

# Health Care Service Corporation



BlueCross BlueShield  
of Illinois

Our commitment to violence  
prevention and a safe workplace

# What's HCSC?

- Blue Cross and Blue Shield
  - Illinois (Headquarters)
  - Texas
  - New Mexico
  - Oklahoma
- Life insurance
  - Fort Dearborn Life
  - Colorado Bankers
- Other subsidiaries
  - Dental
  - Technology
  - PBM

# We're also ...

- Largest US not-for-profit insurer
- Fourth-largest overall
- Cover more than 17 million people
- More than 17,000 employees
- Committed to our communities

# Community commitment

- Yes, we contribute and support ... BUT
- Our difference is that we LIVE in our communities
  - Employees and executives involved
  - Support and encourage education
  - Support and encourage public health, safety and violence prevention
    - In the community
    - In our own workplace

# Community effort

- Our business supports our commitment
- We take a leadership role in violence prevention
- We care about our employees

# Our business

- Networks and claims payment – our primary job
  - Developing and supporting provider networks statewide that treat victims and support prevention
  - Timely and accurate payment of claims (700,000 daily)
- Adding our voice to physician awareness
  - Illinois Health Cares
  - Illinois Department of Public Health

# Illinois Health Cares

- A Consortium of Public and NGO organizations dedicated to improving the health response to domestic and family violence.
- Building local coalitions
- Funding, organizing and running educational effort for health care providers and institutions
- Improving clinical response

# Department of Public Health

- Leader in public health aspect of violence prevention
- Convenor of State Health Improvement Planning Team
- Funder and statutory leader
- Constrained by being what it is

# Community leadership

- IVPA
- ICVP
- CAEPV
- SHIP
- IPHI

# Illinois Violence Prevention Authority



# IVPA -- First of its kind

Established by the Illinois Violence Prevention Act of 1995, the Illinois Violence Prevention Authority is the first state agency of its kind dedicated to violence prevention in the United States. In creating the IVPA, the Illinois State Legislature recognized the need for a comprehensive, collaborative public health and public safety approach to violence prevention.

# IVPA goals

- In keeping with its mandate, the IVPA has defined five main goals:
  - Develop and implement a statewide plan for violence prevention
  - Fund local and statewide anti-violence programs
  - Coordinate existing violence prevention initiatives and encourage collaborative projects
  - Evaluate and provide technical assistance for violence prevention programming
  - Conduct public education and awareness efforts about violence and its prevention

# ICVP



# What, ANOTHER agency?

ICVP was created to fill specific needs of OTHER violence-prevention organizations

In 1999, ICVP and the Illinois Violence Prevention Authority collaborated with one another to establish the **Evaluation Resource Institute**. The purpose of the Institute is to provide the violence prevention community in Illinois with the education, tools, resources and expertise to design and implement effective program evaluations.

# If you don't evaluate, how do you know?

- The goals of the Evaluation Resource Institute are to:
  - Build the capacity of violence prevention programs to implement effective evaluations;
  - Educate the violence prevention community about the importance of program evaluation and the components of a useful program evaluation;
  - Increase awareness of the tools and resources needed for effective evaluation; and
  - Provide consultation to violence prevention programs on designing an effective evaluation.

# CAEPV



It's everybody's business.

# What is CAEPV?

- CAEPV ([www.caepv.org](http://www.caepv.org)) is the only national nonprofit in the US founded by the businesses with a mission to impact partner violence through the workplace.





# What is CAEPV?

- The only NGO in the US founded by corporations themselves with this mission
- Members companies represent over a million employees across the US
- Members include large and small private employers, units of local government, and service providers themselves
- Corporate Alliance Against Domestic Violence UK and Hurriyet in Turkey are international sister organizations and members



# Why Was CAEPV Created?

- Business community as area of influence in society
- Workplace has existing mechanisms for communicating with people (their employees) through workplace communications
- Opportunity for businesses to work together on this issue and bring a unified message that partner violence is a business issue

# One example: A light bulb!

- Employee Assistance Programs!
- Never been brought together with VP effort
  - CAEPV took the lead
    - Survey
    - Meeting late in 2008
    - Pre- and post-event Webinars

# Preliminary Key Findings (Harris Poll of Women Using EAPs)

- **Background and Outcomes of EAP Contacts:**
- Among EAP users, nearly half (46%) of women contacted their EAP after being encouraged by someone they know; 20% were encouraged by a manager or supervisor.
- The vast majority of EAP users (89%) used the help they received.
- 71% of EAP users report that their work performance improved after contacting their EAP.

# Preliminary Key Findings (cont'd)

## **Satisfaction with EAPs and Areas for Improvement**

- Nearly all EAP users (93%) say that they would recommend that other women who have had similar experiences contact their EAPs for help.

# Preliminary Key Findings (cont'd)

## **Barriers to EAP Use for Intimate Partner Violence**

- Among women who did not contact their EAP about IPV experiences, the most common reasons given were they did not think of it (32%) and were not comfortable talking about it (24%).
- Among EAP users, confidentiality was the most common concern reported with two-thirds (67%) saying they were worried that their employer would find out.

# Taking the message statewide



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ILLINOIS PUBLIC HEALTH INSTITUTE

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# SHIP

Under Public Act 93-0975, Illinois is required to produce a State Health Improvement Plan (SHIP) every four years. SHIP must include priorities and strategies for health status and public health system improvement in Illinois, with a focus on prevention. It also must address reducing racial, ethnic, geographic, age and socioeconomic health disparities. The plan is produced by a team of public, private and voluntary sector stakeholders appointed by the director of the Illinois Department of Public Health.

# Resources

- Illinois Public Health Institute  
[www.iphionline.org](http://www.iphionline.org)
- Corporate Alliance to End Partner Violence [www.caepv.org](http://www.caepv.org)
- Illinois Violence Prevention Authority  
[www.ivpa.org](http://www.ivpa.org)

# Our employees

- Corporate Intranet site emphasizes our commitment
  - Describes DV
  - How to get an Order of Protection
  - Outlines how HCSC will cooperate in protecting the employee

# That would include ...

- Review with employee the Intranet site information
- Security personnel give these situations the highest priority--to protect that employee as well as other employees and our work environment.
- Depending on the circumstances, we
  - counsel the employee to be aware of surroundings so that they might notice anything out of the ordinary
  - urge employee if they perceive a threat, call 911 IMMEDIATELY--do not hesitate do not wait!
  - generally provide a special parking location for the employee, so that she /he can more discreetly enter the facility
  - if available, post picture of the abuser with the security officer in the front of the facility
  - coordinate with the local police
  - call in additional security as necessary.

# Those affected ...

- Workplace rights of victims or family members protected under Victims Economic Security and Safety Act (VESSA)
- Guidelines vary from state to state but we always try we try to offer similar benefits as needed such as personal leaves of absence
- All employees encouraged to seek out and use benefits of EAP.