

County of San Diego Employee Wellness Program: Employee Engagement



**2014 Healthy Counties Forum:
Improving Health in a Climate of Change
January 30 – 31, 2014
Janice Mazone, Deputy Director
County of San Diego**

County of San Diego

Who We Are



- Population of 3,143,429 Residents
- Governed by 5 Board of Supervisors
- Chief Administrative Officer
- 5 General Managers
 - Community Services Group
 - Finance and General Government Group
 - Health and Human Services Group
 - Land Use and Environment Group
 - Public Safety Group



County of San Diego

Our Governance Structure



- General Management System (GMS)
 - Guides planning for 5 – 10 years
- Strategic Plan Initiatives
 - Safe Communities
 - Sustainable Environments
 - Healthy Families
- 8 Required Disciplines for Excellence



County of San Diego

Our Employee Structure



- 16,000 Employees
 - 25 Bargaining Units
 - 9 Employee Organizations
 - Approximately 90% of workforce is represented by an Employee Organization
- All employees are committed to our *Live Well San Diego* Initiative



County of San Diego Employee Wellness Initiative



- **Historical Factors**

- Experiencing Rising Health Care Costs
- San Diego Workforce Mirroring National Risk Factors
 - Asthma
 - Heart Disease
 - Depression
 - Diabetes
 - Obesity



County of San Diego Employee Wellness Initiative



PASSION



LIVE IT & OWN IT!

LIVE WELL SAN DIEGO

County of San Diego Employee Wellness Initiative



Where Did We Begin?

- Launched the Employee Wellness Program on January 1, 2012
- Goal
 - Reduce Employee Health Risk Factors
 - Engage Employees
 - Vital and Healthy Workforce



County of San Diego Employee Wellness Initiative



2012 Mission Statement

To develop healthy choices, reduce risk factors and maintain a productive, active, accountable and engaged workforce



County of San Diego Employee Wellness Initiative



January – December 2012 Highlights

- Education and Communication
- Message from the CAO

[Walking Video](#)

- Quarterly Themes
 - Get Ready, Get Set, GO!
 - Finding “My” Healthy Weight
 - Getting Fit and Staying Fit
 - Eating Healthy



County of San Diego Employee Wellness Initiative



January – December 2012 Highlights

- Activities for Employee Engagement
 - Personal Invite from CAO
 - 10,000 Steps
 - Logo Contest
 - Biometric Screening Event
 - Lunch & Learns
 - Wellness Expo
 - Thrive Across America
 - Flu Shot Campaign
 - Wellness Survey
 - Sweet Smart Dessert Contest



County of San Diego Employee Wellness Initiative



January – December 2013 Highlights

- **Wellness 2 – It's All About YOU!**

- Wellness, Fitness and YOU!
- Wellness, Nutrition and YOU!
- Wellness, Safety and YOU!
- Wellness, Holidays and YOU!



County of San Diego Employee Wellness Initiative



January – December 2013 Highlights

- Quarterly Executive Sponsors
- Communication and Messaging
- Wellness Coordinator Joined the Wellness Team
- Partnered with Medical Providers
- Set Program Objectives with Stake Holders



[Parks and Rec Video](#)

LIVE WELL SAN DIEGO

County of San Diego Employee Wellness Initiative



January – December 2013 Highlights

- **Introduced New Components**

- Free On-site Fitness Classes
 - Yoga, Zumba and Boot Camp
- Amazing Race
- Employee Incentive Program
 - Biometric Screenings
 - Health Risk Assessments
- Wellness Champions
- Enhanced Wellness Website
- Stairwell Campaign
- Healthy Cooking Classes

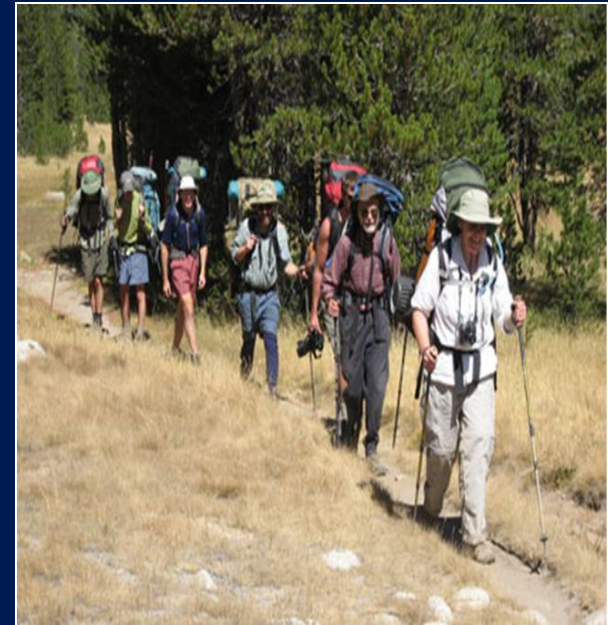


County of San Diego Employee Wellness Initiative



January – December 2013 Highlights

- Thrive Across America
- Employee Wellness Survey
- One-on-One Coaching Pilot
- Stress Management Series
- Annual Flu Shot Campaign
- Emphasis on Safety



County of San Diego Employee Wellness Initiative



2014 Mission Statement

To foster a culture of **WELLNESS** Countywide that improves the health and well-being of our workforce through continued *engagement*, *education* and *intervention programs*



County of San Diego Employee Wellness Initiative



2014 Program Highlights

- **Together in Wellness**

- Get Up & GO!
- Eat to Live
- Safety First
- Holiday Wellness



County of San Diego Employee Wellness Initiative



2014 Program Highlights

- **Introducing Condition Care/Disease Management**
 - Quarterly topics to address Health Risk Factors
 - Metabolic Syndrome – Cardiovascular Diseases
 - Behavioral Health – Eating Disorder and Weight Management
 - Women's and Men's - Health Preventative Care
 - Behavioral Health - Sleeping Disorder and Depression



County of San Diego Employee Wellness Initiative



2014 Program Highlights

- Focus on Employees
 - Education
 - Engagement
 - Communication
- Strong Partnership with Medical Providers
- On-site “One-on-One” Health Coaching
- Telemedicine Pilots



County of San Diego Employee Wellness Initiative



2014 Program Highlights

- Quarterly Wellness HEROES
- Employee Wellness Recognition Award Ceremony
- Love Your Heart Blood Pressure Screening Event
- Partnership with Behavioral Health
- Employee Incentive Program
 - Biometric Screenings
 - Health Risk Assessments
- Stairwell Campaign



County of San Diego Employee Wellness Initiative



2014 Program Highlights

- Onsite Fitness Classes
- Health & Wellness Education Classes
- Quarterly Executive Steering Committee Meetings
- Monthly Wellness Champion Meetings
- Wellness Hall of Champions
- Amazing Race 2
- Wellness Expo



County of San Diego Employee Wellness Initiative



2014 Program Highlights

- Mix It Up Nutritional Challenge
- Healthy Cooking Demonstrations
- Holiday Weight Management Contest
- Farmers Market Pilot
- Healthy Holiday Cooking
- Healthy Holiday Recipe Contest



County of San Diego Employee Wellness Initiative



Challenges/Opportunities

- Geography
- Funding
- Staffing
- Analytics
- Manual Data Tracking
- Communication



County of San Diego Employee Wellness Initiative



Successes

- Executive & Management Support
- Embedded in County Culture
- Employee Engagement
- Employee Morale
- Creative Staff
- Partnerships
- Rewards & Recognitions



County of San Diego Employee Wellness Initiative



Our journey started with the question,

“How do you achieve employee engagement”?

- Support from your Executives and Management
- Listen to your employees
- Communicate
- Never give in to any challenge or obstacle
- **PASSION: LIVE IT & OWN IT**

[2014 Welcome Video](#)

County of San Diego Employee Wellness Initiative



Thank You



LIVE WELL
SAN DIEGO

County of San Diego Employee Wellness Initiative



“Physical fitness is not only one of the most important keys to a healthy body, it is the basis of dynamic and creative intellectual activity”

~John F. Kennedy





HOPKINS COUNTY WELLNESS PROGRAM

2014



RECOGNIZING A NEED

Annual Increase in
Insurance Costs



➤ Searching for an Answer

- Consulted with our Benefits Advisor

➤ Suggestion

- Develop a Wellness Program using a Recognized Quality Wellness Provider



LEAP OF FAITH

Creating a Wellness Program with no guarantee of positive results was a giant "Leap of Faith" for the Hopkins County Fiscal Court

THE FIRST STEPS

- ▶ Created a Wellness Committee comprised of representatives of all departments
- ▶ Held a competition to give the program a name
- ▶ Made it appealing to employees by having the Fiscal Court approve a participation award
- ▶ Created a Participation Agreement

Hopkins County Fiscal Court - Wellness Program PARTICIPATION AGREEMENT

The undersigned, who is a full-time employee of the Hopkins County Fiscal Court (“Court”) or a full-time employee of an agency designated by the Court as eligible for the Program, agrees that:

He/she will be offered the option to participate in the Employee Wellness Program (“Program”), which shall be developed by the Court in conjunction with KC WELLNESS, INC. (KCW).

The undersigned acknowledges that participants eligible for the Program include the full-time employee.

The undersigned agrees that if he/she meets the individual goals of the Program that he/she will be provided a monetary award payable in December as specified by the Court. Participant must be a full-time employee at the time any Wellness award is issued. These credits may be modified or terminated by the Court at any time.

The undersigned further agrees that the Court, at its sole discretion, may terminate the Program and its agreement with KCW by tendering a 30-day written notice of cancellation.



PARTICIPATION AGREEMENT - Continued

The undersigned agrees that to receive credits as a part of the Program, he/she will participate in eight Program events during the participation year. Participation years will run from December through November.

The undersigned recognizes and agrees that the Program is totally voluntary.

The undersigned acknowledges that the Court intends to remain in compliance with all federal, state and local laws and regulations and therefore, may change or terminate the Program from time to time.

The undersigned agrees to hold harmless the Court and KCW for any injury the undersigned may suffer while participating in the Program.

If it is unreasonably difficult due to a medical condition for you to achieve the standards for the rewards under this program, or if it is medically inadvisable for you to attempt to achieve the standards for the rewards under this program, call us at 270-821-2666 and we will work with you to develop an alternative program to qualify for the reward.

Monthly Events

- ▶ Seminars to Educate and Promote Behavioral Change
- ▶ Health Risk Assessments to Identify and Address Health Issues
- ▶ Competitions to Make Employees aware of their habits and create a culture of exercise and habit change



Seminars to Educate

Disease management seminars focused on chronic conditions and self-care management.

- ▶ Cardiovascular Health
- ▶ Cancer Prevention
- ▶ Blood Pressure
- ▶ Diabetes
- ▶ Cholesterol Management



Seminars to Improve

- ▶ Lifestyle improvement seminars focused on physical activity, nutrition, stress management, multi-generational challenges and mental health.
 - ▶ Personal Training
 - ▶ Supplement or Not
 - ▶ Sandwich Generation
 - ▶ Sleep and Health
 - ▶ Self-care for Caretakers
 - ▶ Depression and Mental Health
 - ▶ Portion Distortion



HEALTH ASSESSMENT & SCREENINGS

- ▶ Health Risk Assessment and Biometric Screenings offered annually include:
 - ▶ Health questionnaire, measurement of weight, Body Mass Index (BMI) and blood pressure
 - ▶ Finger stick screening to measure Cholesterol (HDL, LDL and Total), Triglycerides and Glucose
 - ▶ Individual personal wellness report and group aggregate, cohort follow up and productivity and economic benefit report yearly



Cholestech LDX v3.40
 13 Mar 2012 5:56 A.M.
 SAMPLE=Who1a B.

Name: JANE DOE

Date: 3/9/2010

Listed are the results from your screening. Compare your results to the recommended ranges from national health organizations. It is your responsibility to share 'Out of range' results with your Primary Care Provider. KC WELLNESS, INC. handles your health information as mandated by HIPAA.

Sincerely,
 KC WELLNESS INC.
 877-634-1412
 www.kcwell.com

Blood Pressure is: 122 / 76
 Normal: (less than 120/80 mm Hg)
 *Pre-hypertension: (120/80 - 139/89 mm Hg)
 Needs Evaluation: (140/90 mm Hg or greater)

Height: 5'7 Weight: 150 BMI 24.5 BF% 33.7 Waist 32 Hip 42
 Body Mass Index (BMI) between 18.5 and 24.9 is healthy

Name/ID
 TC=185 mg/dL
 HDL=58 mg/dL
 TRG=115 mg/dL
 LDL=104 mg/dL
 non-HDL=127 mg/dL
 TC/HDL=3.2 mg/dL
 GLU=96 mg/dL
 Sex= F Smoke=NO
 BP Treated=NO
 Age=60-64 SBP=120-129
 10-Year CHD Risk=1%

RECOMMENDED RANGES

FASTING GLUCOSE (GLU)
 Under 100 mg/dL - Normal *
 100-125 mg/dL - Pre-Diabetes
 126 mg/dL or greater - Diabetes Suspected
 Under 140 mg/dL - Non-fasting - Normal
 Greater than 140 mg/dL - Non-fasting - Diabetes Suspected

TRIGLYCERIDES (TRG)
 Less than 150 mg/dL - Normal *
 150-199 mg/dL - Borderline High
 200-499 mg/dL - High
 500 mg/dL or greater - Very High

TOTAL CHOLESTEROL (TC)
 Less than 200 mg/dL - Desirable *
 200-239 mg/dL - Borderline High
 Greater than 240 mg/dL - High

HDL CHOLESTEROL (HDL) "Good"
 Male: 40 mg/dL or greater - Normal
 Less than 40 mg/dL - Out of range
 Female: 50 mg/dL or greater - Normal *
 Less than 50 mg/dL - Out of range
 60mg/dL and above - High HDL (Lower Risk)

LDL CHOLESTEROL (LDL) "Bad"
 Less than 100 mg/dL - Optimal
 100-129 mg/dL - Near Optimal/Above Optimal *
 130-159 mg/dL - Borderline High
 160-189 mg/dL - High
 190 mg/dL and greater - Very High

TC/HDL RATIO
 Less than or equal to 3.5 - Optimal *
 Less than 5.0 - Desirable

YOUR RESULTS

GLUCOSE (GLU)
96 mg/dl
 Non-fasting

TRIGLYCERIDES (TRG)
115 mg/dl

TOTAL CHOLESTEROL (TC)
185 mg/dl

HDL CHOLESTEROL (HDL)
58 mg/dl

LDL CHOLESTEROL (LDL)
104 mg/dl

CARDIOVASCULAR DISEASE RISK
1 % (TEN YEARS)

TC/HDL RATIO:
3.2

*Glucose, Triglycerides, and LDL Cholesterol values may be affected by food and/or drink consumption. Property of KC WELLNESS, INC, this document may not be reproduced or copied without consent.



Personal Wellness Profile

Jane Doe
 1234 Main St.
 Anywhere, KY 40000

Printed on:
 Friday, April 12, 2013

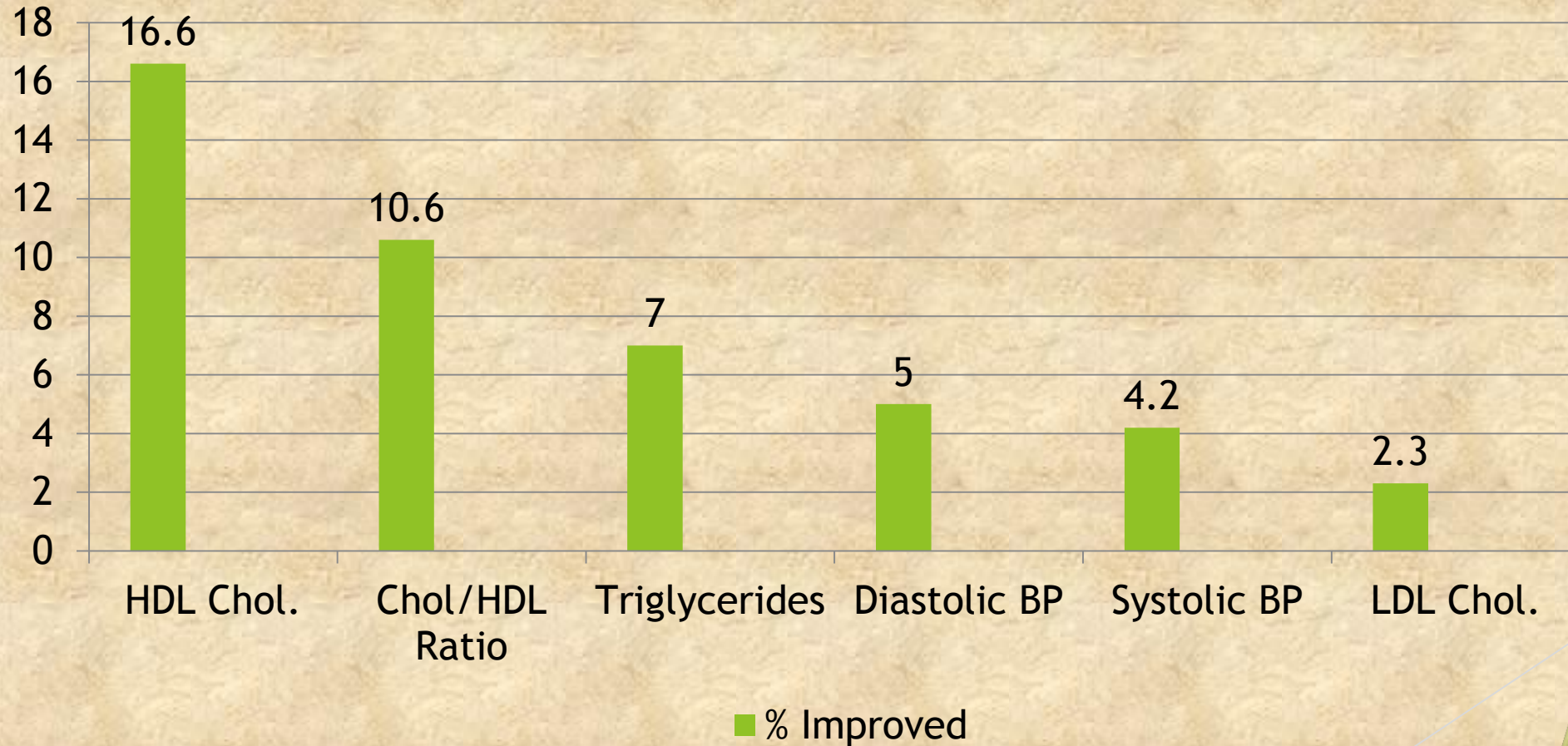
Table of Contents

| | |
|---------------|---|
| Overview | 1 |
| Coronary Risk | 1 |
| Cancer Risk | 2 |
| Nutrition | 2 |
| Fitness | 2 |
| Stress | 3 |
| Safety | 3 |
| Health Age | 3 |

P
 W
 P

KC WELLNESS, INC
 824 Euclid Ave.
 Lexington, KY
 877-634-1412

Executive Summary Cohort Group 2005-2013 - Clinical Measures



Executive Summary Cohort Group 2005-2013

39 Participants - 22 Men & 17 Women

51% Achieved Good to Excellent in each factor:

- ▶ Handling stress
- ▶ Improved safety
- ▶ Smoking
- ▶ Alcohol
- ▶ Lower cholesterol
- ▶ Seat belt use
- ▶ Improved happiness
- ▶ Improved sleep habits
- ▶ Fewer sick days

Competition and Tracking

Active Learning Events focused on fitness competitions, customized nutrition tracking, sleep tracking, personal training and individual counseling.



- 5 A Day Challenge
- Track Your Snacks
- Fiber Up
- 10,000 Steps
- Hydrate!
- Sleep Tracking
- Olympic Fitness Challenge



Hopkins County Government Continuous Focus on Weight Management

63% Participation in 2013 “Year of Weight Loss” Challenge

40 of 96 (41%) Employees lost weight from 1/2013 and 1/2014

302.6 lbs. lost - Average 7.55 lbs.

Range of Loss - .2lbs to 46 lbs

Challenge to maintain progress over time and develop a plan to motivate those that gained weight

“Hold That Line” is an annual event that challenges employees to maintain or lose weight over the holiday season. Weigh-In is held in November (before Thanksgiving) and Weight-Out is held in January.



WEIGH-OUT JANUARY 2014



Public Works Employees Shine

Hopkins County December 2013 - November 2014 Wellness and Prevention New Incentive Opportunities

The wellness program participation incentive for 2014 is a taxable incentive payment of \$300.00 on an employee's paycheck for meeting requirements from 12/12 - 11/12.

The requirements for meeting the incentive will remain at participating in 8 wellness events. The opportunities for meeting the requirements will include community activities and meeting recommended prevention standards including:

1. Having an annual physical with age appropriate screenings that may or may not include:

- Having an annual cervical cancer screening (pap smear)
- Having an annual PSA screening (prostate specific antigen)
- Having an annual mammogram

~ Only one wellness credit may be earned from option 1

2. Having an colonoscopy or other colon cancer screening

3. Having an annual dental exam/cleaning OR vision exam

~ Only one wellness credit may be earned from option 3

Your doctor must recommend the above screenings/exams and you must present supporting documents such as a doctor's note/receipt/or exam results to KCW on order to get credit.



Incentive Opportunities (continued)

4. Participating in a smoking cessation program offered by the local health department or hospital - 6 sessions or completion of the program
5. Participating in an organized weight loss class (weight watchers or other) - 6 sessions or completion of the program
6. Participating in a community walk/run or other health related event or volunteering for a health organization pending approval from the Wellness Committee or KC WELLNESS.
7. Working with a diabetes educator or nutritionist or dietitian at the health department or other local health agency - at least 2 visits
8. Attending a health or wellness seminar offered by a local health organization
9. Working out at a gym or the employee gym at the jail - 2 times a week, for 30 minutes for a month (may only be used for 2 community credits)

Participants may use as many as four of the above activities/screenings to count towards meeting the incentive. The other incentive points must be earned by participating in the monthly events at work

The above activities (#4-#9) will only be counted as wellness credits when signed supporting documentation of attendance is given to KCW.

Participants should turn in their supporting documentation to KC WELLNESS

A New Direction for Wellness

- Address specific employee issues through more individual education and counseling
- Fewer general seminars, requiring more employee effort to achieve their participation points
- Move from participation based to results based awards

Current Issues

A Recent Data Analytic Review shows that there is a core group of employees that have chronic health conditions. 31% of claimants account for 63% of total claim dollars. Their average cost per year is 207% of the member cost average.

There exists an opportunity for effective disease management programs to improve health through education, clinical interaction, self-care, and medication adherence.

The Future Plan

Currently looking to partner with a company that provides disease management programs to focus on four goals:

- **Improve quality of life through better self-management and monitoring of chronic conditions**
- **Educate participants about standards of care for disease management and the importance of following recommended treatment guidelines**
- **Ensure participants are taking the correct medications and the correct dosages**
- **Meet recommended clinical targets associated with diabetes, hypertension, hyperlipidemia and COPD**



CINDY A. JONES
County Treasurer

Hopkins County Government Center
P. O. Box 592
Madisonville, KY 42431
cjones@hopkinscounty.net

270-821-2666
Fax 270-825-5015

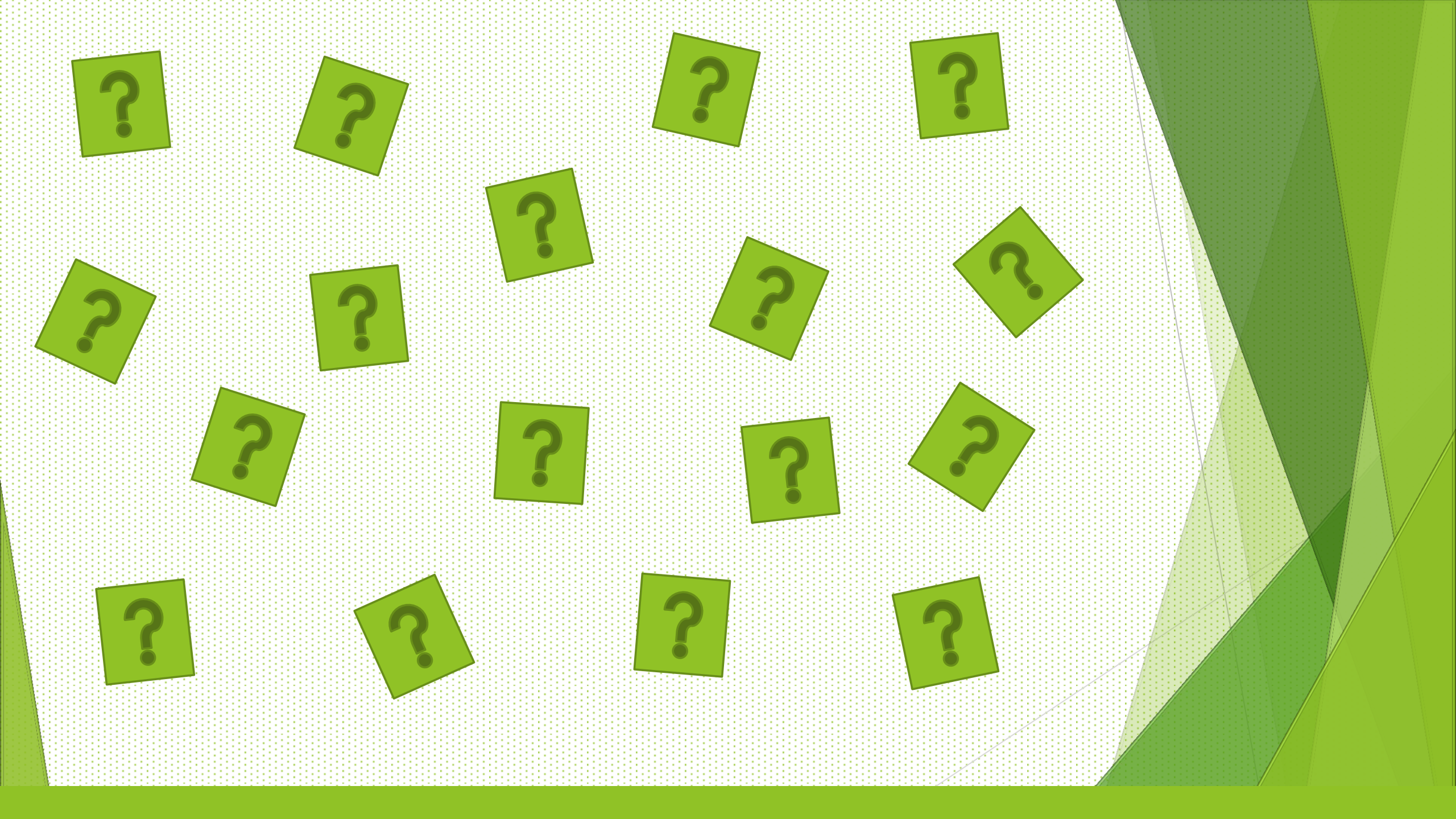


TRACY BROWNING
Administrative Assistant

Hopkins County Treasurer's Office
P. O. Box 592
Madisonville, KY 42431
tbrowning@hopkinscounty.net

270-821-2666
Fax 270-825-5015





healthstat

inspiring healthy change

David Douglas – National Vice President of Sales

Healthstat Inspires Healthy Change



Agenda

- Another Approach to Wellness
- How do Onsite Clinics work
- Case Study
- What does it mean for you?



- Leading and encouraging patients to health and wellness since 1994
- 350 clinics, 250 Healthstat trained clinicians, 32 states, 50,000 monthly encounters
- The patient is the whole focus.
- Our clients are long term partners.
- We train and mentor our providers, monitoring their results.
- NCQA Accredited, SSAE16 SOC1
- Results are Guaranteed.



- **Clinician Practicing Medicine at or near the Employers location**
- **Can dispense Medication in certain states**
- **Marketing to educate Employee on how to use the Clinic**
- **\$350 - \$450 PEPY**
- **Self Funded, 350 Participants on Medical Plan**

The Healthstat Solution

3 Points Of Change

- Model - Building Blocks
- Method – Ongoing Growth
- Behavior – Steps to better Health



healthstat
inspiring healthy change

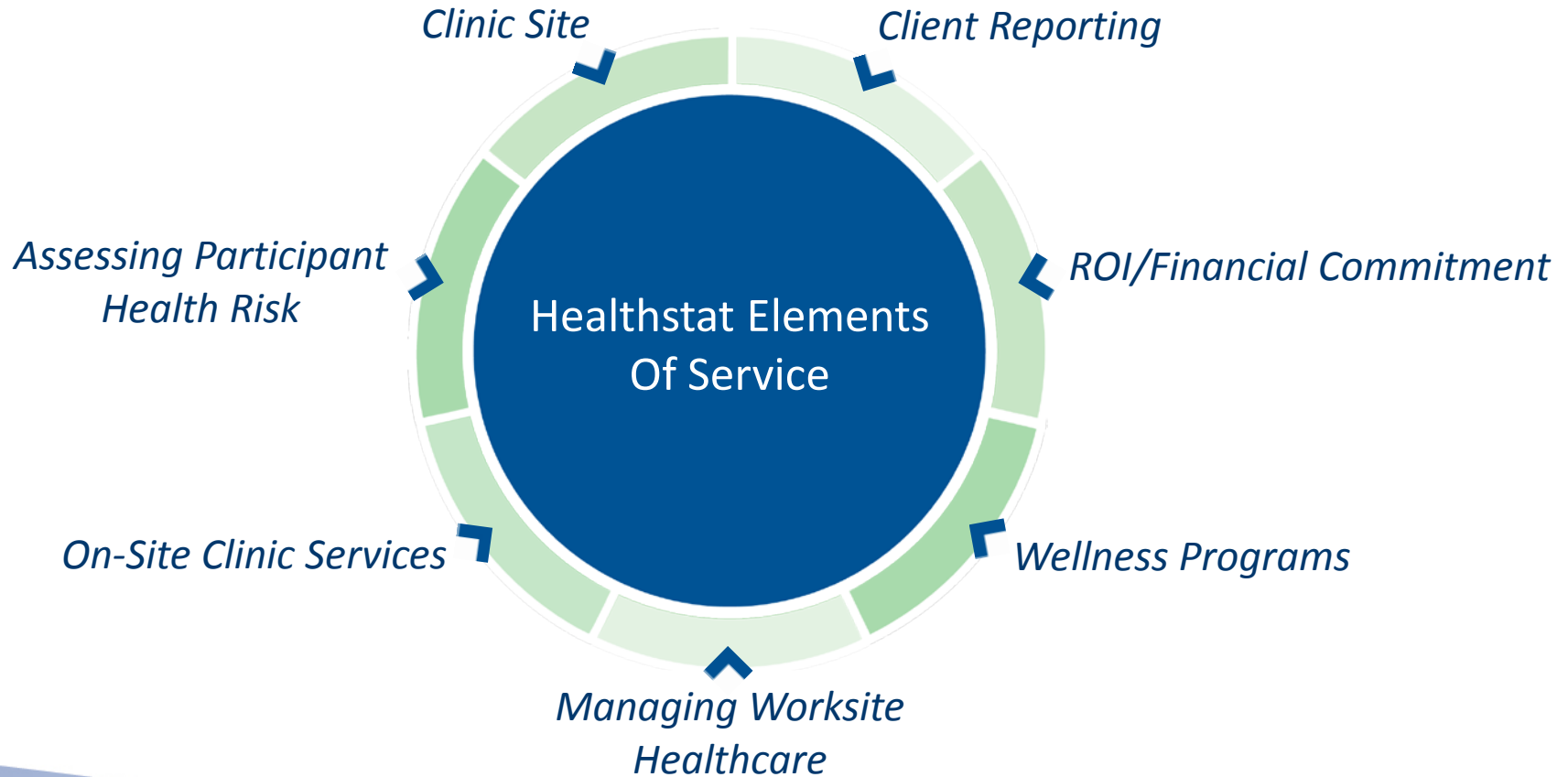


Change The Model

- ✓ Make healthcare local and personal
- ✓ Support a “culture of wellness”
- ✓ Add coaching, 24/7/365 access
- ✓ Focus on the 85%
- ✓ Integrate all health/coaching data



Change The Method



Change The Behavior

Changing from high risk to healthy behaviors involves progression through 5 stages:



How It Translates To Savings

- Diversion of Care
- Cost Avoidance
- Increased Productivity



┌ *It's Time To Make
A Healthy Change*