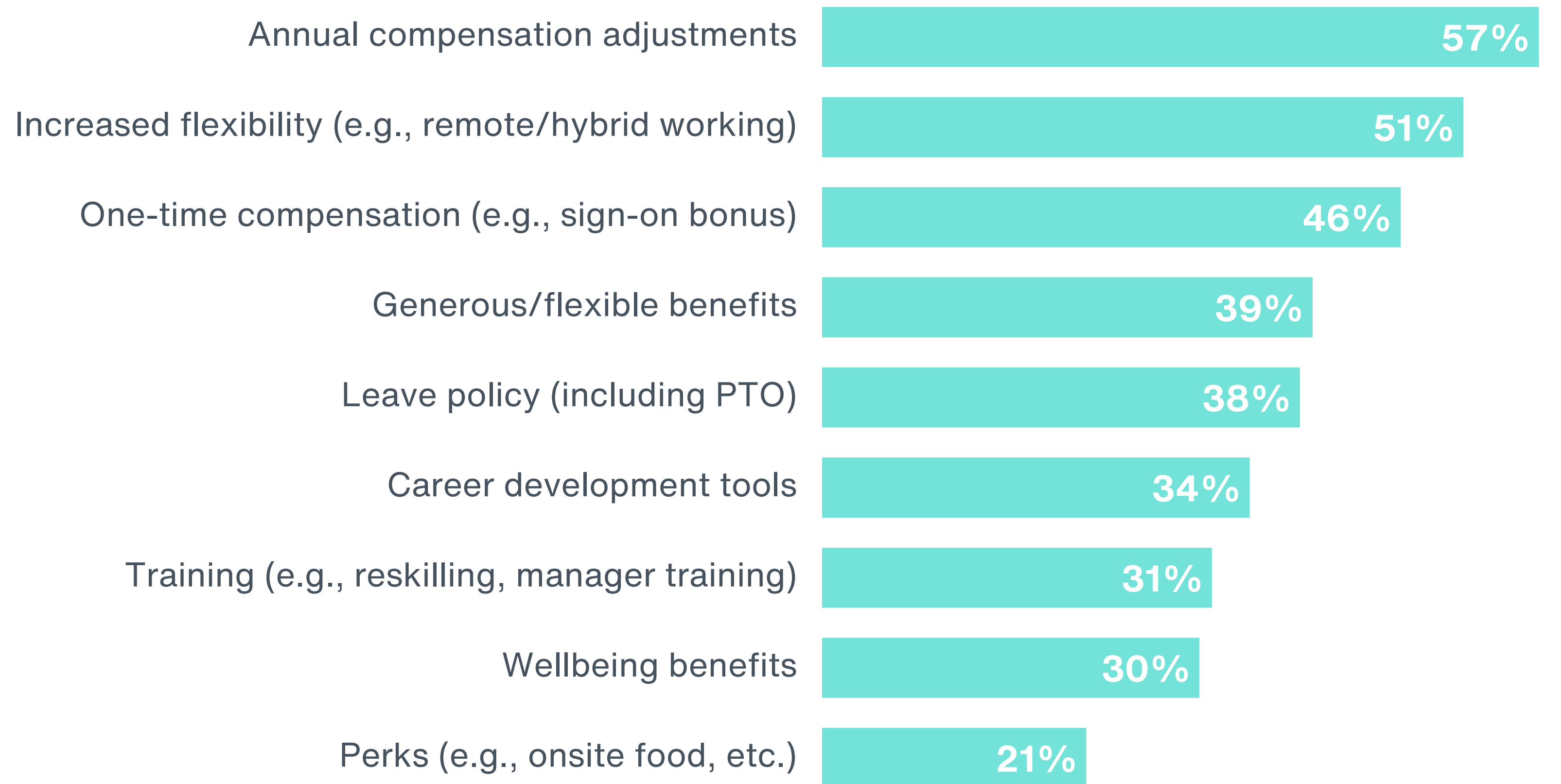
What benefits have organizations implemented or modified in the last 12 months?



Assessing Culture to Support Workforce Needs

How do organizations rate programs designed to attract and retain talent?

The chart shows how many respondents rated each program as “high” effectiveness (4 or 5 on a scale of 1-5).



Talent

Differentiated Benefits

Do organizations differentiate benefits by line of business or role?

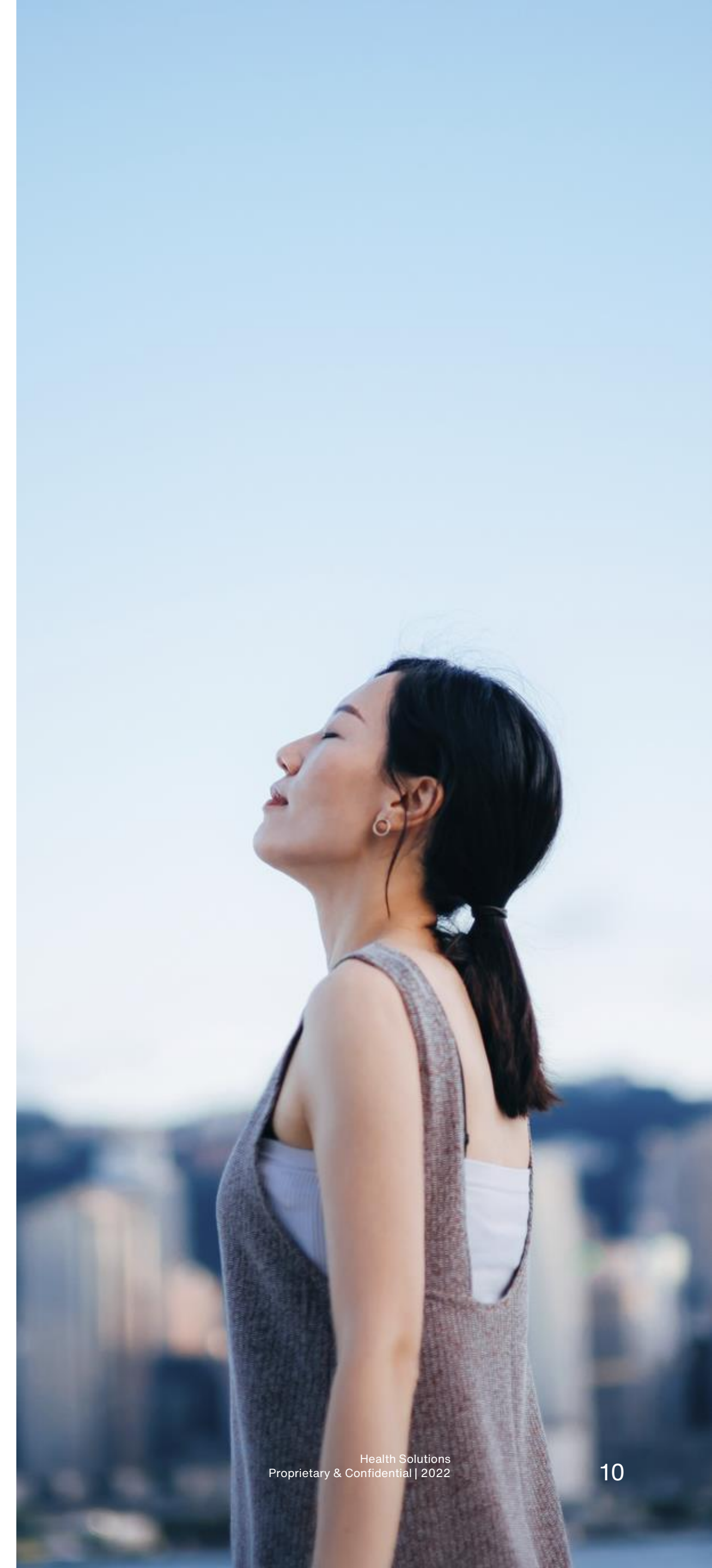
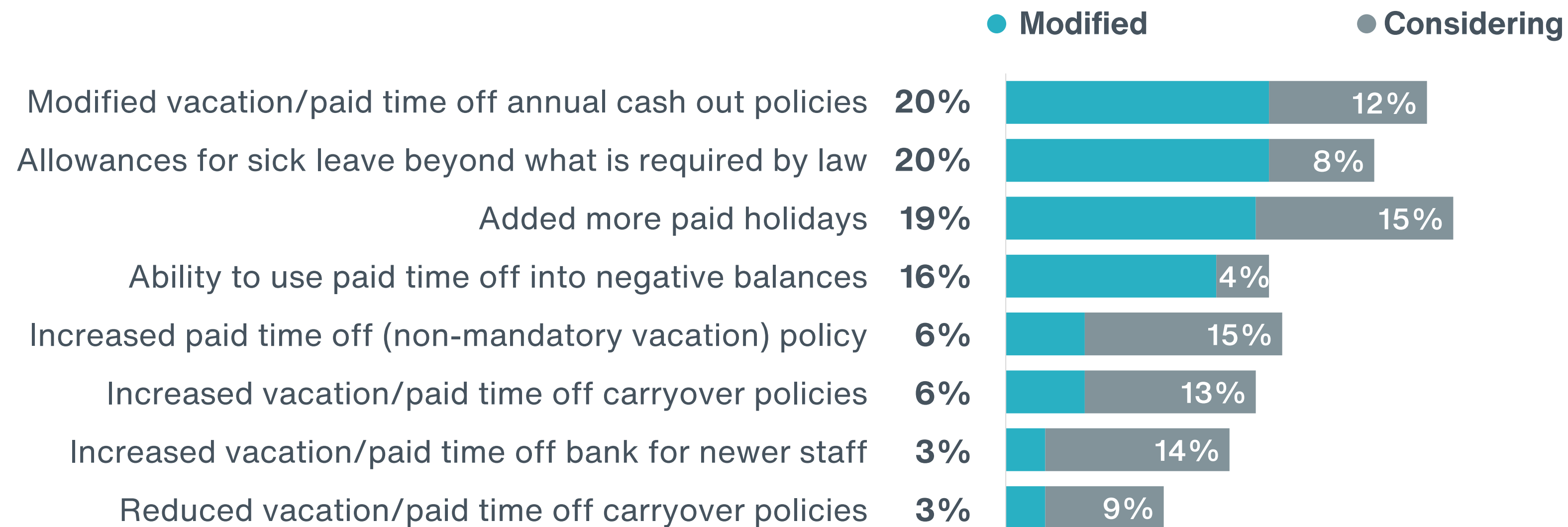


Responding to Workforce Challenges

Time-Off Strategy Changes

What new time-off strategies have organizations implemented or modified in the last 12 months?

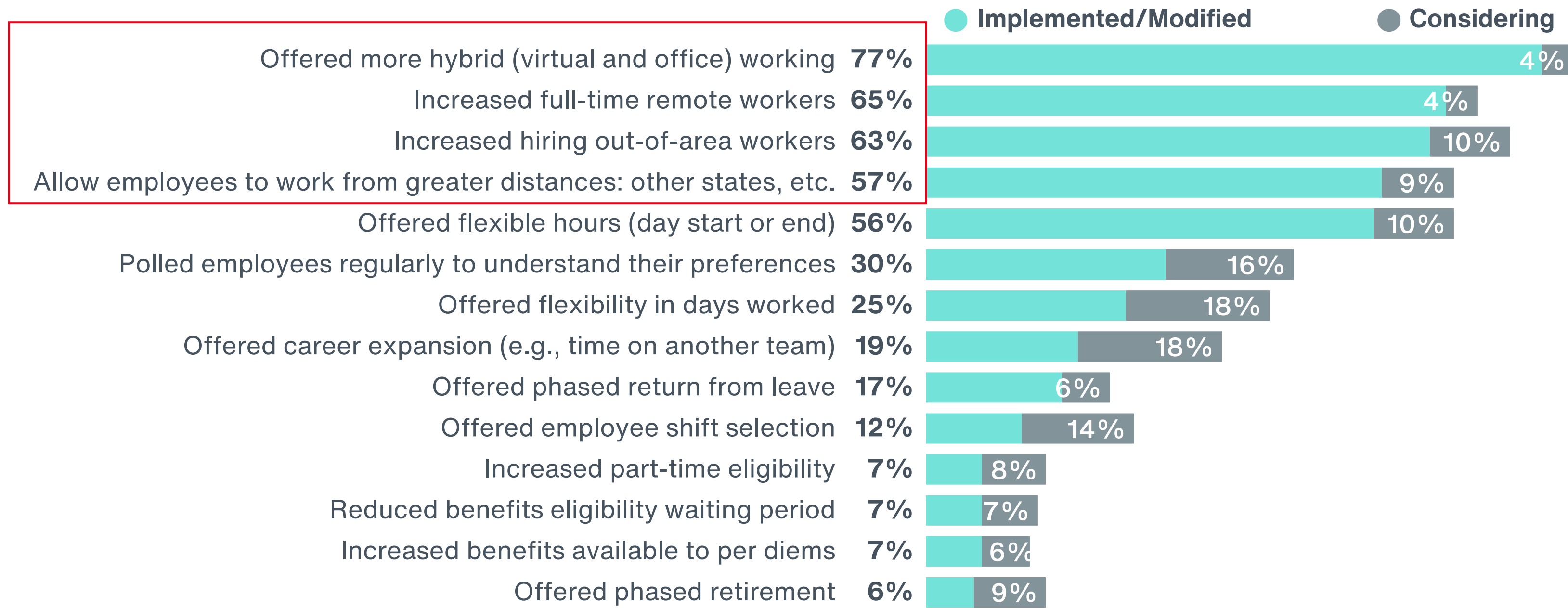
Changes to time-off policies continue to evolve due to shifting workforce shortages and demands.



Responding to Workforce Challenges

Workforce Strategy Changes

What workforce strategies have organizations implemented or modified in the last 12 months?



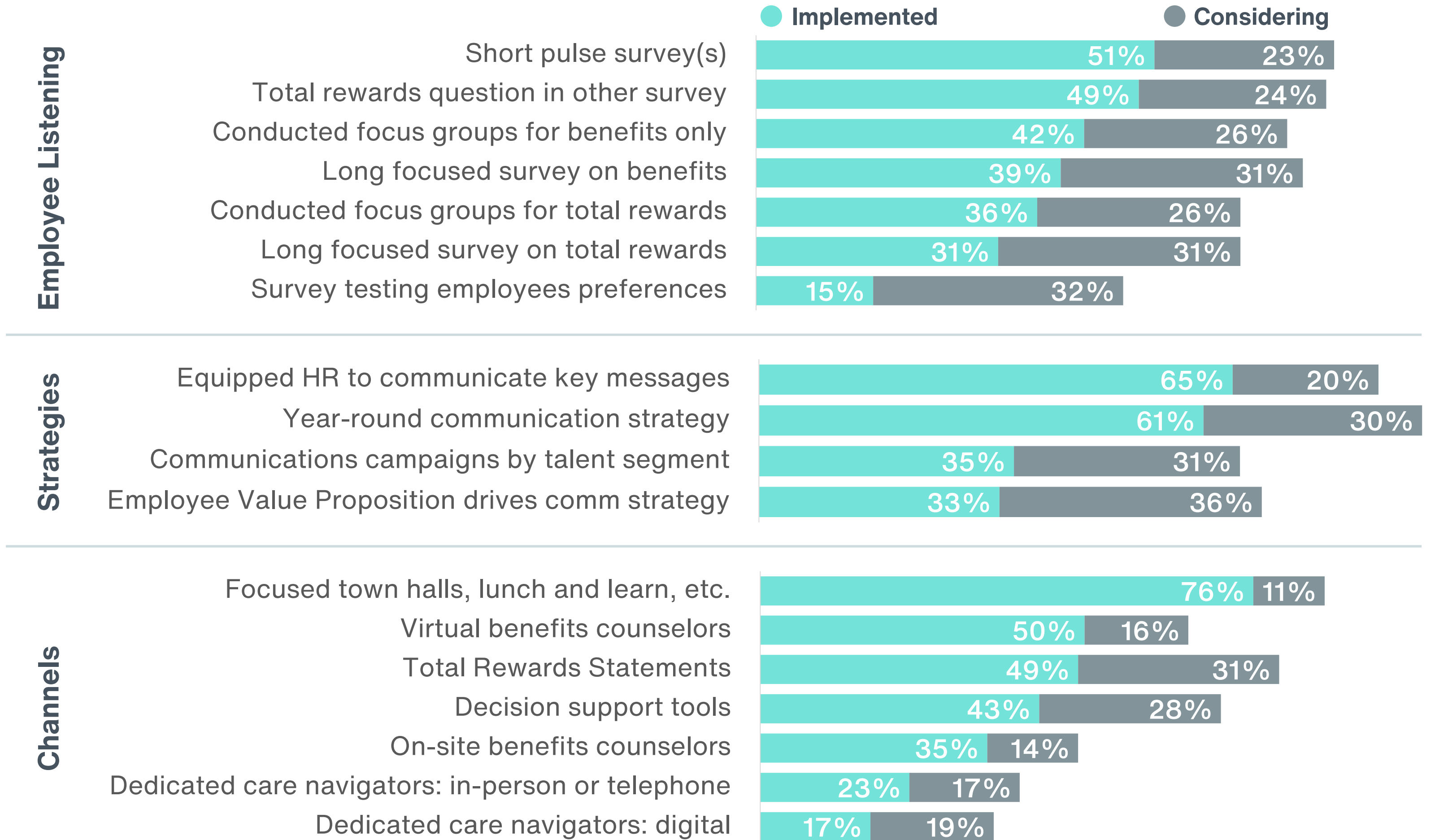
Assessing Culture to Support Workforce Needs

Assessing and Designing Total Rewards



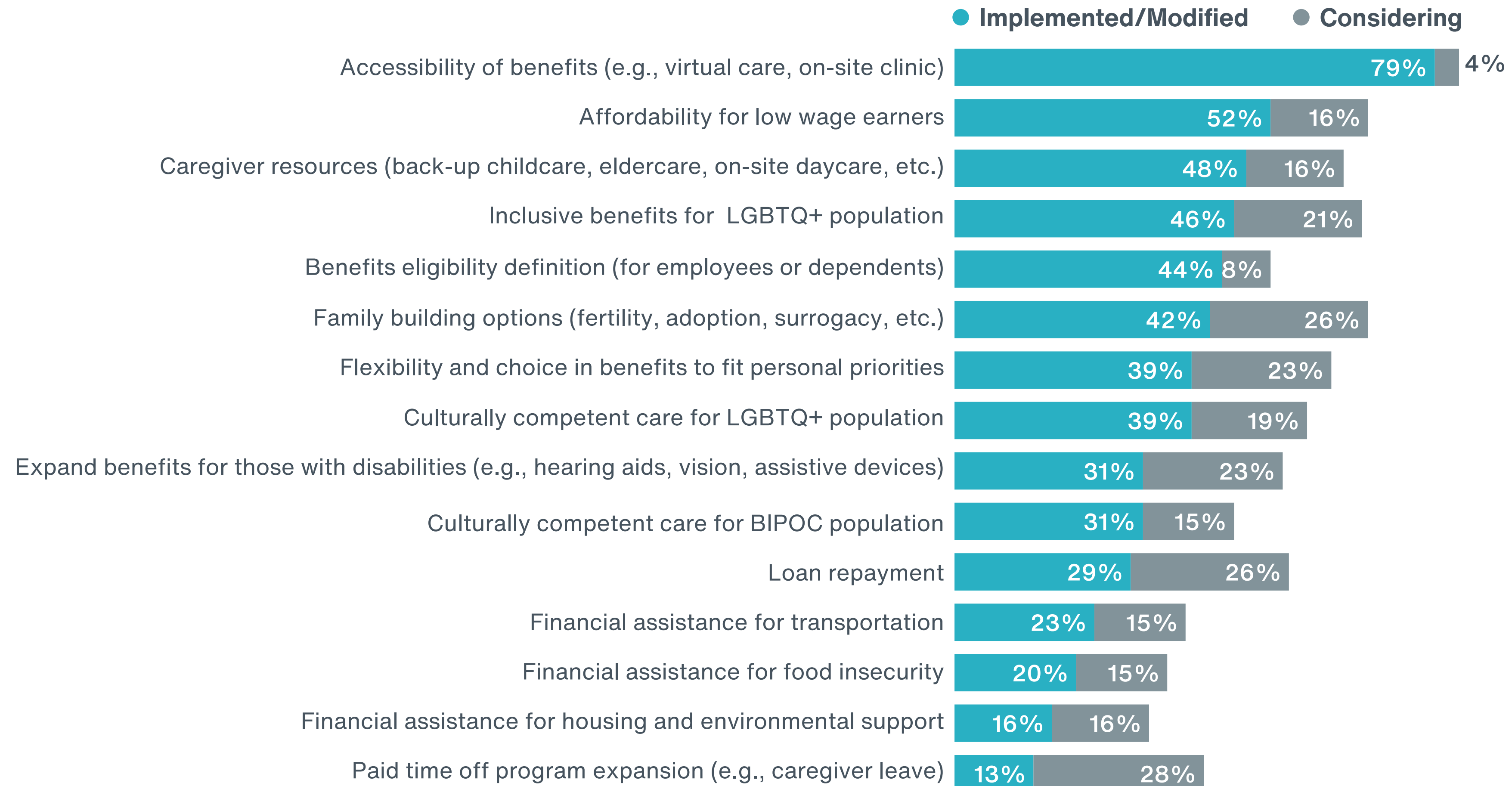
Employee Experience and Communications

Which communications steps have organizations taken in the last 24 months to articulate benefits and total rewards offerings?



DEI Actions Taken

What changes did organizations make to benefits to increase equity and inclusivity?

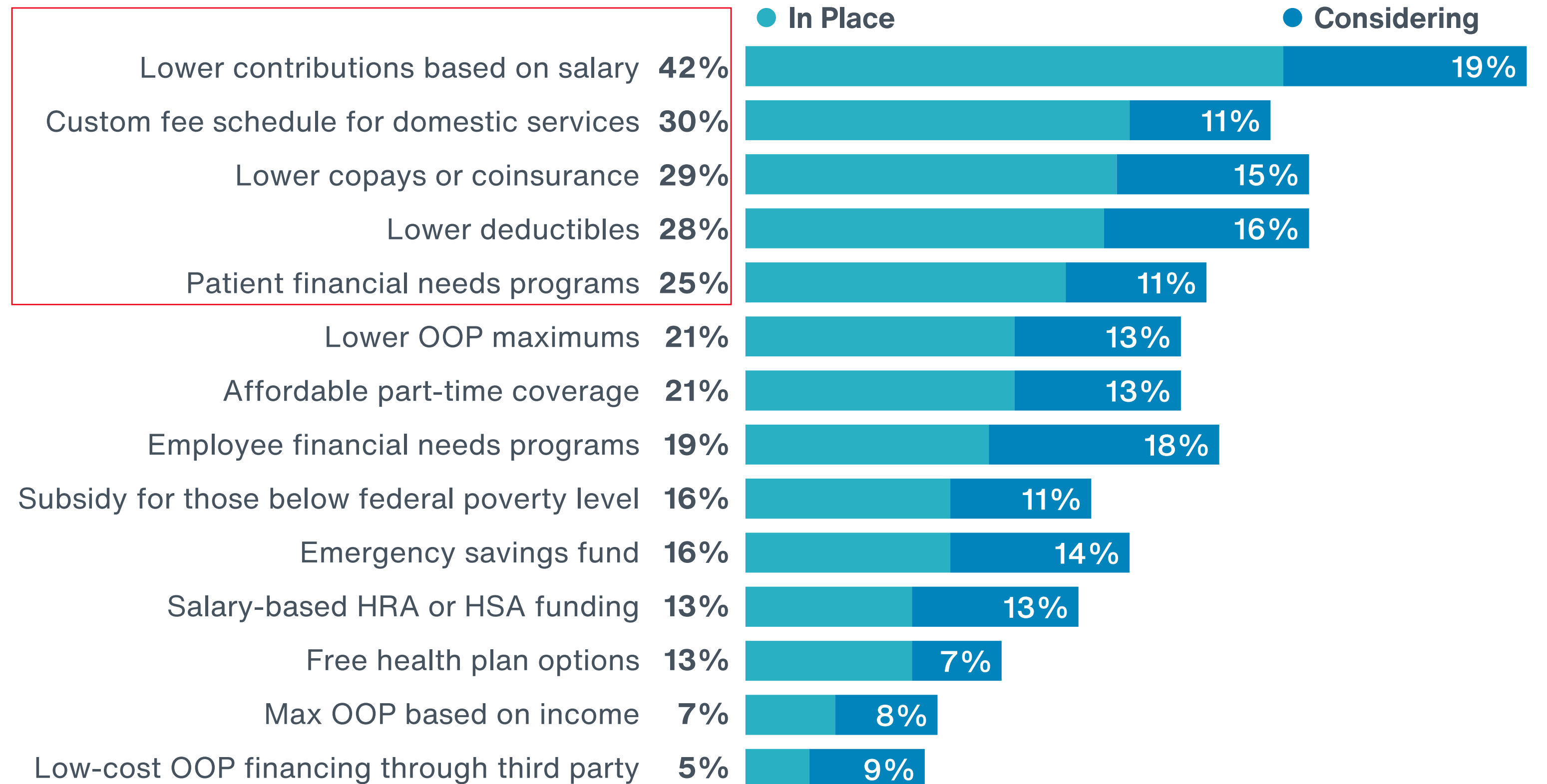


Health Plan Cost Sharing

Addressing Low-Wage Earners

What cost-sharing strategies do organizations use to keep health care affordable for low-wage earners?

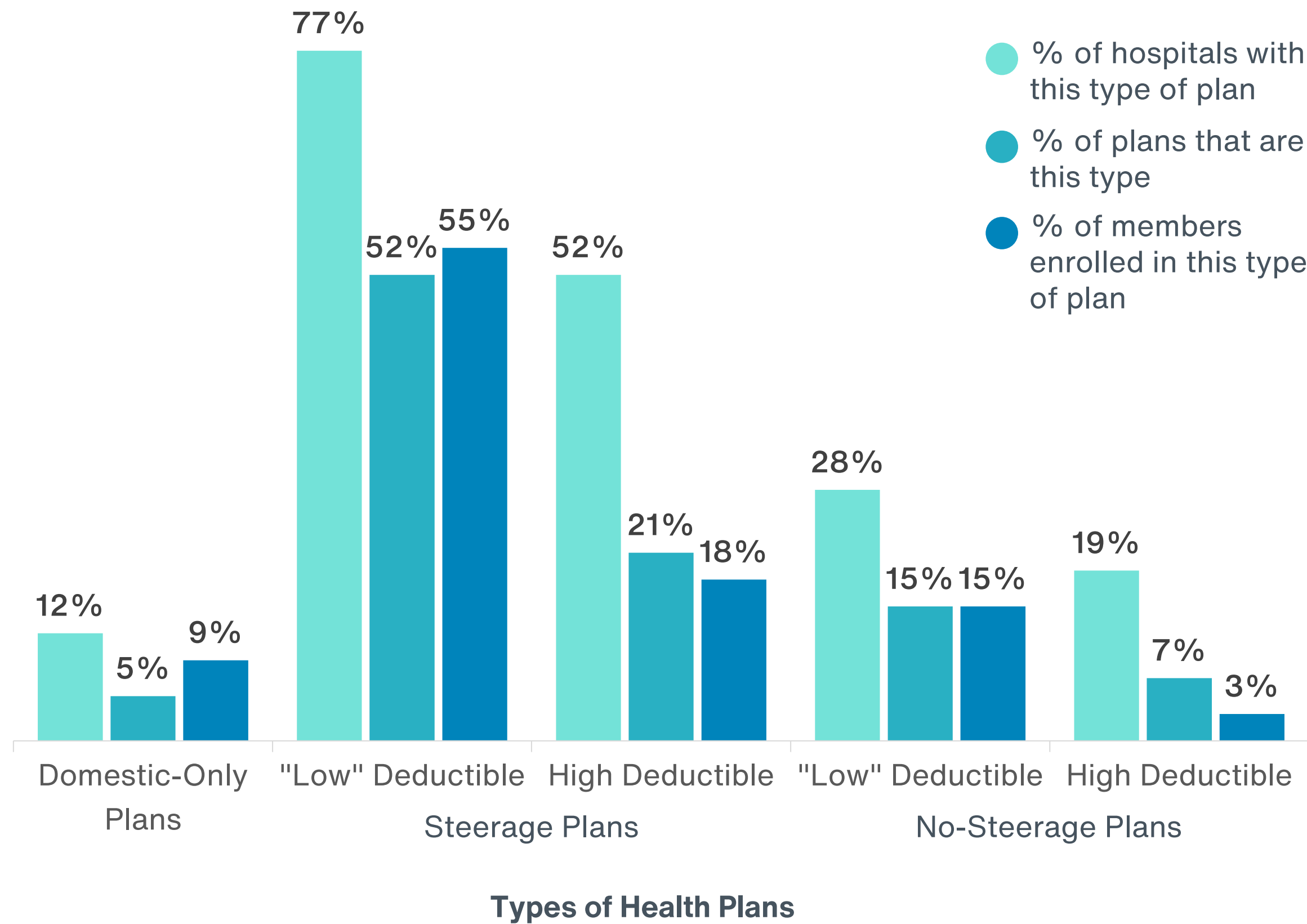
Measuring **Bad Debt & Charity Care** for your employee plan is essential to understand true cost



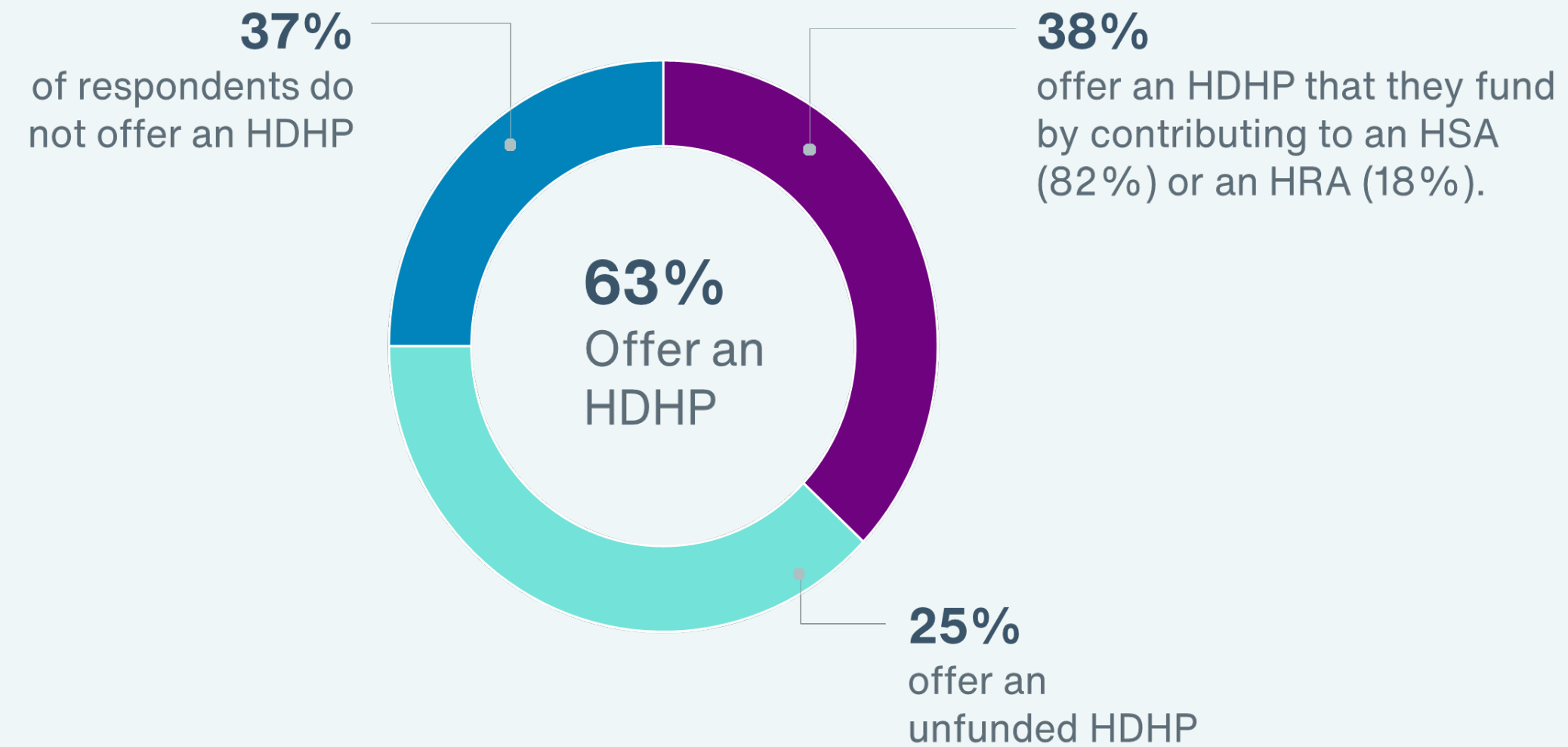
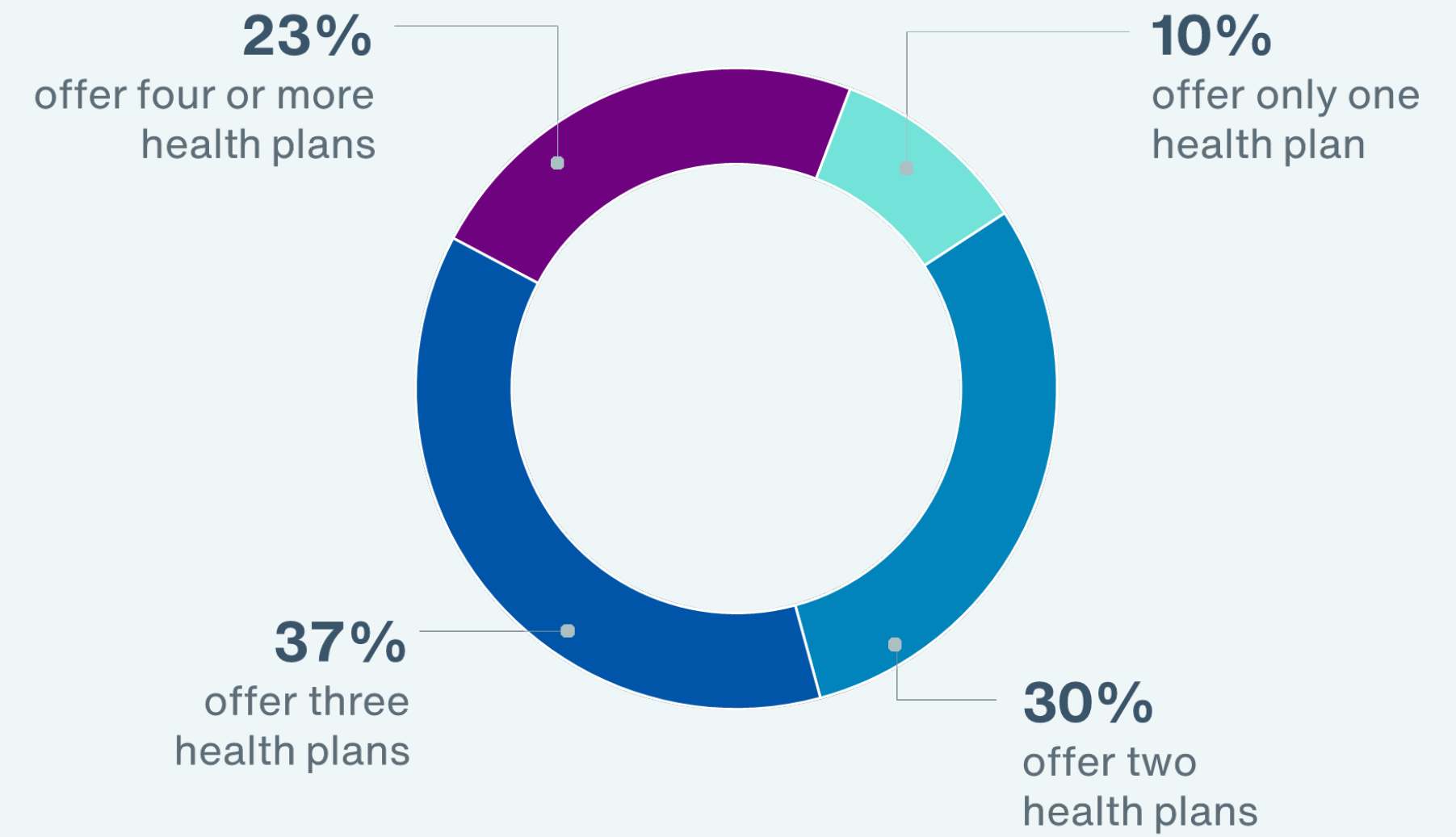
Plans Offered

How Prevalent Are Different Plan Designs?

Health Plan Prevalence in: Hospitals, Plans, Enrollees



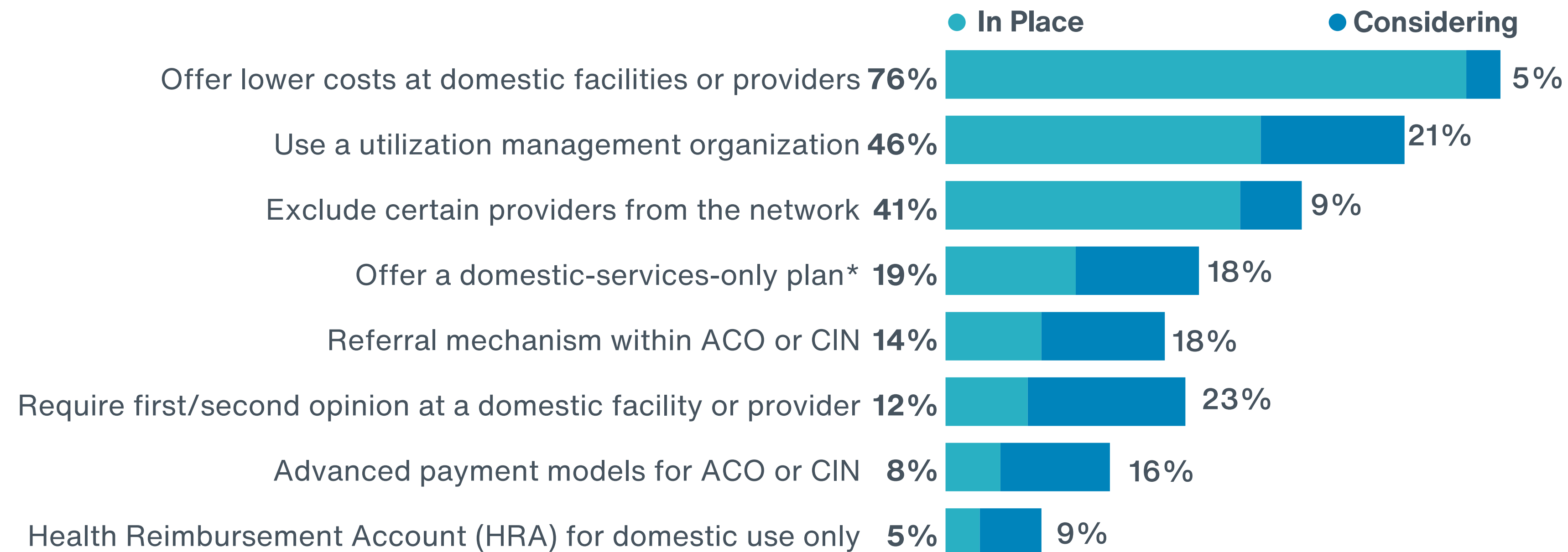
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Domestic Utilization Strategies

What strategies are hospitals using to drive utilization of their own facilities or providers (also known as domestic steerage)?

A key strategy health systems use to address cost (for both employer and employee) and quality is to encourage members to use their own facilities and providers. The ongoing option of remote/hybrid work settings may impact employer strategies and the role of domestic designs in the future.

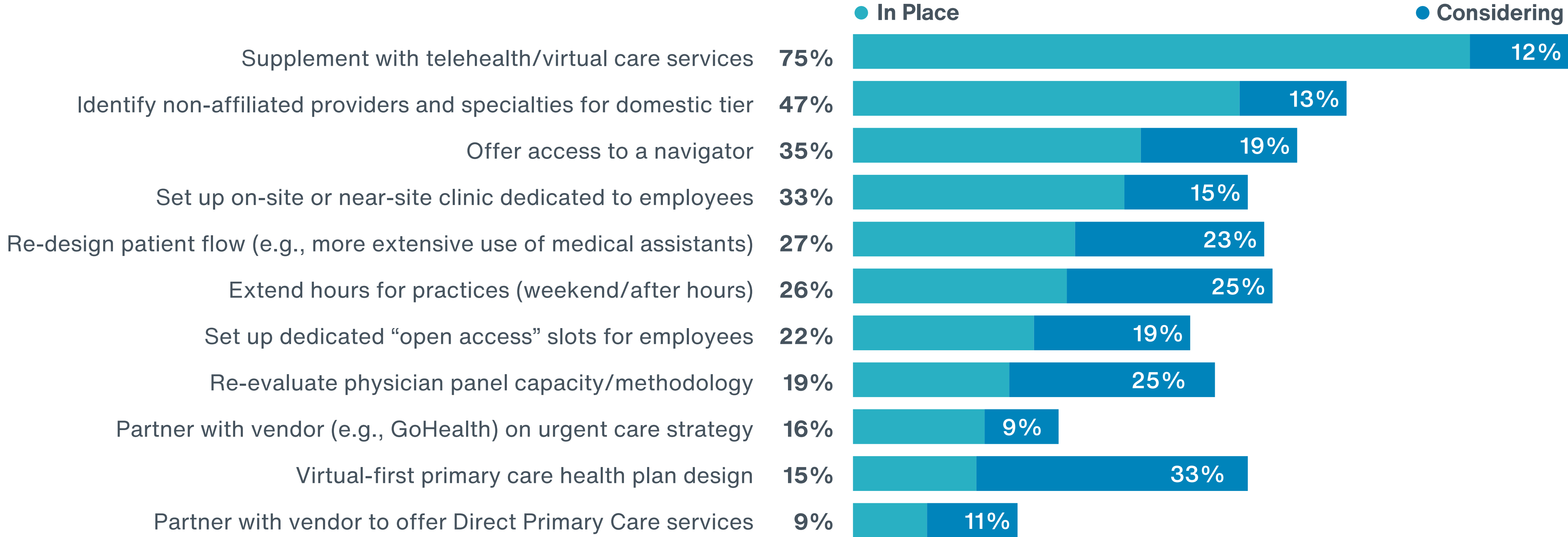


* Some health systems have domestic only for facility-based services while others restrict the network for both facility and professional services. All hospitals offer the domestic-only plan as an option to choose.

Domestic Tiers and Networks

Improving Access to Domestic Care

What strategies have hospitals implemented for improving employee access to hospital and physician services within their domestic network?



Rx Plan Design

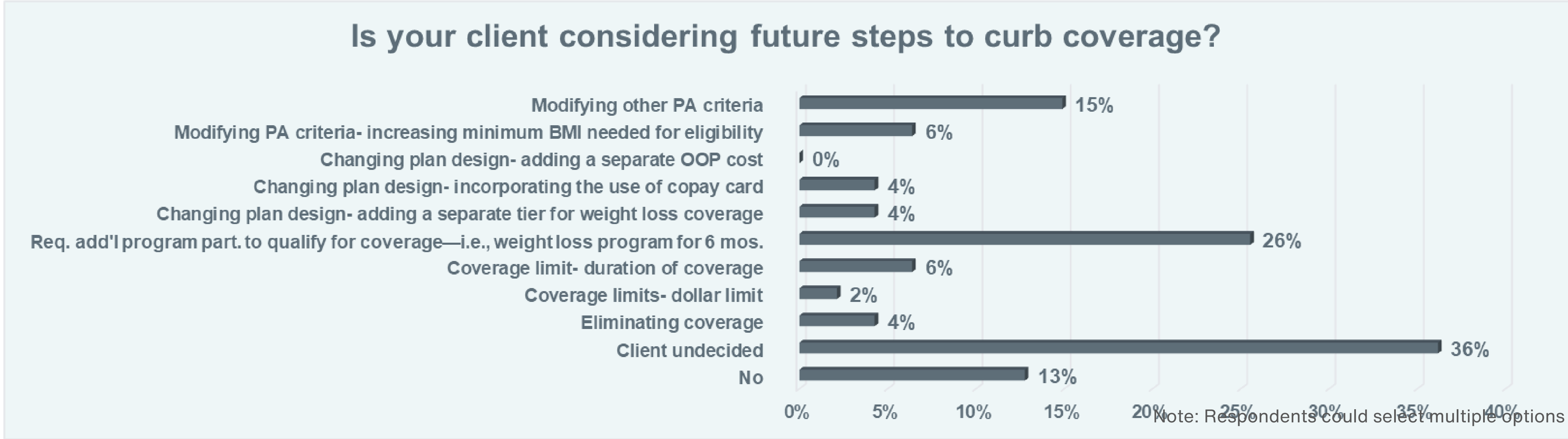
What Rx programs are hospitals deploying to manage cost and quality?

A variety of programs can control Rx costs by managing prescriptions, prices, and providers. Respondents employ programs such as:



GLP-1 Coverage For Weight Loss

Aon asked clients what future steps they were considering to take to curb coverage



36% of Healthcare Employers do *not* provide coverage for GLP-1s for Weight Loss. Cost is most often cited as reason for not covering.

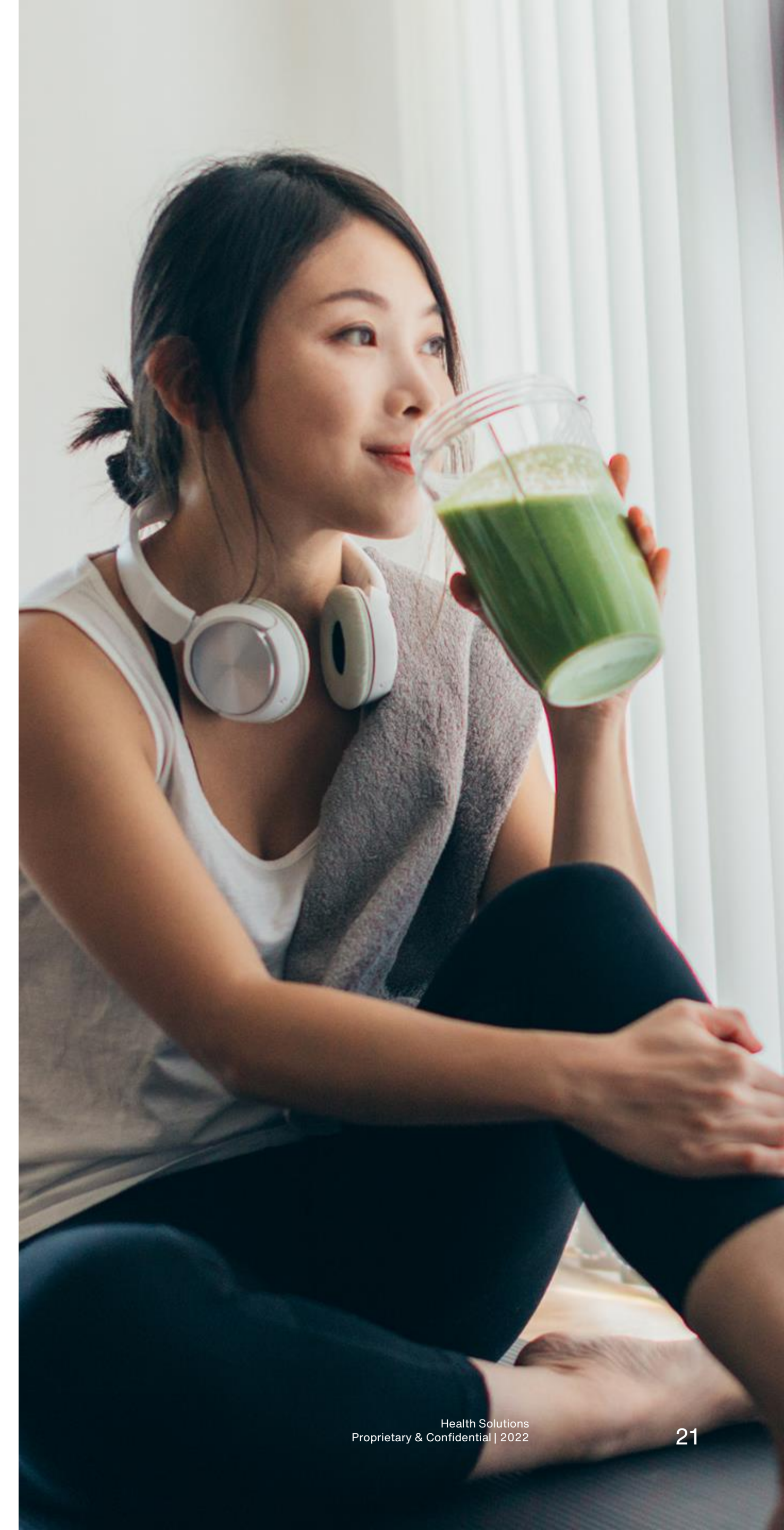
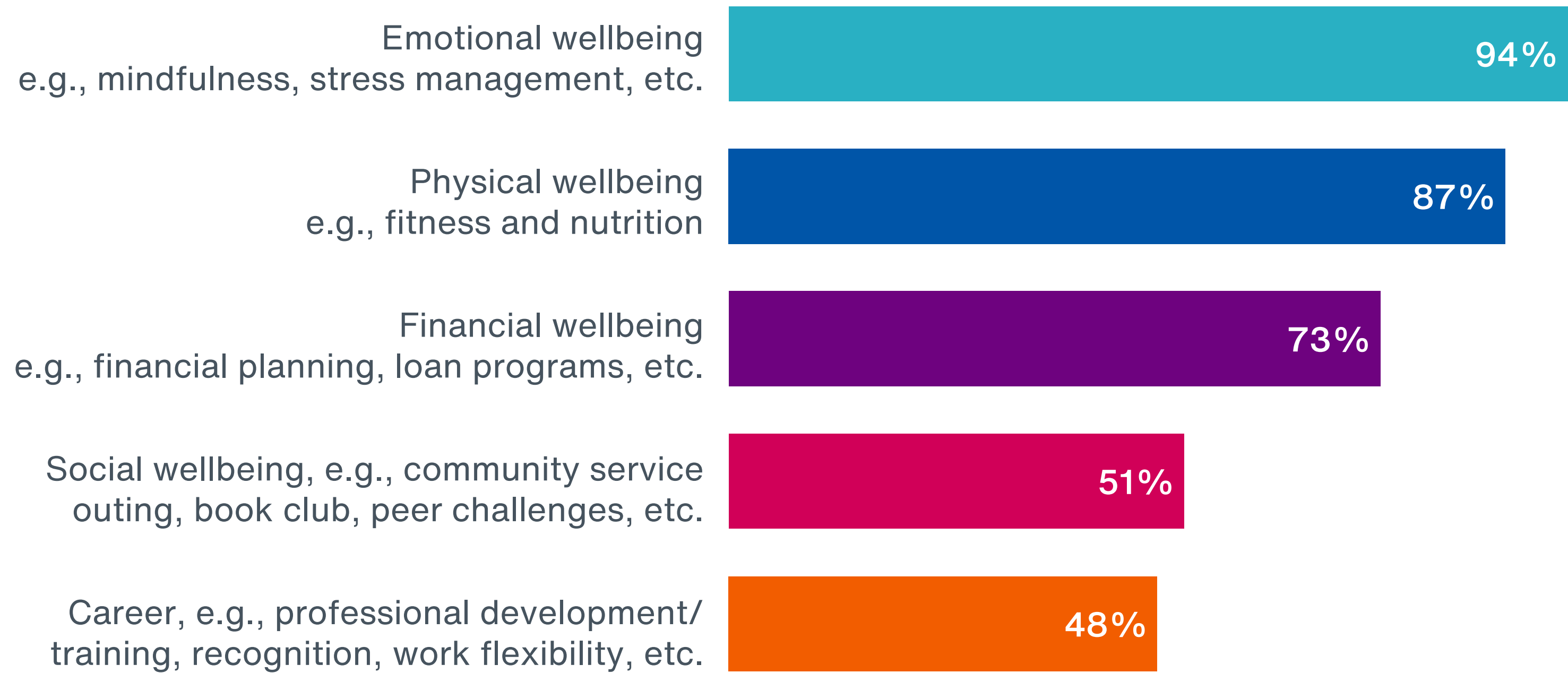
- For the 64% that do cover GLP-1 weight loss medications, 36% are currently undecided on how to move forward on coverage requirements/restrictions.

Wellbeing

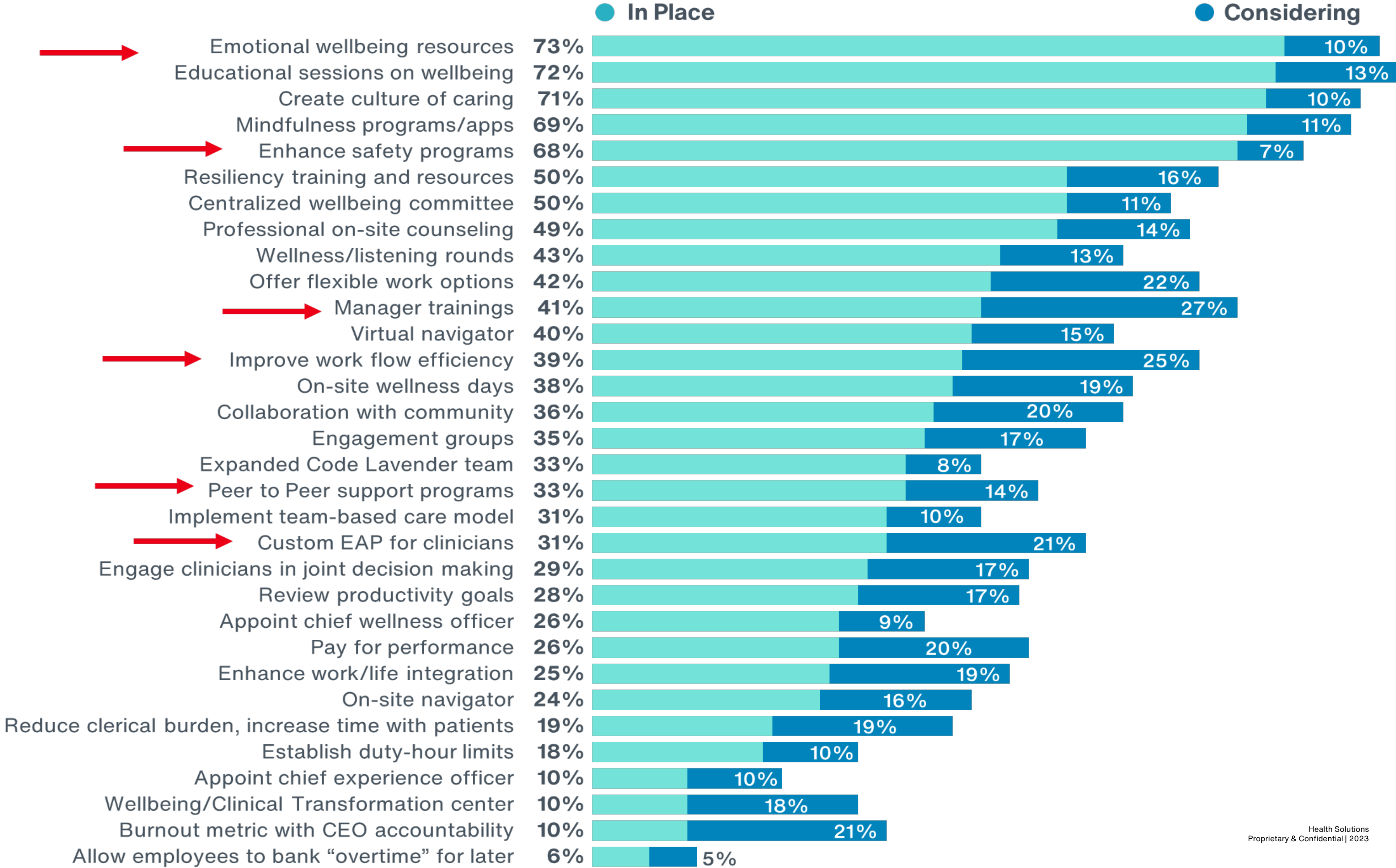
Top 5 Wellbeing Priorities for Hospitals

What areas do hospital employee wellbeing programs cover?

In 2023, emotional wellbeing replaced physical wellbeing as the most popular focus.



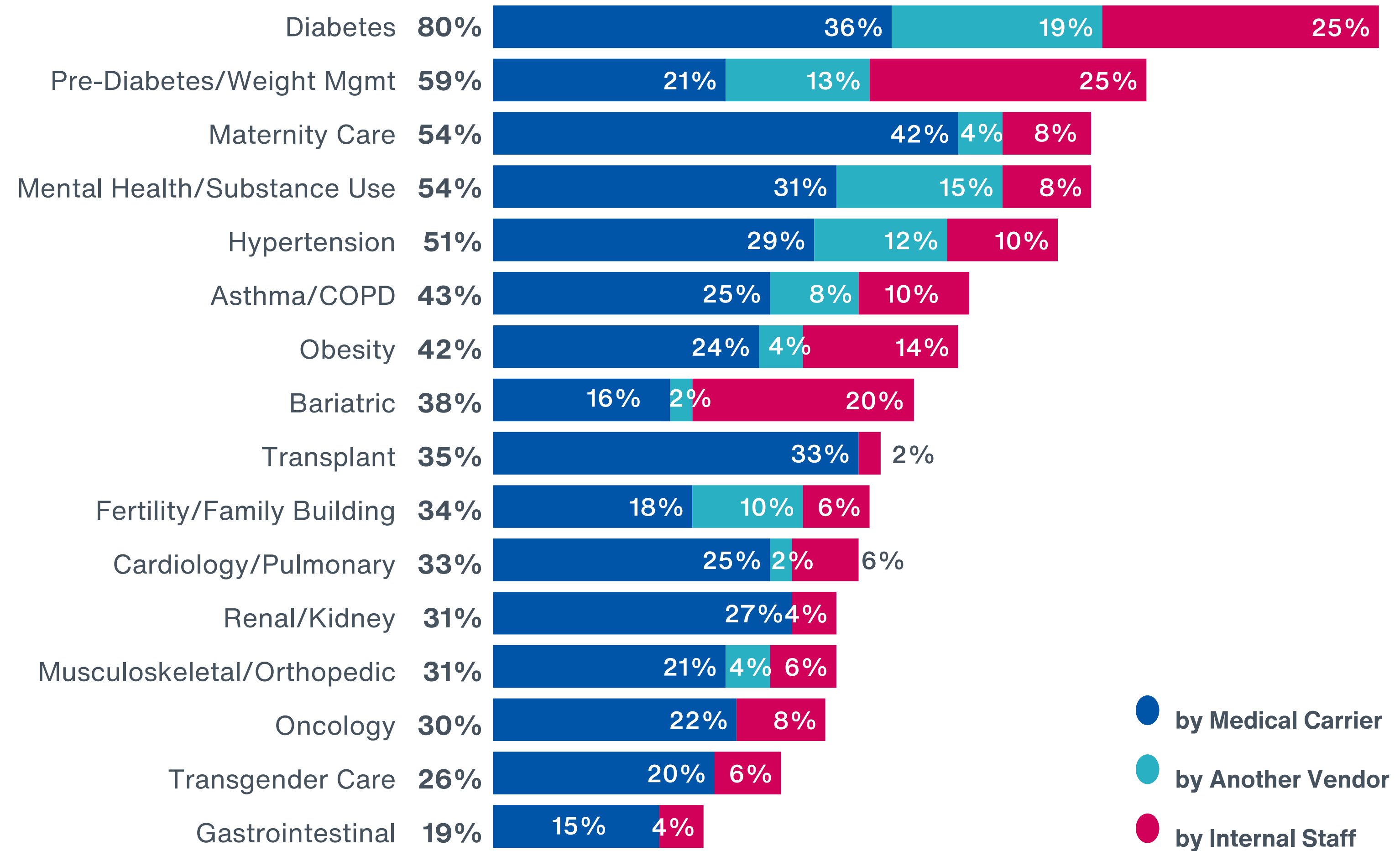
Strategies to Address Burnout



Care and Condition Management

What specific conditions do hospitals manage?

28% of hospitals waive copays/coinsurance when a member participates in a program.



Key Areas to Rebalance and Maximize Your Investment

Understand what employees value most and invest there to keep them happy and attract the right talent

- **Medical plans**

- Leverage your system of care effectively
- Evaluate Tier 2/OON leakage
- Leverage partners for optimized care, access, quality, spend for targeted service lines

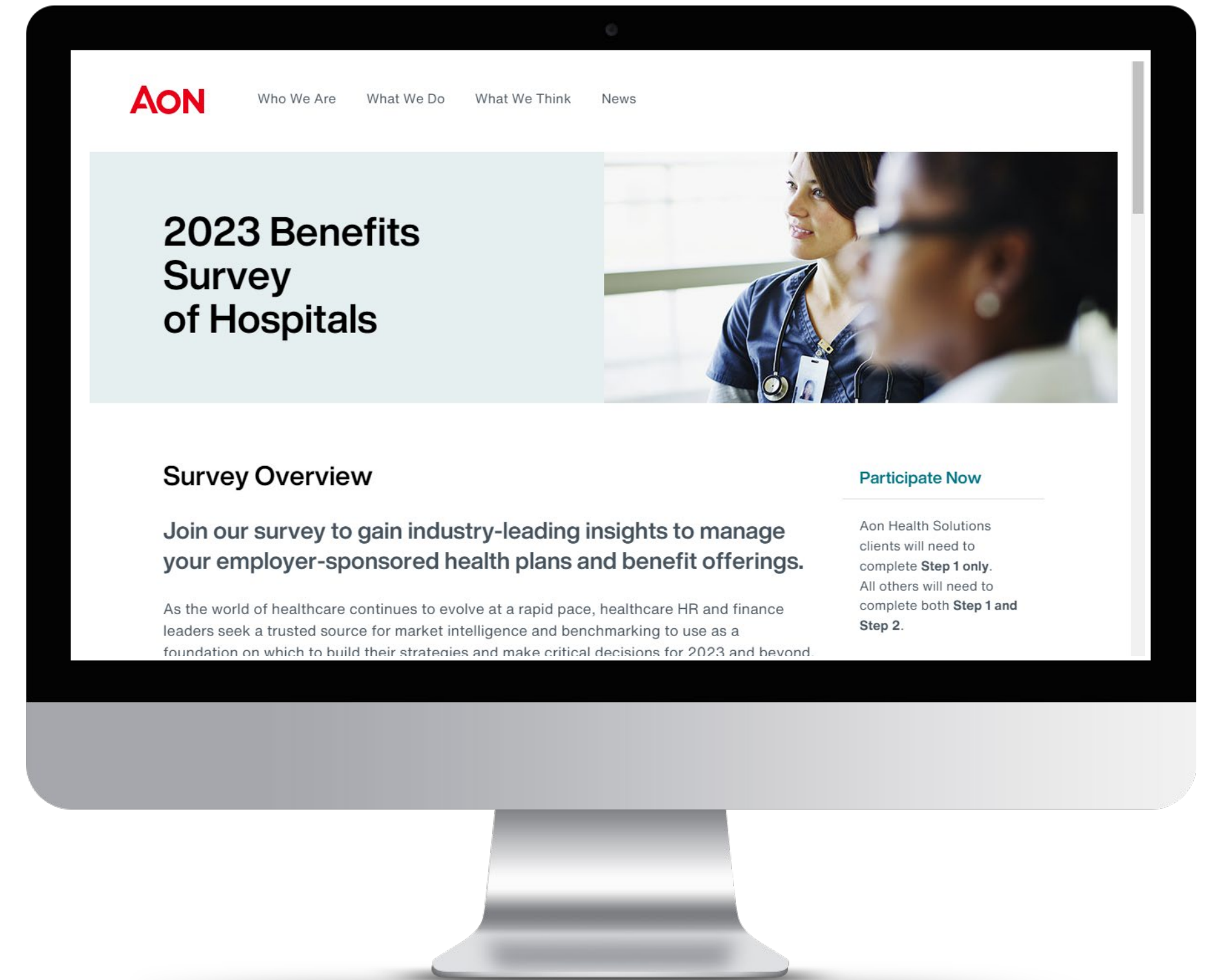
- **Pharmacy**

- Optimize formulary
- Pay attention to how internal pharmacy is used
- Understand rebate impact
- Evaluate modifications to GLP-1 coverage



How To Participate in Aon's Benefits Survey of Hospitals

- Reach out to **Sheena Singh** (sheena.singh@aon.com) if you have any questions about the Benefits Survey of Hospitals
- Interested in participating in 2024 and receiving the full 2023 report with national/regional benchmarking? Contact us.



Questions