



***DMAA Forum***  
***November 25, 2008***

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# Partners in Health and Well-being

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## Gallup

- Thought leader in behavioral economic research, and repository of definitive well-being diagnostic database with clear linkages to clinical and financial outcomes.

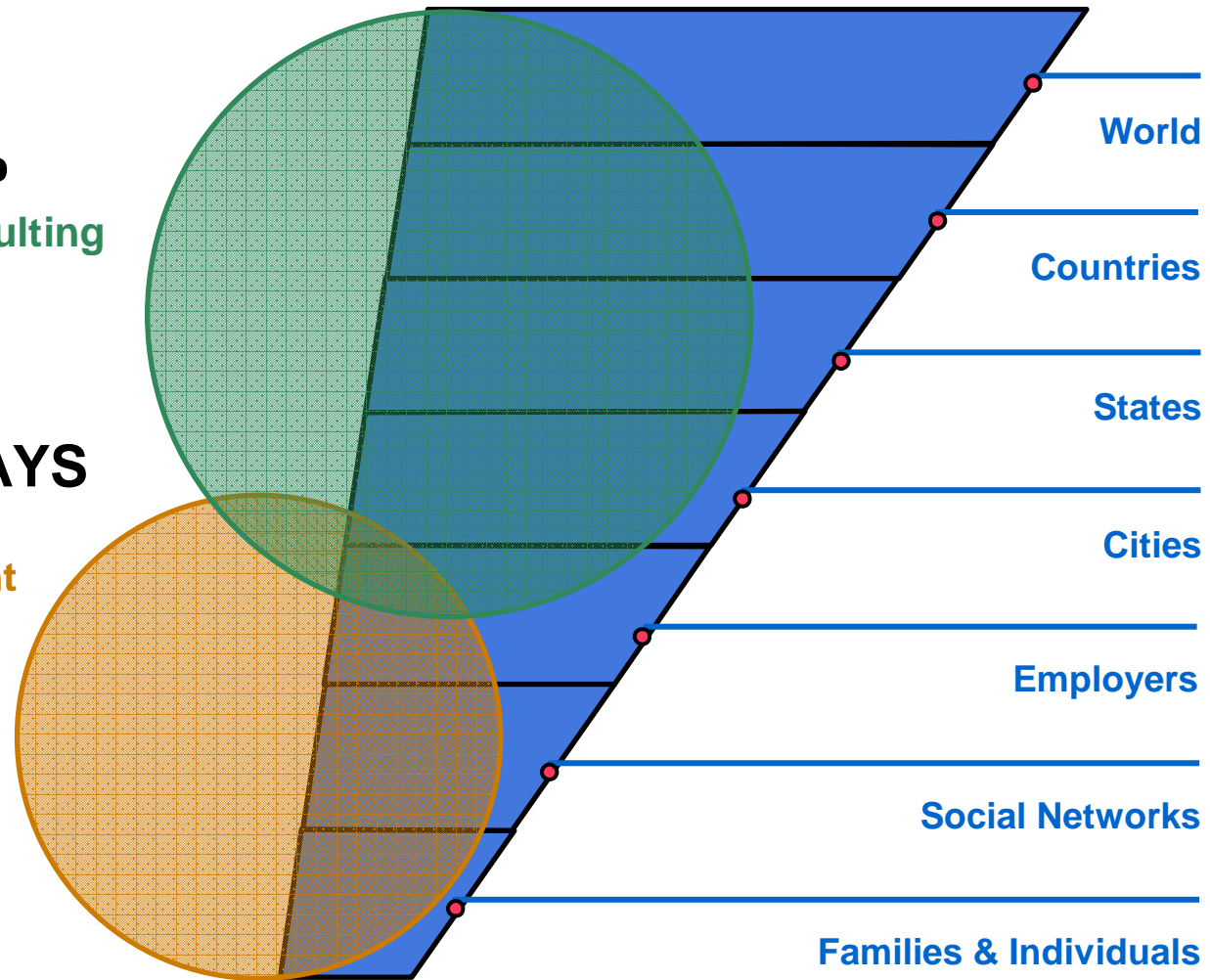
## Healthways, Inc

- Industry leader in individual and employer care management and active well-being management leading to quantifiable financial and clinical outcomes improvement.

# Gallup-Healthways Well-Being Index

**GALLUP**  
Science & Consulting

**HEALTHWAYS**  
Well-Being  
Improvement



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# The Official Statistics of Well-Being

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- 25-year strategic partnership to measure Americans' well-being
- The largest collection of health and well-being data ever assembled - 1,000 surveys a day
- More than 300,000 interviews completed to date
- Opportunity to be used by community leaders, policy makers, and employers to make decisions positively affecting the health and well-being of millions of people

# Survey Domains

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- Law & Order (Safety)
- Food & Shelter
- Work
- Economics
- Community
- Health

# Law & Order (Safety)

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- Represents security levels that respondents report for themselves and their families
- Sample Questions
  - Do you feel safe walking alone at night in the city or area where you live?

# Food & Shelter

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- Gauging respondents' access to life's most basic requirements
- Respondents are asked whether they have been unable to afford food and shelter at times in the past year,
- The resulting composite can be used to differentiate levels of functional wealth with regard to basic needs for individuals
- Sample Question
  - *Have there been times in the past 12 months when you did not have enough money to buy food that you or your family need?*

# Work

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- The Work Index includes some basic elements measuring job satisfaction and work environment
  - Job status
  - Commute time
  - Satisfaction with work
  - Opportunity to use strengths
  - Supervisor
- Corporate version also contains culture of health, productivity, job stress, and expanded work environment
- Sample question
  - Does your supervisor at work treat you more like he or she is your boss or your partner?

# Economic

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- Measures aspects of respondents' material living conditions, as well as their expectations regarding living standards, their confidence as consumers, and their opinions of present and future economic conditions
- Sample Question
  - Are you satisfied or dissatisfied with your standard of living, all the things you can buy and do?

# Health

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- Measures physical and emotional health of respondents
  - Disease Burden
  - Health Risks
  - Access to Care
  - Social Support
  - Emotional Health
- Sample Questions
  - Please rate your physical health today on a zero to ten scale

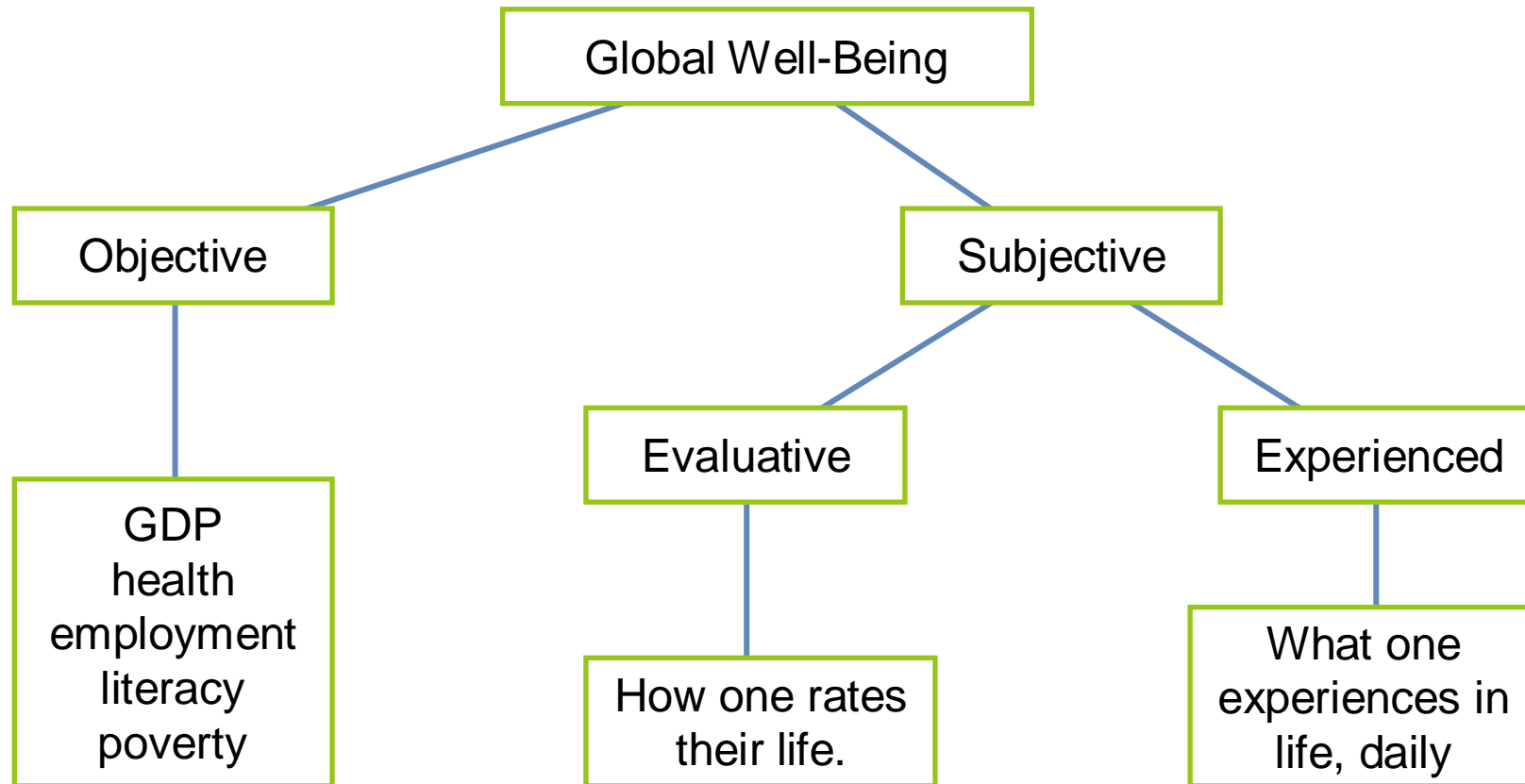
# Community

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- Measures respondents perceptions of the city or area where they live and whether or not the area is improving or declining
- Sample question
  - Is the city or area where you live getting better or getting worse as a place to live?

# Different Measures of Well-Being

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# Different Measures of Well-Being

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## The survey measures well-being on two levels:

- **Today's** measure reflects how individuals feel at the time they take the survey. This measure changes daily.
- The **Over Time** measure is a reflection of an individual's sum of experiences in life up until this point, which provides a more stable measure of well-being. The reflective measure will not fluctuate on a national level from day to day.

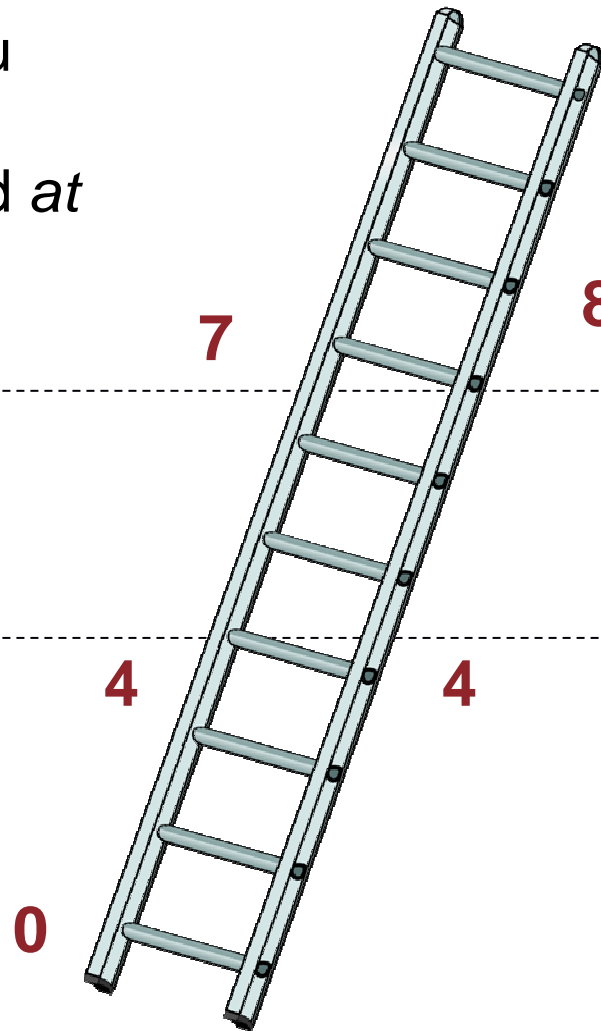
# Life Evaluation

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- The Gallup-Healthways Well-Being Index asks Americans to evaluate their lives by imagining a "ladder" with steps numbered from 0 to 10, where "0" represents the worst possible life and "10" represents the best possible life.
  - Evaluation of present life situation
  - Anticipated life situation 5 years from now

# Where Are You on the Well-Being Ladder?

Where do you personally feel you stand *at this time?*



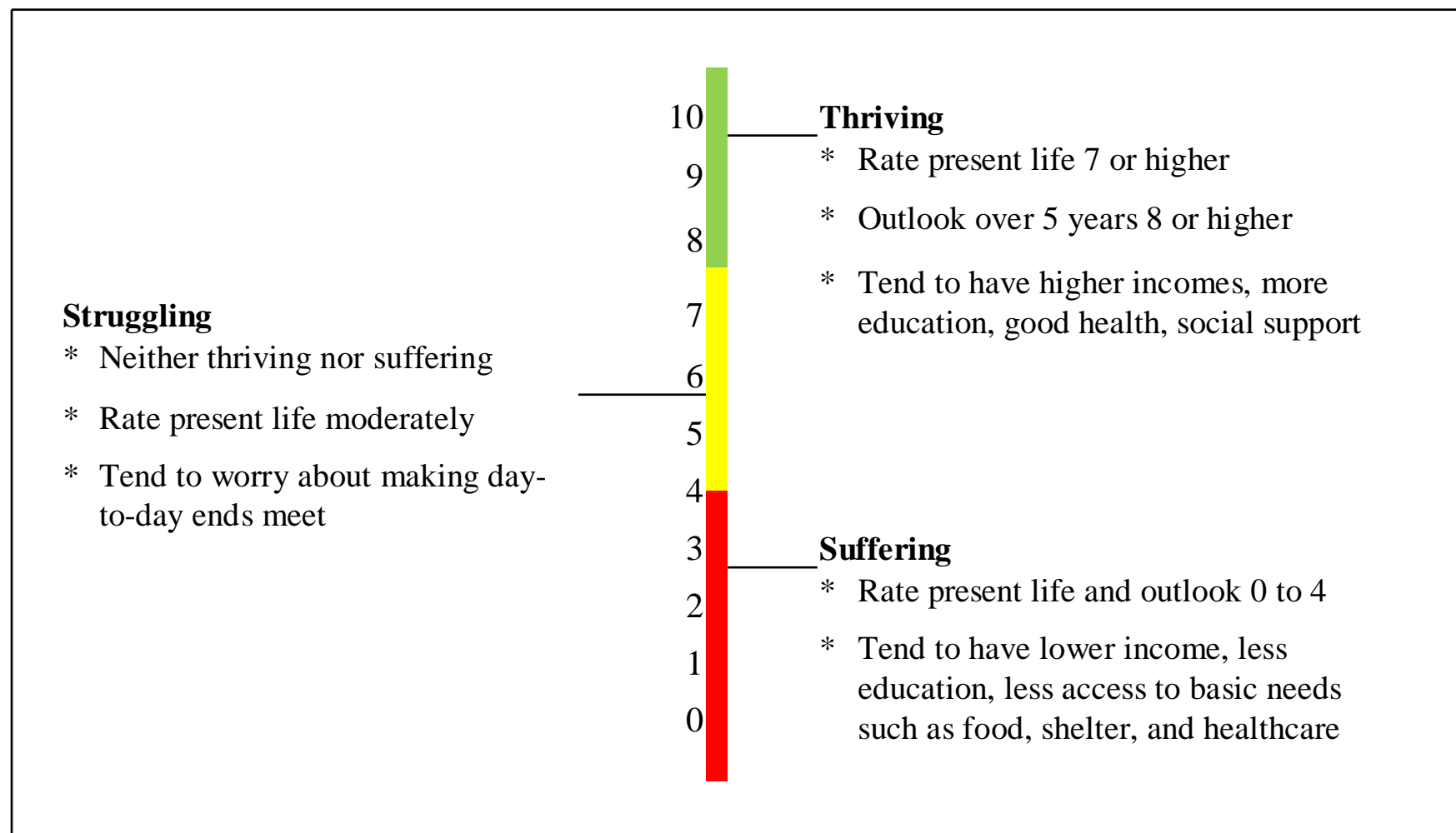
Next five years?

Thriving

Struggling

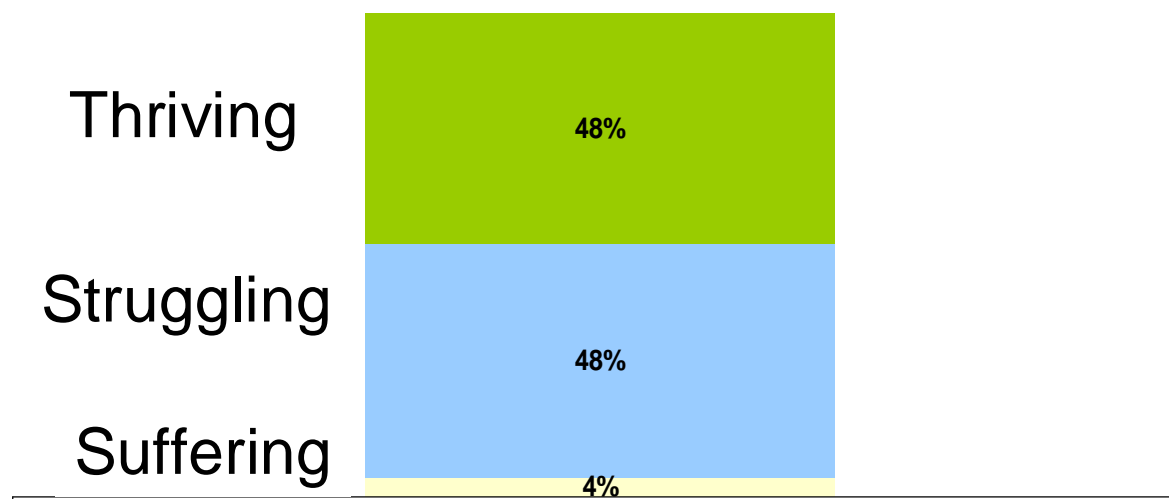
Suffering

# Life Evaluation



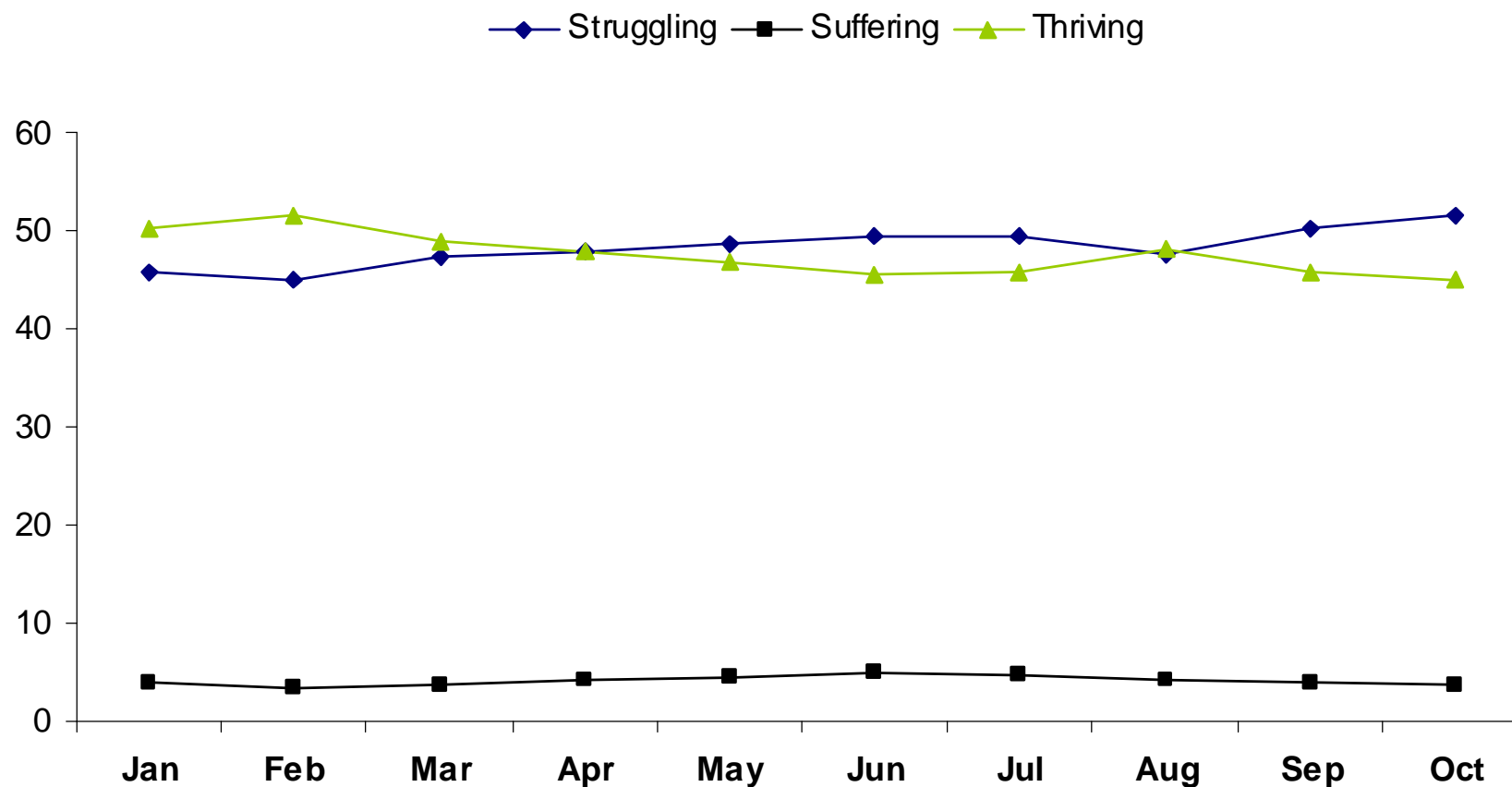
# U.S. Population 18 Years and Older

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n = 296,886 respondents from January – October 2008

# Well-Being of U.S. Residents in 2008



n = 296,886 respondents from January - October 2008

# Daily Experiences

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- *Please think about yesterday, from the morning to the end of the day. Think about where you were, what you were doing, who you were with, and how you felt...*
- Did you **feel well rested** yesterday?
- Were you **treated with respect** all day yesterday?
- Did you **smile or laugh a lot** yesterday?
- Did you **learn or do something interesting** yesterday?
- Did you **worry about money** yesterday?
- Did you **have enough energy to get things done** yesterday?
- Did you **eat healthy** all day yesterday?

# Daily Experiences

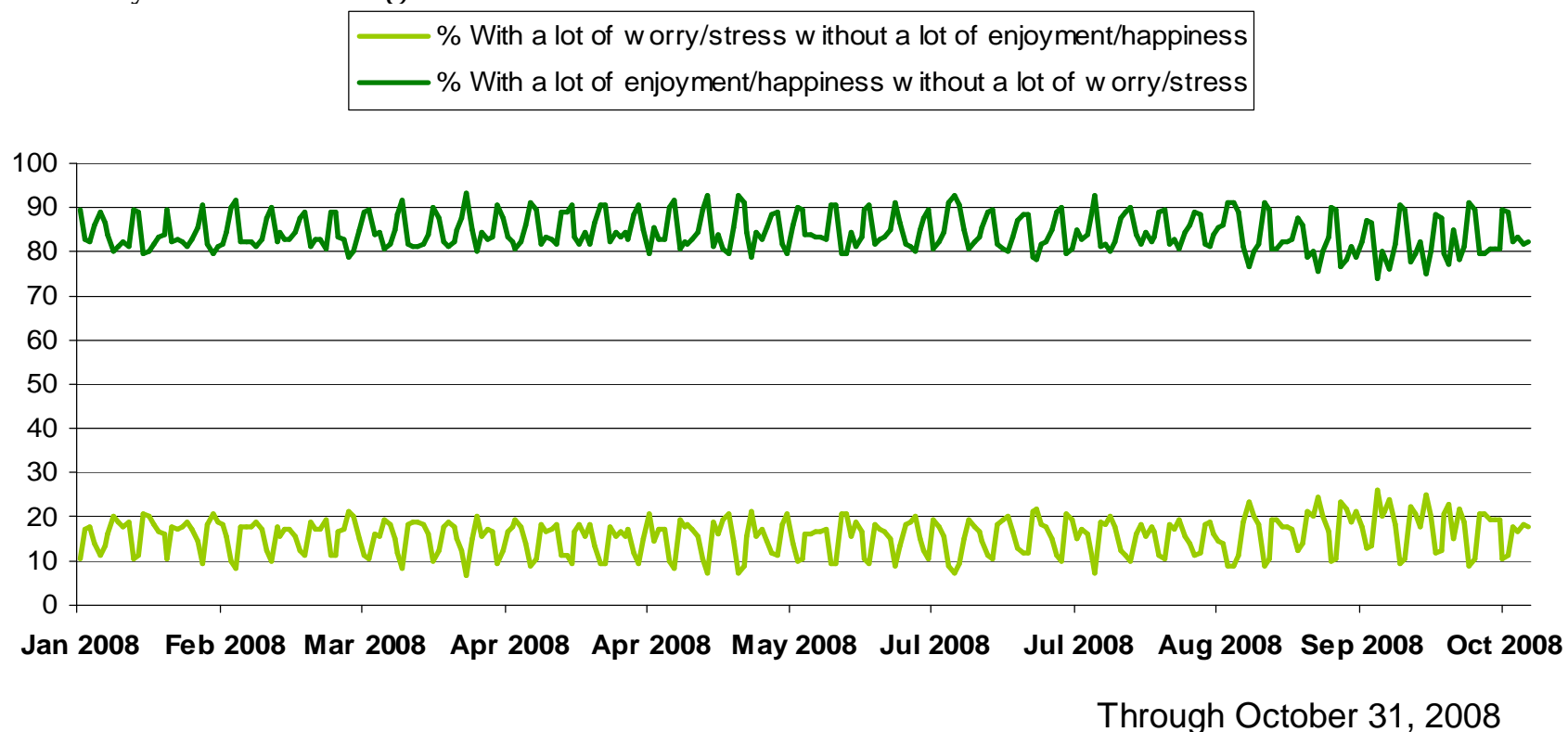
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- Did you experience the following feelings during A LOT OF THE DAY yesterday?
  - **Enjoyment**
  - **Happiness**
  - **Physical Pain**
  - **Worry**
  - **Sadness**
  - **Stress**
  - **Anger**
- Approximately how **many hours did you spend, socially**, with friends or family yesterday? (incl. telephone, email, or other on-line communication)

# Happiness-Stress Index: Daily Trend

## *Gallup-Healthways Daily Happiness-Stress Index*

### Daily Mood Among Americans



# The Working Population

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## Work Environment

# Impact of a Negative Work Environment

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- **Elements of negative work environment:**
  - Dissatisfaction with job
  - Authoritative rather than collaborative leadership
  - Lack of trust and openness at work
  - Lack of focus on individual strengths
  
- **Having any one of these four negative factors present drains well-being**
  - Employers eliminating these negative factors will see the greatest improvement in well-being scores and return on employee investment

# The Working Population – Illness Days

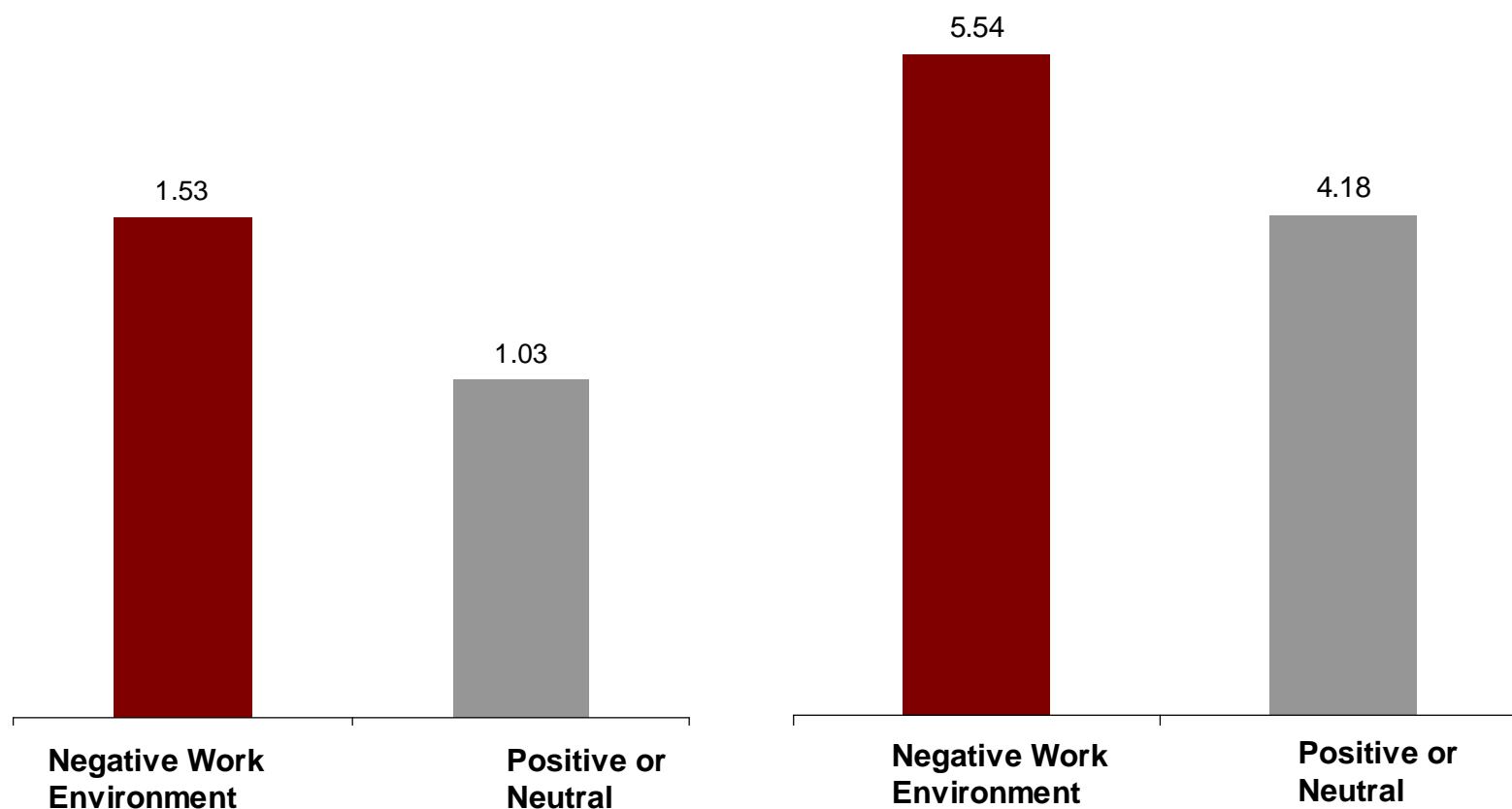
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- 20% report not being able to perform their usual activities on one or more days last month due to illness
- Among that 20%, the average number of illness days was 6.6 out of the last 30 days

# Impact of Work Environment and Health

Workers With 1 -3 Disease Conditons  
Difference of 6 days per year per person

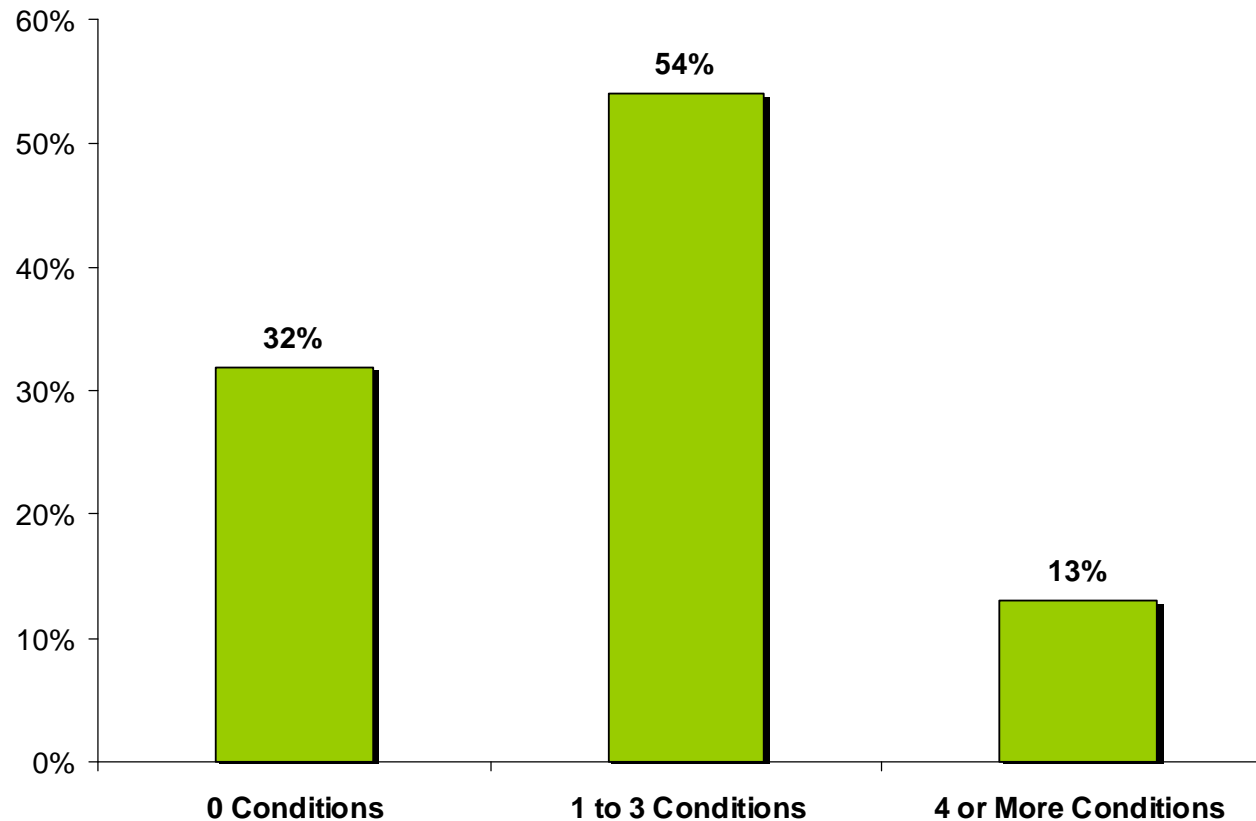
Workers With Four or More Disease Conditons  
Difference of 16.32 days per year per person



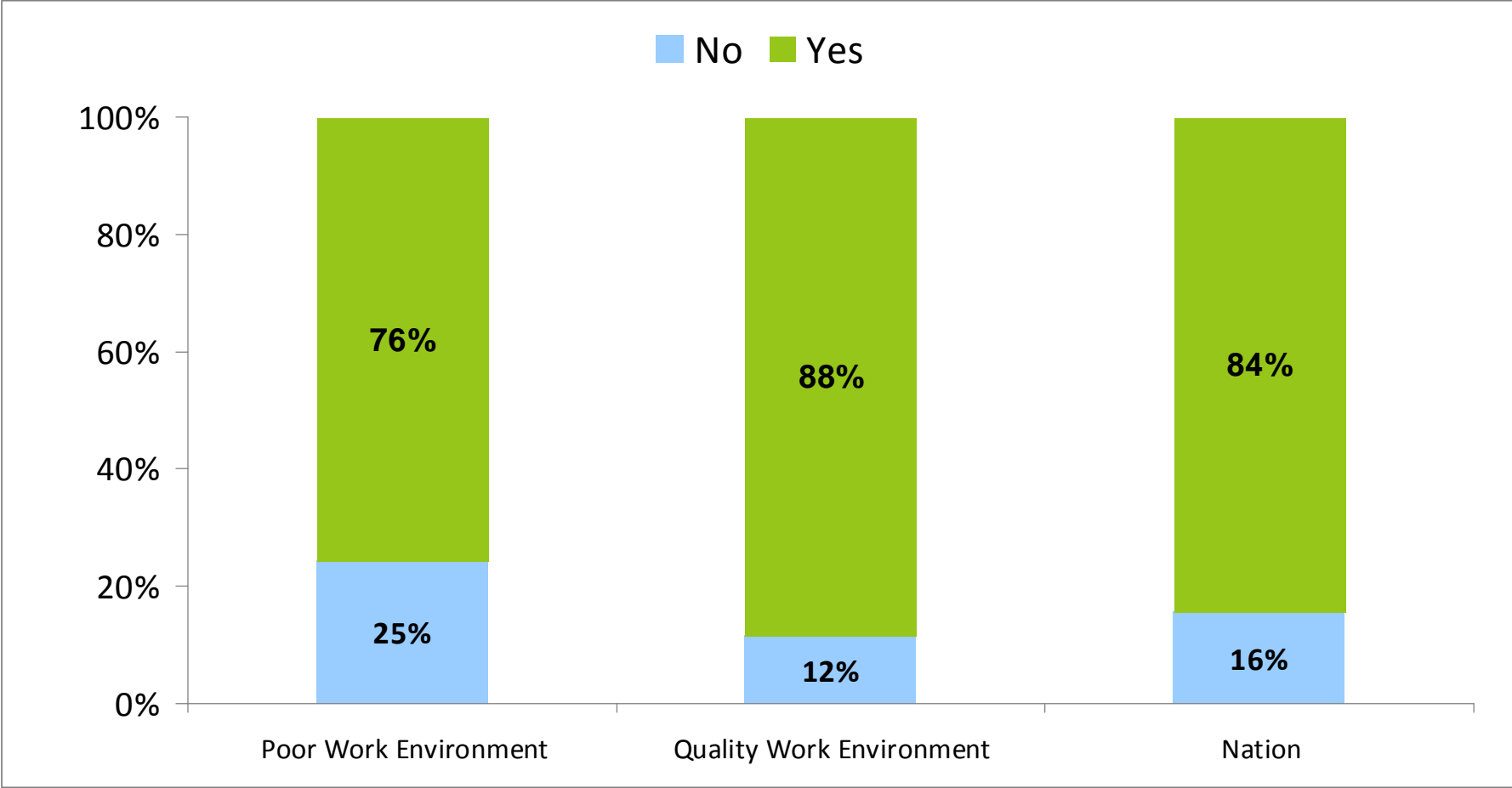
# Disease Prevalence in the Working Population

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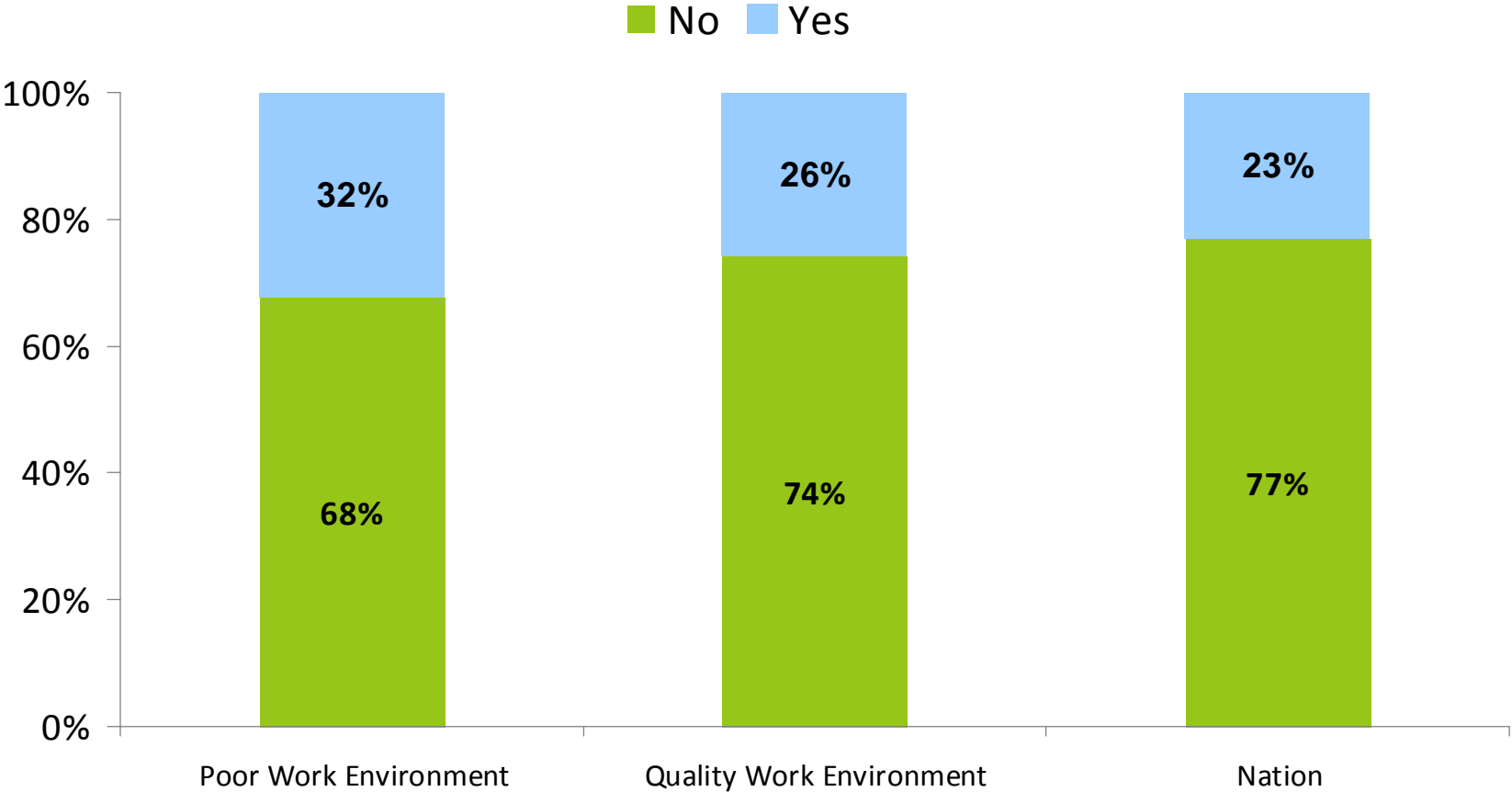
Prevalence of Disease Conditions in the Working Population



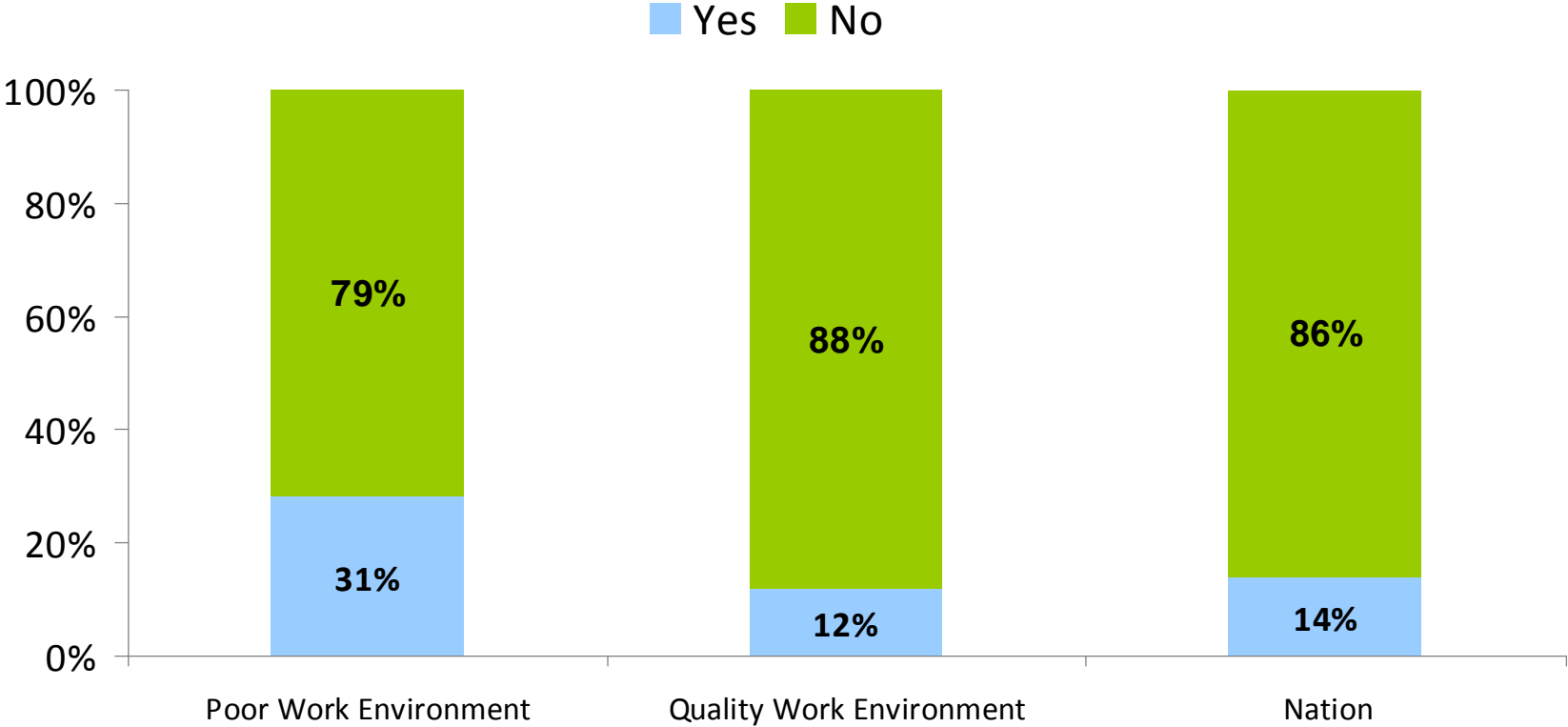
# Did you experience the following feelings during A LOT OF THE DAY yesterday: Enjoyment?



# Did you experience the following feelings during A LOT OF THE DAY yesterday: Physical Pain?

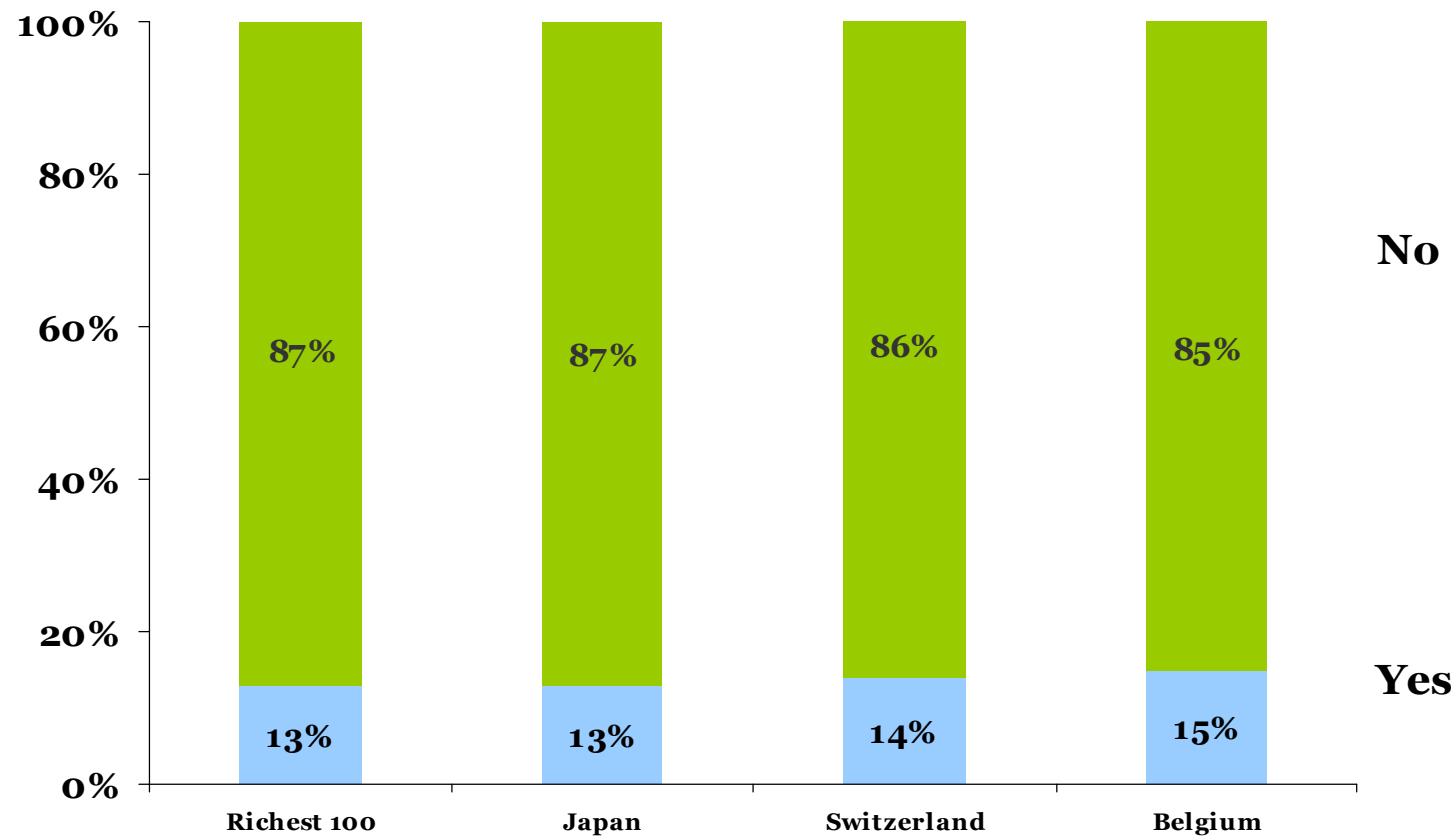


# Did you experience the following feelings during A LOT OF THE DAY yesterday: Anger?



# Did you experience the following feelings during A LOT OF THE DAY yesterday? : Anger

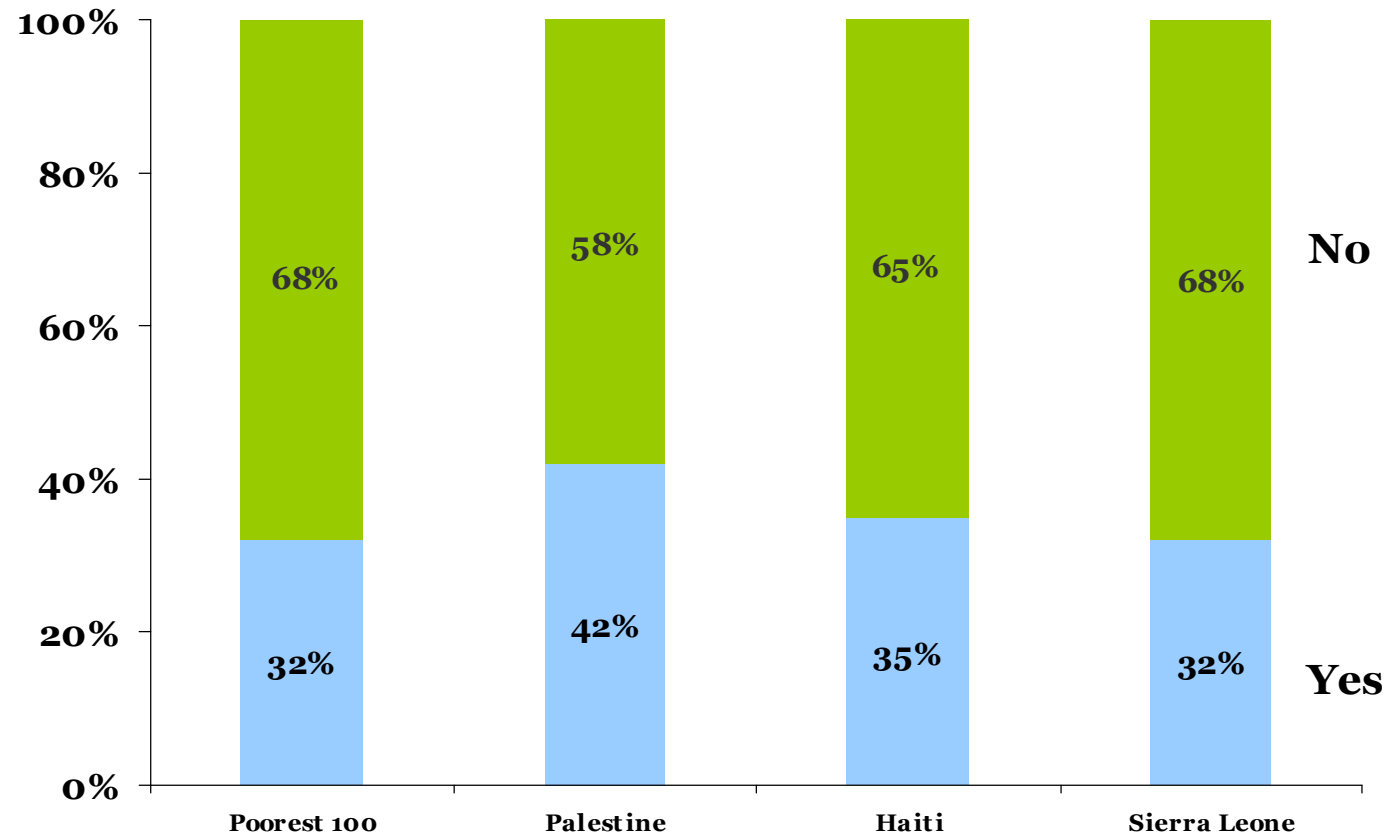
Ratio:



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# Did you experience the following feelings during A LOT OF THE DAY yesterday? : Anger



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# Well-Being Index – Why Employers Should Care?

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## Better Business Performance

- Retention of employees
- Increased competitive advantage
- Improved productivity and reduced medical costs
- Benchmarking well-being nationally, regionally and locally by industry, job class across physical, emotional and social health status
- Understand the impact and opportunity for creating a thriving work environment
- Implement and measure the impact and value of solutions

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aimed at improving well-being



# Gallup-Healthways Well-Being Index Overview

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- The Gallup-Healthways Well-Being Index Survey gives a comprehensive picture of well-being.
- We're currently using it to:
  - Develop benchmarks for well-being (national, regional, local, by job class, disease condition, etc.)
  - Gain insight into communities, employers, union, military
  - Evaluate the effectiveness of programs/ interventions on overall well-being
  - Identify drivers of well-being for specific groups
  - Understand the relationship between physical and emotional health
  - Tailor health solutions for employers by profiling their unique employee population

# Contact Information

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