



Metrics Checklist for Employers

Demographic Information

- Number of plan members, spouses, and dependents
- Age distribution

Group Health

- Number of claimants
- Total claims paid (no. of claims)
- Total claims (no. of claims) paid by benefit category
- Amount paid (\$)
- Amount paid (\$) by benefit category
- Percentage increase in claims paid by benefit category (no. of claims and \$)
- Total premiums

Prescription Drugs

- Number of claimants
- Total claims paid (no. of claims)
- Total claims (no. of claims) paid by drug category
- Amount paid (\$)
- Amount paid (\$) by drug category
- Percentage increase in claims paid by drug category (no. of claims and \$)
- Average age of claimants
- Age distribution of claimants (no. of claims and \$)
- Claims distribution (plan members, spouses, dependents)

Short-Term Disability

- Claim incidence per 100 employees
- Claim duration
- Top new claims by condition per year (no. of claims and \$)
- Lost workdays per 100 employees
- Cost per employee
- Cost per diagnosis (amount paid per year per diagnosis)

Long-Term Disability

- Claim incidence per 100 employees
- Claim duration
- Top new claims by condition per year (no. of claims and \$)
- Cost per diagnosis (amount paid per year per diagnosis)

Casual Absences

- Lost workdays per employee
- Cost as percentage of payroll
- Incidence of absence
- Inactivity rate

Workers' Compensation

- Number of accidents by category (fatal, lost time accidents, non-lost time accidents)
- Number of accidents by age
- Number of accidents by tenure (new workers vs. others)
- Number of fatalities by category
- Number of accidents by type of hazard (musculoskeletal disorders, falls, contact with machinery, motor vehicle incidents)
- Accident frequency rate (overall, lost time, non-lost time) per 100 employees
- Number of lost workdays (in incident or award year)
- Total premiums
- Cost per claim
- Total benefits costs (in incident or award year)
- Benefits cost by category
- Cost per employee
- Cost as percentage of payroll
- Percentage of open claims
- Reporting lag time
- Percentage of claims by body part
- Claim duration
- Percentage of litigated claims

Employee Assistance Program

- New cases per 100 covered employees
- Open cases per 100 covered employees
- Reasons for access
- Mode of access (in-person vs. telephone counselling)
- Program cost per employee
- Turnaround time to first appointment
- Completion of courses/coaching sessions

Health Risk Assessments

- HRA participation per 100 employees
- Screening participation per 100 employees
- Health status of employees (percentage of employees in low, moderate, and high-risk levels)
- Top risk factors
- Top areas for readiness to change
- Change in health/lifestyle habits

Smoking

- Number of smokers
- Percentage of employees who smoke
- Percentage of smokers who complete smoking cessation program
- Rate of smoking recidivism

Turnover

- Turnover rate
- Turnover costs

Workplace Environment

- Number of grievances
- Employee engagement/satisfaction score

Other

- Retention
- Participation rates in wellness initiatives