



ZIMMER BIOMET

Case Study

About the Company

Zimmer-Biomet Summit Surgical (ZBSS) is a privately-owned distributorship serving the Central and Eastern parts of North Carolina. ZBSS designs, manufactures, and markets products used primarily by musculoskeletal medical specialists in both surgical and non-surgical therapy.

Zimmer-Biomet Summit Surgical is committed to excellence and strives to maintain a work culture where the employees are challenged by their work yet motivated to give their best effort on a daily basis.

The Challenge

The need for employees to take control of their health has never been more important for ZBSS as their employees were showing signs of high levels of stress due to heavy workload. In addition, chronic diseases and mental health concerns were increasing in their staff, stopping them from performing at their best in the workplace. They wanted their employees to take a proactive approach to their health and well-being. The goal being to decrease and prevent issues with mental and physical health, reduce stress levels, and increase productivity with conscious awareness and a focus on self-care.

Understanding the connection between healthy employees and company performance, ZBSS sought out educational opportunities to elevate their employees' overall health, as a means of stimulating employee performance and impacting the success of the business.



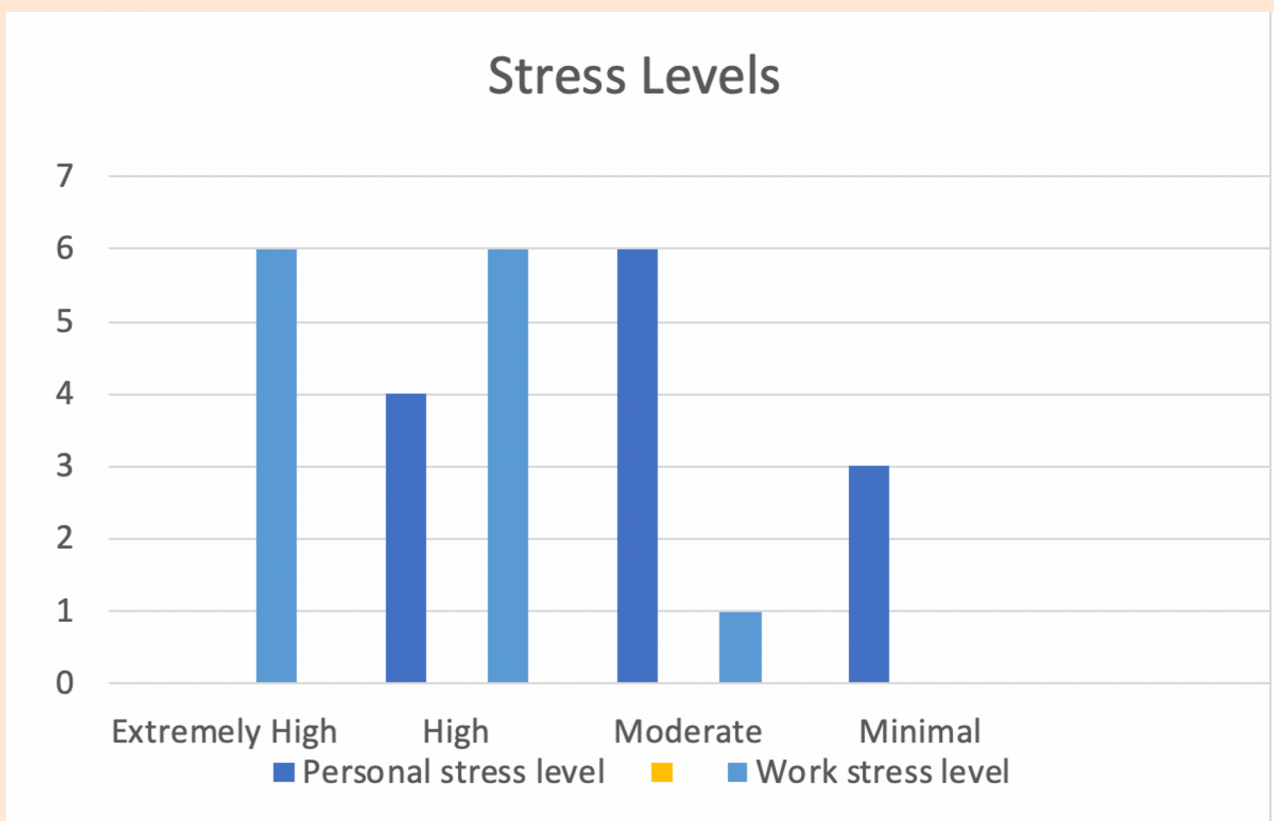
Initial Assessment

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Upon analysis of the pre-assessment, **the majority (90%) of the employees reported “extremely high” to “high” levels of work stress.** Such high levels of stress could result in decreased job satisfaction, challenges to happiness, and difficulty in maintaining a healthy work-life balance. In addition, working in a high stress environment fosters deviations where healthy living is not the norm, thus illness, anxiety and chronic diseases may increase.

Zimmer-Biomet Summit Surgical employees averaged 5.8 hours of sleep per night with one day of exercise per week. On a self-assessed scale of 1 to 10 for feeling healthy, the group averaged a 4.6, indicating the norm of the group was **below average in the quality of health experienced.**

The number one challenge listed by the employees was the ability to detach from work at the end of the workday. They found it difficult to turn off their stress experienced upon returning home and were challenged to be fully present in their personal lives.



The Strategy

To improve the well-being of their workforce, Zimmer-Biomet Summit Surgical partnered with Wonderment. The result was the creation of a four-month in-person training program based on decades of research, experience, and results. The program included:

- Assessments based on both qualitative and quantitative measures to provide leaders valuable insight to their team's overall health and areas of improvement
- Hands-on learning through classroom sessions that addressed employee health topics
- Content and messaging alignment with ZBBS's objectives and values

The workshops were interactive in nature and encouraged self-discovery and reflection, in addition to an open discussion of ideas. Tangible steps for daily practice were provided at each training.

Pre and post-questionnaires were completed by employees to assess means of measuring both the success of the program and the adoption of new healthy behaviors of employees. Sampling of key health indicators included hours of daily sleep, stress levels both on a personal and work level, frequency of exercise, and overall job satisfaction.

Training Topics

- Stress Reduction
- Power of Our Thoughts
- Happiness & Gratitude
- Mindfulness
- Dimensions of Health

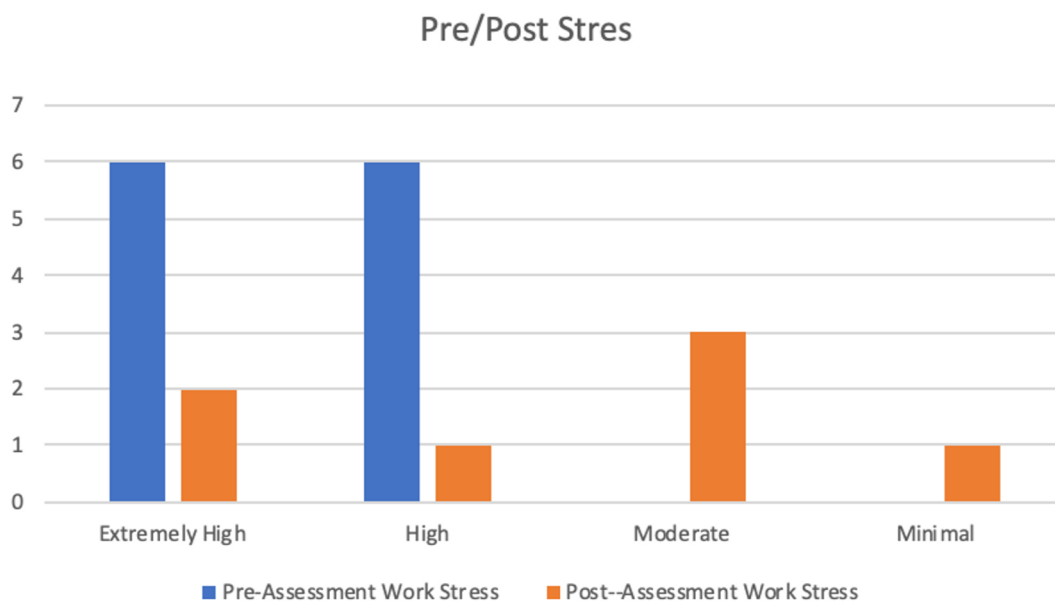


The Results

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The overall findings of the four-month wellness training program showed that employees work stress levels were greatly reduced and the overall health of the ZBSS employees improved.

Extremely high levels of stress decreased by 65%, exercise increased by 30%, and hours of sleep increased 20% to 6.6 hours. The average health score of the group grew from a 4.7 to 6.8. This is a **health score increase of 45%.**



There were positive changes noted in the employee's views as well. They reported an increase in the ability to leave their stress at work and enjoy their personal lives more at home. In addition, the ZBSS employees noted deeper appreciation after the trainings, which links to an increase of overall satisfaction for the group. Finally, the employees reported a strengthening of team bonds.