

❖ one medical

The State of Workplace Health

Addressing chronic conditions — a hidden threat
to workforce well-being and productivity.



Annual Research Study & Report

SECTION
01 Report highlights p3

SECTION
02 Overall employee health status and benefits use p5

SECTION
03 Chronic conditions: a hidden threat to workforce productivity p8

SECTION
04 The path forward p12



About One Medical

One Medical is a membership-based primary care practice on a mission to make getting quality care more affordable, accessible, and enjoyable for all. We accomplish this through a blend of human-centered design, technology, and an exceptional care team.

In addition to a direct-to-consumer membership model, we work with more than 8,500+ companies to provide One Medical health benefits to their employees and their dependents.

Request more info

- ✓ **24/7 virtual care nationwide**
Access on-demand Video Chat with a provider via the One Medical app, claim and copay-free.
- ✓ **Treat Me Now**
Get help with common concerns by answering a few questions in the One Medical app.
- ✓ **In-network primary care**
Convenient locations in many US cities, with onsite labs.
- ✓ **Technology-enabled**
The One Medical app makes it easy to book appointments, message with a provider, and request prescription renewals and refills.

Chronic conditions: A hidden threat

Chronic conditions affect over half of the workforce, with serious consequences for employee health and productivity. While most workers are managing these conditions, they want more support from their employers to make lifestyle changes.

For the past three years, One Medical has conducted its annual State of Workplace Health research study, examining the overall state of employee well-being as well as key trends affecting the health of today's workforce. In last year's study, we explored how mental and behavioral health issues are impacting people's well-being and their performance at work. This year, One Medical again partnered with independent research firm Workplace Intelligence to survey 800 HR and employee benefits leaders plus 800 full-time employees.

Our primary goal was to assess the current state of workplace health and understand HR leaders' and employees' priorities for 2024. The survey found that 77% of employees felt their health worsened or stayed the same last year, and just 23% said their health improved. These findings are essentially unchanged from previous years, highlighting that progress around workforce well-being continues to stall.

3 out of 4

employees said their health worsened or stayed the same last year — for the third year in a row.



One reason for the lack of progress on workforce well-being could be the high prevalence of chronic conditions, for example hypertension, high cholesterol, obesity, diabetes, and heart disease.

Over half (52%) of the employees we surveyed said they're struggling with at least one chronic condition — and younger workers are not immune. In fact, more than 4 out of 10 Gen Z and Millennial respondents said they have a chronic condition.

Among employees dealing with these issues, 53% reported that their conditions have negatively affected them at work, citing diminished productivity and difficulty focusing, among other outcomes.

When we extrapolate this data, this means that 28% of all workers are struggling with their productivity due to a chronic condition.

Not surprisingly, the majority of workers take medications to help them manage their chronic conditions, encouraged by their doctors. **However, 74% of employees said they'd like the ability to manage their chronic conditions with lifestyle changes, rather than with medications alone.** What's more, 2 out of 3 workers would like their company to offer more healthcare benefits or options to help them manage their conditions.

For companies struggling with declining workforce health, supporting employees who want to take charge of managing their chronic conditions could play an important role in reversing this trend. Providing more support could also go a long way toward showing workers that their healthcare preferences are being heard, and it could reduce medication costs for workers and employers alike.



28%

of all workers are struggling with their productivity due to a chronic condition.

74%

of employees want to manage their chronic conditions with lifestyle changes, rather than medications alone.

SECTION 02

Overall employee health status and benefits use



The current state of employee health

For the third year in a row, workers struggled to improve their health.

In our 2022 and 2023 surveys, around 3 out of 4 employees reported that their health had either worsened or remained unchanged during the year prior. Despite the vast majority of employees indicating that improving their health was a top priority for them both years — and continues to be in 2024 — this year’s survey findings revealed a troubling continuation of the trend toward declining workforce health.

Combined, 77% of employees felt their physical and mental health either worsened or stayed the same in 2023. Less than one-quarter (23%) said their health improved.

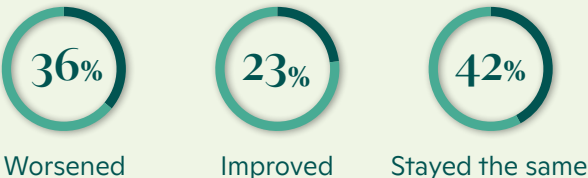
And again this year, the responses from HR leaders revealed that many still don’t recognize the extent to which their team members are struggling with their health. **Nearly 6 out of 10 leaders (58%) said they believe their employees’ health improved last year, a far cry from what employees reported.**

89% of workers have at least one priority for their health and well-being in 2024.

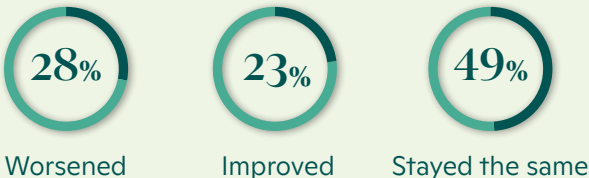
Their top priorities include:

- 1 Improve overall physical health
- 2 Improve overall mental health
- 3 Prevent short-term illness
- 4 Get regular screenings
- 5 Manage chronic conditions
- 6 Address mental health disorders

Employee reported physical health



Employee reported mental health



Benefits use in 2023

In 2023, 90% of employees used their healthcare benefits — up from 84% in 2022.

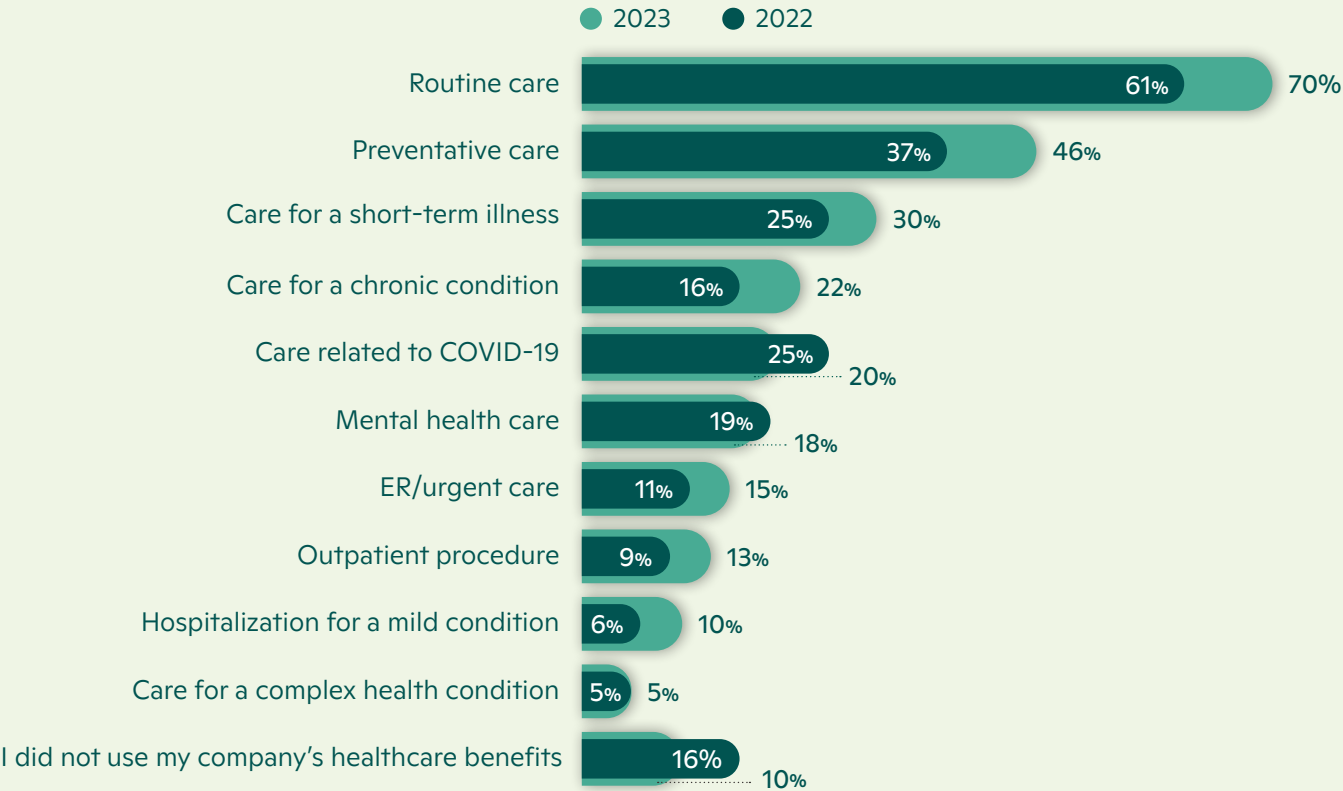
Although workers continue to struggle with their well-being, the good news is that 2023 saw an uptick in benefits utilization in several key areas. In fact, the largest jumps were for routine and preventive care, which each experienced increases of 9 percentage points.

Our survey also revealed that 89% of employees have a primary care provider (PCP) — up from 80% last year. PCPs play an important role in delivering routine and preventive care, not to mention care for chronic conditions, mental health, and more.

Employees clearly recognize the value of primary care: at least 9 out of 10 agreed that regularly seeing their PCP increases their overall well-being (95%) and helps them save money on healthcare in the long-run (90%).

However, there’s still significant room for improvement in terms of care-seeking behaviors. Just 46% of workers reported that they sought out preventive care last year, which means over half did not use their benefits for this reason.

90% of employees used their company's healthcare benefits last year, with notable increases in preventive and routine care



SECTION 03

Chronic conditions: A hidden threat to workforce productivity



Prevalence of chronic conditions

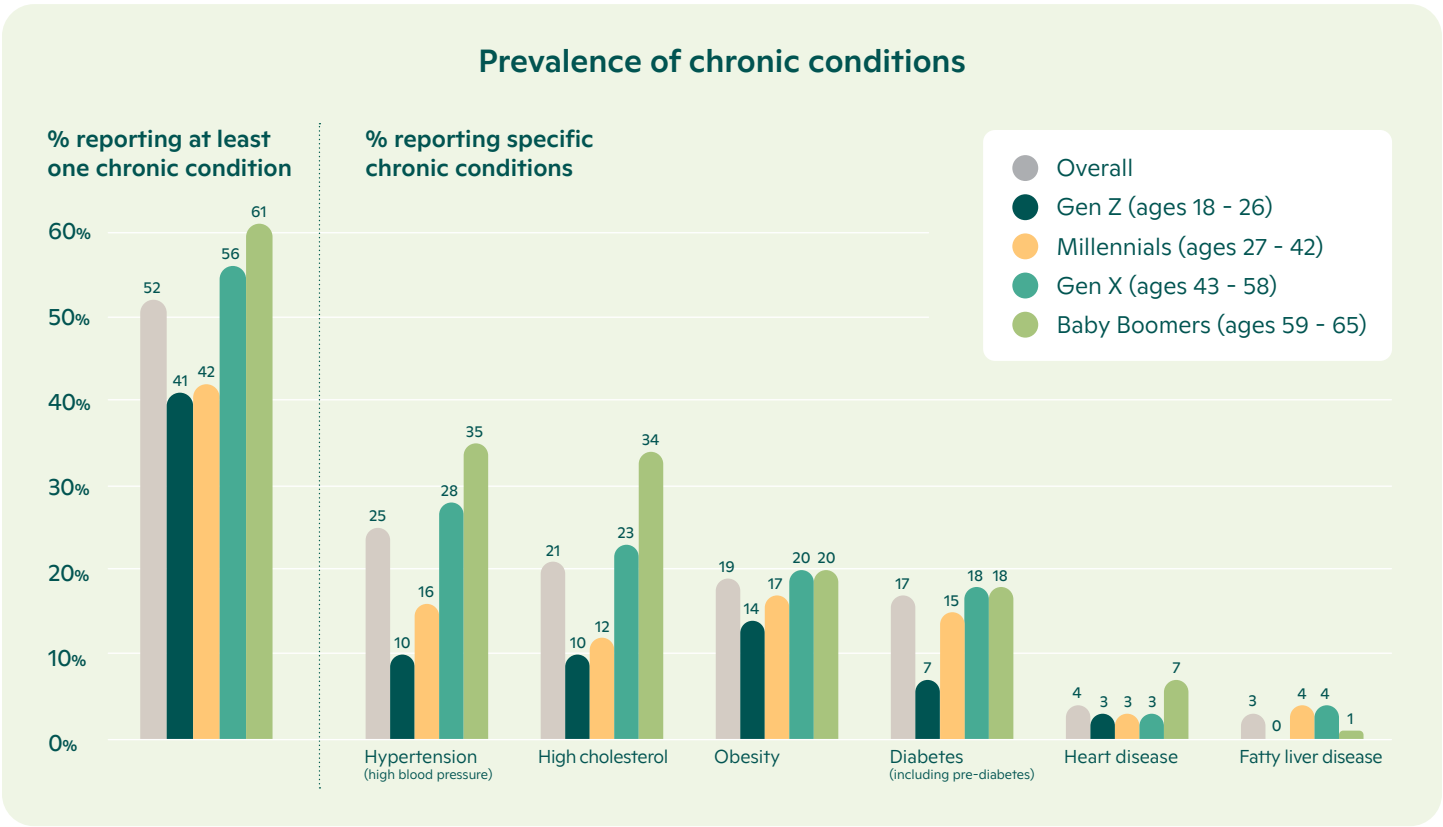
Over half of employees have at least one chronic condition, including over 40% of Gen Z and Millennials.

A chronic condition is a health condition or disease that persists over time, often with long-lasting effects. Some of the most common chronic conditions include hypertension, high cholesterol, obesity, diabetes (including pre-diabetes), fatty liver disease, and heart disease.

In the US, 51% of adults have at least one chronic condition.¹ **Our research revealed a similarly high prevalence among the employees surveyed,**

with 52% reporting a diagnosis of at least one chronic condition. Among these workers, 3 out of 4 said they've struggled with their condition for at least 3 years.

Notably, more than 4 out of 10 Gen Z and Millennial employees said they have a chronic condition, highlighting that younger workers are not immune to these issues. Employers would be wise to consider this fact as they contemplate how best to improve the health of their workforce in the years to come.



¹ CDC. 2020. Prevalence of Multiple Chronic Conditions Among US Adults.

The hidden costs of chronic conditions

Beyond increasing healthcare costs, chronic conditions could have far-reaching implications across a wide range of business outcomes.

Chronic conditions carry enormous health and economic costs. Diabetes alone costs \$327 billion in direct medical costs and lost productivity from undiagnosed cases.² In our survey, half of those with chronic conditions said they took time off last year because of their conditions. In addition, employees reported that their chronic conditions have negatively affected them across all aspects of their job. For example, among workers with chronic conditions, 53% said these conditions have affected their productivity. Among Gen Z and Millennials, this number was 76%.

When we extrapolate this data, this means that 28% of today’s workers — and nearly one-third (32%) of Gen Z and Millennial employees — are struggling with productivity loss due to a chronic condition. Younger workers were also around 2X more likely to report other negative work outcomes compared to their older counterparts.

Fortunately, leaders recognize the magnitude of the issue: **94% agreed that employees with chronic conditions are less productive, with most (60%) reporting that these workers are losing at least 6 hours a week of productivity.** What’s more, leaders estimated that around a third of their employees have had to cut back on their work hours (33%) or have left their company voluntarily (31%) specifically because of their chronic conditions.

For businesses, these findings should serve as a wake-up call. Supporting employees who are struggling with chronic conditions isn’t just the right thing to do — it could be a key factor in maintaining (and retaining) a high-performing workforce.

² CDC. 2021. Health and Economic Costs of Chronic Diseases.

94%

of employers agreed that employees with chronic conditions are less productive with most (60%) reporting that these workers are losing at least 6 hours a week of productivity.

The business impact of chronic conditions

Workers said their chronic conditions have negatively affected the following:



From reactive to preventive care

Employers who want to help workers manage their chronic conditions should support their desire to make lifestyle changes.

Among employees with chronic conditions

82%

take medications to help
manage their chronic conditions

74%

would like to manage their conditions with
lifestyle changes, instead of medication alone

In 2023, 90% of employees with chronic conditions used their healthcare benefits to manage or treat these conditions, with most reporting that they went to a primary care provider (74%) or a specialist (30%). Primary care providers can screen, diagnose, and treat some chronic conditions, and they can guide their patients to the right kind of specialty care as needed.

It's promising that so many workers are seeking out care, especially since some chronic conditions are reversible or can be cured. **However, 66% of employees said they wish their company offered more healthcare benefits or options to help them manage their chronic conditions.**

Workers are particularly interested in solutions that would allow them to lessen their dependence on medications. **In fact, 74% said they'd like the ability to manage their chronic conditions with lifestyle changes, instead of with medication alone.**

For employers, supporting people's preference for a more preventive approach isn't just the right thing to do — it could also offer significant financial benefits. Over 8 out of 10 workers with chronic conditions are taking medications, which can be quite costly. In fact, 65% of HR leaders said their company's medication costs for chronic conditions increased last year.

One Medical recognizes the importance of addressing chronic conditions. That's why we created Impact by One Medical, a multidisciplinary chronic care management program, designed within primary care to address a patient's entire health journey. [Impact by One Medical](#) combines high-touch care, education, and health navigation with an integrated technology platform to help employees manage their chronic conditions and avoid the onset of new ones.

SECTION 04

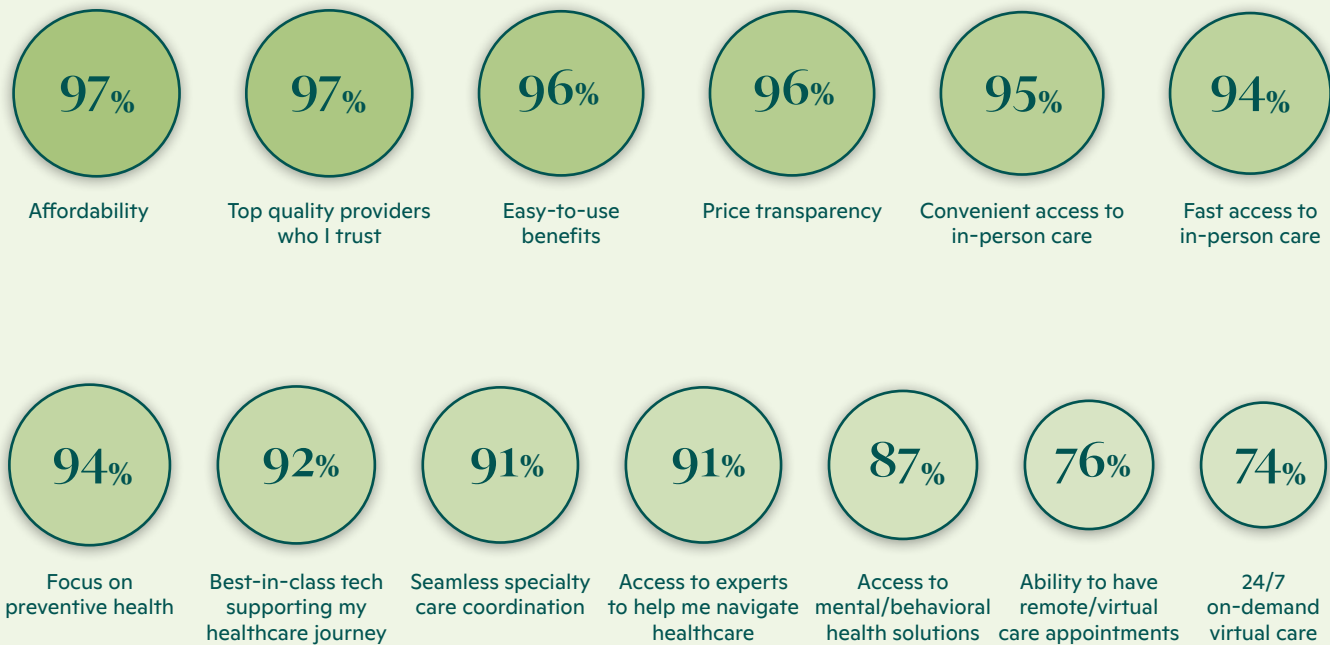
The path forward



Recognize that a growing number of workers expect a best-in-class healthcare experience

Compared to last year, the importance of the following features increased significantly — on average, by 7 percentage points. A focus on preventive health could be especially important for employees with chronic conditions.

The healthcare features that matter most to employees*



*% who selected "somewhat" or "very" important

Invest in solutions that will move the needle on employee health

For 2024, HR's #1 priority for their healthcare strategy is to improve care navigation.

Year over year, our surveys reveal that even as healthcare costs continue to rise, the majority of companies are increasing their healthcare budgets and expanding their benefits offerings. This year was no exception, with over half of HR leaders reporting that they're adding new solutions for telemedicine, primary care, chronic disease management, and more.

Notably, the number of leaders who said their company is removing these solutions decreased by on average 10 percentage points compared to last year. This shift underscores a positive trend toward prioritizing targeted benefits that can have a measurable impact on employees' well-being — not to mention their healthcare costs.

In fact, among leaders aiming to reduce the total cost of care for their workforce, many said they'll do so by investing in virtual care or telemedicine (41%), new services and benefits (41%), improved risk screening (38%), or primary care (33%).

However, HR leaders reported that their #1 strategic priority for 2024 is to improve their employees' healthcare experience through care navigation solutions, which 53% are adding this year. This focus on reducing complexity will be key to increasing benefits usage, given that over half of employees (51%) said they feel overwhelmed when they try to figure out how to navigate the healthcare system.

One Medical understands the importance of limiting the complexity of healthcare and addresses it through a suite of services including primary care, chronic disease management, care navigation support, behavioral health, and more all under one roof — simplifying the benefits package for both HR leaders and their employees, while also providing exceptional, well-rounded healthcare.

86%

of HR leaders are increasing their healthcare budget this year

The solutions they're adding include:



Telemedicine
solutions



Primary care
solutions



Chronic disease management
solutions



Mental & behavioral health
solutions



Care navigation
solutions

Improve your communication efforts

HR's #2 strategic priority for 2024 is to increase awareness and communication around their company's healthcare benefits.

While it's promising that companies are adding new healthcare solutions, this won't move the needle on workforce well-being if employees aren't using them. For example, when you consider that less than half of workers received preventive care last year, it's clear employers could be doing more to ensure people know about their benefits and understand why it's important to seek out care.

Right now, around 1 out of 4 employees said their company "never" provides general health advice or communicates with them about the importance of getting primary/preventive care. An even higher number (30%) said they get no communication about seeking out treatment for chronic conditions. And 18% reported that their employer doesn't even share basic information about their healthcare benefits, for example treatment options or plan changes.

It's worth noting that these numbers have not improved over the past two years, highlighting a chronic communication problem that needs to be addressed. Although HR leaders said they're reaching out to their workforce on a more regular basis compared to what employees reported, they'll need to finetune these efforts in order to cut through the noise.

Fortunately, HR's #2 strategic priority for 2024 is to increase awareness and communication around their benefits — but doing so won't be easy. That's why many employers lean on the resources provided by their benefits vendors to reach employees and engage them in their care. At One Medical, we partner closely with our business clients to develop communications plans designed to educate workers on the benefits available to them and the importance of seeking out care.

Employers' communication efforts aren't cutting through the noise

Employees said their company "never" communicates with them about the following:



The importance of seeking out treatment for chronic conditions



The importance of seeking out treatment for mental & behavioral health issues



General health advice



The importance of primary or preventive care



Their healthcare benefits

Are you prepared to support your people on their journey to better health?

In our third year of surveying employees, it's clear that while some progress has been made, there's still a long way to go. The increases in routine and preventive care were promising; however, most workers again reported that their health either worsened or didn't change last year.

One reason for the lack of progress on workforce health? Over half of employees are dealing with at least one chronic condition, and most are relying on medication rather than getting the support they need to make lifestyle changes.

Employers have the opportunity to effectuate a better outcome for their people, whether by improving their overall healthcare experience, promoting a more preventative approach, or offering benefits that support chronic care such as [Impact by One Medical](#). They'll also need to stay the course on boosting benefits awareness and addressing care navigation issues for all of their team members.

The good news is that employees are eager to prioritize their well-being and they recognize the importance of a best-in-class healthcare offering. Now more than ever, it's up to employers to deliver on what their people need and expect.



Methodology

Research findings are based on a survey conducted by Workplace Intelligence and Walr and paid for by 1Life Healthcare Inc. between December 7–December 19, 2023. The survey audience included 800 HR/Employee Benefits leaders and 800 employees who were working full-time, at least 18 years old, and living in the US.

Panel participants are recruited through a number of different mechanisms and sources (some One Medical business employer clients may randomly have been invited to participate), and have completed on average 300 profiling data points prior to taking part in any surveys. Respondents were invited to take part in this survey via email and were provided with a small monetary incentive for completing the survey. Results of any sample are subject to sampling variation.



Prioritize your employees' health with One Medical

About One Medical for Business

One Medical is a national, membership-based primary care practice. We are a modern healthcare benefit that delivers high-quality healthcare onsite, nearsite, and virtually; from preventive care, chronic illness management, LGBTQ+ services, mental and behavioral health care, One Medical is your team's home for healthcare.

With 24/7 access to on-demand virtual care via the One Medical app nationally and 200+ convenient locations in many US cities and growing, we're here when and where your team needs care.

We're here to help you build a healthcare strategy that will support your employees on their journey to better well-being.

Our model assists with:

- ✓ Attracting & retaining employees with a benefit they'll love
- ✓ Engaging employees so they can live healthier, more productive lives
- ✓ Combining the best of primary care with innovative technology to lower costs over time



We're innovators in healthcare — elevating every aspect of the primary care experience to make it faster, easier, and more affordable for patients to get the care they need.

We use technology to strengthen the relationship between patient, provider, and if needed our hospital specialty partners, creating a seamless experience that saves time and leads to better outcomes.

We're proud to be an advanced primary care practice for more than 8,500+ employers nationwide.



Let's talk

Curious about how One Medical's high-quality healthcare can be foundational to your benefits strategy?

Learn more about building a successful and engaging healthcare program with One Medical.

Find out more at onemedical.com/business

Get in touch