

Case Study

FULL HEALTH powers
Hewlett-Packard to 'win with wellness'



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Ms Lindsay Smith

UK and Ireland Compensation and Benefits Department Hewlett - Packard

The Customer:

Hewlett-Packard (HP) is one of the largest technology companies in the world. Through its global Winning with Wellness programme, HP enables employees to get engaged in their well-being and motivated to achieve their wellness goals. This programme is built on three main pillars of physical health, financial wellness, and the importance of mental health and wellbeing.

The Challenge:

In late 2014 HP decided to run a diabetes screening and cardiovascular risk programme for its 2,000 staff across its three sites in Ireland. This was the first time that the company outsourced the management of one of its health screening programmes to an external partner.

The Solution:

The Full Health solution was used to run the entire diabetes screening programme from initial communication with staff to booking a screening appointment and finally to the production of health reports and diagnostic results, all of which was powered entirely online.





FAST FACTS

Customer:	HP is one of the worlds' leading technology companies
Sector:	Employee Health and Wellbeing
Project:	Diabetes and Cardiovascular Risk Programme
Challenge:	Needed a system to streamline the employee experience and to empower them to better health. Two week window to complete on site component
Return On Investment:	<ul style="list-style-type: none">• Employees at risk of diabetes and/or with high cardiovascular risk identified, educated and empowered to take necessary steps• Minimum downtime for staff• HR administration process eliminated• Positive employee engagement and feedback• Baseline of overall employee health and key recommendation provided for HR to support employee health

How it worked:

The screening programme took place over 8 days in November 2014 to celebrate World Diabetes Day. The project was supported by Aviva Health. 614 employees participated, 67 per cent were male and 33 per cent were female.

Employees were invited to take part in the screening by email and following that they accessed the programme. They could then directly register and book available appointment times online with an onsite healthcare professional. In addition they completed their online diabetes and cardiovascular risk questionnaire. This streamlined the nurse appointment to 12 minutes – enabling up to 30 appointments per day per nurse. The process was efficient and uncomplicated for the employee.

The test parameters included relevant medical and family history, lifestyle analysis, measurements such as blood pressure, waist circumference, heart rate, BMI and tests such as

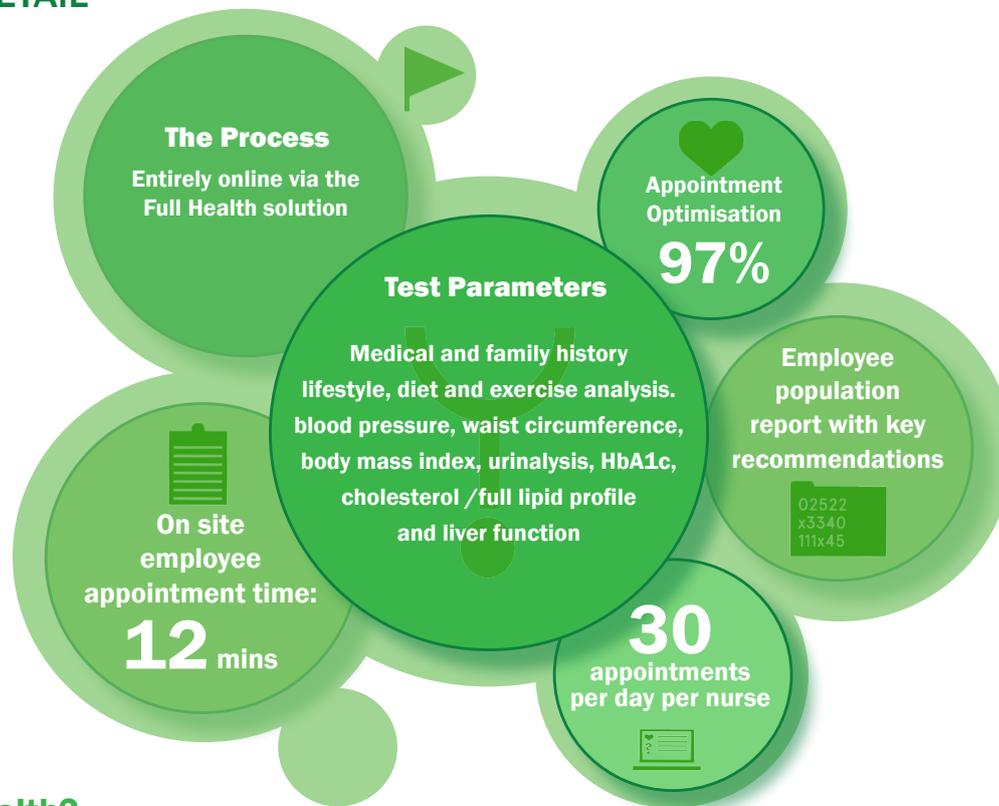
HbA1c, cholesterol/lipid profile, liver function and urinalysis.

Within five days of the appointment, the majority of employees received a confidential personalised health report which they could access securely online.

Based on an intuitive traffic light system employees could see if they had passed with flying colours (green), if they needed to be careful and keep a closer eye on some issues (amber) or if they needed to see their GP (red). The report informed them of their cardiovascular risk and risk of diabetes and next actions to take, if any.

“We have undertaken a number of awareness and screening programmes in the past. This was the first time that employees received a comprehensive, personal report,” said Ms Lindsay Smith who works in the UK and Ireland Compensation and Benefits Department in HP.

PROJECT DETAIL



Why Full Health?

According to Lindsay the individualised reports generated by Full Health gave employees valuable information about their health along with action plans and advice on how they might improve it.

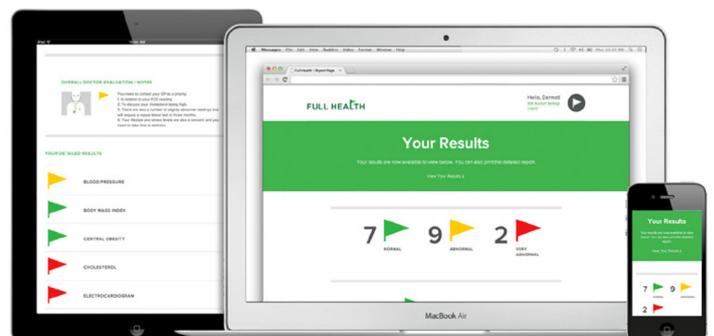
“This medical report is specific to them. Nobody else got it. It was completely confidential. They could log in into the system on any device themselves to view it, they could print it off and or send it to their GP,” she added.

The company was also presented with an overall population report which contained general information and data on the health and wellbeing of the employees.

Lindsay explained that from a corporate perspective this allowed the company to look at ways in which it might intervene to support employees to improve their health.

These interventions could include implementing more healthy options in the staff canteen for example or extending the opening hours of the on-site gym.

“It was another angle we could look at in getting that education and awareness out there to employees which is one of the most important actions that we want to do,” she said.



“The medical report gave a full breakdown of each of the different tests so you could focus specifically on what area needed attention.”



Good Return on Investment:

Overall Lindsay said that HP Ireland found the Full Health solution “really positive”. “People found the process very quick, efficient and professional”.

“It was run extremely well and the feedback we got from employees was very positive,” she added.

Asked if the company would use the Full Health solution again for further screening programmes Lindsay said “Yes, absolutely, I would have no reservations about it whatsoever. I think the difference with Full Health compared to our other wellness programmes was their technology streamlined the whole experience”

“One of the biggest administrative issues for us was around the booking aspect,

creating the communication awareness that these screening programmes were happening and then the booking and managing that booking.”

Lindsay explained that the fact that Full Health managed the entire programme from booking to final results gave employees more confidence in the process as an external company managed the programme as opposed to HR resources.

“It also took that administration process away from us (HR) which was great so that really worked and helped,” she added.

According to Lindsay “If we helped to reduce the risk of one of our employees becoming a diabetic, that would be a brilliant achievement”

“Through the whole process having the appointment and screening and getting the results back at the end, it was something that was managed completely by the Full Health solution. It worked really, really well”.

