



# City of Milwaukee

## 2018 Wellness Executive Summary



Thank you committee members for your support with the City's comprehensive health and wellness program.

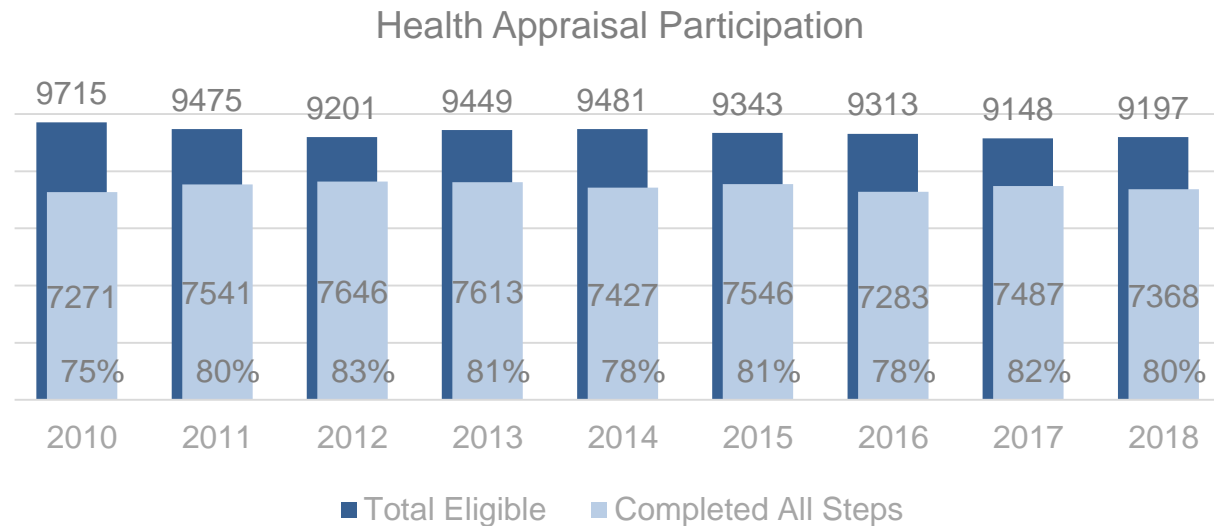
We continue to see high engagement, exceptional satisfaction, and improved health risks in participants.

# Program Highlights

- Continued high participation in all wellness programming
- Strategic expansion of wellness programs and services each year to align with the changing health risks of the population
- Increase in participants moving out of the 'Not Well' risk category
- Population Health Risk Score or gauge of optimal employee health continues to increase
- Offsite employee reach and program participation maximized by vendor partner collaboration
- Healthy Rewards continues to drive participation in programs and services
- Workplace clinic services expanded to Froedtert FastCare Clinics with high utilization rates
- Program alignment with Workplace Clinic, Wellness Center and Injury Prevention
- Wellness ROI based on metrics from hypertension, diabetes and tobacco cessation remains high with avoided annual costs of \$4-5M

# Health Appraisal Participation

**Health Appraisal**     **80%** Completed all steps



# Health Appraisal Survey Results

## Health Appraisal Participant Satisfaction

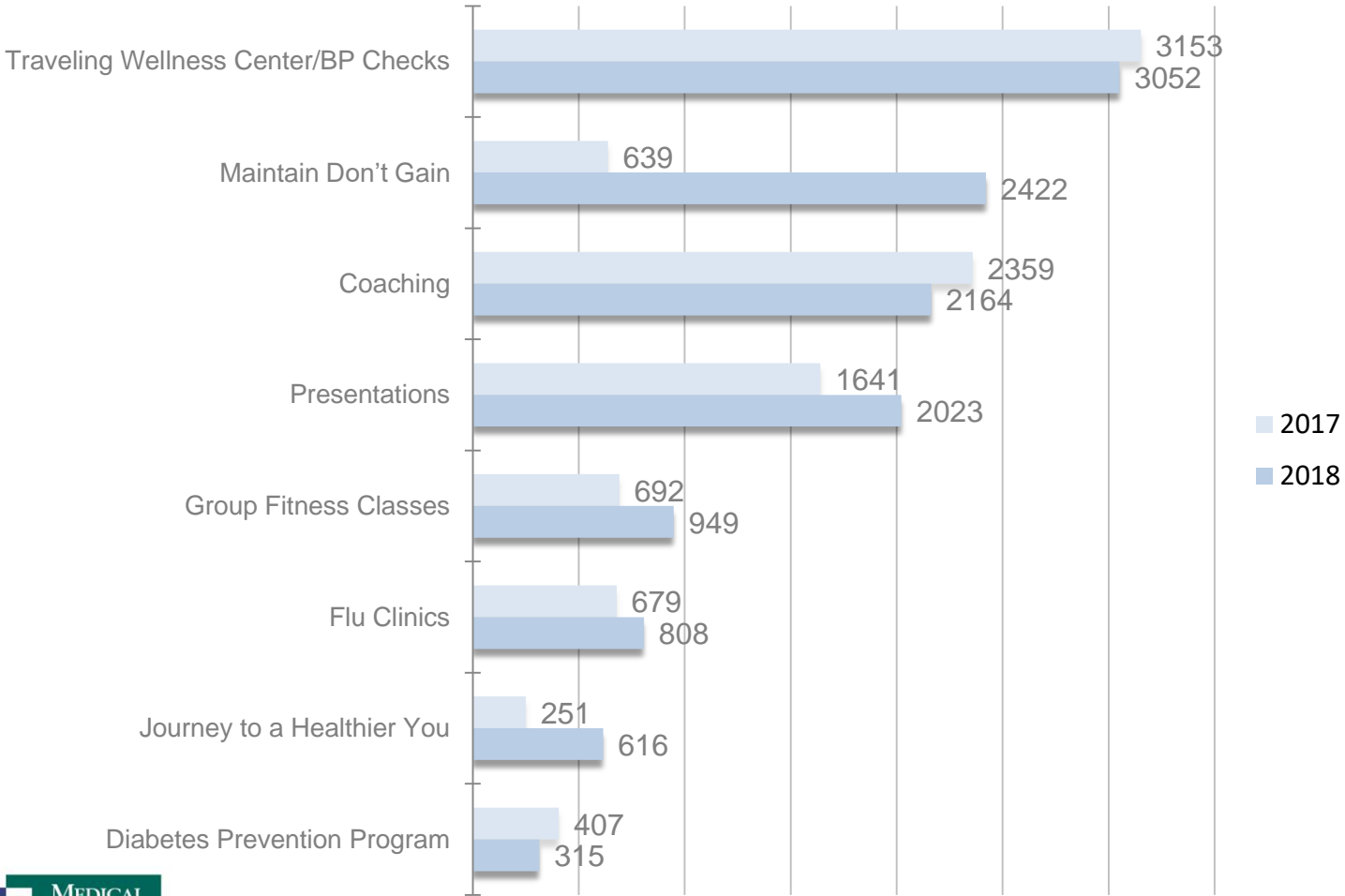
- **91.5%** rate their overall satisfaction at 9 or 10 on a 10 point scale
- **94.5%** felt their privacy was maintained throughout the process

## What participants are saying about the City's Health Appraisal

- Extremely efficient. Process has become a refined art since it's original inception.
- Very educational experience. Happy to know more about the things I should be looking at regarding my health in the future.
- Everything was private and explained clearly overall. I was completely satisfied.
- Very happy with how fast it is now and the new things offered.
- The process was extremely thorough and timely. All my questions were answered. I am happy, thanks!
- The was the best year with the health appraisals. Very convenient and no more blood draws. Staff were extremely helpful and friendly.

# Wellness Program Engagement

**Program Attendance**  
2017 - 2018



# Annual Coaching Report

## Engagement:

**11.5%**

Of completed health appraisal population

**41.0%**

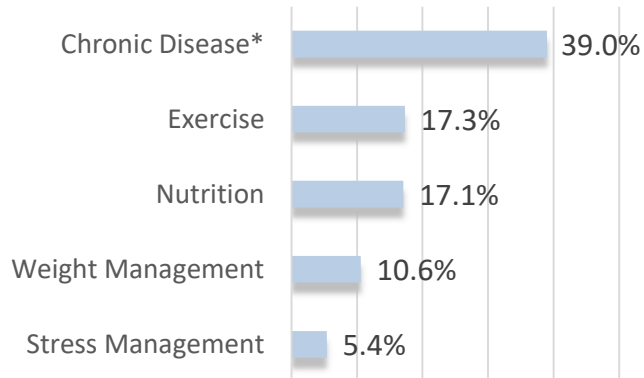
Of coaching participants met or exceeded three coaching sessions

## Unique Visits by Quarter & Year:

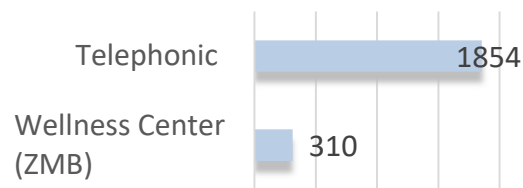
1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	YTD
271	464	189	293	846

**Total Visits for Year: 2164**

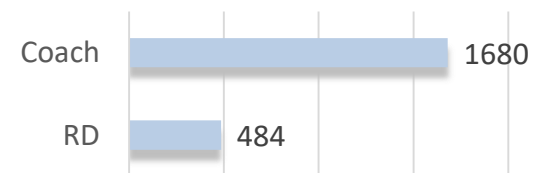
## Top 5 Topics by Percent



## Locations by Frequency

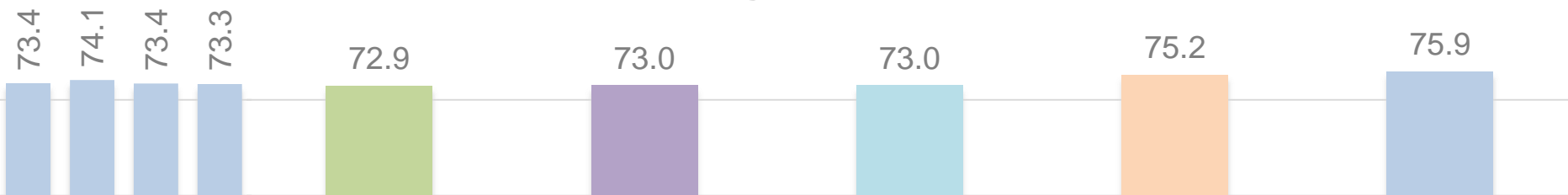


## Coach Type by Frequency



# Wellness Timeline & PHRS

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



2010-2013	2014	2015	2016	2017	2018
<p>2010: Begin health appraisals</p> <p>2011: Begin blood pressure screening</p> <p>2012: DPW Athlete Program begins</p> <p>2013: Wellness Center opens</p> <ul style="list-style-type: none"> <li>Expanded blood pressure screenings</li> </ul>	<ul style="list-style-type: none"> <li>Revamp lab process</li> <li>Begin Healthy Rewards Program</li> <li>Increased on-site services</li> <li>First Maintain, Don't Gain</li> <li>Registered Dietitian at Wellness Center</li> <li>Early PT – DPW</li> <li>Flu Clinics</li> </ul>	<ul style="list-style-type: none"> <li>Workplace Clinic opens</li> <li>MPD programs begin</li> <li>MFD FIT Assessments</li> <li>Expand Healthy Rewards Program</li> <li>Formalize Wellness Champions</li> </ul>	<ul style="list-style-type: none"> <li>Traveling Wellness Center sites open</li> <li>Year round telephonic coaching and RD services</li> <li>Addl. appts at WPC and Early PT available</li> <li>Early PT open in City Hall</li> <li>Wellness Newsletter</li> </ul>	<ul style="list-style-type: none"> <li>Revamp HA (Interest assessment, one appt, finger stick, resource guide)</li> <li>Revamp Healthy Rewards</li> <li>Quarterly presentations</li> <li>Fitness year-round</li> <li>Increase flu clinics</li> <li>DPP 12 month program</li> <li>Journey to a Healthier You</li> <li>Coordinate Living Well with Chronic Conditions</li> <li>Pilot Wellness Champion Training</li> </ul>	<ul style="list-style-type: none"> <li>FastCare Clinic services launched</li> <li>Healthy Rewards includes community section</li> <li>Launch of summer Maintain, Don't Gain program</li> <li>Flu clinics during Health Appraisals</li> <li>Additional vaccines offered at WPC</li> <li>Wellness Portal includes additional features</li> <li>Formal Wellness Champion training</li> <li>Wellness partner meetings for cross communication/collaboration</li> <li>Online Action Plans</li> <li>Calendar of Programs</li> </ul>

**Optimal PHRS is 85 and higher.**

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

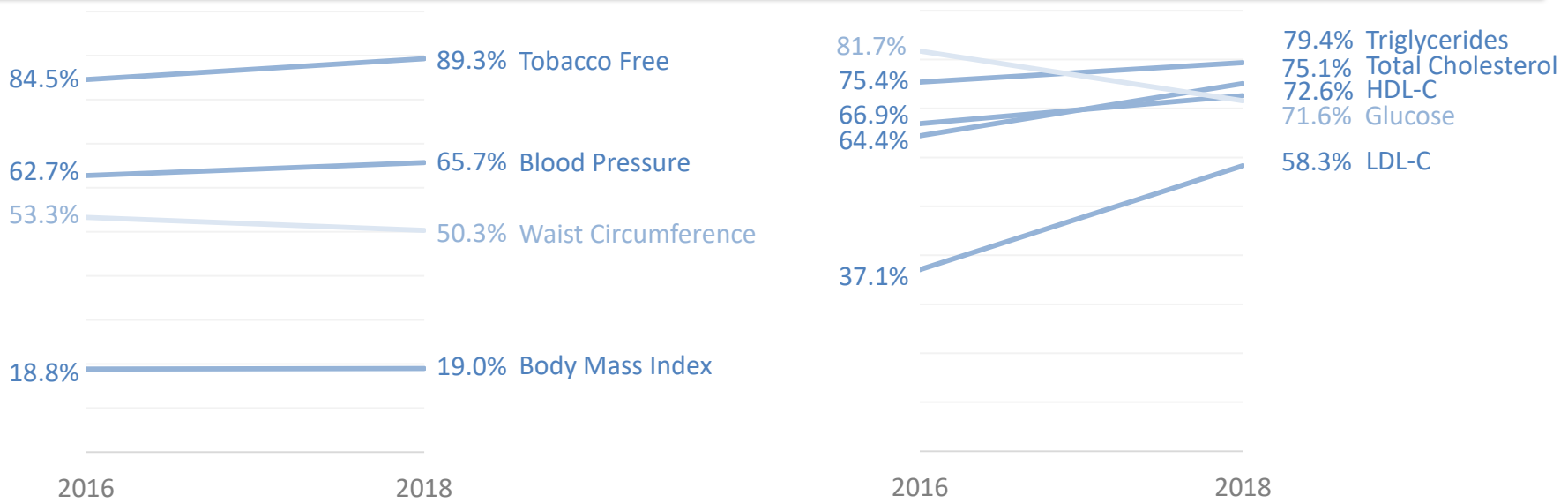


# Optimal Biometrics: All Participants Last 3 Years

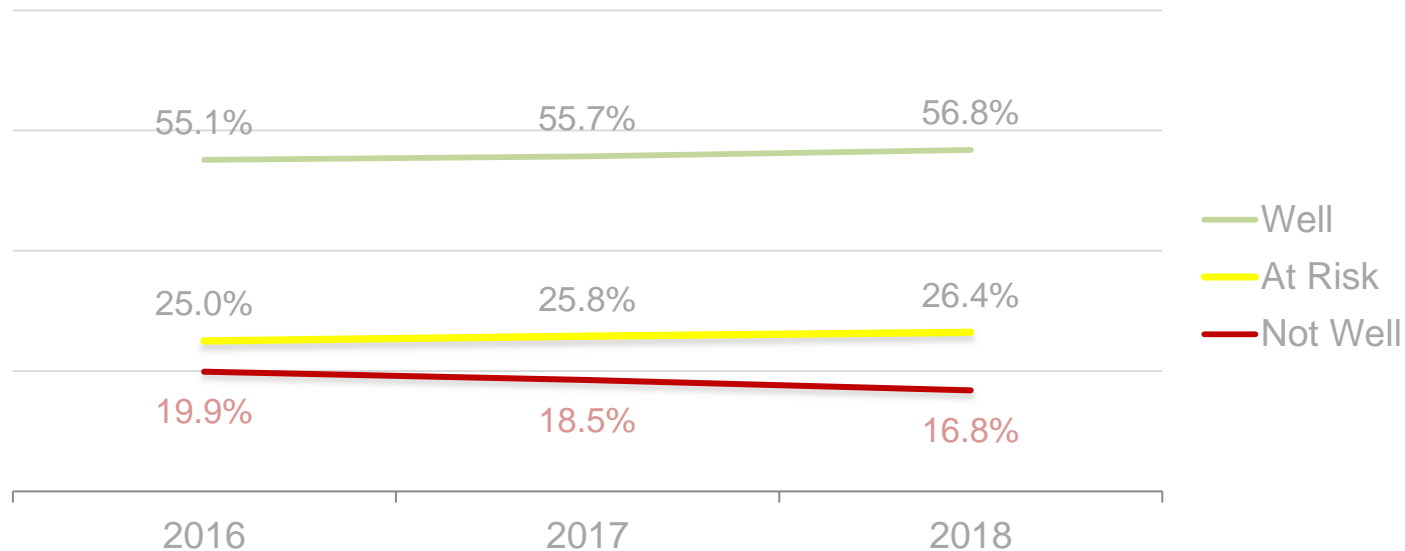
## PHRS Risk Stratification

Year	Completed Biometrics	Average PHRS	Excellent (85+)	Doing Well (75-84)	At Risk (60-74)	High Risk (40-59)	Very High Risk (<40)
2016	7365	72.96	34.4%	16.6%	25.8%	17.7%	5.6%
2017	7587	75.17	36.3%	19.3%	25.5%	15.3%	3.6%
2018	7518	75.93	37.5%	20.0%	26.1%	13.2%	3.2%

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



# Risk Stratification: Last 3 Year Cohort

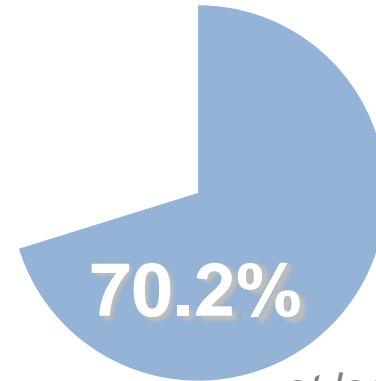


Risk Level	Programming
Well	Maintenance Programs “Keep Them Healthy”
At Risk	Culture, Engagement, Coaching, Participation/Outcomes Programs
Not Well	Coaching, Education and Entry Level Programs, Disease Management

# Last 3 Year Cohort: Risk Migration

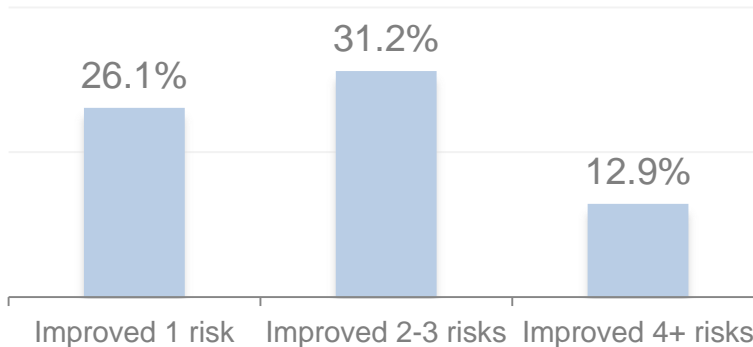
**77.7% of 5694**

Improved or  
Maintained their  
PHRS Level

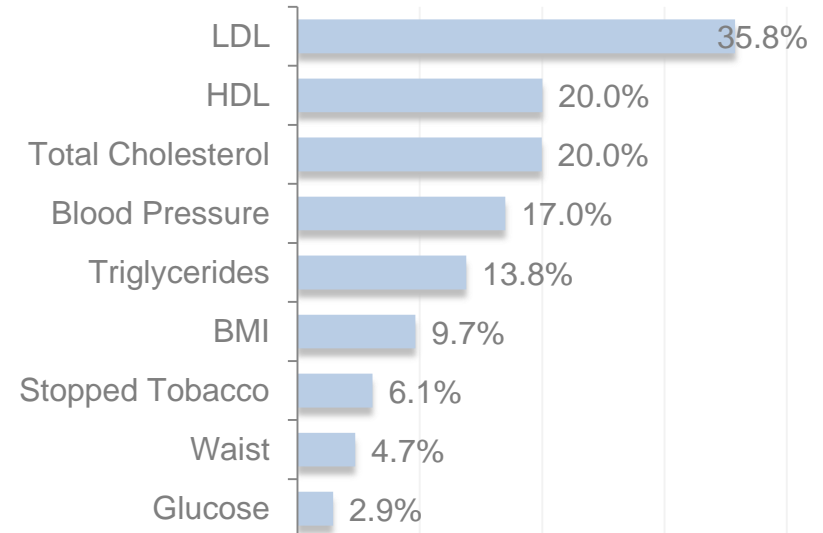


*of those who  
participated  
all years,  
improved one  
or more risks by  
at least one risk level.*

**Improved One or More Risks**

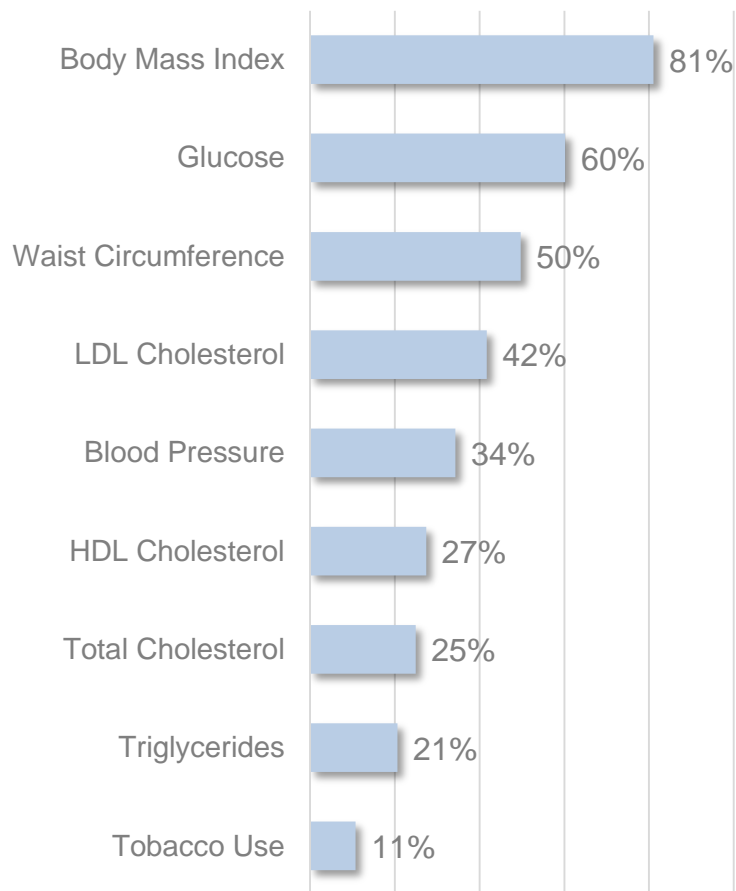


**Risks that Improved**

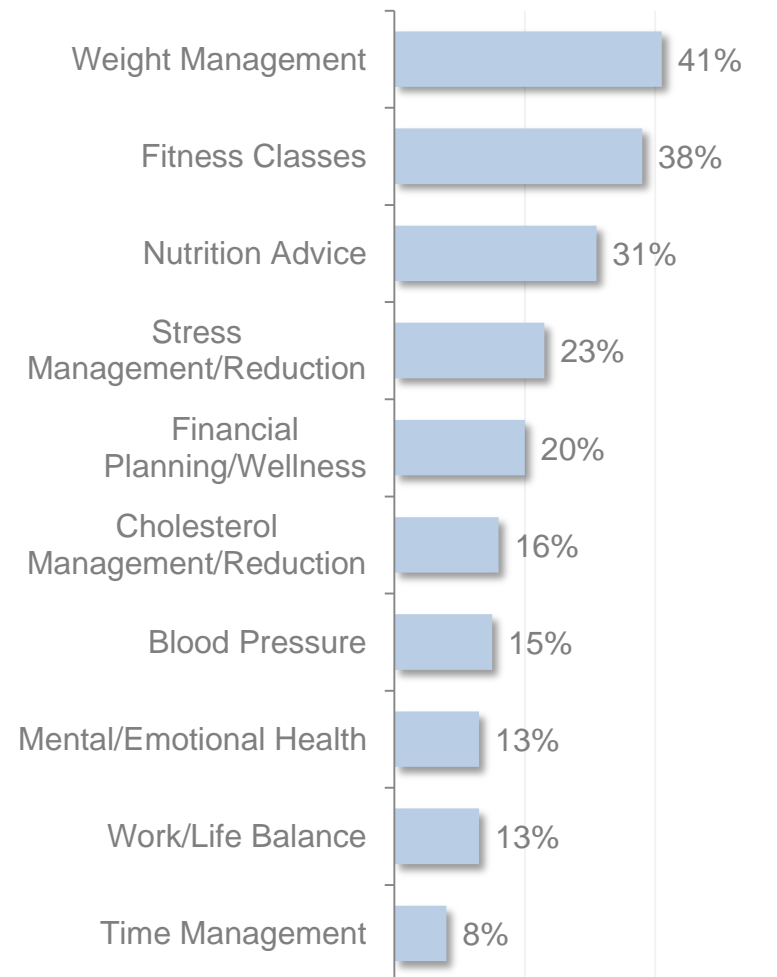


# Program Opportunities: All Participants

## Biometric Needs



## Top 10 Program Interests

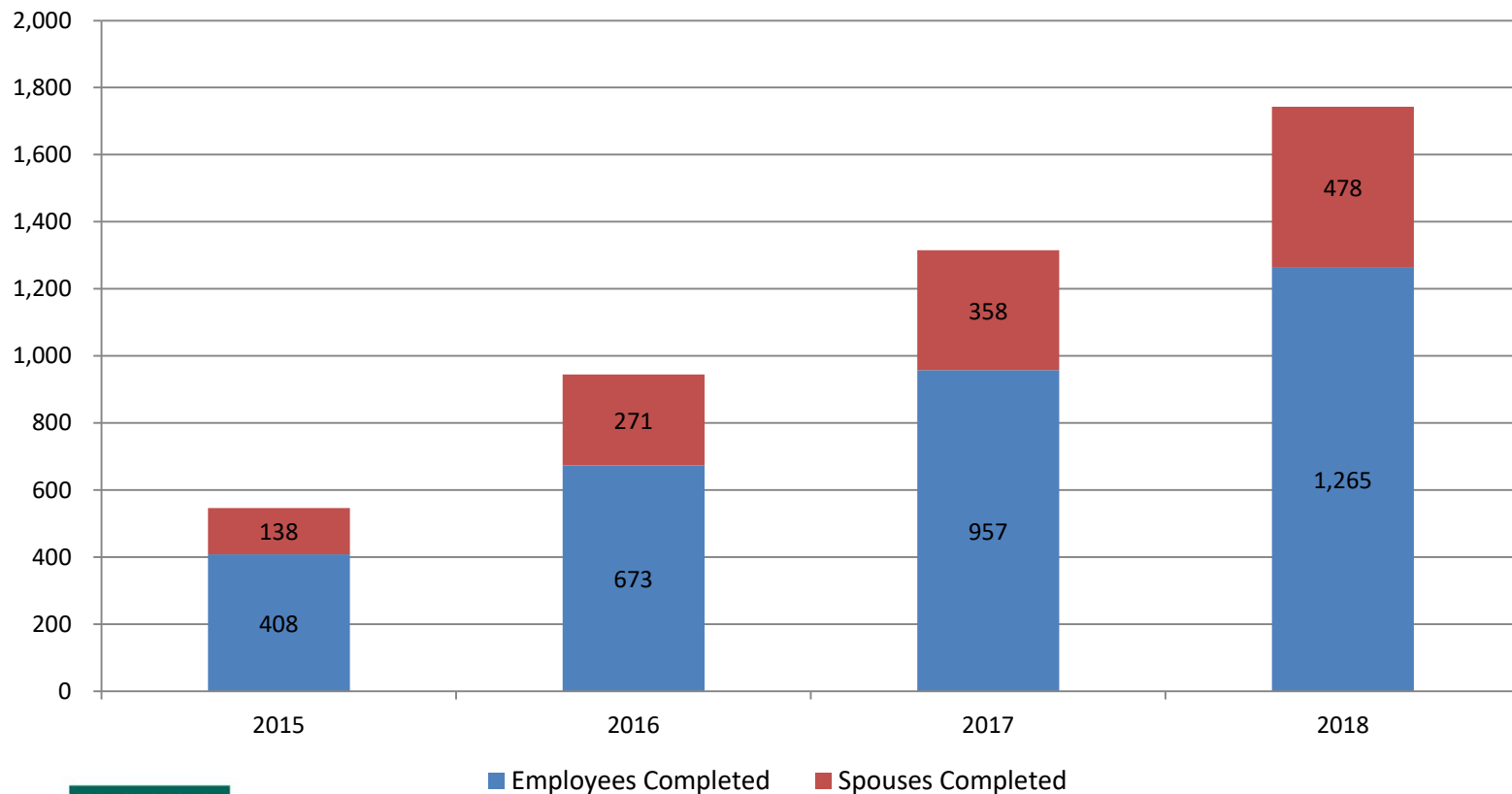


# Interest Assessment Highlights

- 40% of participants believe their health is good to excellent
- 88% of participants have primary care physicians
- Most requested times for wellness programming are 5pm or later and 1130am-1230pm
- Most requested programming/services are weight management, fitness classes and nutritional advice
- Top preferred methods of communication include email, printed materials and text message reminders
- More information requested for fitness classes, Healthy Rewards program, Workplace Clinic and FastCare services
- Barriers to wellness include job duties/break times do not allow participation, no time in the evenings and locations are not convenient
- 88% of spouses are aware of available wellness programs and services

# Healthy Rewards Program

- 33% increase in participation from prior year
- High participation rates for spouses
- Addition of Community Section to expand rewards for volunteering and blood donations
- High utilization of Wellness Portal Action plans for Healthy Rewards points
- Currently almost 1,450 people have qualified for an award tier (23% increase over last year at this time)



# Wellness Champion Highlight

Jill Price—DPW Wellness Champion since 2015

- Mentor/Leader for other City Wellness Champions
- Helped strategically identify and recruit Wellness Champions for all DPW divisions
- Organize monthly Lunch and Learns at Fleet Central Garage rotating between:
  - Wellness Team – Cherith
  - EAP – Cris Zamora
  - VOYA – Dawn Conlin
- Organize VOYA one-on-one appointments for Financial Wellness
- Instrumental in locating Onsite Nurse Liaison at Central Garage
- Started Biggest Loser Contest (now city-wide) with 12 weekly weigh in's
  - Provide weekly encouragement and suggestions to help participants
- Initiated blood pressure checks/Traveling Wellness Center at Central Garage
- Lobbied for Health Appraisal at DPW Central Garage
  - One of highest attended locations
- Organized Flu Shot Clinic at Central Garage for the first time in 2018
- Promote volunteer opportunities to employees such as Channel 10 auction
- Provide guidance with Healthy Rewards program
  - Help employees understand it is possible for them to earn points
  - Share communications/materials with employees

# Wellness Champion Highlight

Vanessa Armstrong, DCD Wellness Champion since May 2018

- Send out department information on health and wellness opportunities and programs to keep employees apprised of changes, updates, and programs
- Submit articles for publishing in DCD's biweekly electronic newsletter, eNews
- Create department survey and provide departmental lunch and learn presentations based on feedback.
  - Save for Your Goals with Smart Budgeting – Presentation by VOYA staff
  - EAP Stress Reduction: Mindfulness, Relaxation Imagery – Presentation by Cris Zamora, Employee Assistance and Resource Coordinator
  - Exercise for Health – Presentation by Mari Cohn, Onsite Nurse Liaison
  - Dietary Guidelines – Presentation by Mari Cohn, Onsite Nurse Liaison
- Distribute regular notices regarding the Health Appraisal, Maintain Don't Gain, and other benefits changes
- Surveyed staff about Biggest Loser Challenge and based on positive response, DCD is offering the program
  - Have 21 participants in the Biggest Loser Challenge that ends in June
- Help make connections with departmental programs and healthy rewards



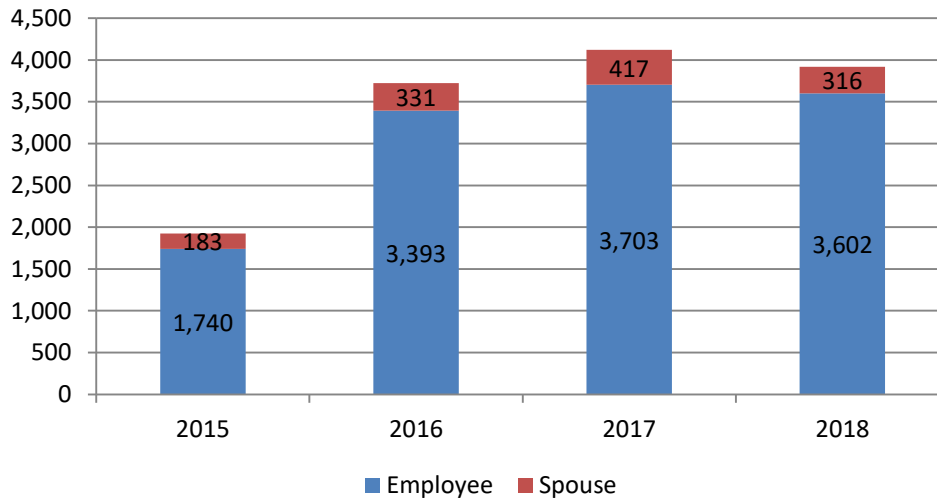
# Wellness Champion Highlight

Ian Brown, DPW Forestry Wellness Champion since 2015

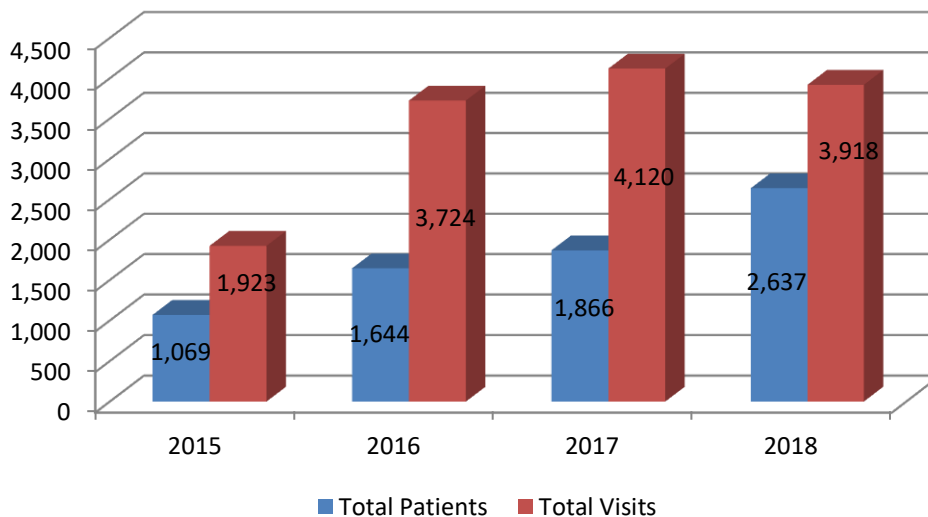
- Has staff of 47 people and around 50% participate regularly in wellness programs
- Host monthly Traveling Wellness Center onsite
- Help bring and support Onsite Nurse Liaison monthly at location
- Implemented Quarterly Wellness program/Lunch-n-Learns
- Initiated Pre-work stretching class based on request from staff members
- Held Fall 2018 Biggest Loser Challenge
- Ran Winter 2018-2019 Maintain Don't Gain Program
- Held Spring 2019 Biggest Loser Challenge
- Implemented more nutritious snack offerings
- Send out department information on health and wellness opportunities and programs to keep employees apprised of changes, updates, and programs
- Attends Wellness Promotion Committee Meetings regularly
- Provide guidance with Healthy Rewards program and help employees understand the program

# City's Onsite Clinics

Onsite Clinic Visits



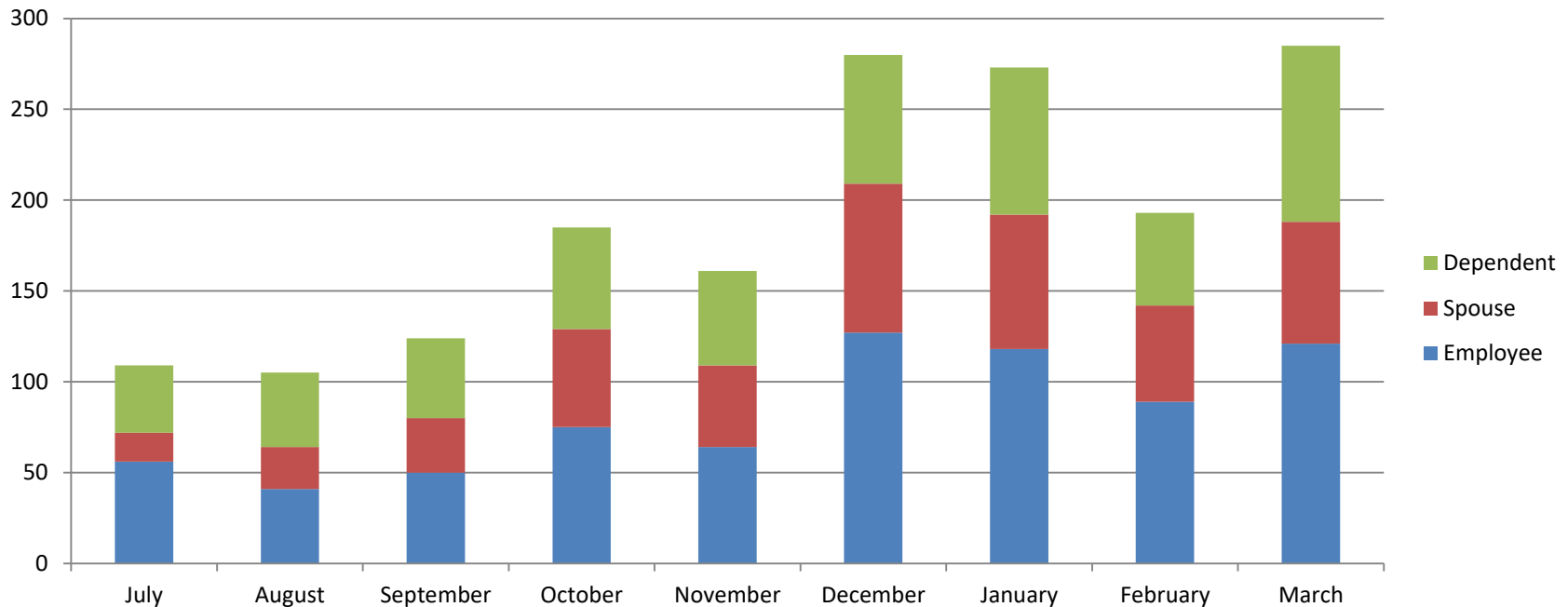
Onsite Clinic Visits vs Patients



- Workplace Clinic opened January 2015
  - Currently Clinic Practitioners are staffed 56+ hours of appointments to employees and spouses/partners
  - Utilization continues to remain high
  - Currently maximizing space and appointments available
- Clinic Value
  - Convenient onsite access to high quality and confidential care
  - Valuable benefit for employees & spouses
  - Recruitment and Retention tool
- Clinic ROI
  - 4:1 based on avoided office, ER and urgent care visits

# Froedtert FastCare Clinic Services

FastCare Visits 2018/2019



- Health Care Services at No Cost for employees, spouses and dependents (6 years and older) covered under the City's Health Insurance
- Allowed City to expand clinic services for employees and families
  - Evening and weekend hours
  - Five clinics located in the Milwaukee area
  - Free parking at all locations
  - No appointments; walk-in during clinic hours
  - Clinics staffed by Froedtert & MCW licensed practitioners
- Clinic ROI
  - 3:1 based on avoided office, ER and urgent care visits

## Onsite Nurse Liaison Snapshot Individual Sessions

	Initial Session	More than 1 Follow Up Session
January	71	14
February	53	52
March	38	64
April	30	28
May	52	62
June	47	80
July	50	101
August	39	103
September	43	72
October	37	138
November	23	81
December	16	51
	499	846

**499**

initial sessions



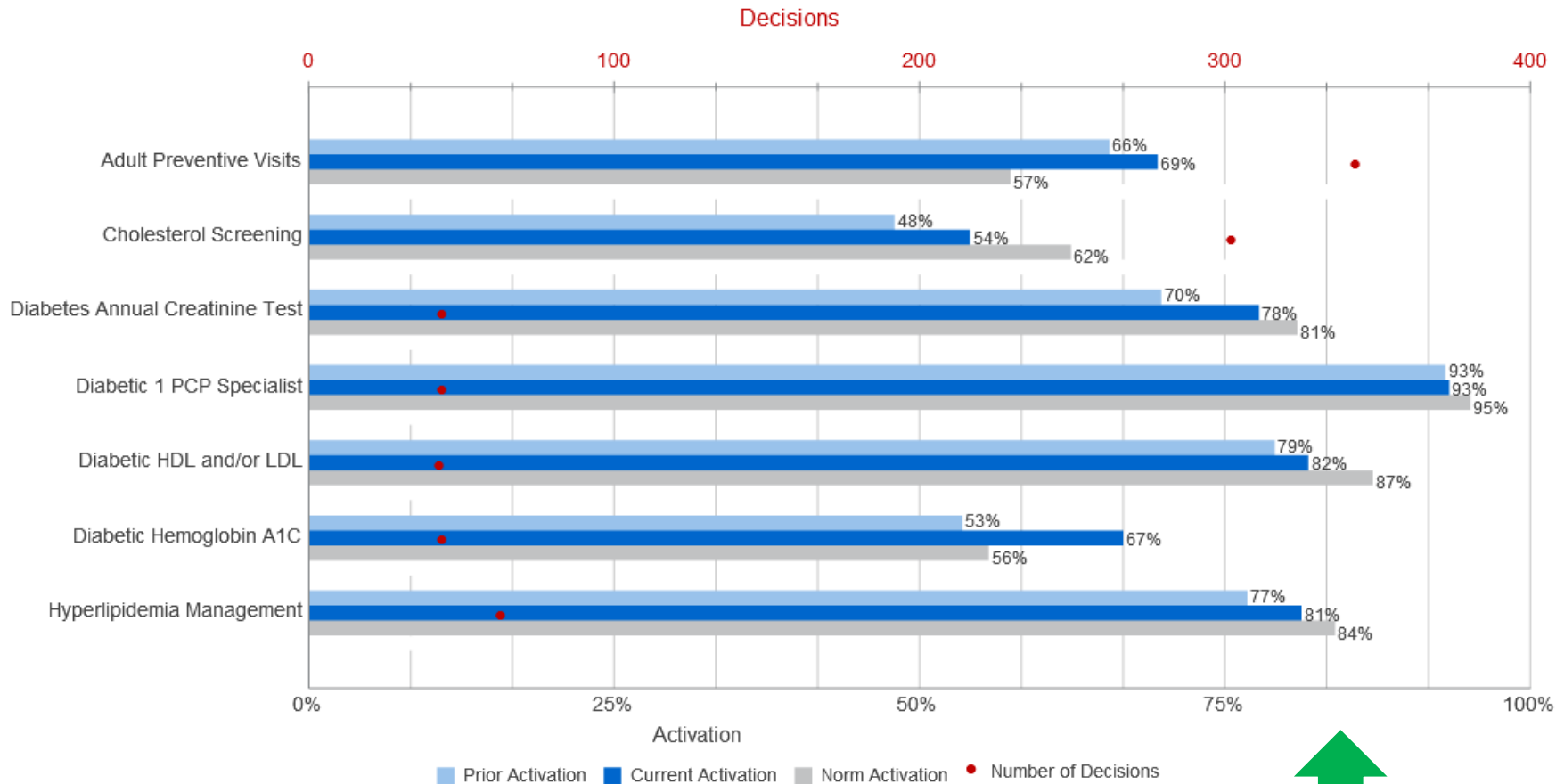
**846**

had subsequent sessions in 2018

**1,345**  
Total Sessions

# Preventive Care: Comparing Decisions from 2017 to 2018

## Members engaged with UHC Onsite Nurse Liaison



**Members have shown improvements in 2018 in ALL the above areas**

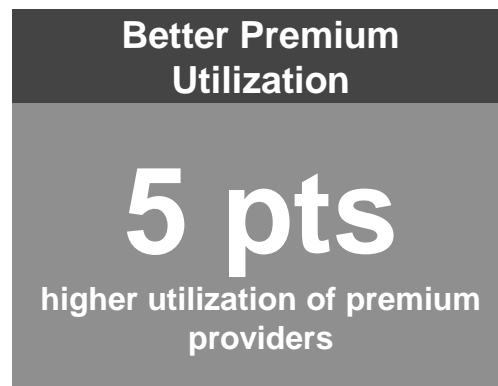
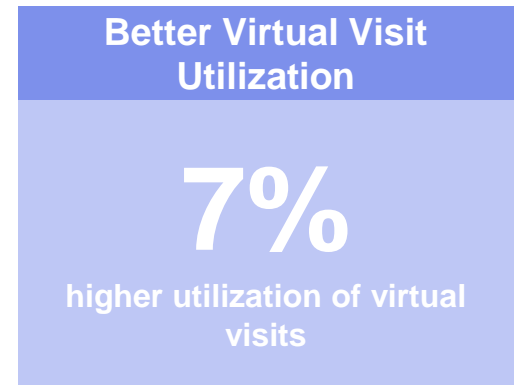
**8 pt increase in Diabetes Annual Creatinine Test**

**14 pt increase in Diabetic Hemoglobin A1C**

# UHC Onsite Nurse Liaison Engagement: 2018 Program Highlights

## Comparison of the Engaged to the Non- Engaged members

### The Engaged members have:

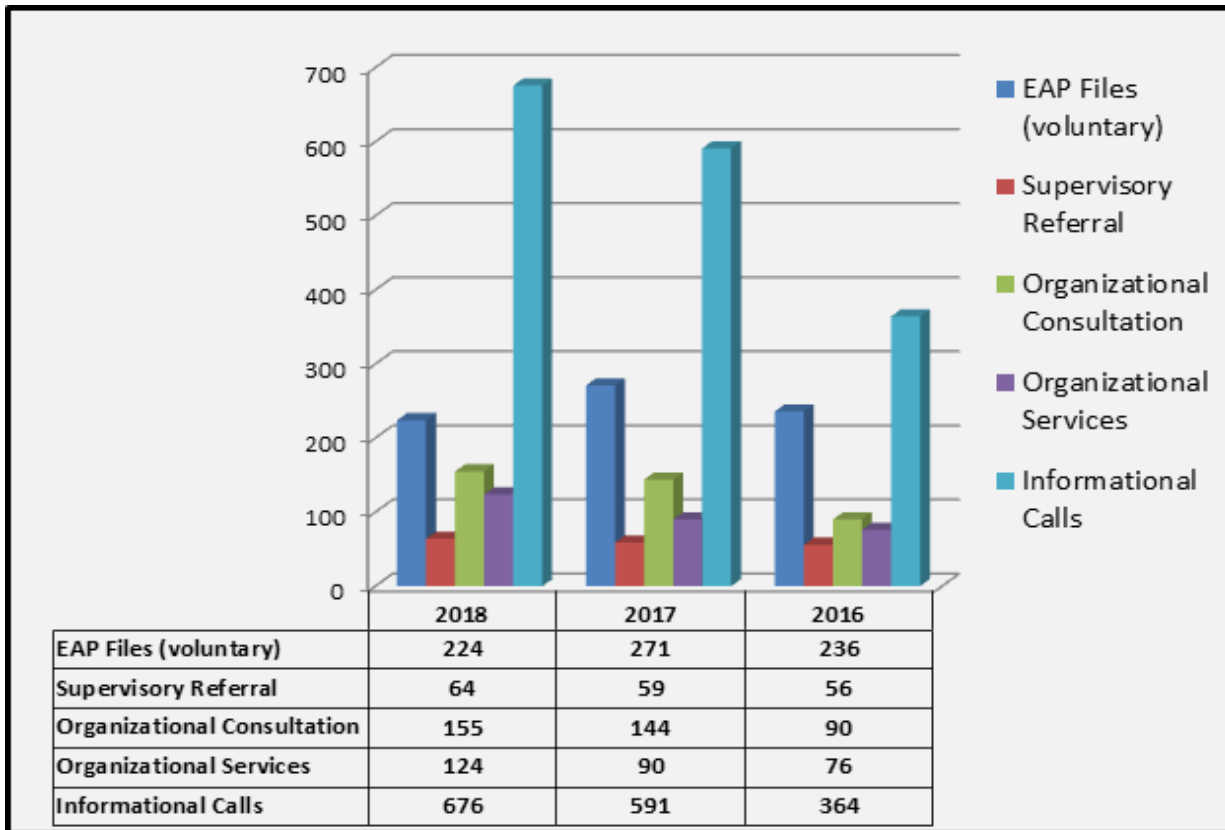


Engaged = At least one engagement with NL and continuously enrolled 2017-2018

Non-Engaged = No engagements with NL

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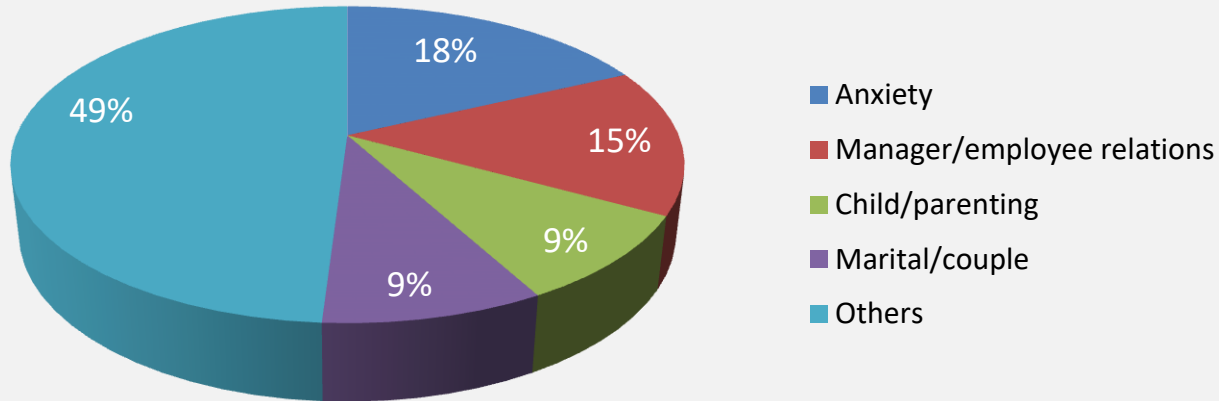
# City Employee Assistance Program (EAP)



The EAP is a confidential counseling, assessment and referral service for employees and their families when they help navigating resources for difficult situations that may be affecting their life. The EAP provides counseling, information/resources/referrals, education and presentations, support for critical/traumatic events, management consultations and department training.

# City Employee Assistance Program (EAP)

## 2018 Primary Presenting Problem



- 124 *Organizational Services* (workshops/presentations/Information & Education Sessions) totaling 2,401 employee encounters
- 97% of EAP Cases involved the employee as the primary client type (e.g. employee vs. spouse), 55% were male and 48% married
- 55% of EAP Cases and Supervisory Referrals were referred to *Outpatient*
  - 36% In-House EAP
  - 7% Community Resource
  - 2% Other
- How initiated services
  - 34% Prior Use
  - 20% In-service
  - 8% Internet
  - 7% Management Formal
  - 9% Union/Management Suggested
  - 22% Other






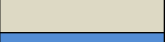


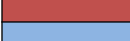



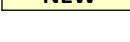



# City Financial Wellness Stats

2018	Financial Wellness Presentations	# of Attendees	One-on-One meetings
January	0	0	110
February	5	33	75
March	7	40	87
April	5	31	84
May	9	97	81
June	10	116	123
July	2	37	67
August	1	17	73
September	5	40	49
October	10	257	125
November	7	44	112
December	3	19	46
<b>Total</b>	<b>64</b>	<b>731</b>	<b>1,032</b>

# Program Recommendations - 2019

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
						WFH - Health Appraisal Process					
								WFH - 60 minute Tobacco Cessation Education			
WFH - Healthy Rewards											
								WFH - Onsite Flu Clinics			
WFH - Year-long Diabetes Prevention Program											
WFH - Journey to a Healthier You Program				WFH - Journey to a Healthier You Program				WFH - Journey to a Healthier You Program			
		WFH - Journey to a Healthier You 2 Program				WFH - Journey to a Healthier You 2 Program				WFH - Journey to a Healthier You 2 Program	
WFH - Seasonal Maintain, Don't Gain Programs						WFH - Seasonal Maintain, Don't Gain Programs				WFH - Seasonal Maintain, Don't Gain Programs	
WFH - Monthly Traveling Wellness Center											
UHC - Diabetes Management Program			UHC - Diabetes Management Program					UHC - Diabetes Management Program			
		UHC - Monthly Diabetes Prevention Support Group				UHC - Monthly Diabetes Prevention Support Group				UHC - Monthly Diabetes Prevention Support Group	
	Living Well with Chronic Conditions Program							Living Well with Chronic Conditions Program			
Mayor's Walk 100 Initiative											

- |  |   |  |   |
|--|---|--|---|
|    | WFH - Health Appraisal Process              |    | WFH - Fitness Classes                           |
|    | WFH - 60 minute Tobacco Cessation Education |    | WFH - Seasonal Maintain, Don't Gain Programs    |
|   | WFH - Healthy Rewards                       |   | WFH - Monthly Traveling Wellness Center         |
|  | WFH - Onsite Flu Clinics                    |  | UHC - Diabetes Management Program               |
|  | WFH - Year-long Diabetes Prevention Program |  | UHC - Monthly Diabetes Prevention Support Group |
|  | WFH - Journey to a Healthier You Program    |  | Living Well with Chronic Conditions Program     |
|  | WFH - Journey to a Healthier You 2 Program  |  | Mayor's Walk 100 Initiative                     |

\*Programs and dates are subject to change

# 2019 Wellness Program Goals

- Continue to increase engagement in the Health Appraisal and Healthy Rewards Program
- Engage more participants in telephonic and onsite coaching
- Identify and offer relevant programming for a multigenerational workforce
- Continue to partner with the City and vendor partners to strategically promote and communicate initiatives (example: decreasing ED visits)
- Incorporate technology for wellness programming with newly launched DER Social Media and text message reminder capabilities
- Continue to increase programming at offsite locations to maximize participant reach
- Improve integration of worksite health promotion efforts and safety initiatives to increase overall program engagement and effectiveness
- Wellness Champion training offered quarterly to accommodate various schedules
- Modify Wellness Center and Injury Prevention Clinic to ensure services and programs offered align with program goals
- Increase engagement of participants with Wellness Champion departmental programs

# Comprehensive Health and Wellness Programs & Services—10 Years!



Health Appraisal (Labs, Biometrics, Education Session)	Healthy Rewards Program (outcomes based)	Wellness Center and Traveling Wellness Center Sites, Blood Pressure Checks	Workplace Clinic	Injury Prevention Clinic/ PT Services
FastCare Clinic Services	Onsite Employee Assistance Program (EAP), Consultations, Training/Workshops	UHC Onsite Nurse Liaison/Employee Advocate	Diabetes Prevention Program	Diabetes Management Program
Journey to Healthier You Onsite Weight Management Program	Journey to Healthier You 2	UHC Real Appeal Online Weight Management Program	Onsite Group Fitness Classes	Year Round Coaching (in person or telephonic)
Year Round Access to Registered Dieticians	Onsite Flu Shot Clinics	Chronic Condition Management Program	Seasonal Maintain Don't Gain Weight Management Programs	Financial Wellness Coaching and Seminars
Year Round Education and Lunch 'N Learn Sessions	Tobacco Cessation Education	Diabetes Support Groups	Rewards for Volunteer Work and Blood Donations	Tailored Department Programming through Wellness Champions