

Portrait of America's Health Care Industry Employers

Top Human Resources Issues

- ◆ The top benefits challenges cited by health care employers are:
 - Offering robust benefits while staying within budget/cost constraints (57%).
 - Understanding the changing health care landscape (44%).
- ◆ Health care employers are most likely to strongly agree that employees are satisfied with their benefits offerings (77%) and have positive morale (73%).

Beliefs about Benefits Programs

- ◆ 70% strongly agree that employees need to be more engaged in making benefits decisions.
- ◆ 66%, the highest percentage among all industries, say they are likely to survey or measure employee satisfaction with benefits offerings; 70% say they are likely to survey employee morale.
- ◆ 70% of health care employers say they do not tailor their packages based on the needs of workers at different levels or life stages.
- ◆ Health care employers are the most likely to say workers are not very/not at all knowledgeable about employer benefits (20%).

Benefits Communications

- ◆ 53% survey or measure employee understanding of benefits communications.

- ◆ 62% strongly agree that employees understand their benefits communications.
- ◆ 63% use a broker or benefits consultant, a higher percentage than any other industry.
- ◆ 16% communicate about benefits six to nine times each year; 50% communicate three to five times annually.

Beliefs about Voluntary Benefits

- ◆ 63%, the highest percentage among all industries surveyed, offer voluntary insurance benefits.
- ◆ 40% strongly agree that plans with little or no underwriting questions are important to them and to their employees, compared to 32% of industries overall.
- ◆ 23% believe voluntary benefits significantly influence employee loyalty; 22% say voluntary coverage influences job satisfaction.
- ◆ Health care companies are the most likely to believe their employees are very/extremely knowledgeable about voluntary benefits (20% compared to 16% of employers overall).

2011 Aflac Workforces Report, conducted by Harris Interactive on behalf of Aflac, September 2010.