



Total Employee Well-being

Integration and engagement as keys to
workforce health and productivity

Tammy Green, MPH, CHES

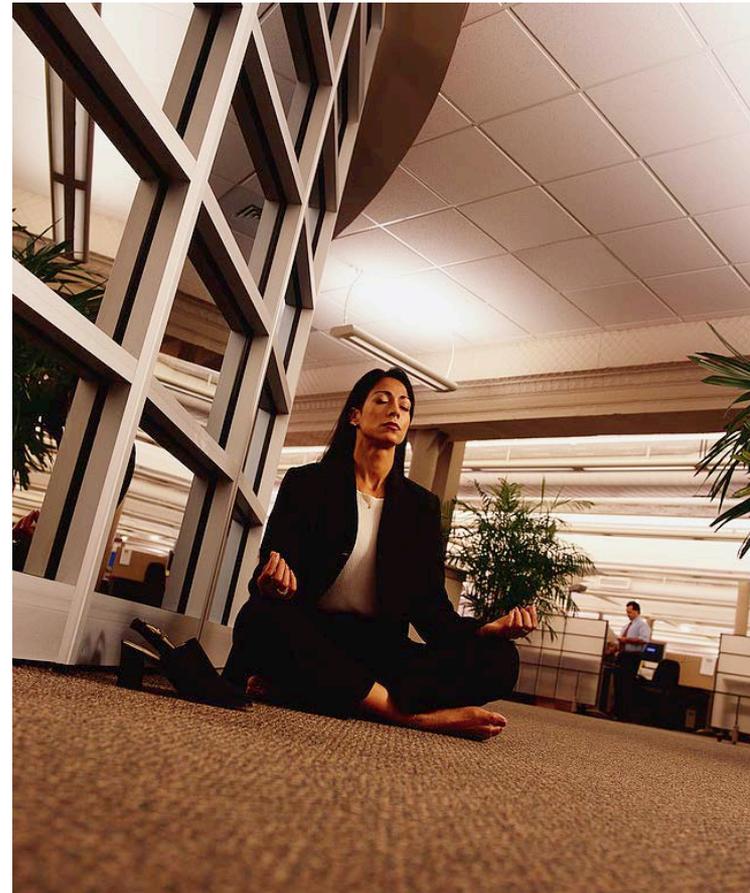
System Director of Well-being & Absence Management

Overview

What can a new perspective do for an organization's employee health?

For its bottom line?

Is there an ability for both to thrive simultaneously?



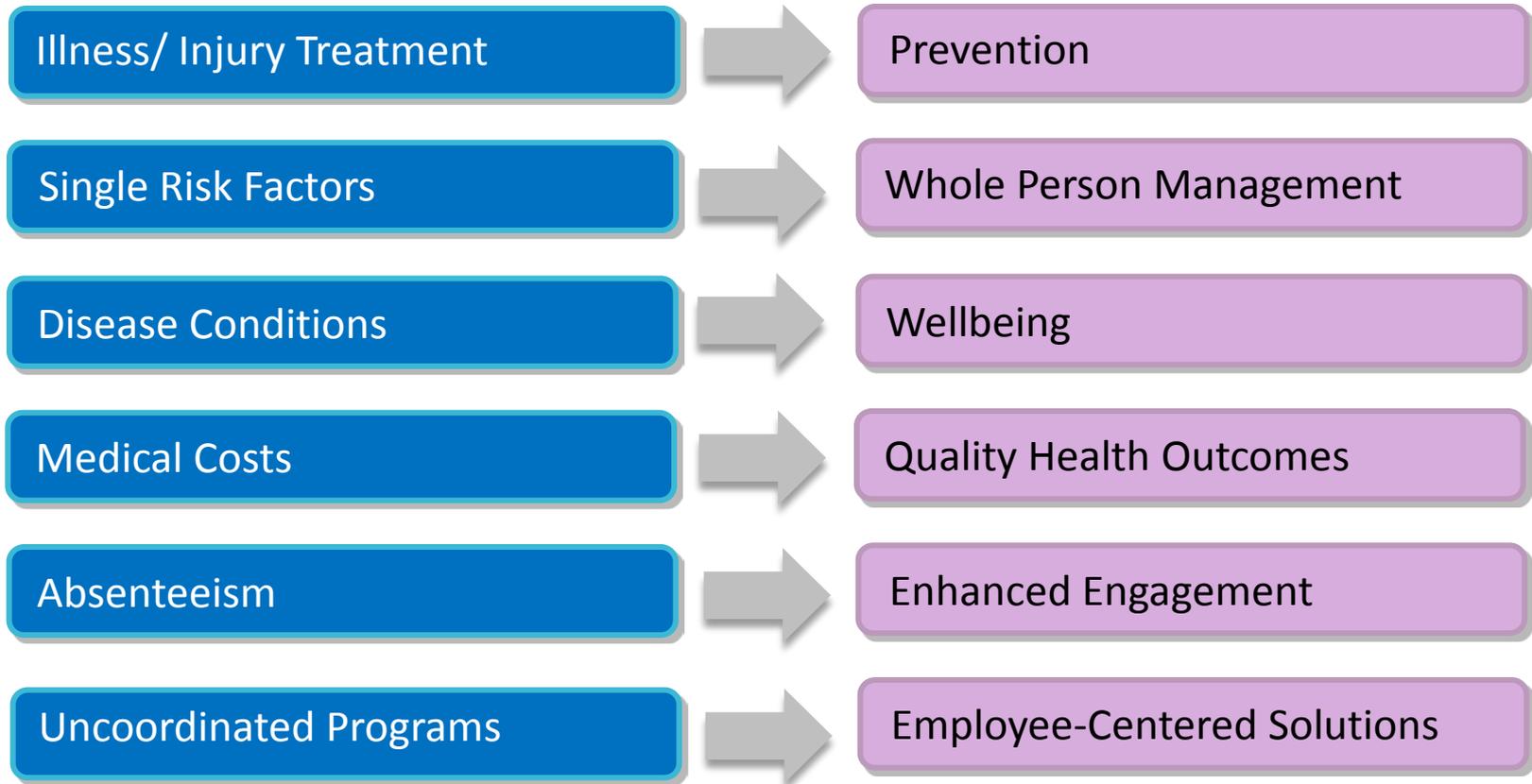
A satellite view of Earth from space, showing the British Isles, parts of Europe, and the northern coast of Africa. The ocean is a deep blue, and the landmasses are green and brown. A white, rounded rectangular box is overlaid on the image, containing a quote.

*It is not the strongest of the species that survives,
nor the most intelligent, but the one most responsive to change.*

Charles Darwin (1809 – 1882)

The problem?

From transaction to transformation

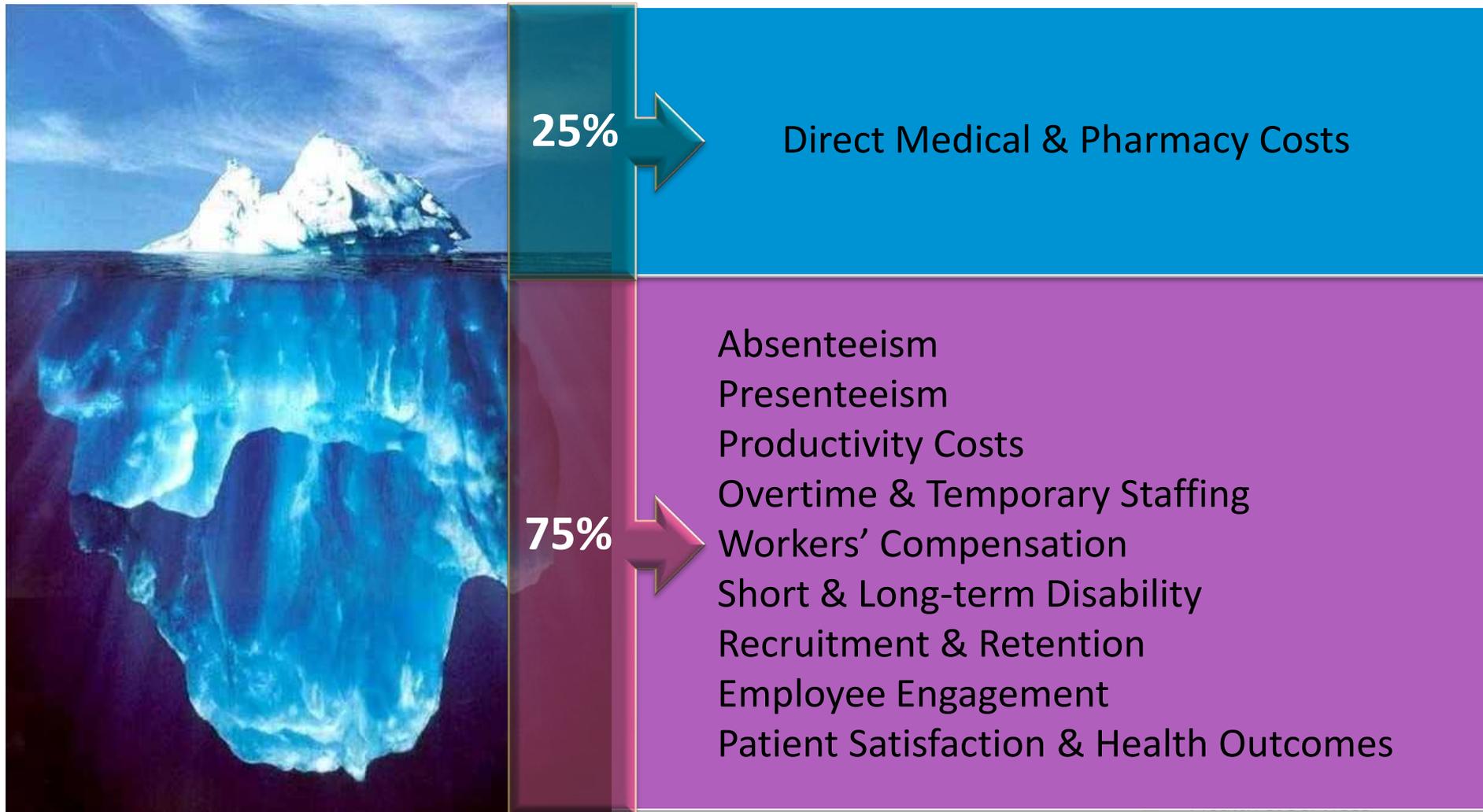


How We Spend Our Healthcare Dollars: What is wrong with this picture?



Case Study: Providence Alaska

True Cost of Poor Health to Providence



Providence Health & Services Alaska Health Management *Vision Statement*

People centered, Mission inspired

Our employees are our most valuable asset; when they are healthy and well, they are able to enjoy a higher quality of life as well as deliver quality, compassionate care to our patients.



The Nature of Well-being

To fulfill all domains of our well-being, we must commit to engaging in a lifelong journey; an active process of making daily healthy lifestyle choices and commitments.



Transition into integrated health management

- Prior to 2008...
 - No strategic plan, set expectations or deliverables.
 - Limited lifestyle & chronic care management in place.
 - Many separate pieces, all working independently.
- In 2008, restructured, came under one umbrella. Creation of Health Management Services with a focus on creating organizational culture of health and well-being.
- Included creation of onsite employee health & wellness center, and biometric screening campaign linked to health benefit plan.

Providence Alaska Employee Health & Wellness Center



- Integration to facilitate seamless experience for employee as they transition between providers, services and resources.
- Ability to take advantage of every employee interaction as opportunity to convert illness to wellness.
- Consider provision of employee care to be an investment in the well-being of the individual employee, the organization and the community as a whole.

Launch of I Choose Health in 2009

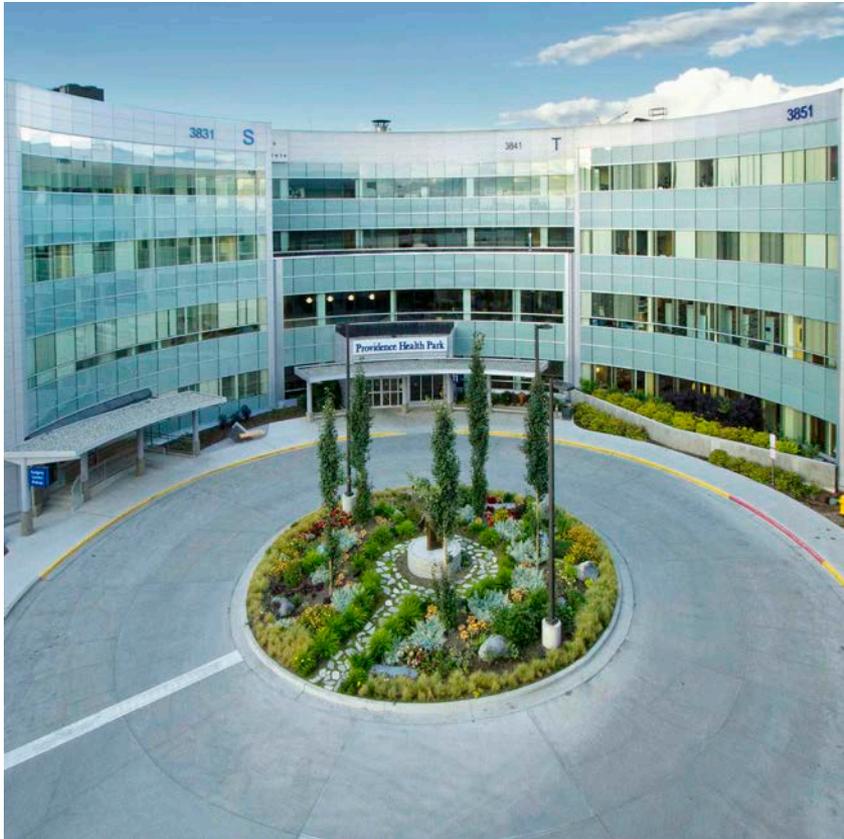
- Introduced in September 2009.
- Focus on creating a culture of well-being.
- Biometric screening and health assessment linked to health insurance premium credit.
- By completing a personal health assessment and screening, both employee and spouse or adult benefit recipient were eligible for \$600 in premium credit towards following year of health insurance.

Risk Continuum

	Low Risk	Moderate Risk	High Risk
Blood Pressure	<120/80 mm Hg	120 – 139 / 80 – 89 mm Hg	≥140/90 mm Hg
BMI	18.5 – 24.9	25.0 – 29.9	≥30
Total Cholesterol	<200 mg/dL	200 – 239 mg/dL	≥240 mg/dL
Tobacco Use	No	Yes	Yes

**Figures Derived from Centers For Disease Control via www.cdc.gov*

Current Wellness Projects



- Health coaching services, based on Wellcoach® model
- Naturally Slim weight management program
- Stress management workshop series
- Active nutritional counseling
- Mission Spirit Gym

Lessons learned...



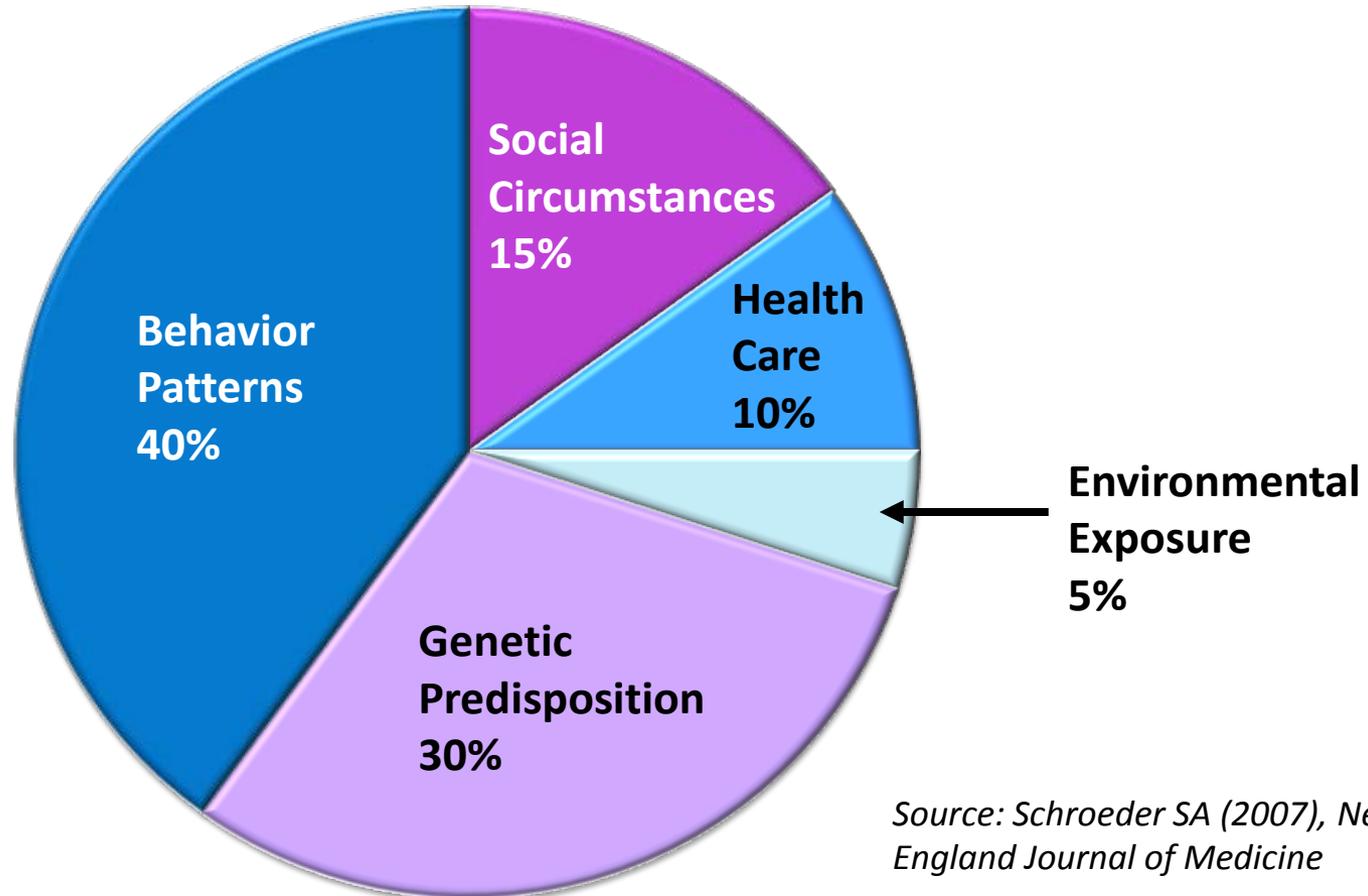
- Need for action-based programming, not just outcomes-based
- Need impetus to change the culture of healthcare consumerism from entitled and passive, to engaged and partnered
- An incentive needs to reward and inspire to action in the right direction
- Need for greater plan restructure

Providence Health & Services: Transformation

Creation of OneHR for Providence system

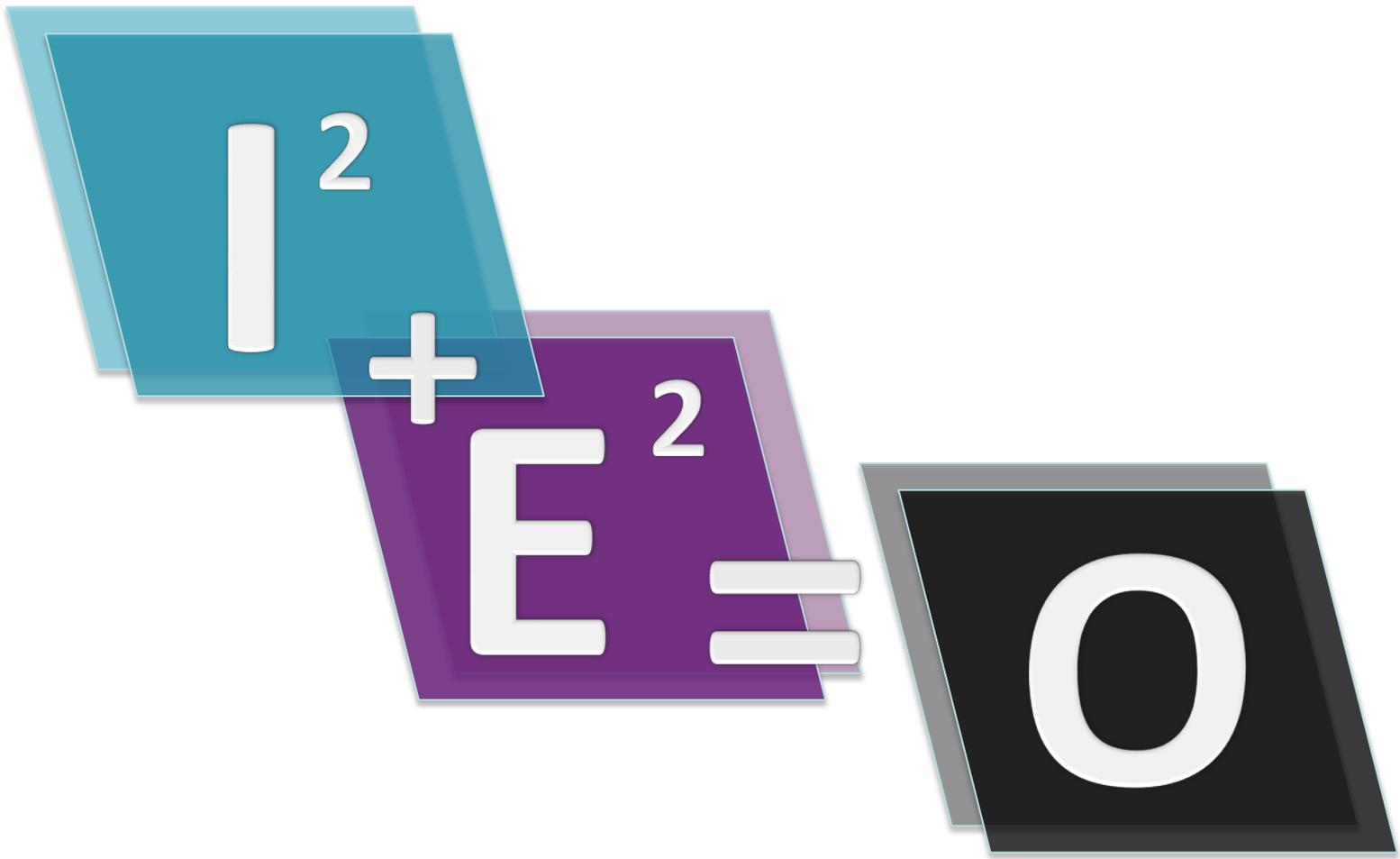
- Major change in organizational structure.
- Intentional focus on the need for population health management
- Creation of Director of Well-being & Absence Management position.
- Unification and alignment of benefit plans.

Determinants of Health



- New benefits website to support health incentive and Open Enrollment events
- Regional Health Fairs and Employee Forums before and during Open Enrollment to provide information and answer questions
- HR Service Center, both telephonically and via email or chat
- Access to well-being resources directly linked to new benefit plan

How can this translate to my organization?



- Intention
- Integration
- Engagement
- Empowerment

$I^2 + E^2$: Intention

- Most critical element for success; must commit to intentional pathway as an organization. Focus.
- Requires a targeted direction with specific goals that maintain priority, including leadership buy-in.
- Must establish specific actionable metrics to measure progress.

I² + E²: Integration

- A systems view, versus siloed approach.
- Departments able to leverage shared information, historical perspectives, lessons learned
 - e.g. connections across occupational health and safety, leadership development, succession planning, recruitment & retention*
- Comprehensive utilization of all data collection points

Integration of services



I² + E²: Engagement

- Traditional evaluation of success is incorrectly based on participation numbers.
- Need to address employees' most significant motivators (not always financial in nature)
- Utilize all touch points as opportunities to impress upon employee their belonging to organization (encourage “say, stay, strive”)

New hire health screening: opportunity



I choose HEALTH **New Hire Health Screen**

Name: _____ Employee ID #: _____
 Date: _____ Facility: _____

Blood Pressure _____ Height (feet & inches) _____
 _____ Weight (pounds) _____

BMI _____ HDL Cholesterol _____
 (Body Mass Index) _____ TC/HDL Ratio _____

Total Cholesterol _____

Tobacco Use I have not used any tobacco product in the past 6 months. (suft, dip, chew, etc.)
 Have used Have not used

Do you know where you are in the risk continuum?

	Low Risk	Moderate Risk	High Risk
Blood Pressure	<120/80 mm Hg	120 – 139 / 80 – 89 mm Hg	>140/90 mm Hg
BMI	18.5 – 24.9	25.0 – 29.9	≥30
Total Cholesterol	<200 mg/dL	200 – 239 mg/dL	>240 mg/dL
Tobacco Use	No	Yes	Yes

Your blood pressure, body mass index, cholesterol reading and use of tobacco have been proven to be accurate predictors for major health conditions including type-two diabetes, heart disease and stroke.

Provident wants you to get off to the right start by knowing whether or not your numbers put you at risk. As a Providence employee, you will have access to resources that enable and empower you to take an active role in the management of your health throughout the course of your employment.

I² + E²: Empowerment

- Moving culture from entitled and passive to one of ownership in organization and in work
- Employee should see themselves as a stakeholder, as a partner to both guide and contribute
- Must utilize both intrinsic and extrinsic motivators



Feedback from empowered employees

“Before I was overwhelmed but now I have a direction.” “It’s been a long time since I’ve felt like I had control.” “It feels like the elephant is off my chest and I can make conscious decisions again” “It is a feeling of relief; I am making a breakthrough for myself.” “I can tell that I’m lighter, relaxed and more confident” “I’m feeling empowered and I’m increasing my knowledge. I’m also sharing it with my department.” “There has been a big change in me and I am taking care of myself.” “People around me are seeing positive changes.” “You guys (Employee Health) are the best thing that has happened to me.” “My wife is seeing the changes and wanting to get out and do things too.” “It just helps to talk it through.” “The accountability is really helpful.” “It felt too big, but now I feel like I have a plan.”

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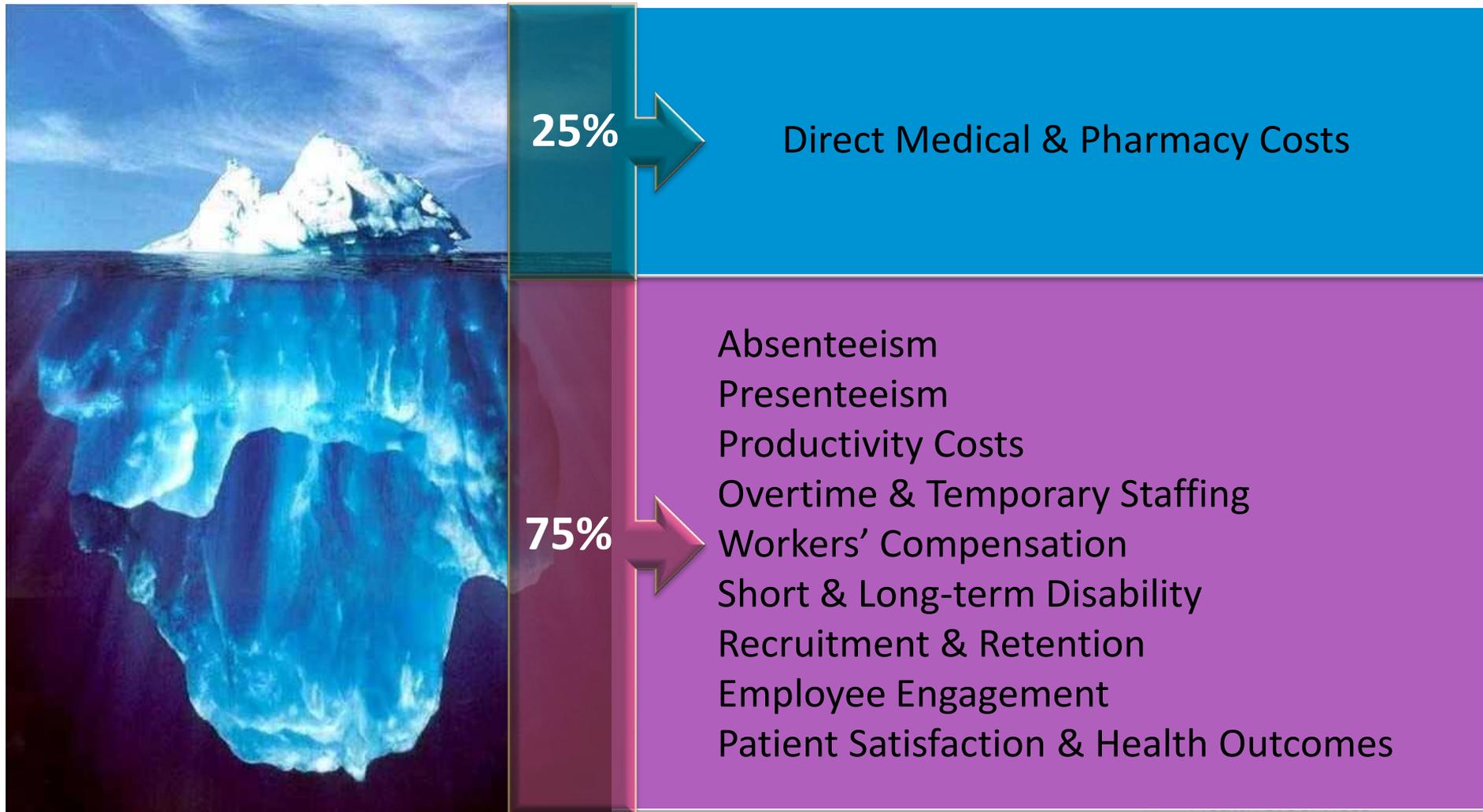
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- Intention
- Integration
- Engagement
- Empowerment

■ Outcomes

True Cost of Poor Health to Providence



What does this mean to you?

A new way of thinking

Medical costs are variable and out of control



Medical costs can be managed and controlled

Focus on the 15% that spend 85% of your costs



Don't forget the 85% that do nearly 100% of the work

Attending to the healthcare needs of your workforce can make you an employer of choice



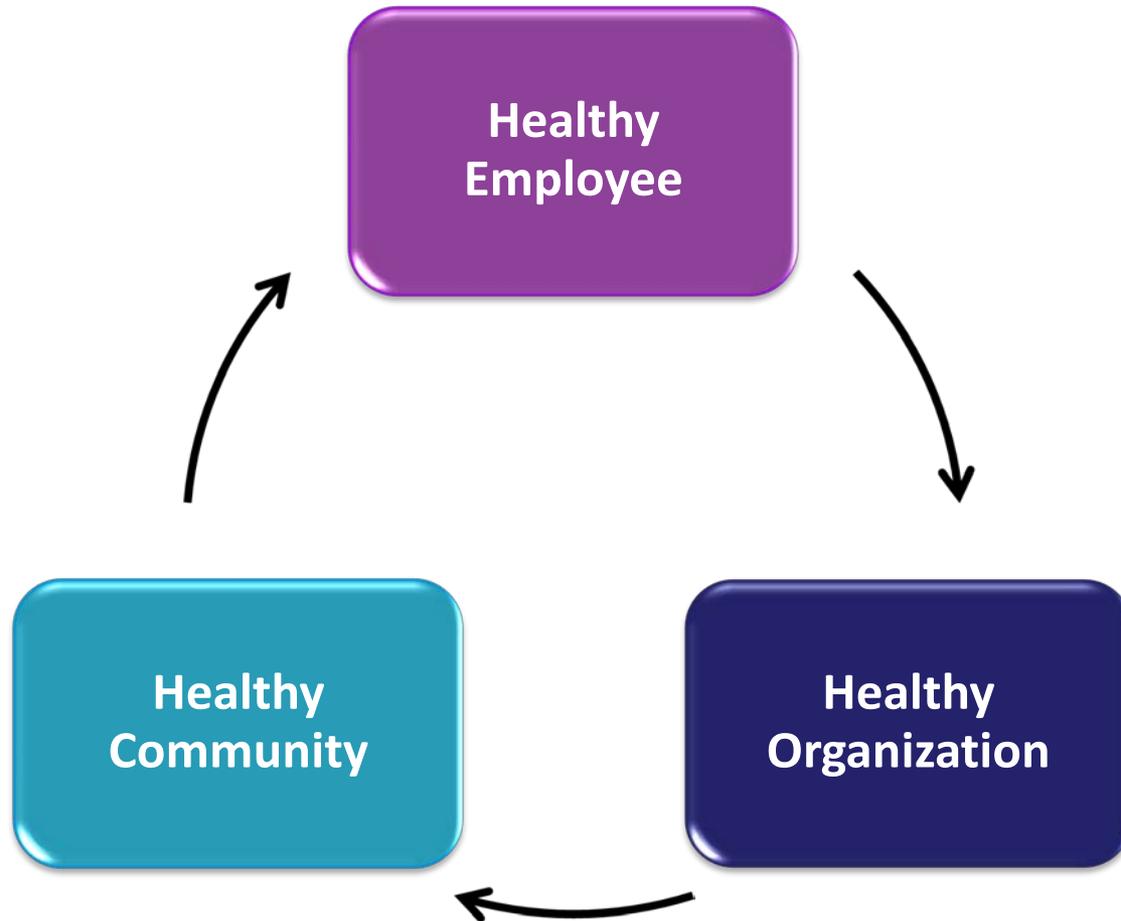
Attending to the healthcare needs of your workforce can provide you with a competitive edge

A healthy community is a more pleasant place to live



A healthy community is more prosperous

Goal: Cultivate a culture of well-being that supports and sustains healthy behaviors



Here's to the crazy ones, the misfits, the rebels, the troublemakers, the round pegs in the square holes... **the ones who see things differently** -- they're not fond of rules... You can quote them, disagree with them, glorify or vilify them, but **the only thing you can't do is ignore them** because they change things... they push the human race forward, and while **some may see them as the crazy ones**, we see genius, because the ones who are crazy enough to think that **they can change the world**, are the ones who do.

Steve Jobs (1955 - 2011)

Questions? Crazy ideas?

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