

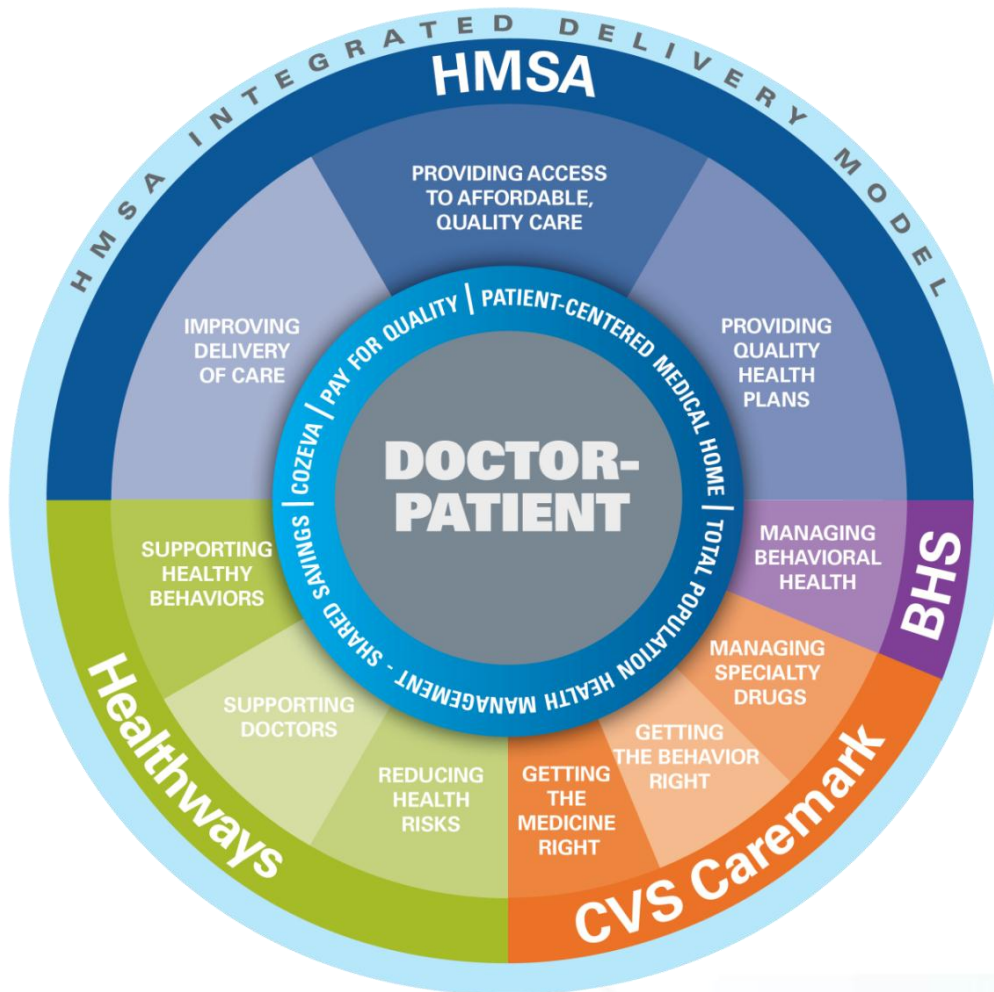
# Transition to Well-Being

Jeremy Martins, MPH, HMSA/Healthways  
Hawaii Physical Activity and Nutrition Summit  
May 24, 2013

# Session Overview

- HMSA Integrated Delivery Model
- Well-Being Solutions for HMSA Members and Employers
- Worksite Wellness Program Strategy

# HMSA Integrated Delivery Model



- Healthways founded in 1981
- Hawaii based operations since 2000
- 150 Hawaii based colleagues
- Focus on Total Population Well-Being
  - Care for those with chronic illness
  - Reduce health related risks
  - Keep healthy people healthy

# Total Population Health

## Health Care Continuum

Keep Healthy  
People Healthy

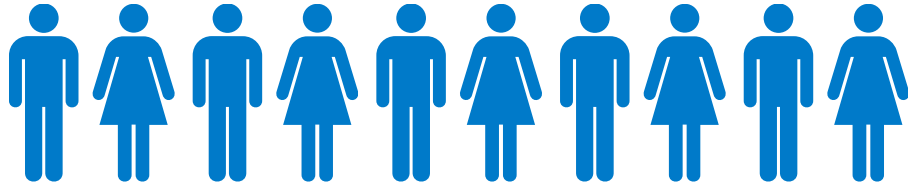
Reduce  
Health Risks

Optimize Care  
for Chronic  
Conditions

- Support for the patient-physician relationship
- Support for members with catastrophic care and case management needs
- Support to reduce gaps in care and high-risk factors
- Support to reduce lifestyle and “well-being” risks factors

# Total Population Approach

Appropriate Clinical Management for 100% of the Population



100%

- Well-Being Assessment
- Health Advisor Outreach Call
- Well-Being Plan
- Online Tools



50-60%

- Sustained Health Coaching for those with Lifestyle Risk Factors



15-20%

- Clinical Support for those with Gaps in Care and Hospitalization Risk

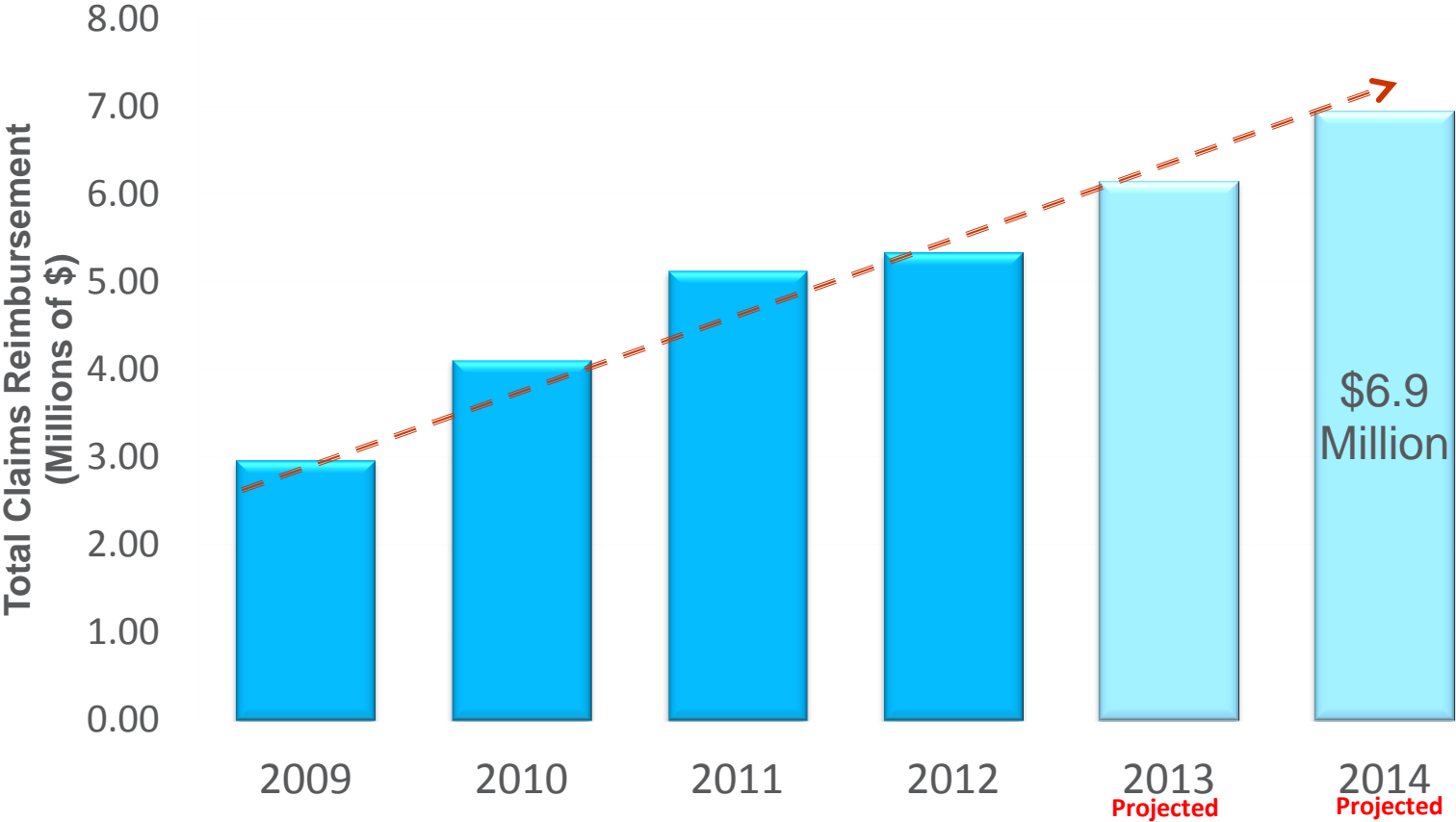
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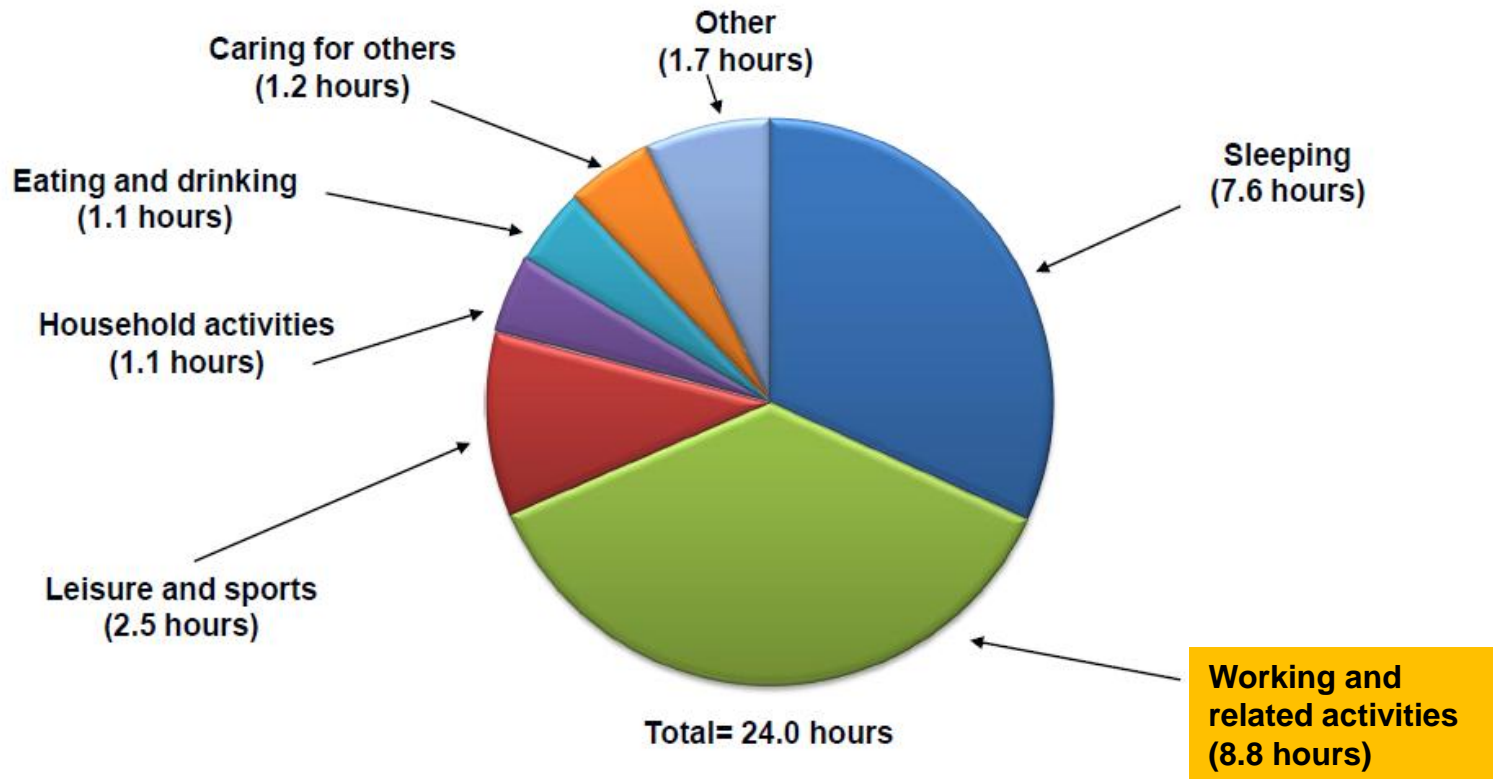
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# Company 1 - 950 Subscribers

## Health Care Cost



# Time Use of an Average Workday



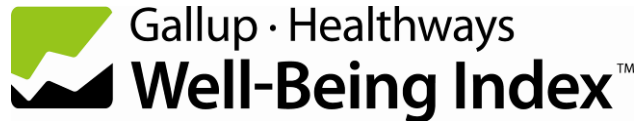
NOTE: Data include employed persons on days they worked, ages 25 to 54, who lived in households with children under 18. Data include non-holiday weekdays and are annual averages for 2011. Data include related travel for each activity.

SOURCE: Bureau of Labor Statistics, American Time Use Survey

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# A New Way to Measure Well-Being



- 25-year commitment, initiated January 2, 2008
- Telephonic-based for “community” survey
- 1,000 completed surveys per day - 7 days/week
- 1,400,000+ completed surveys
- Design support and oversight from leading behavioral economists, psychologists, and experts in psychometric survey design and statistical analysis

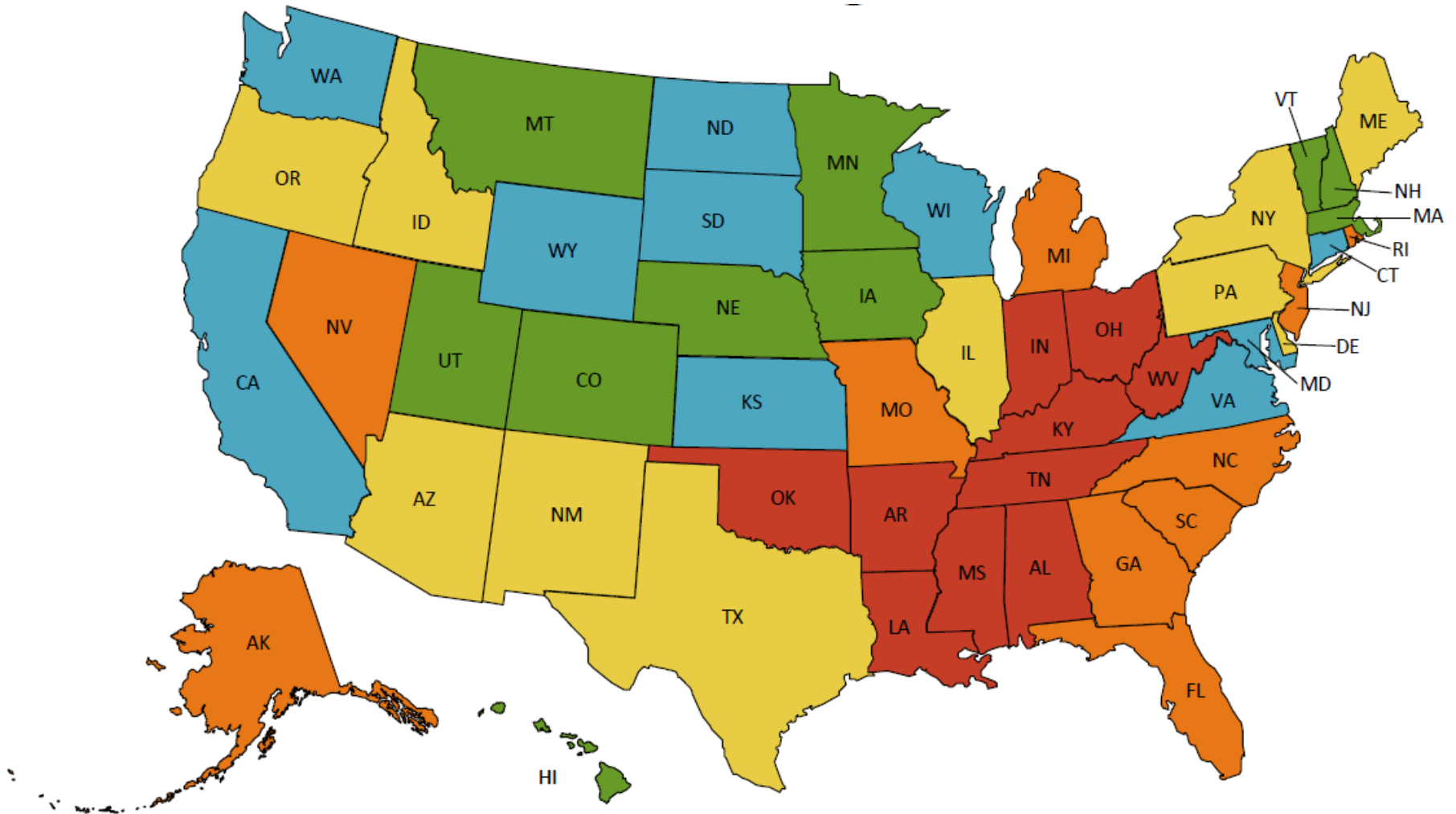
## Six Domains:

1. Life Evaluation
2. Emotional Health
3. Physical Health
4. Healthy Behavior
5. Work Environment
6. Basic Access



# Well-Being in the Nation

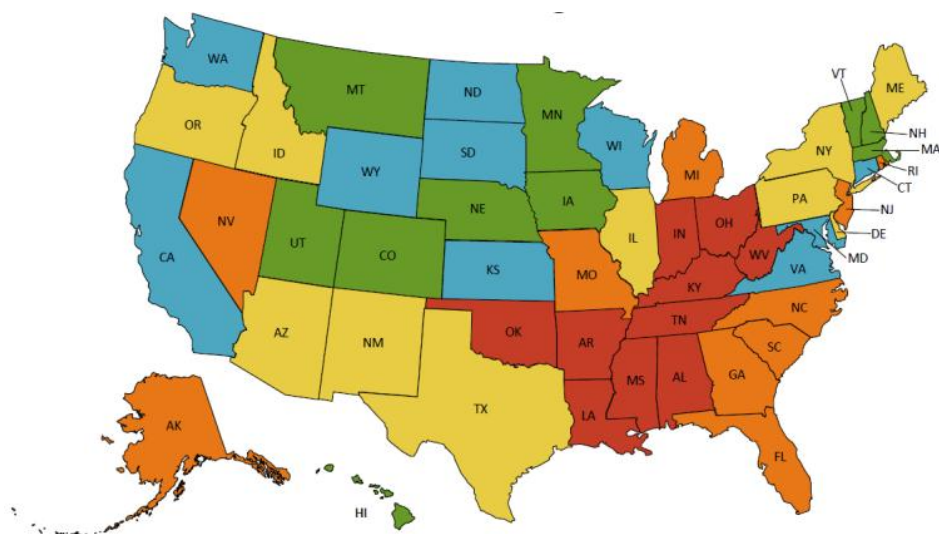
TOP QUINTILE 2ND QUINTILE 3rd QUINTILE 4TH QUINTILE 5TH QUINTILE



# Well-Being Index

	2010	2011	2012
<b>Well-Being Overall</b>	<b>71.0</b>	<b>70.2</b>	<b>71.1</b>
Life Evaluation	64.0	59.1	57.2
Emotional Health	84.1	83.8	83.6
Physical Health	80.4	79.2	79.2
Healthy Behavior	66.1	68.9	68.4
Work Environment	47.0	44.6	54.1
Basic Access	84.5	85.6	83.9

2010	2011	2012
1	1	1
1	2	1
1	1	1
1	4	2
5	1	2
32	44	1
8	4	14



# Well-Being Assessment Domains: Details

## Life Evaluation



Evaluation of present and anticipated life situation 5 years from now

- Evaluate current life by imagining themselves on a ladder with steps 1-10
- Evaluate where they expect to be on the ladder in 5 years
- Standard of Living satisfaction
- Economic conditions assessment

## Emotional Health



Composite of experiences: yesterday, from the morning until the end of the day

- Experience positive emotions (Smiling or laughter, learning or doing something interesting, being treated with respect, enjoyment, happiness)
- Experience negative emotions (Worry, sadness, anger, stress, physical pain, financial concerns)
- Diagnosed Depression + PHQ-2
- Support from friends and family
- Amount of social time / balance
- Drug use to sleep or relax
- Care-taking responsibilities

## Physical Health



History of disease and daily health experiences

- Disease burden and number of conditions
- Obesity
- Impact of conditions (Sick days in the past month, health problems that get in the way of normal activities)
- Recent acute illness (Daily colds, flu, headaches)
- Energy and Feeling well-rested
- Self-assessment of health
- Biometrics and labs

Based on the Cantrill Ladder Scale (Cantrill, 1966)

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# Well-Being Assessment Domains: Details

## Healthy Behavior



Life style habits with established relationships to health outcomes

- Do you smoke?
- Did you eat healthy yesterday?
- Fruits / vegetables
- Exercise
- Alcohol use
- Medication adherence
- Medical appointment adherence
- Preventative Care (screenings for cervical, breast and colon cancer)
- Flu shot
- Readiness to change assessment

## Work Environment



Job satisfaction and engagement

- Are you satisfied or dissatisfied with your job or the work you do?
- At work, do you get to use your strengths to do what you do best every day, or not?
- Does your supervisor at work treat you more like he or she is your boss or your partner?
- Does your supervisor always create an environment that is trusting and open, or not?

## Basic Access



Access to food, shelter, healthcare, and a safe and satisfying place to live

- Satisfaction with community and area as a place to live
- Basic necessities (Clean water, enough money for shelter and food)
- Affordable fruits and vegetables
- Access to health care resources (Afford prescriptions, visited a dentist regularly, have a doctor, have health insurance)
- Safe place to exercise and feel safe walking alone at night

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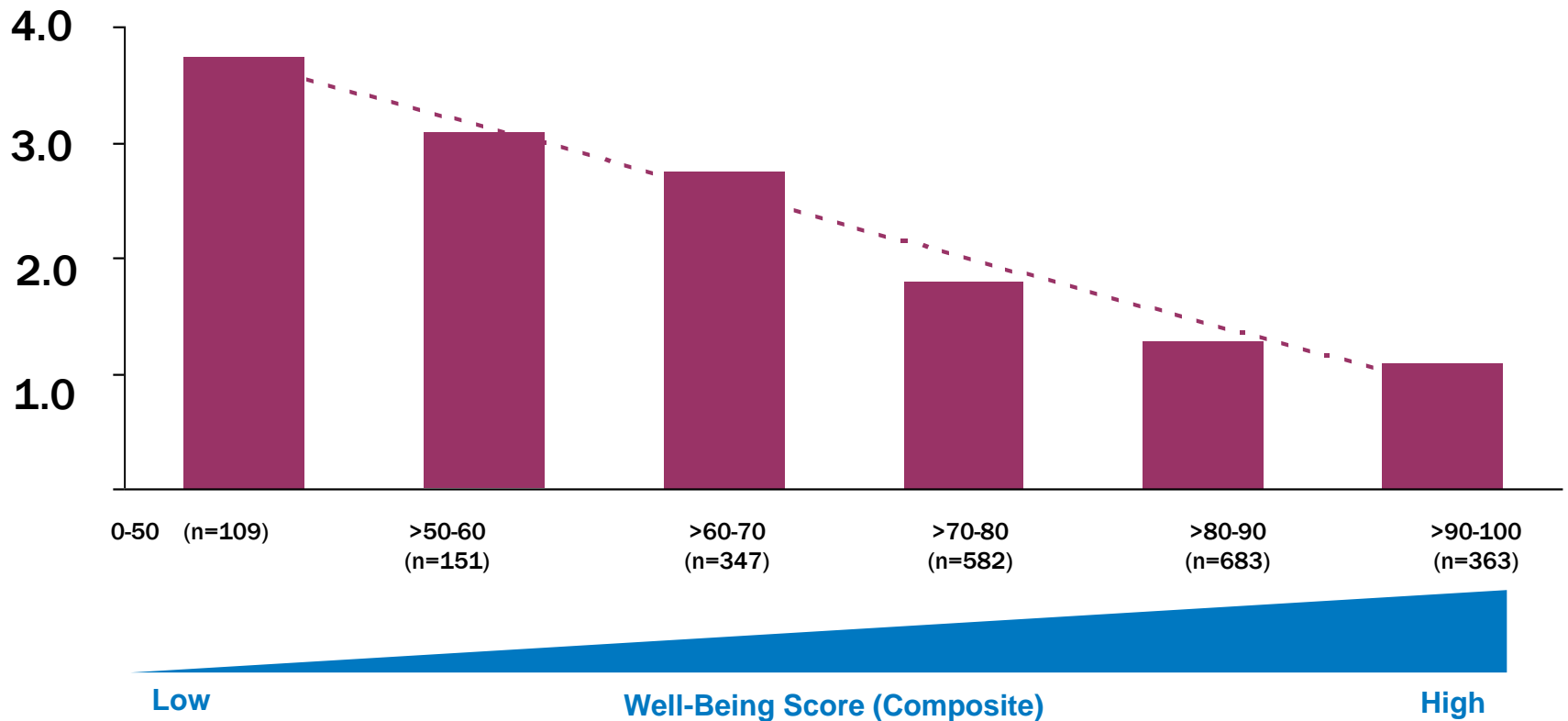


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# Well-Being Relationship to Total Medical Costs

ANNUAL MEDICAL AND RX CLAIMS COST | Low:High Well-Being = ~3.5x more cost

Annual Costs (Indexed)



Source: Wellmark Data, Healthways Center for Health Research Analysis (n=2,235)

# Member Services - HMSA Well-Being Connection


## Well-Being Connect

- Guided online experience that improves individual well-being through interactive tools, available through [hmsa.com](https://hmsa.com)
- Resources available to help members track their progress towards their goals and manage their health risks

## Well-Being Assessment™ (WBA)

- On-line assessment designed to help drive individual improvement using a personalized approach
- Assesses a person's physical, emotional, and social health; accessed through Well-Being Connect
- Upon completing the WBA, members can create a personalized, flexible action plan

# Step 1: Well-Being Assessment



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Hello Dave! 3 Message Center

My Account Help Log Out

Search  Go


Step 1

Assess Your Current Well-Being

Step 2

Your Well-Being Assessment Results


### Healthways Well-Being Assessment™



Labs & Biometrics

Completed


1



Life Evaluation

Completed


2



Emotional Health

Completed


3



Physical Health

Completed


4



Work Environment

Completed


5



Healthy Behavior

Completed


6



Basic Access

Completed


7



More About You

Completed


8



Productivity

Completed

9



Employment History

Completed

10

#### Body Measurements

Height \*

Feet  Inches

Weight \*  Pounds

Waist Size  Inches

#### Glucose Measurements

Fasting Glucose  mg/dL

#### Cholesterol Measurements

Total Cholesterol  mg/dL

HDL Cholesterol  mg/dL

LDL Cholesterol  mg/dL

Triglycerides  mg/dL


#### Blood Pressure Measurements

Systolic Blood Pressure (Upper Number)  mm Hg

Diastolic Blood Pressure (Lower Number)  mm Hg

Exit

Finish →



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Your Privacy & Security

This program is:

- Confidential
- Secure
- For Your Benefit

[Learn More](#)

Company Links



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Website Management

Organization Management













# Step 2: Your Results

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*Step 1* Assess Your Current Well-Being *Step 2* Your Well-Being Assessment Results

## Your Well-Being Assessment Results

 Basic Access 	 Emotional Health 	 Healthy Behavior 	 Life Evaluation 	 Physical Health 	 Work Environment 
--	--	--	---	---	---

**Legend: Your Lifestyle**

-  Helping Your Well-Being
-  Hurting Your Well-Being
-  No Impact on Well-Being

### How You're Doing

**Next: Continue on your path to Well-Being.**

Congratulations! You've completed your Assessment. Keep up the great work on your path to wellness. Remember you can always update your Well-Being Plan to include the things you most want to work on.

[Continue to Your Well-Being Plan](#)

### Summary of Results

These are your scores and results. You can see how you are doing in each area. View the full report for all the details. No matter what your results are, you deserve our congratulations! You're well on your way to better health and well-being.

[View Full Report](#)

[Download PDF](#)



# Step 3: Create Your Well-Being Plan

## Focus Your Efforts

Based on the information you've given us, we've suggested three Focus Areas, with one as your primary Focus Area. To change or re-prioritize your Focus Areas, just drag and drop them or use the Add and Remove buttons.

Note: You may find that some Focus Areas are not available to you. This could be because the information we have about you suggests this is not an area you need to focus on at this time. Also, selecting one area may prevent you from selecting another area. [Why were these areas recommended?](#)

### My Well-Being Plan

My Primary Focus Area

Use Recommended Plan [?](#)



Remove

My Connected Focus Areas



Remove

Make Primary



Remove

Make Primary

### Other Available Focus Areas



Add



Add



Add



Add



Add

← Previous

Next →

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# Your Well-Being Assessment Report...

- Snapshot of your well-being by area.
- Clearly identified challenges.
- Steps to action.
- Suggested preventive screenings.

### Your Score

**Understanding Your Results**

Now that you know how you scored in each of our six areas of well-being, here's your Physical Health Score, based on the stats listed below.

**How you scored:**

You're getting on track. You're facing some challenges, but you're also doing a lot of things right.

**Getting on Track**

Facing Challenges    Getting on Track    Living Right

### Your stats and target goals:

Condition	Your Stats	Target	
Body Mass Index(BMI)	24.0(BMI)	18.5-24.9(BMI)	More>
Waist Circumference	37"	Less than 35"	More>
Medical Conditions	4 Reported Conditions	Well Managed Conditions	More>
Depression	None	To Identify and Manage Effectively	
Blood Pressure	120/80	Less than 120/80	More>
Total Cholesterol	290	Less than 200	More>
Stress	Yes	Actively Manage Stress	More>
Tobacco Use	None	None	
Exercise	1-4 x/week	5-7 times/week	More>
Alcohol Use	2 drinks/week	Less than 6 drinks/week	

Steps you can take today  
Now that you know what your stats are in relation to your target goals, read on for actionable steps you can take.

Make a Difference in Your Well-Being Today

### Welcome - The 6 Areas of Well-Being

BRENDA, Thanks for participating in the Healthways Well-Being Assessment!

The assessment you took was designed to provide insight into six distinct areas of well-being. Each area is defined below along with your score for each. You will see that each area is either helping (green) hurting (red) or neutral/no current impact (blue). Next to each area are tips relative to your score that will help guide you in making positive lifestyle choices.

		TIPS:
<p><b>Life Evaluation</b> Evaluates your life today as well as five years from now.</p>	<p><b>Your score:</b></p> <p style="text-align: center;">Hurting your Well-Being</p>	<ul style="list-style-type: none"> <li>Take charge and be proactive about improving your quality of life. Don't rely on others to make changes for you.</li> <li>Make a list of goals. Then make a list of six action items that will help you achieve each goal. Take small steps every day. Keep a daily journal to keep track of your progress.</li> </ul>
<p><b>Emotional Health</b> Asks you to think about yesterday who you were with, what you did, and how you felt.</p>	<p><b>Your score:</b></p> <p style="text-align: center;">Helping your Well-Being</p>	<ul style="list-style-type: none"> <li>Stay connected and continue creating a healthy balance in your life and relationships.</li> <li>Maintain a positive outlook and keep on getting the rest your body and mind require.</li> </ul>
<p><b>Physical Health</b> Assesses your health conditions, health status, daily energy and health experiences.</p>	<p><b>Your score:</b></p> <p style="text-align: center;">Helping your Well-Being</p>	<ul style="list-style-type: none"> <li>Keep on eating a healthy diet, stay active, and continue to manage your stress appropriately.</li> <li>Continue taking an active role in your healthcare. Your partnership with your doctor will help you in maintaining a healthy lifestyle.</li> </ul>

Next 3 areas on the following page >>

To see your full results in each area, [click here](#)

### Preventive Screening Chart

Your Recommended Preventive Health Screenings

Be smart. Be proactive. As a reminder, having a family history of chronic illnesses, avoiding routine primary care, not performing self-exams, or not effectively managing chronic conditions puts you at a higher risk of serious illness. Make it a point to take medications as prescribed, see your doctor for annual check-ups, and schedule your recommended screenings through your healthcare provider.

**Preventive Health Screenings Schedule: Woman, Age 53**

Men and Women	Age 18- 29	Age 30- 39	Age 40- 49	Age 50+
Blood Pressure	2 years	2 years	2 years	2 years
Colonoscopy				10 Years
Cholesterol Test	5 years	5 years	5 years	5 years
Stool Blood Test				Yearly
Physical Exam	5 Years	1-5Years	1-5Years	1-5Years
Vision	2 Years	2 Years	2 Years	1-2 Years
Glaucoma Screening	3-5 Years	3-5 Years	3-5 Years	3-5 Years
Regular Dental Checkup	Yearly	Yearly	Yearly	Yearly
Diabetes	3 Years	3 Years	3 Years	3 Years
Flu Vaccine	Yearly	Yearly	Yearly	Yearly
Pneumonia **				
<b>MEN ONLY</b>				
Prostate Digital Rectal Exam			3 years	3 years
Testicular Self Exam	Monthly	Monthly	Monthly	Monthly
Ultrasound for Abdominal Aneurysm				One time age 65-75 who ever smoked
<b>WOMEN ONLY</b>				
Pap Test	3 Years	3 Years	3 Years	3 Years
Mammogram			1-2 Years	1-2 Years
Breast Self Exam	Monthly	Monthly	Monthly	Monthly
Clinical Breast Exam	3 years	3 years	1 year	1 year

\*\*For pneumonia vaccines, there are specific age-appropriate vaccine and administration schedules for people under 2 years old. Also, "at-risk" members age 2 to 64 should be vaccinated again. In addition, members over 65 should get another vaccination if the last dose was given before age 65 and more than 5 years has passed since it was administered.

The Preventive Health Screenings schedule is based on current guidelines from various expert resources.

- You may find that some screening frequencies are different than you remember. This is a result of continuing changes in health research that determine the most effective screening protocols.
- Please note that screening frequencies are based on individuals who undergo regular screenings and whose results are normal. If an individual has had a medical problem in the past, then screenings will likely need to be more frequent.
- Read the accompanying glossary to get more information about these guidelines and how they relate to you and your loved ones.
- Finally, talk to your healthcare provider for guidance about various screenings.

# Employer Aggregate Report

**DRAFT**

Well-Being Report

December 01, 2010 To January 31, 2011



- Annual report
- 36+ Page Report
- Insights, Executive Summary, Population Results, Well-Being Domains (including biometrics where applicable)



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# HMSA Well-Being Connection

## Member Services

- Well-Being Connect Website – [hmsa.com](http://hmsa.com)
- Healthways Well-Being Assessment
- Health Coaching
- Managing complex and 5 core disease conditions

## Employer/Group Services

- Onsite Biometric Screening
- Health Education workshops
- Health & Productivity Consulting

# Wellness Program Foundation: Five Pillars for A Culture of Well-Being

## Leadership

- Develop, adopt and communicate an organizational vision for well-being
- Designate a champion
- Providing incentives to employees for participation and outcomes

## Communication

- Identify ambassadors and influencers in your population
- Use multiple modalities
- Branding of the program or culture
- Communication of goals, incentives, and events
- Sharing timely updates

## Benefits & Policies

- HR policies and Benefits designed to encourage well-being
- Time during work to participate in well-being assessment and activities

## Physical Environment

- Promote healthy practices and empower employees to make healthy choices through the physical layout and worksite setting
- Remove barriers
- Assess all locations for consistency of culture

## Well-Being Solution

- Diverse programs to support and address well-being; include emotional, social, financial and physical health
- Define measures to affect
- Reporting

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# Program Design - Sample

<b>Year 1</b> [Participation Focused]	<b>Year 2</b> [Engagement Focused]	<b>Year 3</b> [Risk Reduction Focused]
Well-Being Assessment	All of Year 1, plus	All of Year 2, plus
Onsite Biometric Screening	Track employees that complete a Well-Being Plan	Track improved health metrics
Health Education	Track participation in wellness program	Track utilization of Health Coaching
Participation Incentives	Engagement Incentives	Risk Reduction Incentives
Aggregate Report	Aggregate Report	Aggregate Report

# Mahalo!

## Questions???