

EMPOWERING EMPLOYEE HEALTH

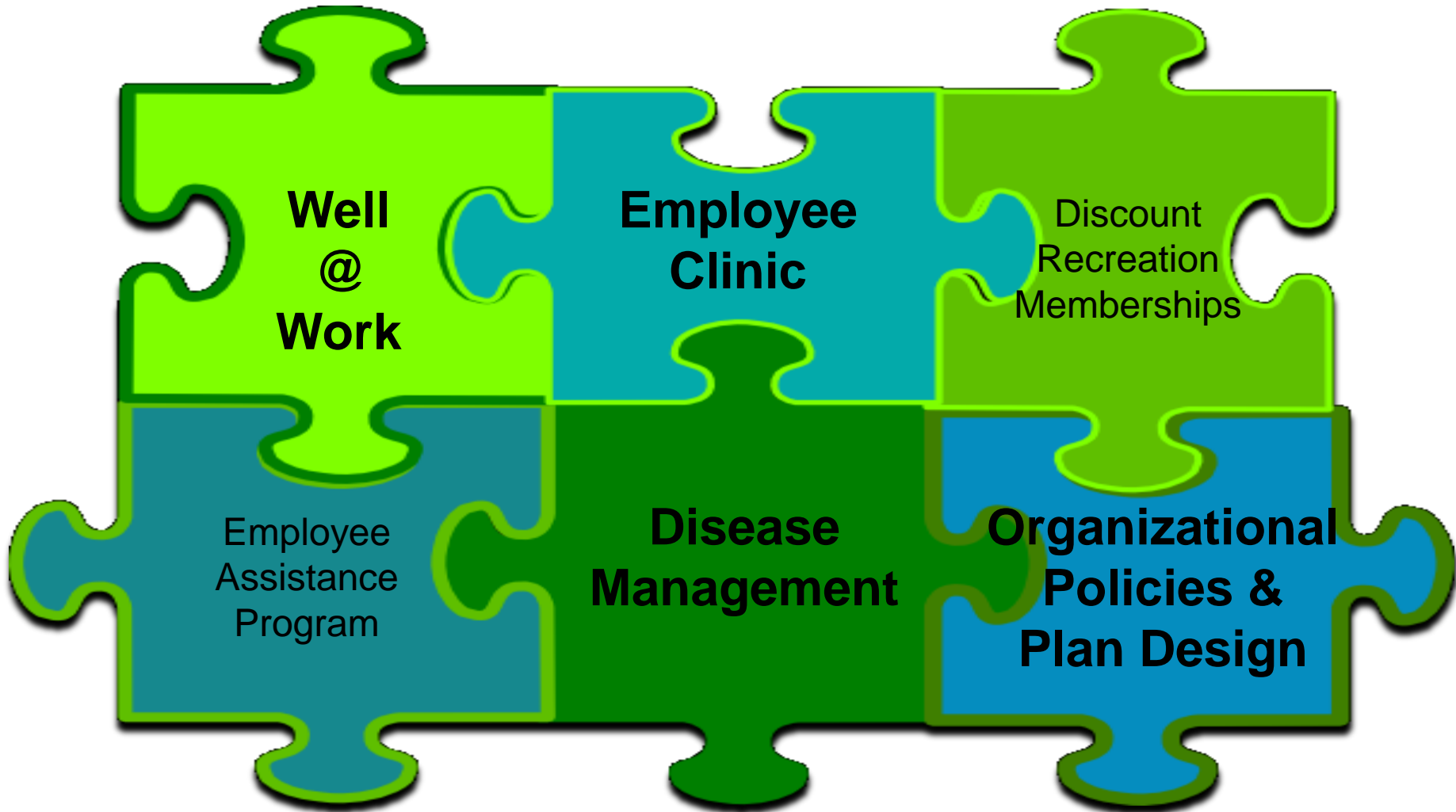
Jackson County

Presenter:

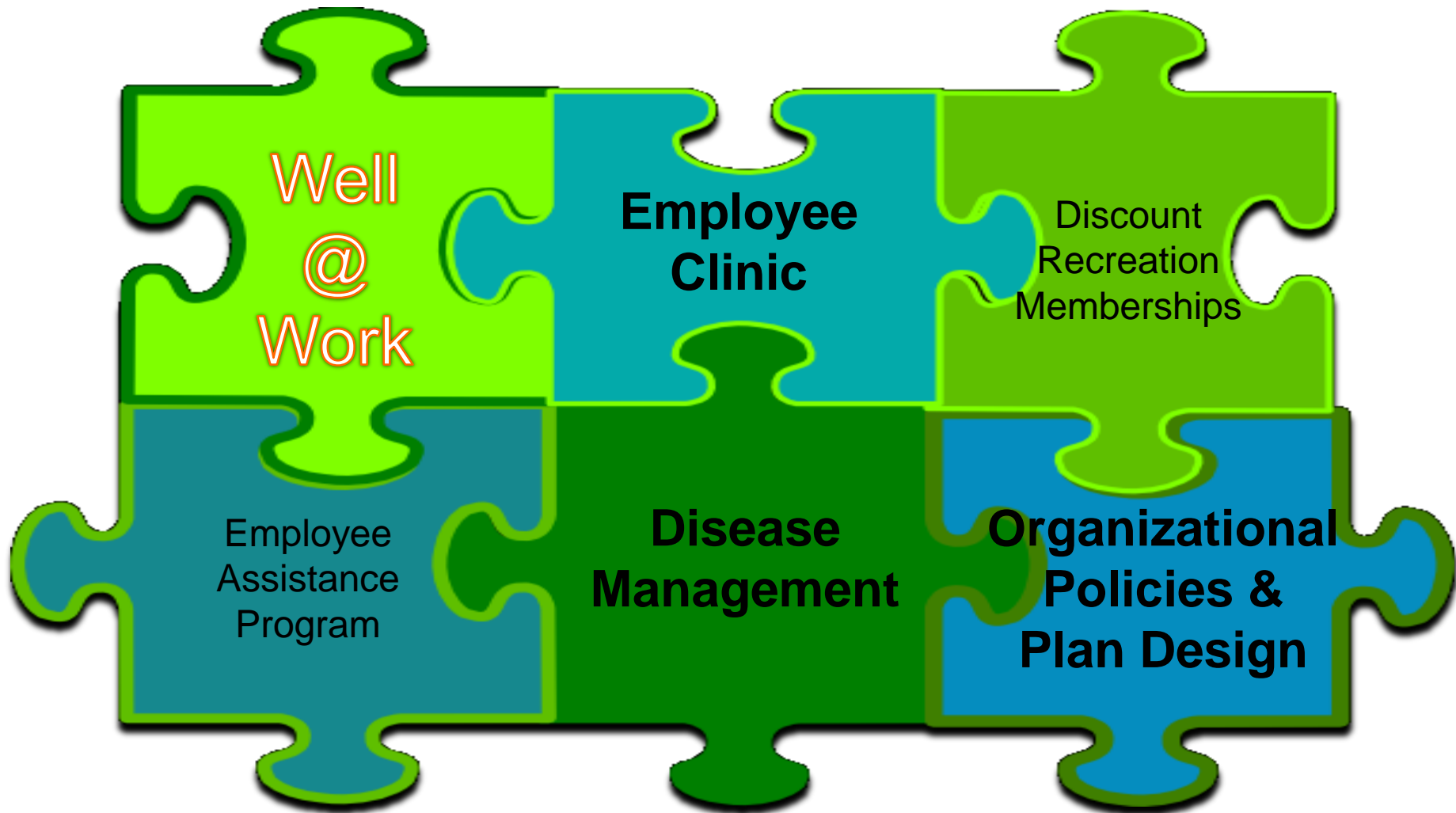
Danielle Wittekind, MSHR, IPMA-CP



Empowering Health



Empowering Health: Well @ Work



Well @ Work: History

- Started in 2011 after grassroots wellness initiative
- *“An employee wellness program designed for the employees of Jackson County, by the employees of Jackson County.”*
- Employee volunteer committee chartered by the Board of Commissioners to create a wellness program for Jackson County employees to promote healthy lifestyles.
- Participatory wellness program



Jackson County Employee Wellness Program

Well @ Work: Original Program

- ***Incentive:***
 - \$50 Visa Gift Card if 5 wellness points earned
- ***How Points Earned:***
 - Attending educational classes
 - Completing monthly challenges
 - Activities completion (fitness classes, golf, walking club, yoga classes, organized races)
- ***Communication:***
 - Weekly Wellness Wednesday email tips and ongoing reminder emails
- In the first year we only had 22 people get 5 or more wellness points, less than 6% of our workforce

Well @ Work: Surveys & Feedback

- **Survey Conducted**

- Confidential via Survey Monkey
- Prize drawing to incentivize completion of survey

- **What we learned:**

- Specified times for educational and fitness classes didn't work
- Employees loved monthly challenges
- Goodies and incentives are motivators, recognition important
- Lack of supervisor support
- Employees want options in what activities they complete rather than specified list
- More ways to meet the goal of 5 wellness points

Well @ Work: Surveys & Feedback

- **What we did:**

- Revamped the program to be employee driven/employee centric
- Empowered employee to pick activities to meet personal wellness goals and increase participation in program
 - Healthy employees felt they were not being recognized for there current efforts
- Focused point structure on employee problem areas
 - Committee reviewed aggregate HRA data noting the need to incentivize weight management/weight loss, increase physical activity, more education on health eating, mental/stress management
- Reworked how we communicated program information with employees
 - Education before the start of the year at open enrollment and move information to website – no more weekly emails

Well @ Work: Today

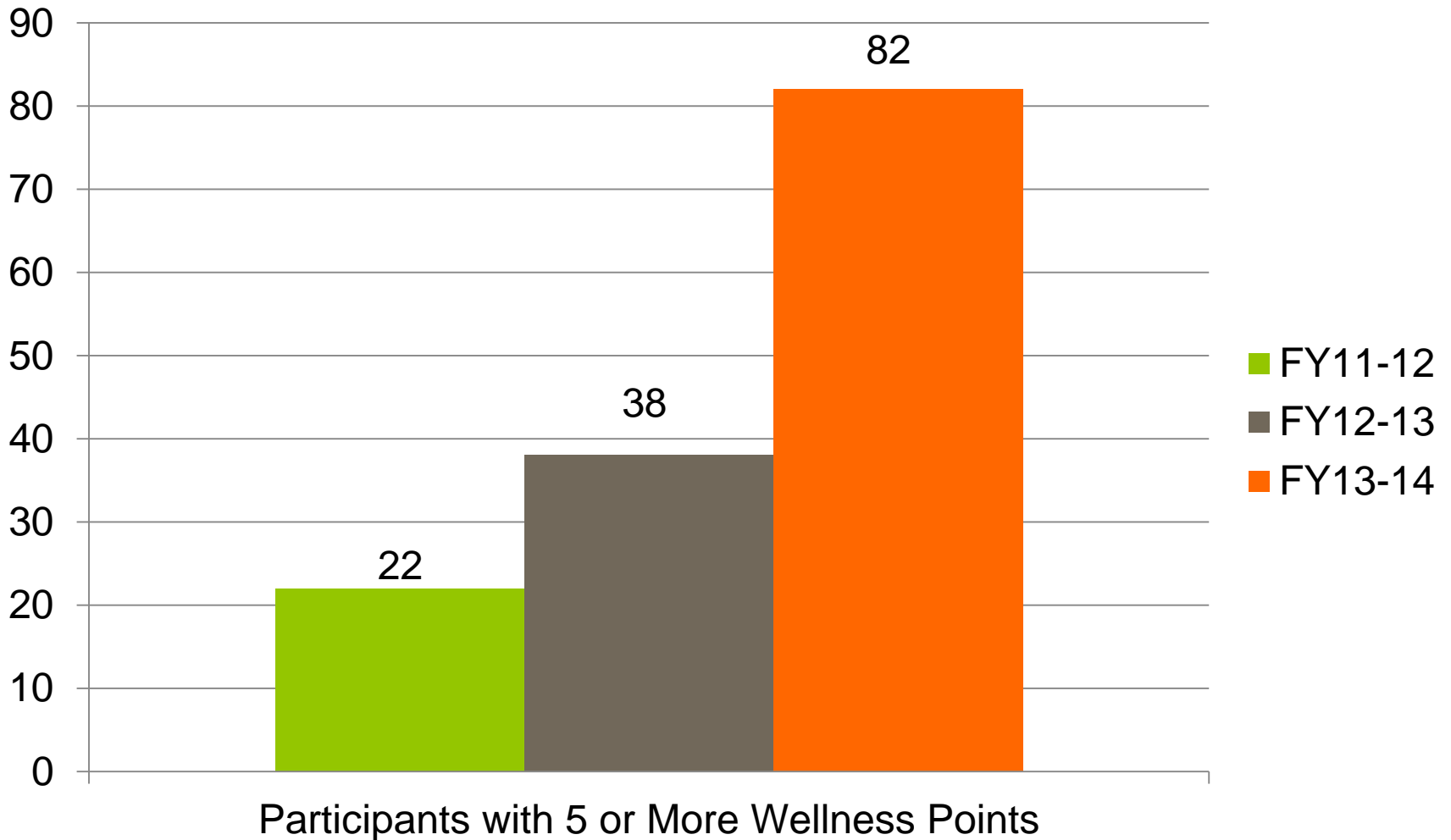


Jackson County Employee Wellness Program

2014-2015 Information & Calendar

1 st Quarter 2014			2 nd Quarter 2014			3 rd Quarter 2015			4 th Quarter 2015			
July	August	September	October	November	December	January	February	March	April	May	June	
Pedometer <i>Try to meet the goal of 10,000 steps per day. Use your new pedometer to keep track.</i>	Local Support <i>Try to volunteer, shop, visit, and play locally - get involved!</i>	Healthy Breakfast <i>Try to eat a healthy breakfast every day. Log your meal and approx. calories each day.</i>	Sleep Challenge <i>How often do you focus on getting quality sleep? Make an effort to get 6+ hours of sleep each night.</i>	Holiday Maintain, Don't Gain <i>Say no to holiday weight gain and make conscious healthy eating decisions to maintain your weight.</i>	Hand Wash <i>Record the # of times you properly wash your hands.</i>	Family Time <i>Planned quality time with family and friends.</i>	Weight Loss <i>Make a plan to lose. Challenge yourself to start the new year off right with lose extra weight.</i>	5-2-1 Almost None <i>Eat 5 fruit and veggies each day, <2 hrs. of screen time, 1 hr. of activity and almost no sugary drinks.</i>	Recycling <i>Challenge yourself to reduce your carbon footprint - reduce, reuse, recycle!</i>	Take Time for 2 <i>Participate in the County's annual 2 mile walk to the historic court house.</i>	No challenge - turn in all logs and vouchers for points.	
Physical Activity Logs <i>Keep track of all your physical activity. For each day you engage in any physical activity, whether low intensity or high intensity, jot down the activity you did and the duration in minutes.</i>				Examples of Physical Activity: <i>Running, walking, biking, jogging, yoga, bowling, swimming, dancing, weight lifting, canoeing, hiking, golfing, moderate yard work, etc.</i>				How to Earn Points: 1200 minutes of physical activity/quarter = 1 point <i>You must complete the Physical Activity Log each quarter and submit for credit.</i>				
Wellness Opportunity Vouchers <i>Do you enjoy participating in wellness and financial education classes or seminars? Do you take proactive measures and seek preventative care? Do you participate in organized community fitness events? Document participation for points.</i>				Examples of Wellness Opportunities: <i>Healthy living classes (Crescent, Rec Center, Senior Center, etc.), financial education classes, Weight Watchers, preventative screening, tobacco cessation program, donate blood, organized events (5K, half-marathon), etc.</i>				How to Earn Points: Participation in one wellness opportunity = 1 point <i>You must complete the Wellness Opportunity Voucher and submit for credit.</i>				

Well @ Work: Success



2013-2014 Well @ Work Champions

- **Administration**

- Jan Fitzgerald

- **Code Enforcement**

- Jamie Baumgarner, James Buchanan, Glen Hooper, Steve Beasley, Martha Robinson

- **Dept. on Aging & Veterans Service Office**

- Laura Rodi, Michele Garashi-Ellick, Sheila Setzer, Brenda DuBose, Diane Parker



2013-2014 Well @ Work Champions

- **Department of Social Services**

- Jennifer Abshire, Ople Austin, Joan Buchanan, Dianne Cauley, Bob Cochran, Camille Fox, Regina Jackson, Kimberly Cabe, Glenda Laminack, Jill McCoy, Nicole McFalls, Kathy McMahan, Angela Ridley, Joan Shepherd, Wendy Whigham, Christy Wyatt



2013-2014 Well @ Work Champions

- **Emergency Management/Dispatch**

- Brent Allison, Wanda Hall, Maria Henry, Joanna Nicholson

- **Finance**

- Kay Ammons, Darlene Fox, Selena Hall, Michelle Hopkins, Theresa Junaluska

- **HR**

- Danielle Wittekind

- **IT**

- Tim Thomas

- **Planning**

- Gerald Green
- John Jeleniewski



2013-2014 Well @ Work Champions

- **Department of Public Health**

- Belinda Allison, David Ammons, Jill Breedlove, Darlene Burrell, Gail Cagle, Paula Carden, Teresa Carpenter, Julie Creason, Jaime Dellinger, Jennifer Fulmer, Deborah Hage, Anna Lippard, Jane McClure, Melissa McKnight, Vickie Moore, Carla Morgan, Jean Morgan, Pamela Moses, Rebecca Nicholson, Sherry Parris, Mary Puckett, Darlene Roberson, Linda Stroupe, Kimberly Tinklepaugh



2013-2014 Well @ Work Champions

- **Housekeeping**

- Johnnie Sue Henderson, Martha Russell

- **Recreation**

- Bryan Cagle, Dora Caldwell, Jonathan Parsons, Stephen Parsons, Jenifer Pressley, Christi Young

- **Sheriff's Office**

- Avery Brown, Andi Clayton, Dwight McMahan, Helene Nelon

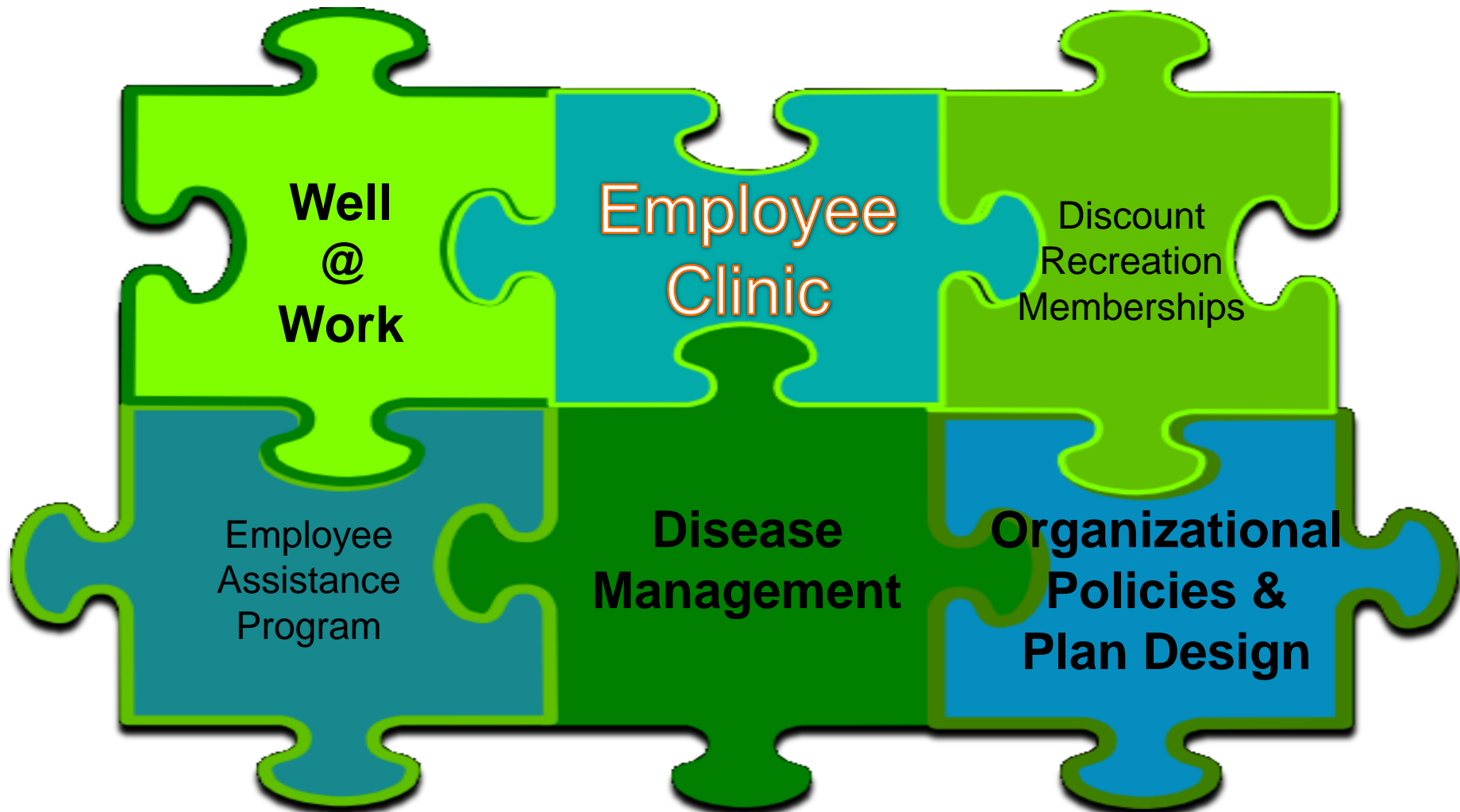


2013-2014 Well @ Work Champions

- **Soil & Water** - Jane Fitzgerald
- **Tax Administration**
 - Suzanne Allison, Tabitha Ashe, Charlene Beasley, Laura Bennett, Thomas Cogdill, Kim McClure, Wendy Smith, Brandon Stanley
- **Tax Collections**
 - Beverly Buchanan, Sheila Clayton, Linda Queen, Mary Smith
- **Transit** - Norma Taylor



Empowering Health: Employee Clinic



Employee Clinic

- Started in 2011
- **Clinic Objectives/Goals**
 - Improve access to care and convenience for employees
 - Save money – reduction in payments to more expensive providers i.e. urgent care and emergency room visits, services rendered at lower cost to plan
 - Reduce lost time and employee absence, increased productivity
 - Improve health outcomes – individually and aggregate
 - Promote wellness
 - Boost employee retention, recruitment and morale
- **Staffing**
 - 1 full-time PA-C and 1 full-time Medical Office Assistant

Employee Clinic

- **Location:**

- Designated office space within Health Department

- **General Information:**

- Serves employees, retirees and dependents over the age of 12 years who are covered under the Plan
- Walk-in clinic open during normal business hours and extended hours throughout the month
- Services provided at no cost to employee
- Employees do not have to take time off to visit clinic



Employee Clinic

Hours:

Monday through Friday 8-5
(closed for lunch 12-1)

1st and 3rd Fridays open at
7am

2nd and 4th Thursdays open
until 6 pm

Questions?

If you have any questions
about the clinic please
contact either

Kimberly Tinklepaugh
kimberlytinklepaugh@
jacksonnc.org , 587-8231

or
Mary Puckett, PA-C
marypuckett@jacksonnc.org,
587-8267

Clinic is located at the Jackson
County Department of Public
Health in the Community Ser-
vices Center.

General Information:

- For any Jackson County Employee and covered dependent 12 and over.
- Walk in Clinic—no appointment necessary (except for physicals).
- No fees for any services performed. No co-pay for lab work ordered by another MD.
- When receiving service, please identify yourself as a county employee so that you are not charged.
- Do not have to use Sick Leave for visit.

Services Offered:

- Any illness for which you would try to see your doctor today or go to urgent care, such as: colds, flu, poison ivy, bug bites, rashes, cuts, allergy shots (bring your own allergy serum).
- Minor injury for which you want evaluation and/or treatment
- Blood pressure checks
- Bridge prescriptions (you have a doctor's appointment coming up but prescription ran out)
- Wounds needing evaluation or stitches
- Vaccinations for adults, including flu and shingles vaccines
- Assist you with finding a primary care provider if you don't have one
- Referral for nutrition counseling to help with weight, diabetes, etc.
- Help with tobacco cessation, including prescriptions for approved products
- Annual physical that includes blood work and EKG. CDL physicals and law enforcement physicals are also offered.
- Family Planning services—i.e. birth control pill exam and prescription, depo, or IUD

**The only exceptions to the 12 year old rule: immunizations, school physical, kindergarten physical, and sports physical.

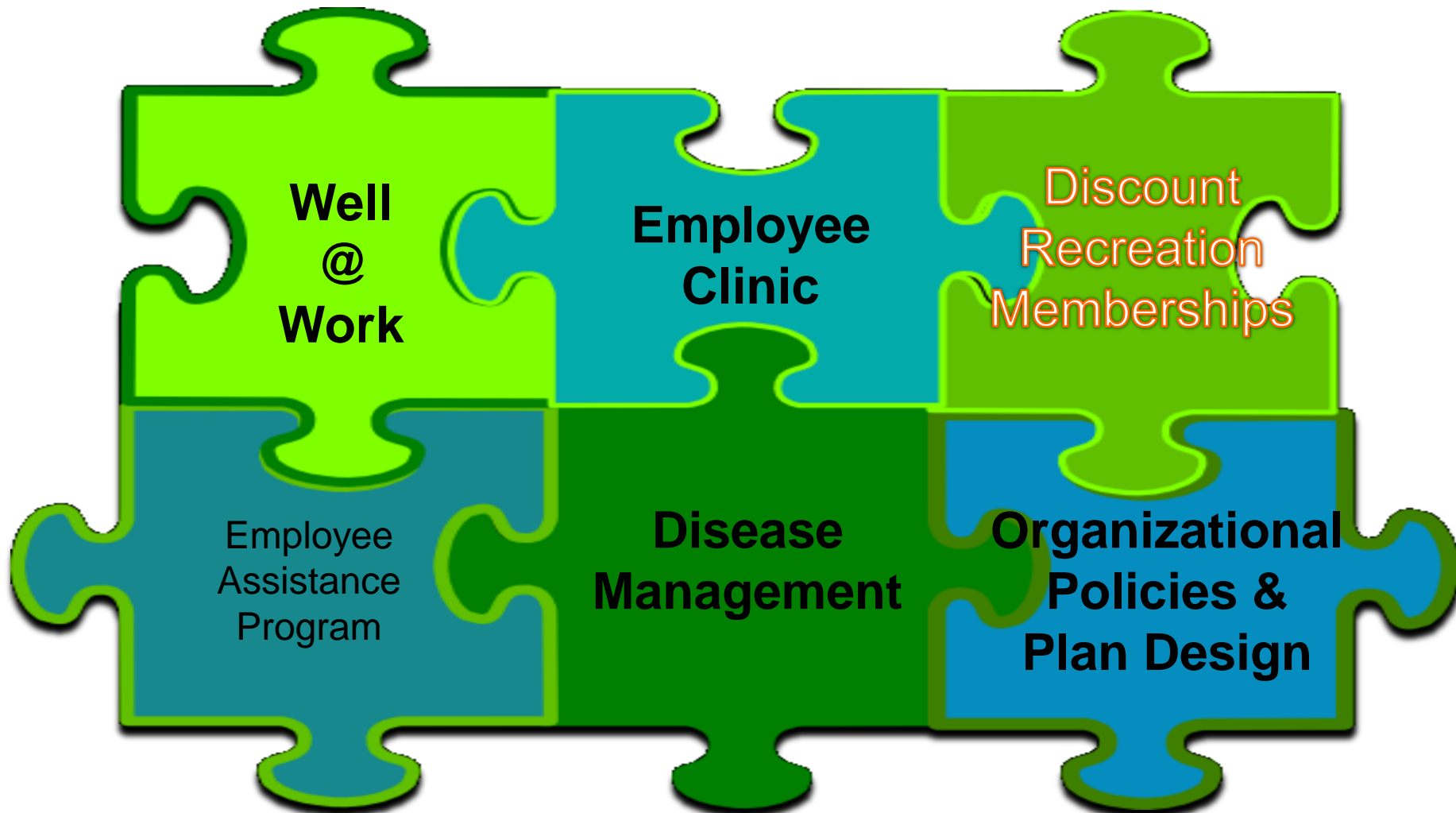


Employee Clinic

- **Data Collection/Utilization Review**

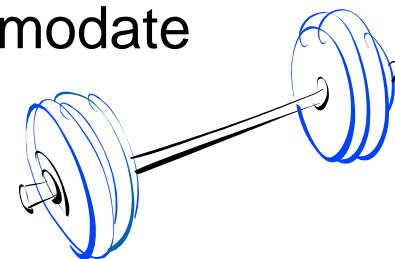
- Collect employee feedback through the use of annual surveys
- Review utilization of clinic by services provided (office visit, lab services, immunizations, etc.)
- Monitor and analyze the continued cost-benefit ratio
- Most clinics take anywhere between 1-3 years to experience a return on investment or breakeven point
- We will continue to try to capture the operational costs and the direct and indirect savings achieved by operating the clinic

Empowering Health: Discounts

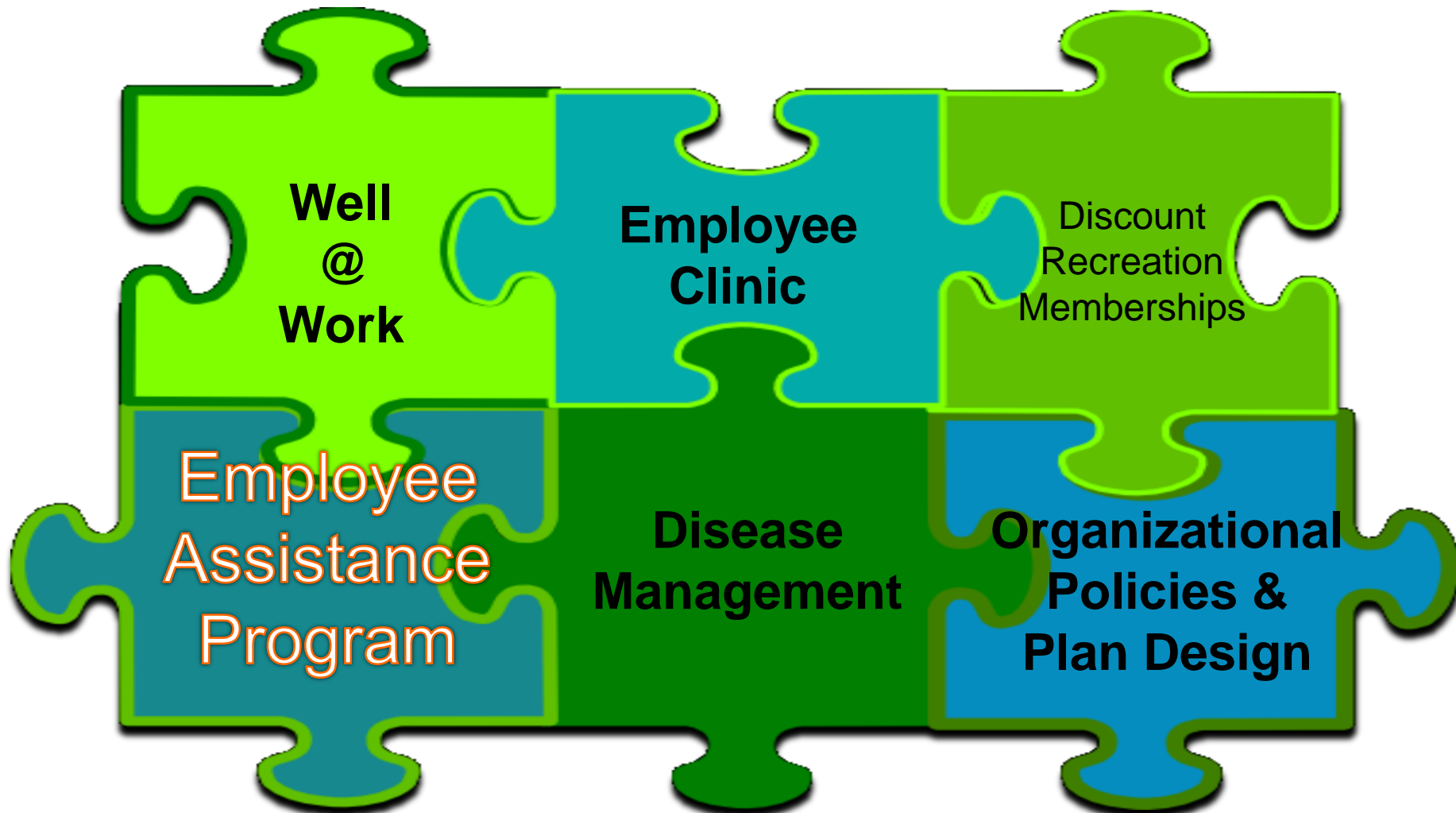


Discounted Recreation Memberships

- 50% discount to employees, retirees, and their families on membership
- Membership can be deducted from payroll for employee convenience
- Two recreation centers: Cullowhee & Cashiers
- Membership includes free group fitness classes, access to fitness room (cardiovascular and weight training equipment, free weights), yoga/spinning room, aerobics room, childcare at additional cost
- Free for retirees on Medicare supplement through Silver Sneakers program
- Programming of classes at varying times to accommodate before work, during lunches and after work
- Mapped walking trails around county buildings.



Empowering Health: EAP

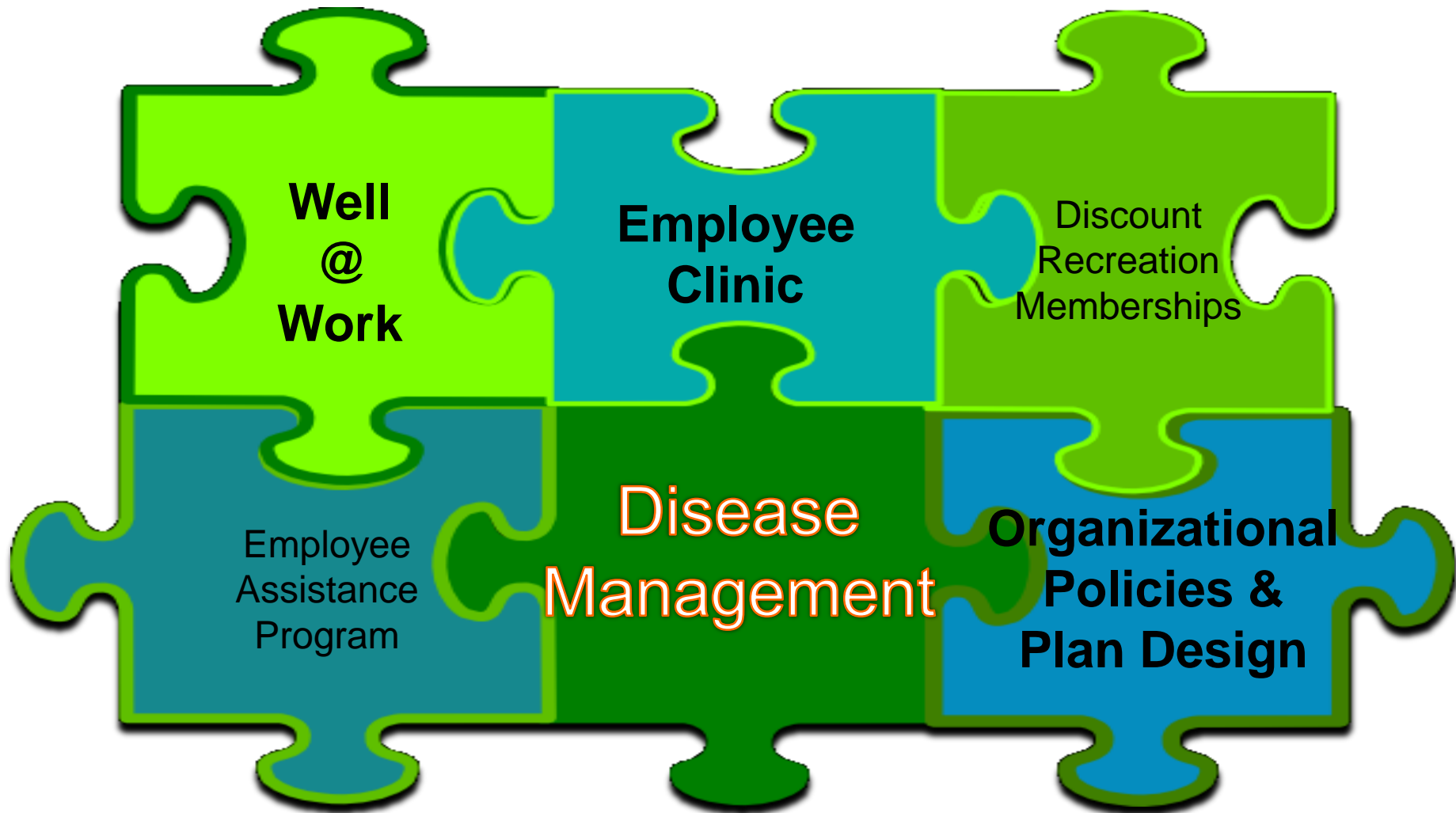


Employee Assistance Program

- Provided to employees and family members at no cost
- Services are confidential, professional, caring and respectful
- A pivotal piece in providing overall wellness and health for employees and family members who may experience behavioral, psychological, or other personal struggles
- Commonly addressed issues:
 - Marital/Couple Relationships
 - Stress
 - Anxiety/Depression
 - Addiction
 - Gambling
 - Grief
 - Financial
 - Family Issues – adult children, aging parents



Empowering Health: Disease Mgmt.



Disease Management

Program Overview

- Through partnership with Crescent Health Solutions to provide disease management services as part of health insurance benefit
- Targeted program to assist employees and their dependents with diabetes, hypertension, and/or high cholesterol live healthier lives
- Facilitated by Health Management Team



Disease Management

- **Participant Requirements**

- Attend introductory class or individual meeting with Disease Management Nurse
- Meet with the Disease Management Nurse on a quarterly basis
- Attend any required classes that are tailored to specific health need
- Continued Participation: complete health risk assessment annually

- **Classes/Meetings**

- Held on-site in County facilities
- Employees attend on County time, no use of sick or vacation leave

Disease Management

- **Participant Incentives**

- \$0 co-pays for medications for the treatment of diabetes, hypertension and high cholesterol

Prescription
Co-Payment

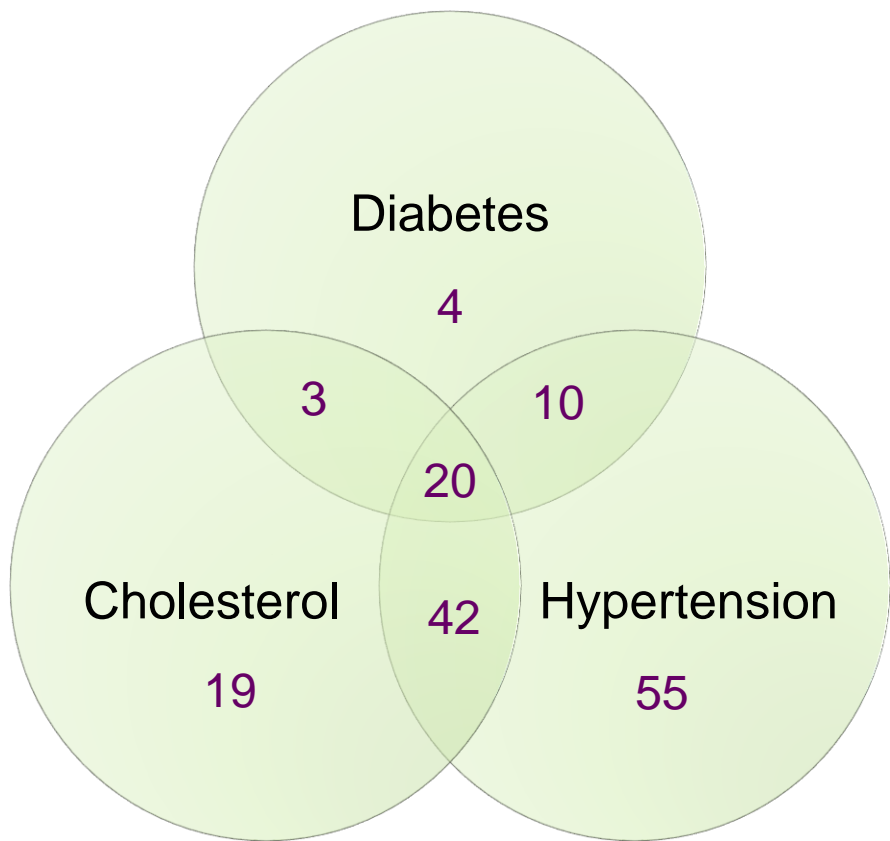


Disease Management

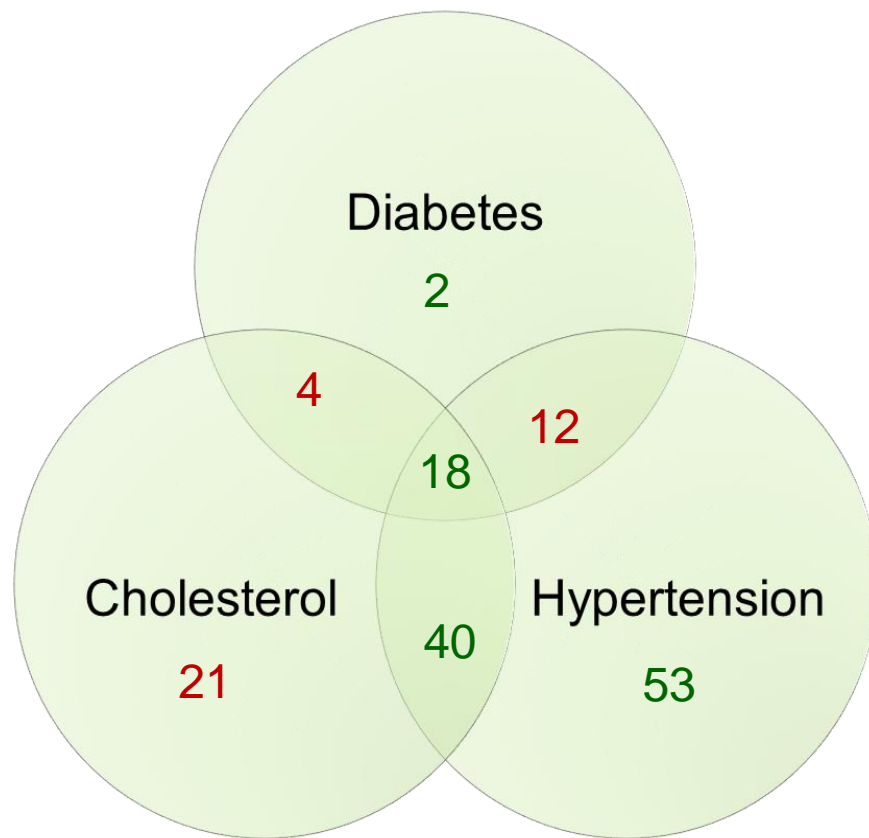
- **Involvement Beyond Employees**
 - Dependents
 - Retirees



Disease Management



2012-2013
Total: 153

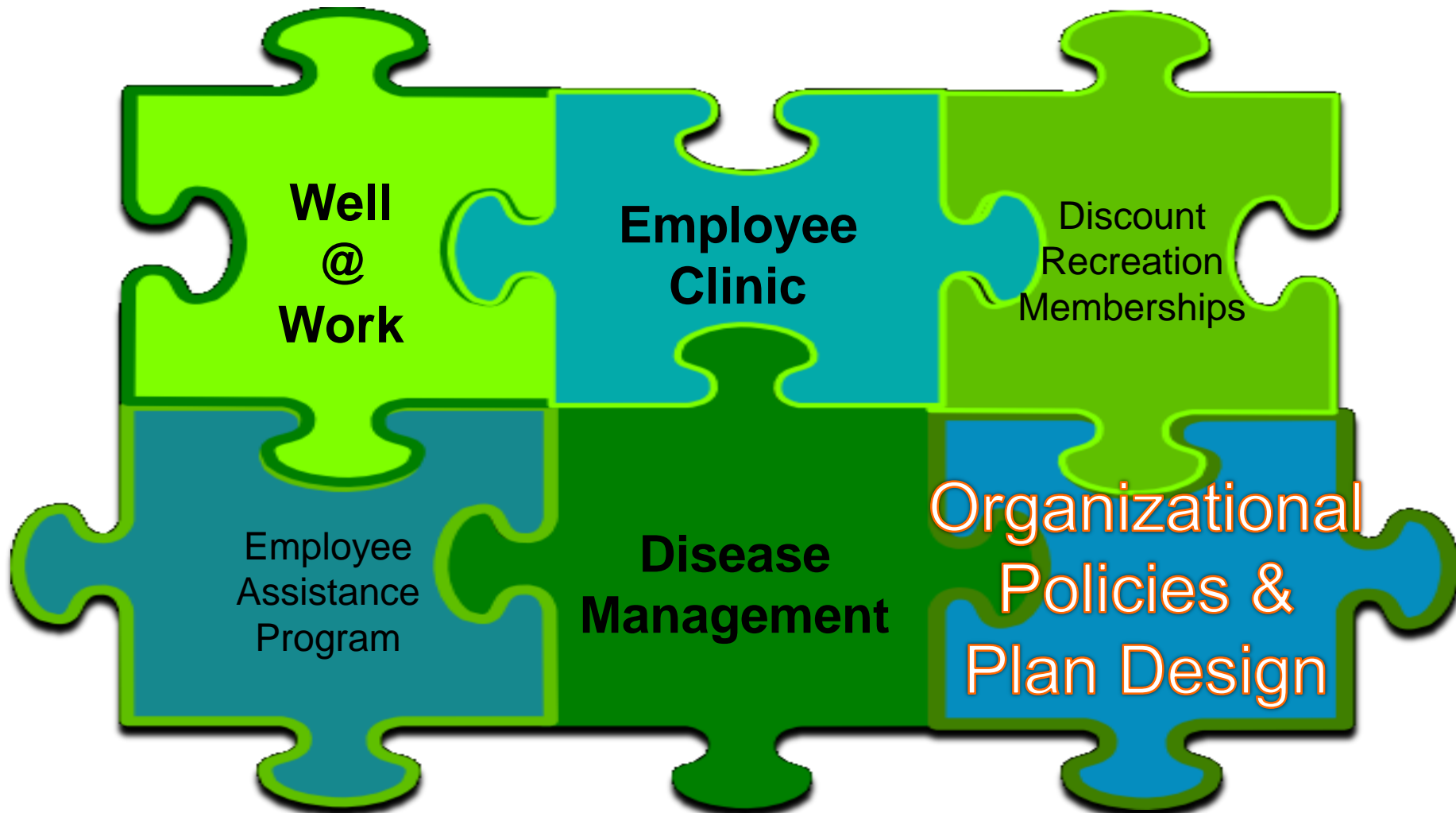


2013-2014
Total: 150

Case Management & Pre-Certification

- In addition to Disease Management, the overall Health Management approach includes pre-certification for specific services and case management, including high intensity case management.
- Case management ensures that medically necessary care is delivered in a cost effective manner – employees get the services they need and do not receive unnecessary services.
- These combined with Disease Management program allow for us to identify opportunities for disease prevention and early intervention – gives employers control over the costs of their costs and employees more opportunities for improved health for themselves and their families.

Empowering Health: Policies & Design



Organizational Policies



- 2009 – Commissioners adopted requirement for HRAs to be completed for enhanced level of coverage for employees and retirees
- 2011 – Commissioners approved implementation of Employee Clinic and wellness program, Well @ Work
- 2012 – Commissioners approved effective January 2013, employees must certify use/non-use of tobacco status, subject to tobacco substance testing in addition to the completion of HRA for enhanced level of coverage for employees (retirees were not required to certify tobacco status)
- 2013 – Commissioners further approved that employees and retirees (under 65 years of age) regardless of hire date, must certify use/non-use of tobacco status, subject to tobacco substance testing in addition to the completion of HRA for enhanced level of coverage

Plan Design: Eligibility

- All eligible employees are provided coverage on the Standard Plan with the County paying 100% of the premium
- Employees are eligible to be placed on the Enhanced Plan with the County paying 100% of the premium, if the employee:
 - Completes a health risk assessment
 - Certifies non-use of tobacco products and has a negative tobacco substance test result
 - New employees complete within two weeks of hire prior to enrollment effective date and existing employees and retirees complete annually

Plan Design: Standard vs. Enhanced

In-Network Schedule	Enhanced Plan	Standard Plan
Deductible	\$1,250/\$2,500 family	\$2,250/\$4,500
Out-of-Pocket Maximum	\$4,250/\$8,500 family	\$6,350/\$12,700
Primary Care Visit	\$25 co-pay	\$35 co-pay
Specialist Visit	\$50 co-pay	\$70 co-pay
Urgent Care Visit	\$50 co-pay	\$70 co-pay
ER Visit*	\$250 co-pay	\$250 co-pay
Diagnostic Testing*	Office: \$25 co-pay at PCP or \$50 at specialist Otherwise: 80% after deductible	Office: \$35 co-pay at PCP or \$70 at specialist Otherwise: 70% after deductible
Outpatient	80% Coinsurance	70% Coinsurance
Pharmacy Tiers	\$4/\$45/\$60/\$100	\$4/\$55/\$70/\$100

HRAs & Tobacco Screening

- **Health Risk Assessments – Two Parts**

- **Part One: Know Your Number**

- Online health risk questionnaire; collects information regarding individual's person health, medications, lifestyle inquiries: diet, exercise, tobacco use, emotional health and overall willingness to change

- **Part Two: Biometrics & Lab Values**

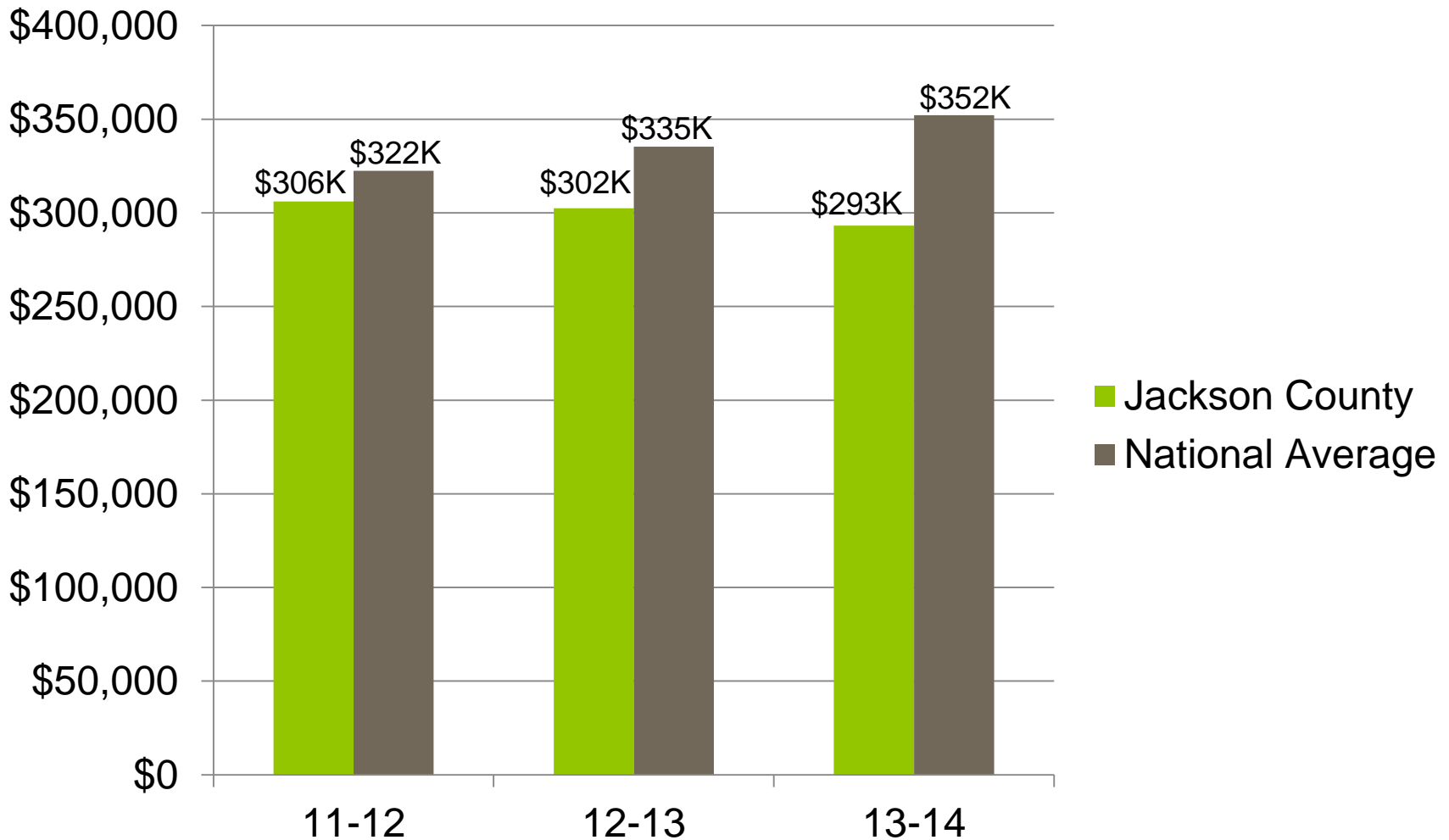
- Height, weight, waist circumference, pulse rate, BP
- Collection of clinical lab results including: glucose, total cholesterol, triglycerides, LDL and HDL cholesterol, PSA and A1C

New employees complete within 2 weeks of hire and existing employees, retirees and dependents complete annually.

Health Management Savings

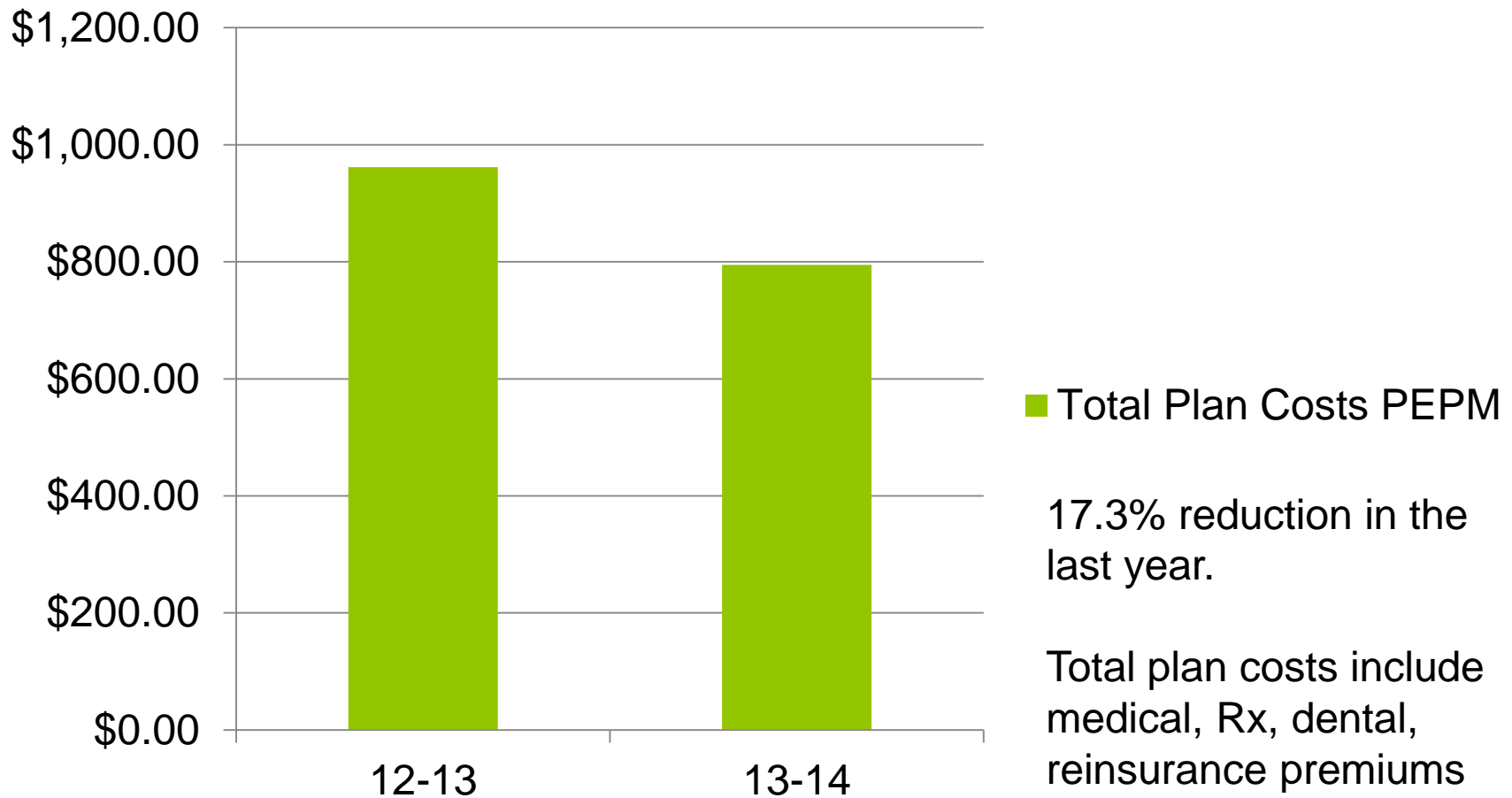
	FY12-13	FY13-14
Denial of Unnecessary Services/Lab Testing	\$20,340.32	\$20,097.00
Transfer/Reduction to Lower Level of Care	-	\$5,600.00
Total Actual Savings	\$20,340.32	\$25,697.00
Education/Prevention of Signs/Symptoms of Infection to Prevent Readmission to Hospital	Post Hip Replacement Post Fusion	Post Hip Replacement Post Ankle Surgery
Mitigated Savings	\$73,982.00	\$73,542.00

Monthly Plan Costs Compared to National Averages



Monthly Plan Costs

Total Plan Costs PEPM



17.3% reduction in the last year.

Total plan costs include medical, Rx, dental, reinsurance premiums and administrative fees.

Questions



For More Information

Jackson County Well @ Work

<http://www.jacksonnc.org/well-at-work.html>

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Jackson County

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