

Prepared by



inZights Consulting

# JOURNEY OUTCOMES REPORT 2022



# Journey Engagement Study

This Executive Report summarizes results based on employees from 13 companies who contracted with Journey for its Journey Program. Employees were invited to take the survey in August 2022. They were asked about current mental health concerns, engagement in work, risk of turnover, and use of mental wellbeing care strategies. Surveying was conducted in three waves until a statistically representative sample was obtained (95% Confidence Limit with a 10% MOE). Additional engagement data from the Journey program was also examined.

Employees who completed the survey included both exempt and non-exempt employees (50/50). Nearly all worked a 5-day workweek and between 6 to 12 hours on the days they worked. Most were either dealing with a significant life stressor now (38%) or sometime in the past year (53%). A little over one-third had received care from a mental health professional within the past year.

## Engagement

Employees had very low awareness of most of the resources their employer sponsored for mental wellbeing (25% were aware); Journey was an exception. Employees were three times more aware of Journey (75% vs 25%) as a resource for their emotional wellbeing compared to other resources. Those employees who used Journey found it useful.

Our analysis confirmed that Daily Journeys (i.e., daily messaging) was effective for promoting engagement. Opening the daily messages was associated with using other aspects of Journey Live (videos, viewing minutes, viewing recommendations, check-ins, and completing monthly assessments). Additionally, we found that deeper engagement in Journey content was associated with fewer days missed from work due to absences and lost productivity, and improved retention. Employees who viewed recommendations from Journey also had greater improvement in their overall mood.

## Care Utilization

Use of urgent care and professional help was stable. Although some increased use, the number / percent was offset by those who reported less use. There were a few exceptions: employees reported less ER use (3.5% of employees) and more use of Journey recommended strategies (1 in 3 used more of Journey recommended strategies over time).

**Employees were three times more aware of Journey (75% vs 25%) as a resource for their emotional wellbeing compared to other resources.**

Additional outcomes are summarized in the following infographic.

## Time Saved

**+7.5**

hours

## Wellbeing

**1/3**

improved stress

## Medical Savings

**\$580**

in healthcare savings

## Improved Retention

**1/3**

more likely to stay

## Employee Value

**3x**

greater awareness

## Engagement

**2.3x**

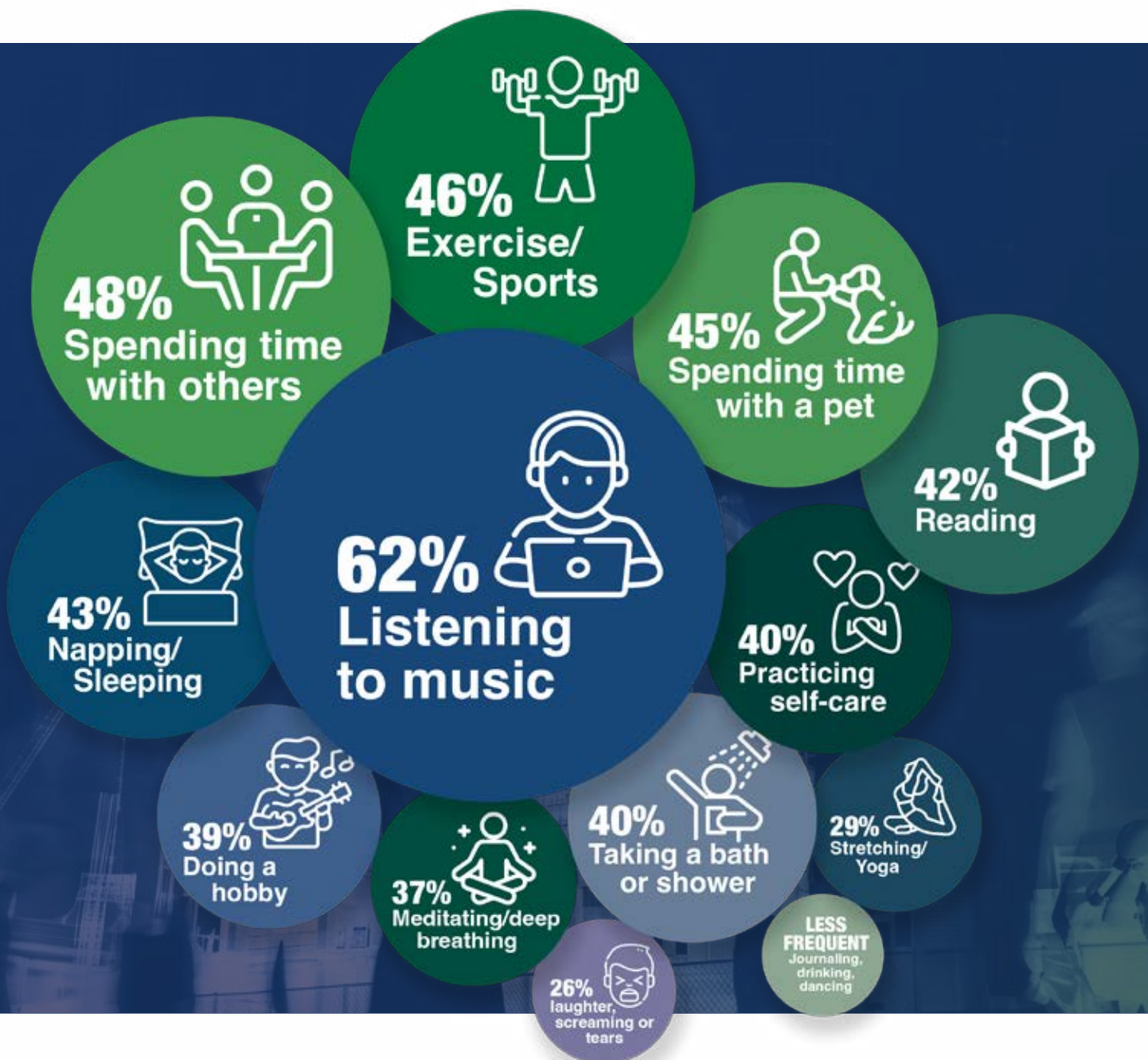
savings for engaged users

## Outcomes

Overall, the study revealed that employers can expect, on average, \$580 savings in healthcare costs and \$170 absenteeism and productivity loss savings per engaged employee per year. Journey engagement was associated with greater savings. Compared to unengaged employees, those who engaged in Journey had 2.3 times greater savings in medical care costs. Other findings included fewer hours missed, reduced stress, and increased employee retention, all of which are associated with additional savings and benefits to employers.

Employees were asked what they like to do when they are stressed. The following are what employees reported as their go-to.

### “What I like to do when I get stressed.”



## Methods

### What did the survey measure?

We evaluated engagement at work, risk of turnover, and use of mental health care.

We asked about:

- Workplace engagement (such as absences from work, focus/productivity, attitudes about staying/leaving their job)
- Mental health concerns (current concerns and changes in mood)
- Use of strategies to improve mental wellbeing (receiving care from a professional to self-help strategies)
- Employees' awareness of Journey and ratings of the program's usefulness

### How did you measure employer savings?

Savings were calculated for those employees who reported improvements in the last 30 days compared to other times during the year on absences, productivity, use of mental health services, and risk of turnover.

**Medical Cost:** Health care savings were calculated based on published data/savings reported in various industry and scientific resources for employees who are receiving appropriate care for mental health concerns. Research shows that employees with a mental health concern(s) who receive care for these issues cost employers \$1,200 less in medical costs. Furthermore, receiving mental health care also can result in a 20% reduction in absenteeism and presenteeism (these savings were not included). Our study showed 30% of employees (3 out of 10 employees) reported improved rates of getting help for mental concerns in the past thirty days.

**Time:** Improvements in time loss were calculated from reported absences and productivity, hours worked per week, using average national wages for hourly and salaried employees, and an impact factor on other employees at work (1.5 x).

**Turnover:** Turnover savings were calculated by determining the number of employees who had been at risk of leaving their company in the past year and were no longer likely to leave their company. Based on various industry and scientific resources, employee turnover has been shown to be costly. It costs employers \$1,500 to replace each hourly employee and 1.5 X times an employee's annual salary for salaried employees. These numbers include the lost productivity while positions are vacant, hiring, recruitment and training costs, and the impact on others' productivity and performance during the vacancy. Additional impacts can include reduced employee morale, projects and initiatives put on hold, reputational impact on the company and company brand. However, these factors have not been included in our estimates.

## inZights Consulting

inZights Consulting empowers businesses to create compelling, data-backed product claims and value statements to secure funding, sell their products, and stand out against the competition.



**inZights Consulting**

## About Journey

Journey is a proactive mental health and wellbeing platform designed to support employees across the continuum of mental and emotional health needs. The platform combines awareness, preventive resources, coaching, and clinical support to help individuals engage earlier, build resilience, and access appropriate care when needed. Journey's approach emphasizes proactive engagement, accessibility, and integration within employer-sponsored benefit ecosystems to support workforce wellbeing, organizational resilience, and long-term health outcomes.

## About inZights Consulting

inZights Consulting, LLC is a behavioral science and healthcare consulting firm specializing in engagement strategy, outcomes evaluation, evidence development, and strategic advisory support for digital health and workforce wellbeing solutions. Founded by Susan M. Zbikowski, PhD, the firm helps organizations translate behavioral science, real-world data, and user engagement insights into practical strategies that support adoption, measurable outcomes, and informed decision-making across healthcare and emerging health technologies. Learn more: [inZights-Consulting.com](https://www.inZights-Consulting.com)

