



## Bon Secours Mercy Health

An Aduro client since 2014, Mercy Health merged with Bon Secours in 2018 to become one of the five largest Catholic health systems in the U.S. With 48 hospitals and more than 1,000 sites of care, Bon Secours Mercy Health (BSMH) currently employs more than 65,000 associates.

### 2014-2017 | Mercy Health

## Create an Award-Winning Program & Experience

**Goal:** Before working with Aduro, Mercy Health's approach to wellness was highly siloed and disconnected. Nineteen different wellness programs supported each region's unique needs and the various subgroups of their associates across the Ministry.

In 2014, Mercy Health partnered with Aduro to design and implement a single platform and fully integrated program – *Be Well Within*. The fully-branded platform was tailored to the unique needs of the various regions and subgroups within the Ministry.

To create a connected experience for the Ministry's associates, we implemented a direct integration with Mercy Health's Electronic Medical Record (EMR)

through Epic Systems to enable bi-directional data flow. This integration created a more compelling experience for associates seeking care domestically. Aduro and Mercy Health co-developed a hybrid screening model that integrated Mercy Health phlebotomists and labs into Aduro's onsite Wellmetrics™ screenings. The *Be Well Within* evolution resulted in an award-winning program with increased engagement that continues to make a meaningful impact on their associates' lives.

#### ABOUT

Bon Secours Mercy Health

**Industry:** Healthcare

**Employee Count:** 65,000

**Headquarters:** Ohio, U.S.

**Key Challenge:** Scale the *Be Well Within* program incorporating internal initiatives and Aduro's platform to improve their associates' emotional and physical well-being.

# Results

## Award-winning Program



“We are seeing a greater than 3 to 1 ROI on our program.”

Allan Calonge,  
Chief HR Strategy and Well-being Officer

### Engagement

- 14% increase in screening completion (2014 to 2016)

### Connected Experience

- Mercy Health physicians accessed Aduro data directly from EMR
- Physicians ordered appropriate Aduro programs (e.g., tobacco cessation) in EMR
- Screening biometric data flowed into the Aduro platform, driving focused recommendations based on program design, health opportunities

### Impact

- \$18M savings in 2018 using Aduro's Human Performance Solution<sup>1</sup>
- 18% reduction in health risk (Metabolic Syndrome) from 2014 to 2017<sup>2</sup>
- Created a culture of Human Performance – mind, body, spirit – across the Ministry – [Watch the video](#)

## 2018-2020 | BSMH

### Innovating to Connect Well-being and Care

**Goal:** With the merger of Mercy Health and Bon Secours, the goal of the Be Well Within program was to scale their current program successes. This built upon the solid foundation of internal initiatives and Aduro's Human Performance programs, using technology to improve the emotional and physical health of the communities they serve.

#### Bon Secours Mercy Health and Aduro innovate together to deliver value-based care.

- Scalability – BSMH merger grew internal population by more than 60,000 associates.
- Custom Care Paths – *Be Well Within* leveraged Aduro's platform to design care Paths to support diabetes management, maternity management, and mental health initiatives.
- Direct-to-Employer – Aduro worked with BSMH to develop custom-branded well-being solutions for resale to employers in BSMH markets.

## Results

### Launched diabetes management program for employees and spouses:

- 48% of eligible associates enrolled in the first year.

### Launched the complete Human Performance solution to their markets in 2019:

- 73% of eligible associates engaged in the *Be Well Within* program in 2020
- 52% of active enrolled achieved Level 1+
- 3% of associates who completed a screening in 2019 and 2020 improved their health status

### Mental Health Paths have an impact on Flourishing scores:

**35%** ↓

of those initially at an elevated risk moved to a lower risk level by the end of the program

**29%** ↑

reported an increase in life satisfaction throughout the Coronavirus pandemic

“

When I started working with my Human Performance Coach, I was able to realize it's important to take care of yourself so you can take care of others.”

*Stacy Jones, Recovery Room Nurse*

To learn more about the impact of Aduro's Human Performance solution, [download our Total Economic Impact Report](#) conducted by Forrester Research.

## Aduro's Employee Well-being Solution

Aduro is a leading provider of corporate wellness solutions that drive human performance — existing at the intersection of well-being and performance. We unlock human potential in the workplace by providing expert coaching, interactive content, meaningful incentives, and personalized insights in a fun, inspiring way. This ignites cultures, creates inclusivity, and builds social connections that promote growth and flourishing for all people.

Learn more at [adurolife.com](https://adurolife.com).

**Sources:** 1. Morgan, H., Bon Secours Mercy saved \$18M using its employee health solutions. Now other employers can use them, *Becker's Hospital Review*, October 1, 2019  
2. Martel, N., Bridging the Gap Between Health Care & Employee Well-being, *HERO Forum*, September 12, 2017