



# City of Milwaukee

Finance and Personnel  
Committee Meeting

5/2/18

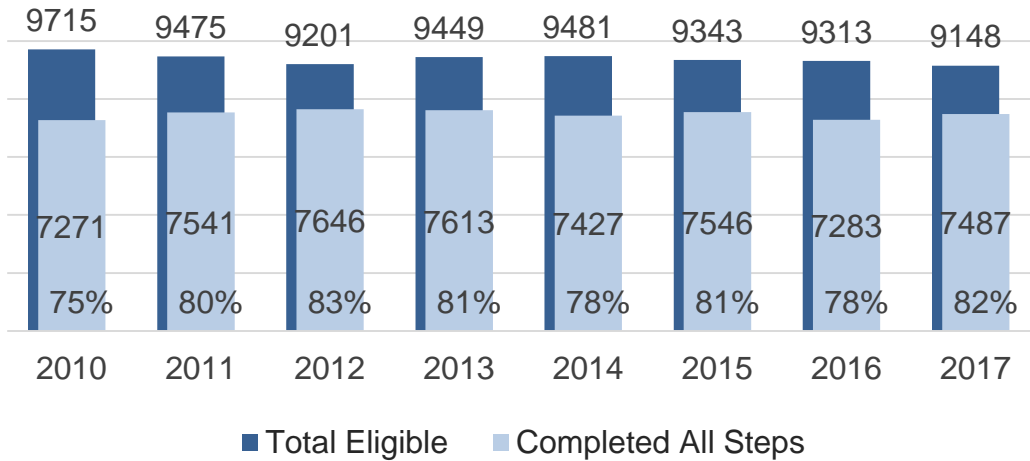


Thank you Committee Members for your commitment and support of the City's comprehensive health and wellness program. The program's continual success and the high engagement rate of our employees would not be possible without your leadership support.

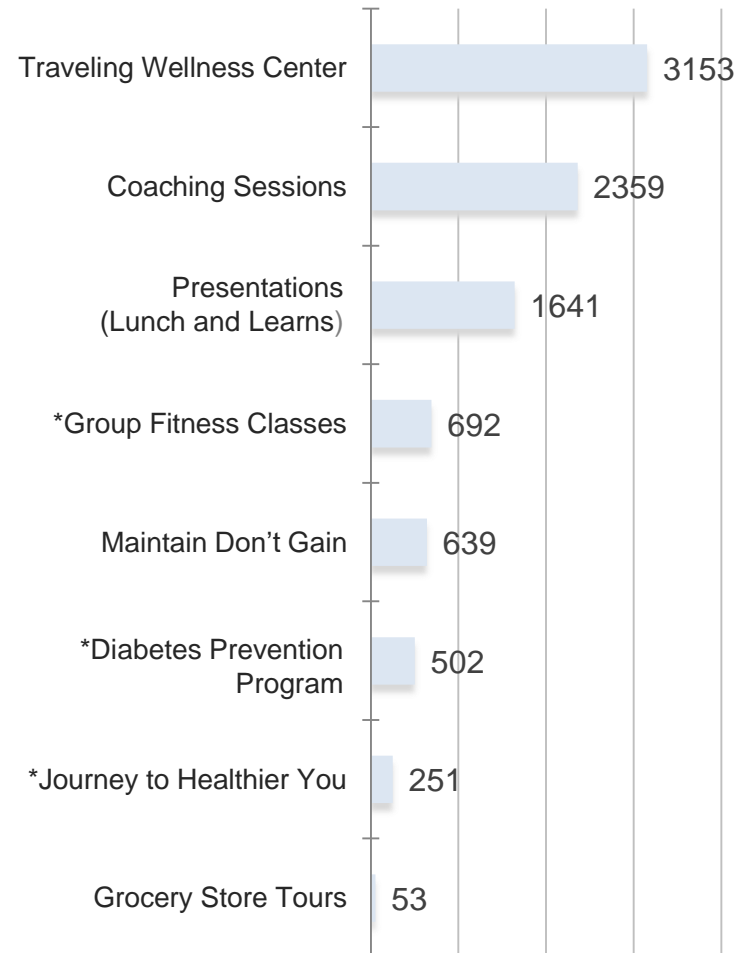
# Participation & Engagement

**Health Appraisal** **82%** Completed all steps

Health Appraisal Participation



Program Participation  
1/1/17 – 12/31/17



\* New wellness program offering

# Annual Coaching Report

## Engagement:

**11.4%**

Of completed health appraisal population

**37.7%**

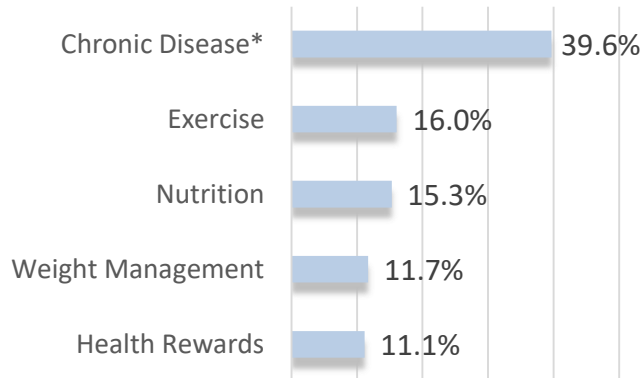
Of coaching participants met or exceeded three coaching sessions

## Unique Individuals Per Quarter:

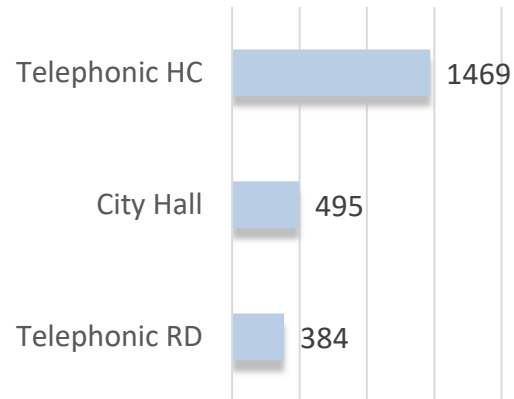
1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	2017 Total	2016 Total
288	520	166	283	924	768

2016: 15-minute coaching sessions  
2017: 30-minute coaching sessions

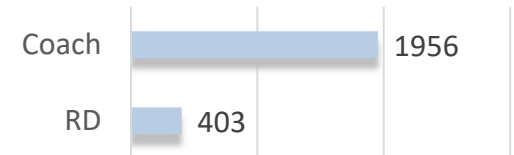
## Top 5 Topics by Percent



## Locations by Frequency



## Coach Type by Frequency



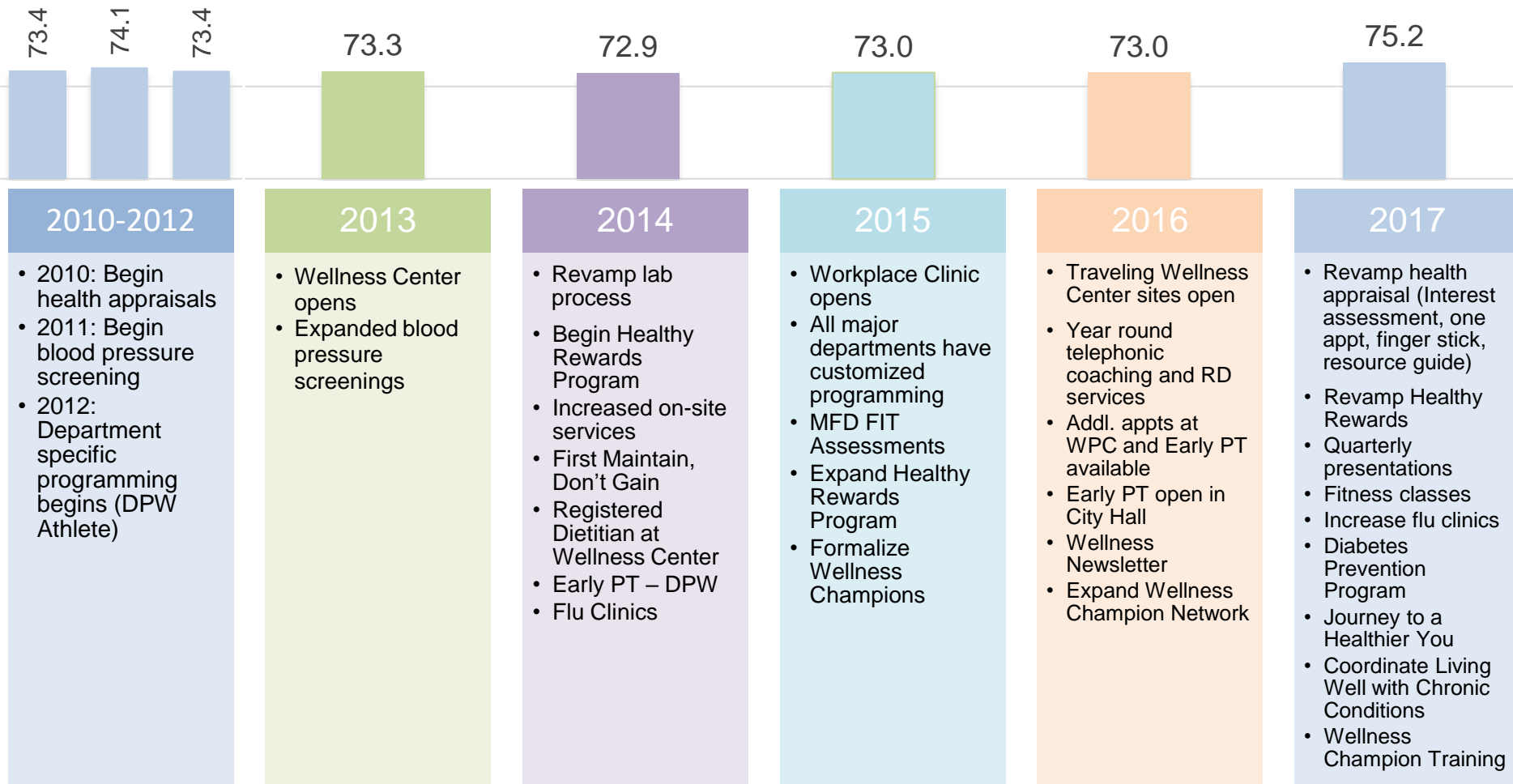
# Disease Management Programs

	Maintain Don't Gain	Journey to a Healthier You	Diabetes Prevention Program
Number of Participants	796	39	10
Total Weight Change	-1523.7	-123.2	-111.2
Average Weight Loss per Completed Participant	2.66	3.52	11.16
Number of Successful Participants	572 (71.9%)	35 (89.7%)	10 (100%)
Successful Definition	Attended 3+ sessions	Attended 6+ classes	Lost 5% of starting weight
Program Duration	8 weeks	8 weeks	52 weeks

\*23 participants attended Living Well with Chronic Conditions Program

# Wellness Timeline

## All Participants: Average Population Health Risk Score (PHRS)



- 2010: Begin health appraisals
- 2011: Begin blood pressure screening
- 2012: Department specific programming begins (DPW Athlete)

- Wellness Center opens
- Expanded blood pressure screenings

- Revamp lab process
- Begin Healthy Rewards Program
- Increased on-site services
- First Maintain, Don't Gain
- Registered Dietitian at Wellness Center
- Early PT – DPW
- Flu Clinics

- Workplace Clinic opens
- All major departments have customized programming
- MFD FIT Assessments
- Expand Healthy Rewards Program
- Formalize Wellness Champions

- Traveling Wellness Center sites open
- Year round telephonic coaching and RD services
- Addl. appts at WPC and Early PT available
- Early PT open in City Hall
- Wellness Newsletter
- Expand Wellness Champion Network

- Revamp health appraisal (Interest assessment, one appt, finger stick, resource guide)
- Revamp Healthy Rewards
- Quarterly presentations
- Fitness classes
- Increase flu clinics
- Diabetes Prevention Program
- Journey to a Healthier You
- Coordinate Living Well with Chronic Conditions
- Wellness Champion Training

**Optimal PHRS is 85 and higher.**

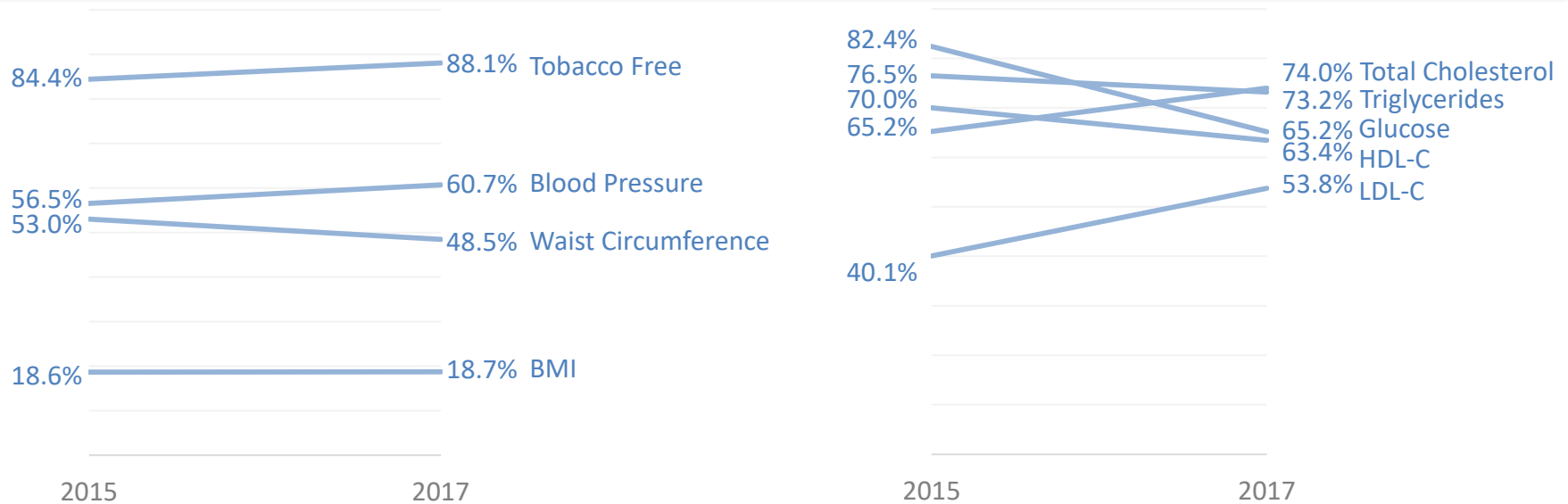
PHRS is calculated based on the following biometrics: Total Cholesterol, HDL Cholesterol, Triglycerides, LDL Cholesterol, Non HDL Cholesterol, Blood Glucose, Blood Pressure, Waist Circumference, Body Mass Index (BMI), and Nicotine Use.

# All Participants: Last 3 Years

## PHRS Risk Stratification

Year	Completed Biometrics	Average PHRS	Excellent (85+)	Doing Well (75-84)	At Risk (60-74)	High Risk (40-59)	Very High Risk (<40)
2015	7552	73.0	33.7%	18.2%	25.2%	17.3%	5.6%
2016	7365	73.0	34.4%	16.6%	25.8%	17.7%	5.6%
2017	7587	75.2	36.3%	19.3%	25.5%	15.3%	3.6%

## Percent with Optimal Biometrics (upward slope indicates improvement)





# Last 3 Year Cohort: Average Biometrics

Compares participants who completed the required steps each of the last three years.

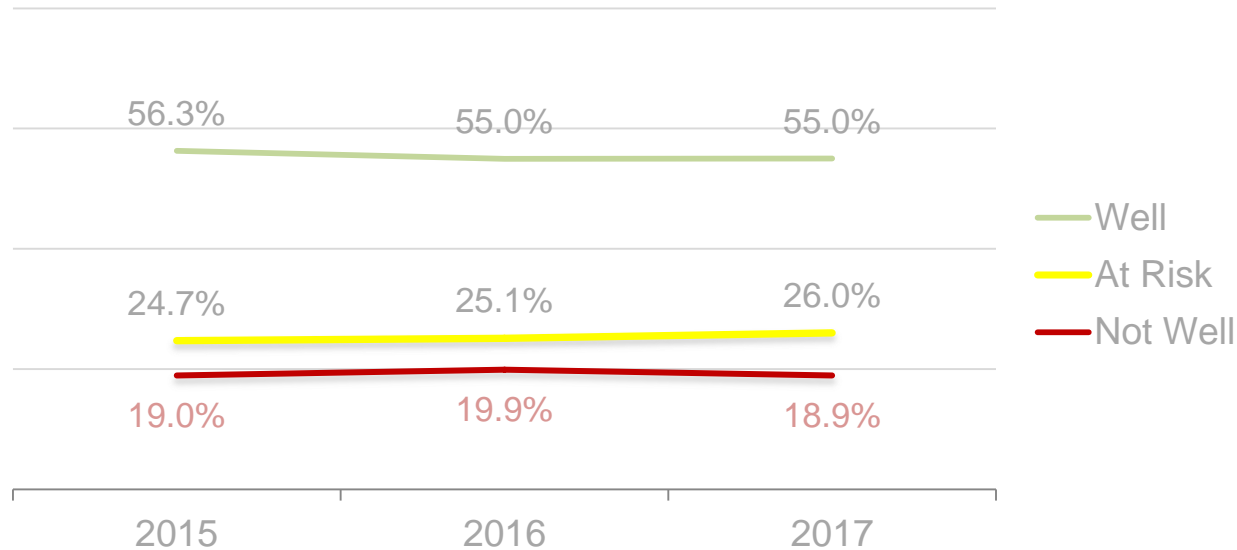
Cohort = 5804	Optimal	2015	2016	2017
	Range			
Total Cholesterol	<200	187.4	189.3	177.7
LDL Cholesterol	<100	109.6	112.2	99.6
HDL - Male	>40	48.5	47.5	46.2
HDL - Female	>50	60.2	59.0	59.4
Triglycerides	<150	121.9	124.8	129.7
Fasting Glucose	<100	92.8	93.1	100.3
Systolic BP	<120	117.6	117.0	116.2
Diastolic BP	<80	74.3	74.0	75.2
Waist - Male	≤40	40.0	40.1	40.7
Waist - Female	≤35	36.9	37.1	37.7
BMI	18.6-24.9	30.7	30.8	30.8
PHRS Score	≥85	75.0	74.6	74.9

2010 - 2016: Venipuncture Method

2017: Finger Stick method



# Risk Stratification: Last 3 Year Cohort

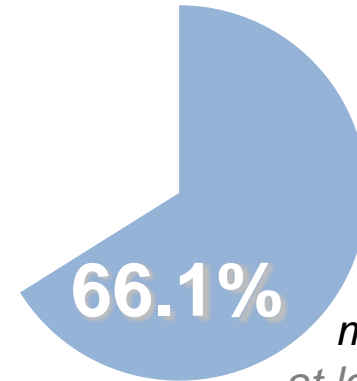


Risk Level	Programming
Well	Maintenance Programs “Keep Them Healthy”
At Risk	Culture, Engagement, Coaching, Participation/Outcomes Programs
Not Well	Coaching, Education and Entry Level Programs, Disease Management

# Last 3 Year Cohort: Risk Migration

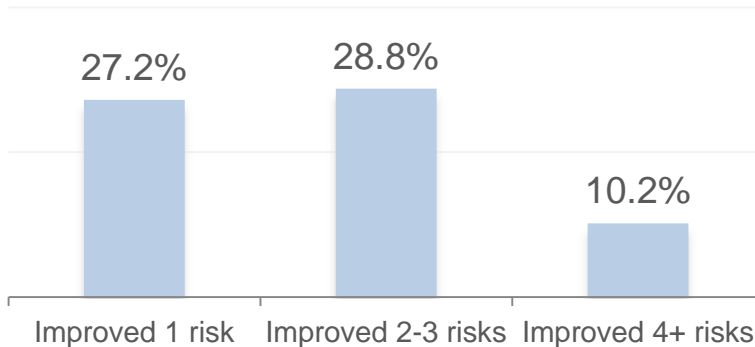
**80.5% of 5804**

Improved or  
Maintained their  
PHRS Level

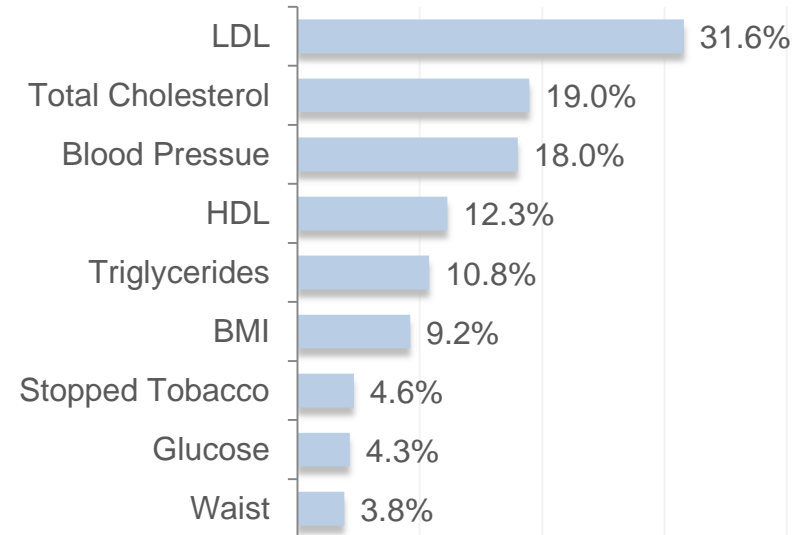


*of those who participated the last 3 years, improved one or more biometrics by at least one risk level.*

Improved One or More Risks

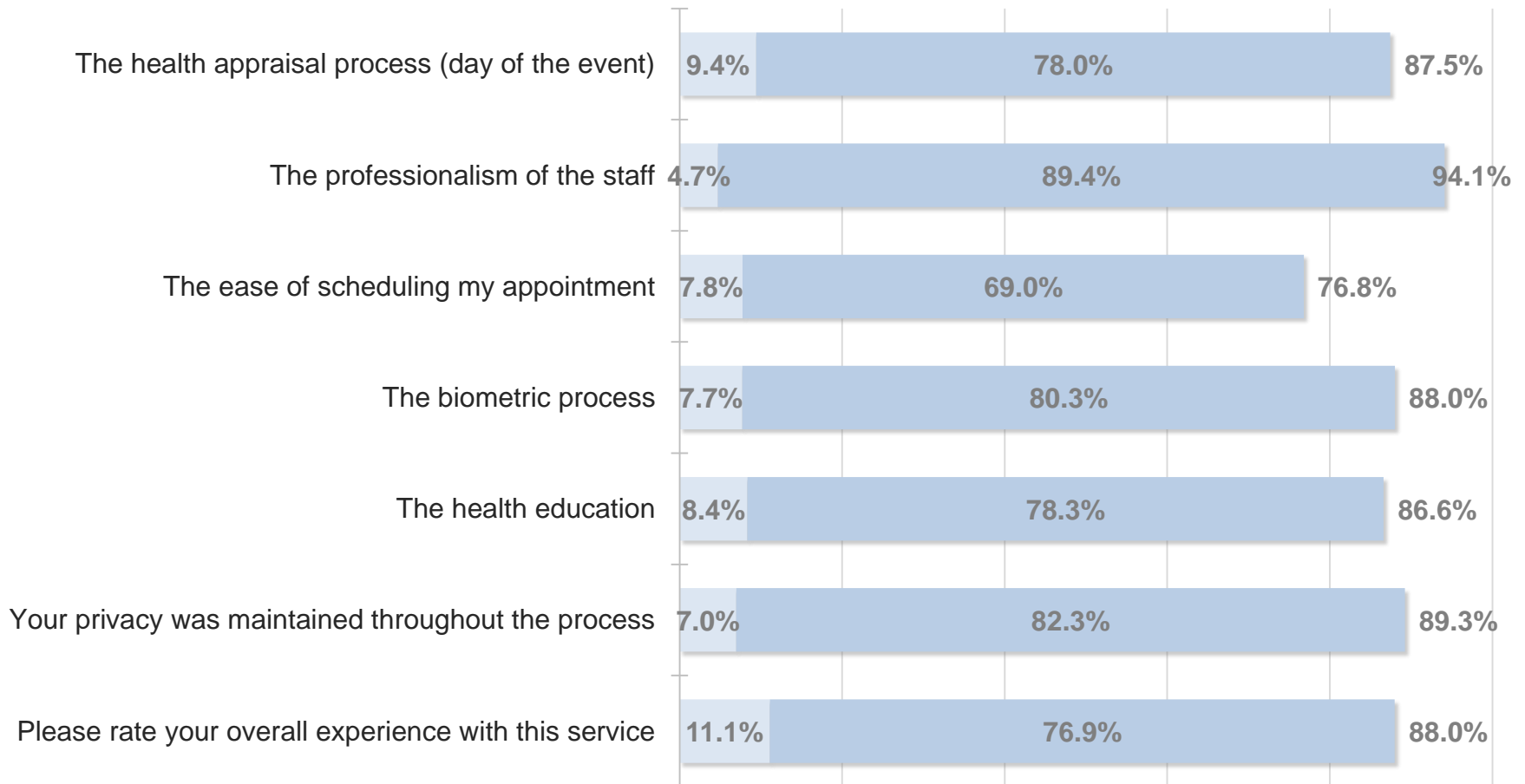


Risks that Improved

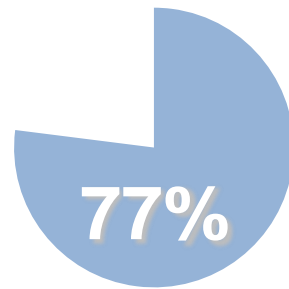


# Employee Evaluations

## Top 2 Responses

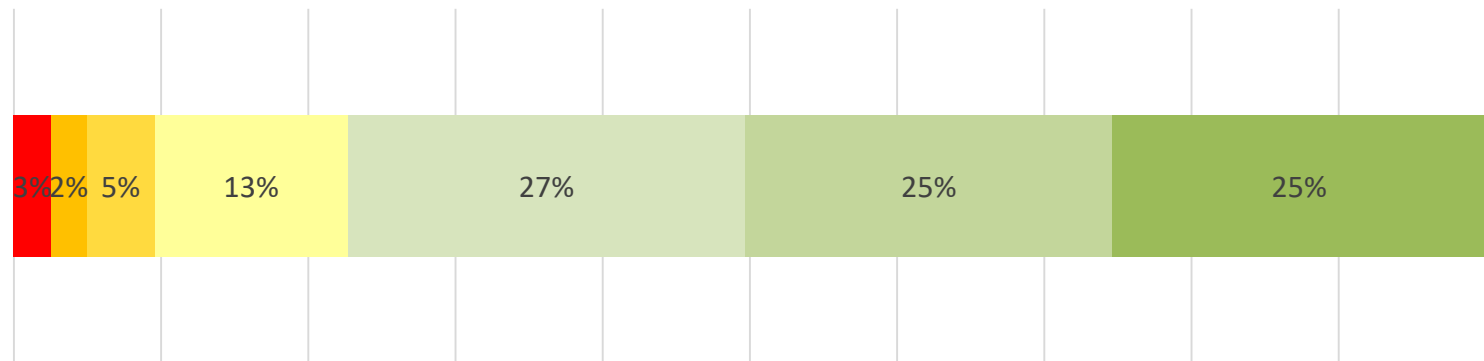


# Interest Assessment



*Are interested in making changes to improve or maintain their health*

On the scale below, indicate the number that best describes your willingness to make changes to improve or maintain your health at this time:

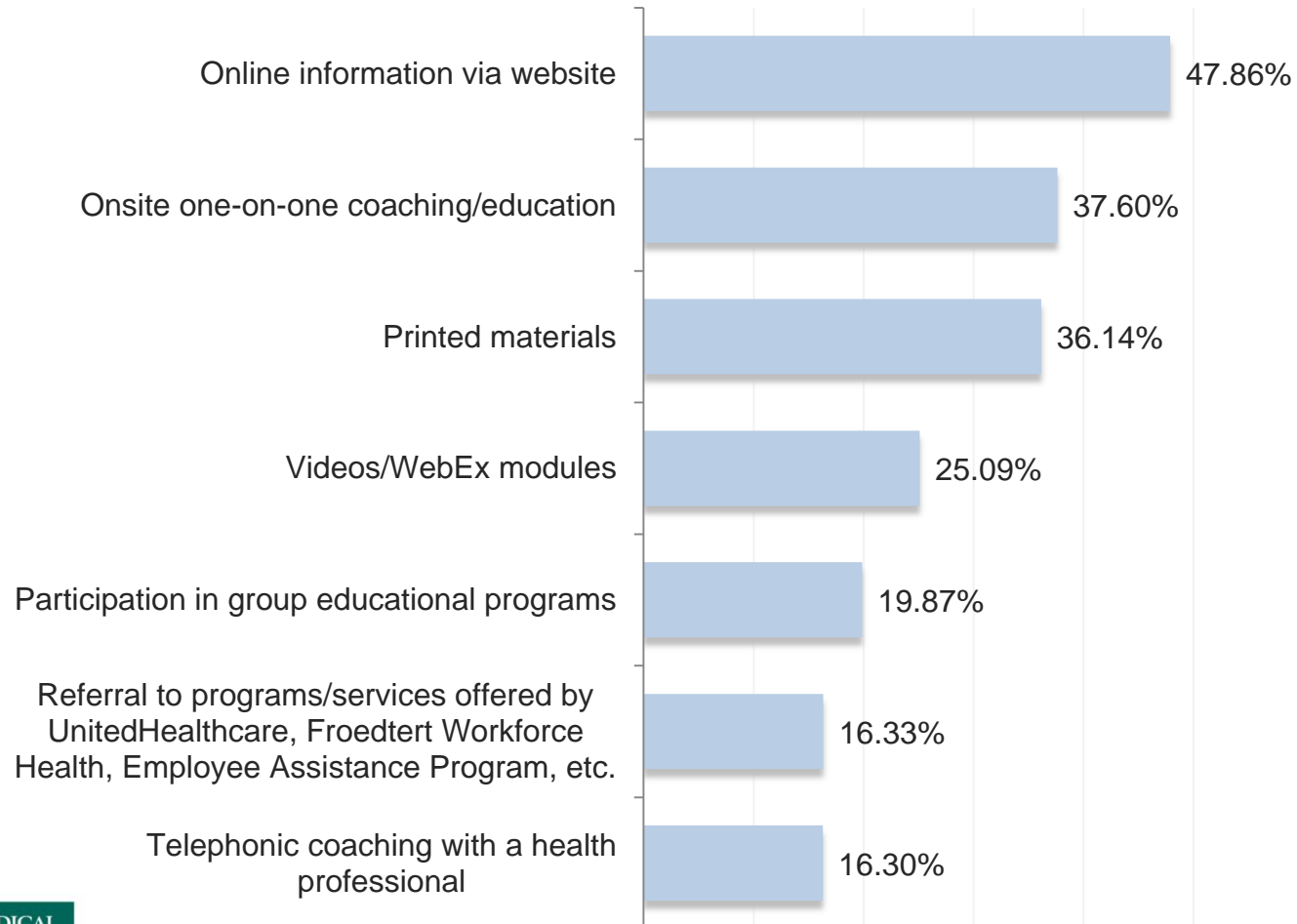


1 = I DO NOT WANT TO MAKE ANY CHANGES AT THIS TIME

7 = I'M VERY INTERESTED IN MAKING CHANGES AT THIS TIME

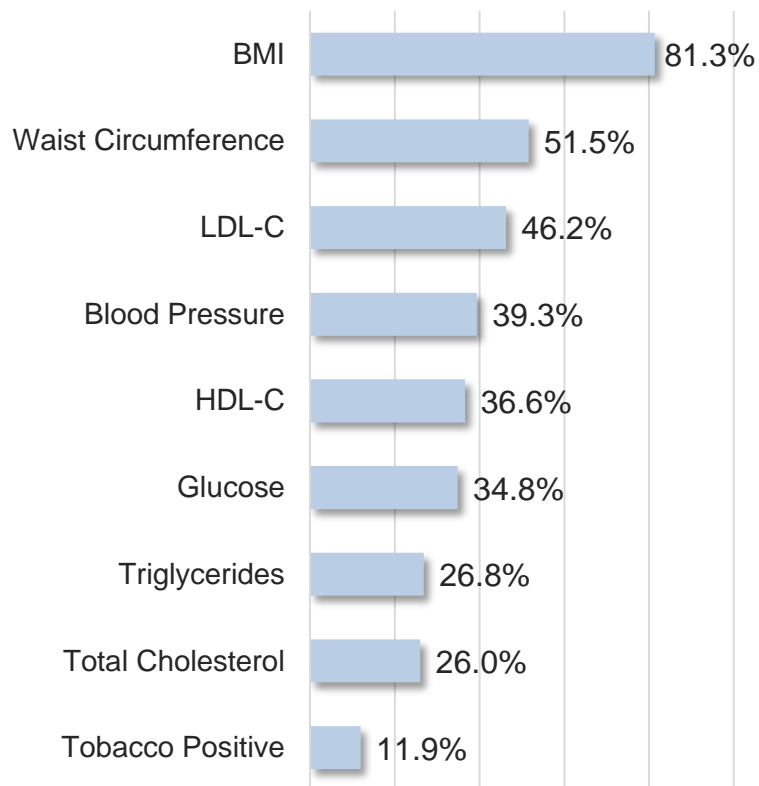
# Interest Assessment

Indicate the format preferred for education, training, and communication

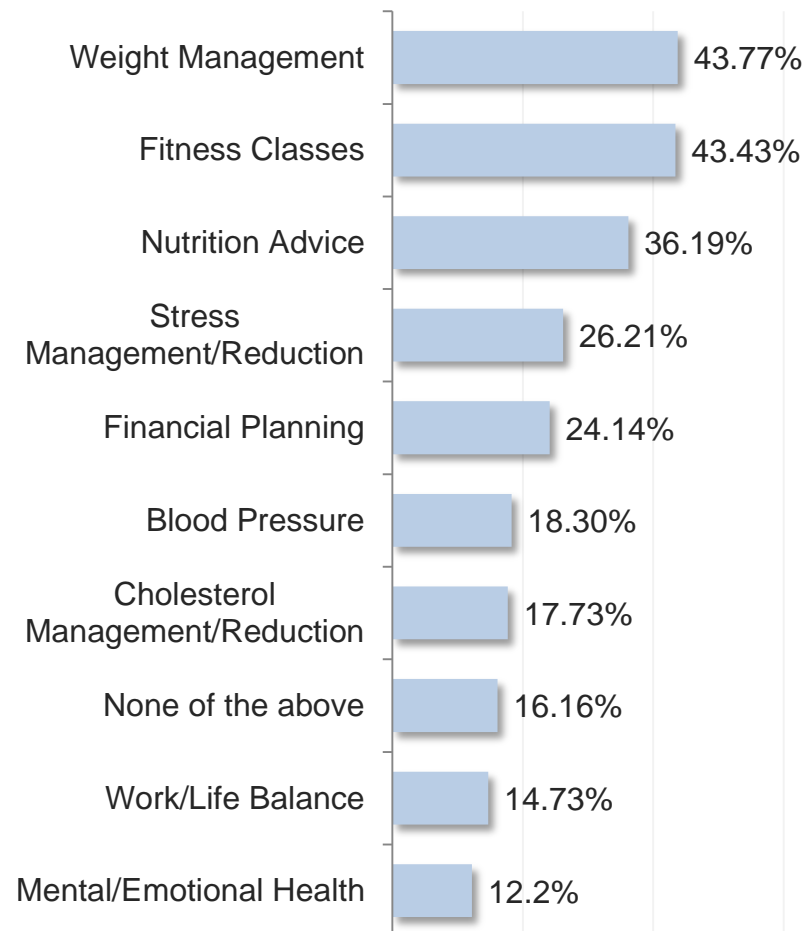


# Program Opportunities: All Participants

## Percentage of Participants in Non-Optimal Range (Health Appraisal Data)



## Top 10 Program Interests (Interest Assessment)



# Healthy Rewards

- 2017 Healthy Rewards
  - Completed: 1,320 (40% increase over 2016)
    - Employees: 961
    - Spouses: 359
- Healthy Rewards Numbers
  - 1,168 individuals have earned a reward to date
    - 75-99 pts: 442
    - 100-124 pts: 323
    - 125+ pts: 403
  - 84% increase over last year at this time
- Online Action Plans for Biometric Points – **NEW** for 2018
  - 469 (Active)
  - 241 (Completed)





# Review: Wellness Goals

## 2018 Wellness Goals:

- Continue to increase engagement in the health appraisal process
- Further customize the health appraisal appointment to review resources and wellness portal abilities for each participant and connect them to relevant resources
- Modify Wellness Center and Injury Prevention Clinic hours to provide a variation of appointment opportunities
- Standardize programming and presentations offered throughout City (create a year-round calendar)
- Work with all City of Milwaukee health, wellness, and safety partners to maximize participation reach
- Incorporate technology for wellness programming
- Engage City of Milwaukee with department specific cultural changes (example: smarter food choices in departments)
- Increase and better target communication outreach to all participants

# Program Recommendations - 2018

Program (implementation order)	Delivery Method	Goals
Journey to a Healthier You	On-site	Education & Behavioral Changes
Diabetes Prevention Program	On-site	Risk Reduction, Behavioral Changes & Education
Maintain, Don't Gain	On-site	BMI Maintenance & Education
Tobacco Cessation Presentations	On-site	Tobacco Use Reduction
Quarterly Presentations	On-site, Webinar	Education & Awareness
Programming – Chronic Conditions, Weight Reduction	On-site	Risk Reduction & Awareness
Year-round Group Fitness Classes	On-site	Behavioral Changes

# City of Milwaukee Onsite Nurse Liaison Snapshot

January 1, 2018 - March 31, 2018



## Members Impacted

**162** Unique Members Engaged

**293** Individual Sessions

**13** Group Sessions

**226** Group Participants



## Top 3 Coaching Focus

**1**

UHC Resources/Tools

**2**

General Health & Wellness

**3**

Hypertension/Heart Disease

# Onsite NL Snapshot

Individual Sessions: January 1, 2018 – March 31, 2018



	Initial Session	More than 1 Follow Up Session
January	71	14
February	53	53
March	38	64

**162**  
initial sessions



**131**  
had subsequent sessions in 2018

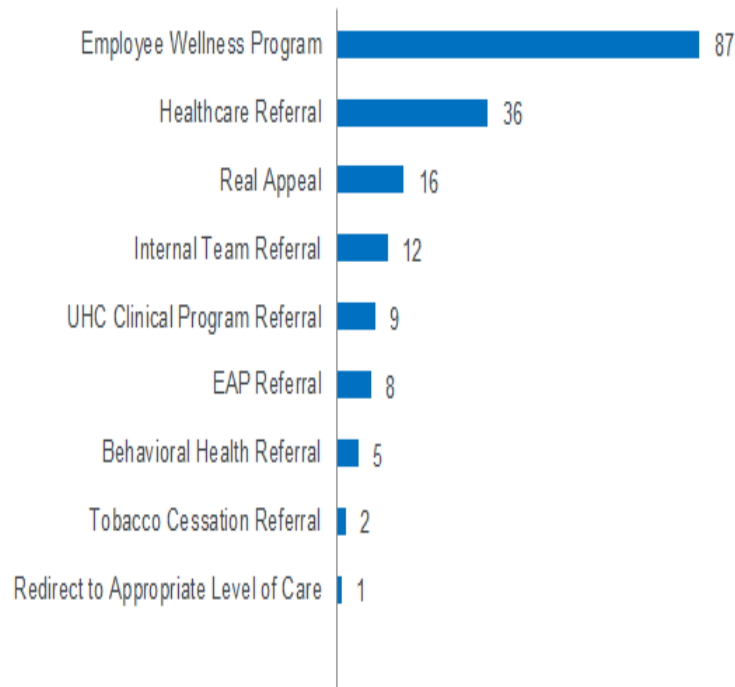
# Top Referrals and Engagement Type

January 1, 2018– March 31, 2018



## Top Referrals

Top 10 Referrals for Indv and Group Engs



## Top Engagement Types



Personal Biometrics



Individual Coaching



Clinical Program Education



Claims Benefit Inquiry

# Member Success Story #2



## Male in 50's

- Obesity - working on weight loss
- Osteoarthritis in hip

Milestone  
1

**Discussion of current health status**

Milestone  
2

**Coaching regarding upcoming hip replacement surgery, preadmission counselling, & medication review.**

Milestone  
3

**Referred member to Case Management**

Milestone  
4

**Made follow up calls to member before and after surgery to ensure successful recovery and return to work.**

# Quarterly Highlights

## January 2018 – March 2018

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- Initial visits to DPW Howard and Linwood Water Treatment Plants for Lunch & Learn presentations and onsite role promotion
- Secured additional locations for monthly Nurse Liaison hours including DPW Forestry/Sanitation Central and Linwood Water Treatment Plant
- Provided Lunch & Learn presentations on Preventive Care, Heart Health and Nutrition
- Initiated and conducted monthly Diabetes Prevention Support Group
- Attended first quarterly partner meeting with DER, EAP, Workforce Health, and Deferred Compensation to better collaborate with City partners and promote health and wellness resources to employees.



# 2018 Next Steps



- 1** **Initiate monthly Diabetes Management Support Group**
- 2** **Assist with the identification and recruitment of Department Wellness Champions**
- 3** **Continue Monthly Lunch N' Learns**
- 4** **Promote Onsite Role and Increase Engagements**
- 5** **Partner with Workforce Health to promote the Health Appraisal and Healthy Rewards Program**

Thank you for  
partnering with us on  
the City's wellness  
journey!

