



# Workplace Outcome Suite

“THE WOS OF THE BIG  
TEN” WISCONSIN OHIO  
STATE

# Workplace Outcome Suite / WOS 5

Q1  
ABSENTEEISM

Number of hours absent due to a personal problem

For the past 30 days total the number of hours your personal concern caused you to miss work

Q2  
PRESENTEEISM

Measures decreases in productivity

My personal problems kept me from concentrating at work

Q3  
WORKPLACE  
DISTRESS

Examines the degree of stress or anxiety at work

I dread going into work

Q4  
WORK  
ENGAGEMENT

Extent that the employee is invested or passionate about their job

I am often eager to get to the worksite to start the day

Q5  
LIFE  
SATISFACTION

Addresses one's general sense of well-being

So far, my life seems to be going very well

# University of Wisconsin Trends

## Workplace Outcome Suite - 5 Item Version Summary

6/30/2021

TOTAL Completed: 375	Pre-Visit	Post-Visit	%
	Average	Average	Improvement
Absenteeism - Total number of hours of work missed in last 30 days	5.88	4.35	26%
Presenteeism - My personal problem kept me from concentrating on my work	3.54	3.23	8%
Work Engagement - I am often eager to get to the work site to start the day	3.01	3.11	3.00%
Life Satisfaction - So far, my life seems to be going very well	3.47	3.64	4.90%
Workplace Distress - I dread going into work	2.74	2.50	8.70%
Rankings for Average Results (Does not apply to Absenteeism)			
1 = Strongly Disagree 2 = Somewhat Disagree 3 = Neutral 4 = Somewhat Agree 5 = Strongly Agree			



# Implementation timeline

- Commenced in October 2017 using paper survey and Qualtrics for follow-up survey
  - Graduate Student responsible for data entry
- June 2018 changed follow-up survey to 60 days
- Reached quantitative baseline in December 2018
- Noticed difficulties related to human error and timely completion of survey.
- February 2020: initiate process for automation.
- Aug 2020: Execute Automation for all new internal clients
- January 2021: Initiate process for automation of all EAP forms
- Projected 2021: combine all EAP forms and WOS for streamline implementation.



# 1<sup>st</sup> year results

- Response rate of 29.2% compared to 4% response rate of other institutions of our size.
- Removed one outlier due to nature of presenting problem.
- OSU data was incorporated and compared into Chestnut Global Partners overall data of 16,000 partners

Summary of your results:

Presenteeism, Work Engagement, and Life Satisfaction all showed a significant improvement of approximately 10% from baseline to follow up.

Workplace Distress showed improvement in the expected direction, improving by 5% from baseline to follow up.

Absenteeism decreased by 27.2%

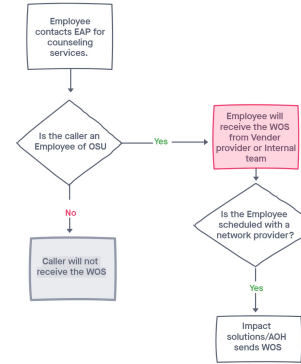


# Automation

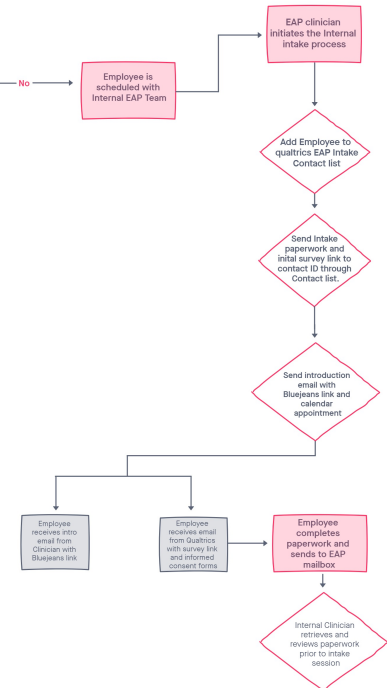


qualtrics<sup>XM</sup>

## Caller Experience



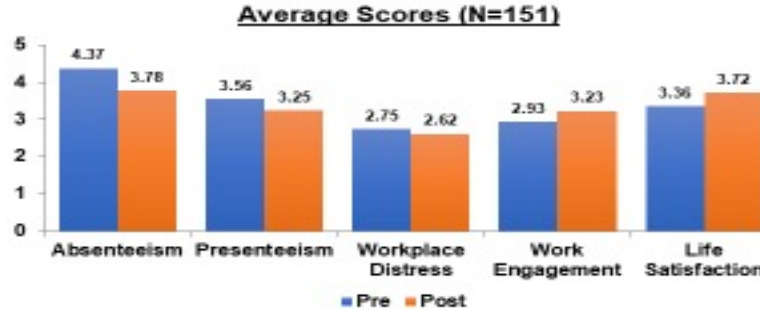
## Clinician Experience



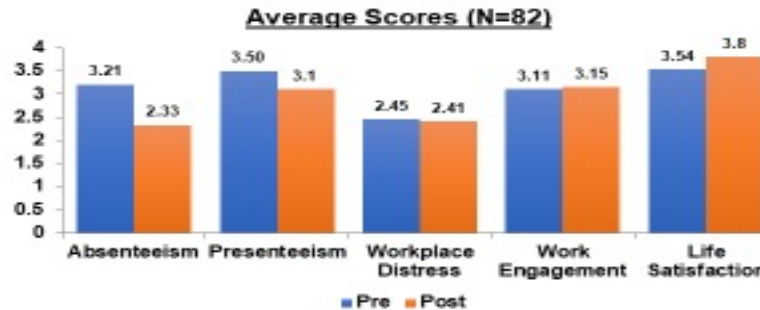


# Ohio State Hybrid WOS 2020

Internal  
Overall  
higher level  
of problems



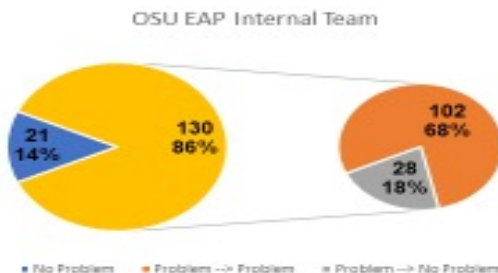
External



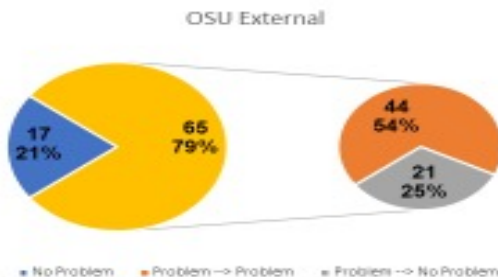


# Client Differences

Higher % presenting with one or more problems



Higher % of those with problems end up without problems





# Ohio State Hybrid WOS 2020

## Score Improvements by Presenting Problem

