



AN INTEGRATED APPROACH: A BEHAVIORAL, BIOMETRIC, AND CULTURAL WELL-BEING PROGRAM

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IBI Forum

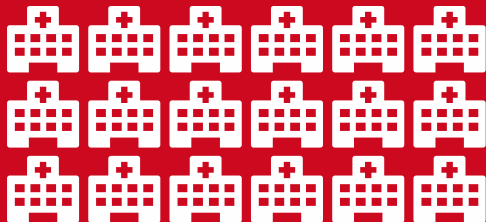
February 17, 2016

ABOUT TEXAS CHILDREN'S HOSPITAL

- *U.S. News & World Report #4* Best Children's Hospitals Honor Roll 2015-2016
- 11,500 employees
- **Mission:** To create a healthier future for children and women throughout our global community by leading in patient care, education and research.



ABOUT TEXAS CHILDREN'S



More than **5 million**
square feet among our facilities



1,300 physicians
11,500 employees



Nearly
3.5 million
patient encounters per year



70+ locations
throughout Houston
metropolitan area

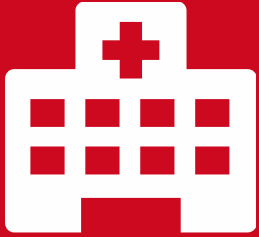


650+ beds at the
Main Campus,
the West Campus and
the Pavilion for Women



More than **75,000**
emergency visits per
year to our Level 1
Trauma Center at the medical center campus

EMPLOYEE HEALTH & WELLNESS OVERVIEW



Employee Medical Clinic & Employee Health Services

- Minor personal illness and injury
- Well Woman/Well Man exams
- Physical Therapy
- Chronic condition management
- Specialty care coordination
- Full time physician and Nurse Practitioner
- New hire screenings
- Annual TB and Flu campaigns
- Leave of Absence Management



Well-Being Programs

- Health coaching
- Nutritional counselling
- Weight Watchers subsidy
- Fitness Center discounts
- Wellness challenges
- On-site massage therapy
- Healthy cooking classes
- Educational events
- Total Well-Being platform (launching soon)



Employee Assistance Program

- Professional counselling services
- Grief counselling
- Employee Assistance Funds
- Stress Management Programs
- Tandem Support Team

WELL-BEING PILOT PROGRAM GOALS

- Implement a lifestyle-based health coaching pilot program focused on the three 2015 well-being priority areas:
 - Nutrition
 - Stress Management
 - Development of a health supporting infrastructure
- Positively impact biometric outcomes, knowledge, confidence, and perceived leader and peer support for well-being
- Assess the program's scalability for future use in the organization

HEALTH SUPPORTING INFRASTRUCTURE

“Your well-being strategy should resemble a quality pearl necklace. The difference with a quality pearl necklace is that it has knots between each pearl. That way if the strand gets weak and breaks only one pearl falls to the ground.

The programs are the pearls, the health supporting infrastructure are the knots holding each one (programs) together. Without tying the knots, your strategy will lack traction and fall apart at the first sign of weakness.”

-Judith Frampton



ABOUT THE PILOT POPULATION

64

participants

(representing 94% of
eligible population)

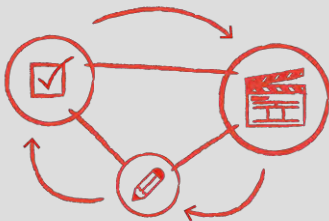
- Call center work environment
- Located approximately two miles from Main Texas Children's Campus
- 95% female population
- Average Age: 44
- Participant ethnicity:
 - 48% Black/African American
 - 31% Hispanic
 - 19% White
 - 2% Asian



WELL-BEING PILOT PROGRAM TIMELINE

[illegible]

PROGRAM COMPONENTS



Health Coaching

- Conducted six, monthly one on one 45 minute health coaching sessions with Licensed Professional Counsellor and Registered Health Coach
- Participant guided health coaching focus areas
- Health coaching conducted onsite during work hours
- 9 and 12 month health coaching follow ups



Group Education

- Conducted group education sessions on a variety of well-being topics including:
 - Achieving optimal well-being
 - Mindful eating
 - Stress Management
 - Macronutrients
 - Mutual accountability
- Group education conducted during existing monthly staff meetings

HEALTH COACHING FRAMEWORK

Phase 1

Intensive

- 3 health coaching sessions
- Goal setting
- Finding motivation
- Steps for success
- Skill & confidence building
- Identifying resources
- Garnering support

Phase 2

Support

- 3 health coaching sessions
- Identifying & overcoming barriers
- Self-actualization
- Effective accountability
- Long term goal setting

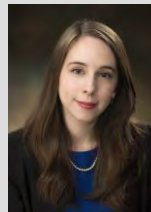
Phase 3

Maintenance

- 2 health coaching sessions (9mth/12mth)
- Evaluating progress
- Addressing setbacks
- Long term goal setting

Top 5 Participant Goals

1. Weight loss
2. Physical Activity: starting or increasing
3. Nutrition/Meal Planning/Portion Control
4. Stress Management
5. Sleep: increase amount or quality



Meet the Health Coach
Alexandra Alonso, LPC, LCDC, RHC

PARTICIPANT ENGAGEMENT

Healthy High Five Award

- To encourage each other to make healthy choices the CBO staff created “Healthy High Fives” a way to recognize co-workers for doing healthy behaviors
 - A healthy item was raffled off to the employee with the most Hi-Fives and one at random
-



Healthy Bulletin Board

- The CBO Wellness Ambassador's created a “healthy tip” board to coincide with monthly well-being topic (water intake, meal planning, recipe sharing etc.)
-

Motivational Monday Emails

- CBO leadership team sent weekly motivational and educational emails to all employees
- Messages coincided with monthly well-being topic





BURNING THE SHIPS

The CBO staff decided to get rid of the “*unhealthy*” food in the snack area and replace it with healthier options

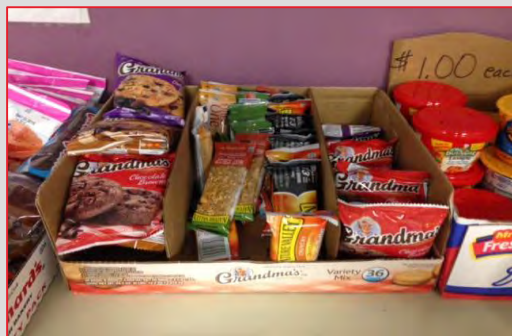




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EMPLOYEE HEALTH & WELLNESS

SNACK BAR BEFORE



SNACK BAR AFTER



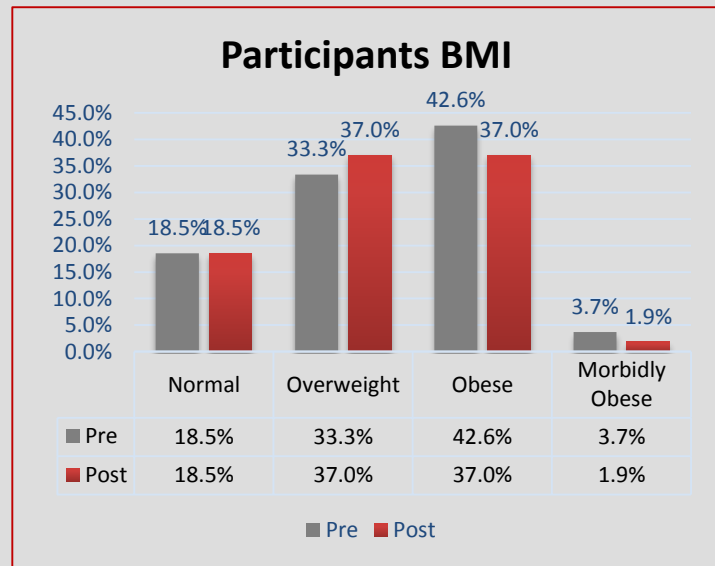
PARTICIPATION AND BIOMETRIC HIGHLIGHTS

Participation

- Achieved 94% penetration of CBO population
- Maintained 89% program retention
- 98% of participants stated they would recommend Health Coaching to another employee

Weight Loss

- Aggregate participant weight loss of 154 lbs.
- Participants with weight loss goals, lost 6lbs on average
- One participant lost 14% of their body weight
- Five participants shifted to a lower BMI category

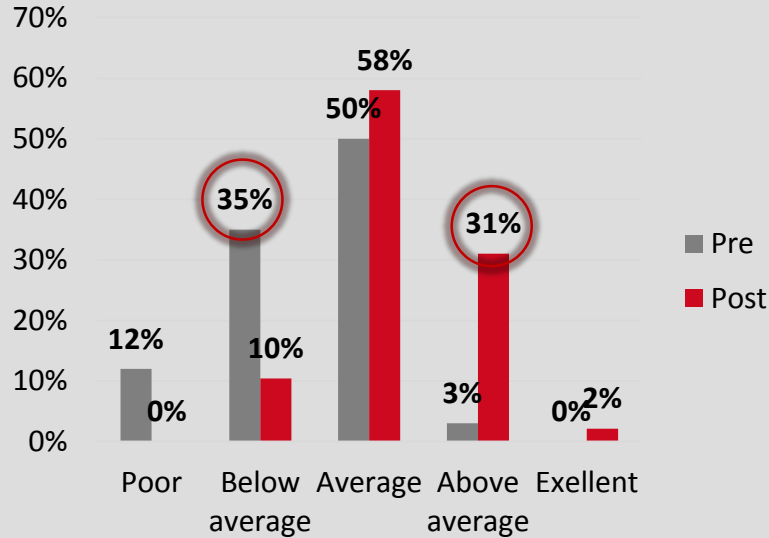


PARTICIPATION AND BIOMETRICS HIGHLIGHTS

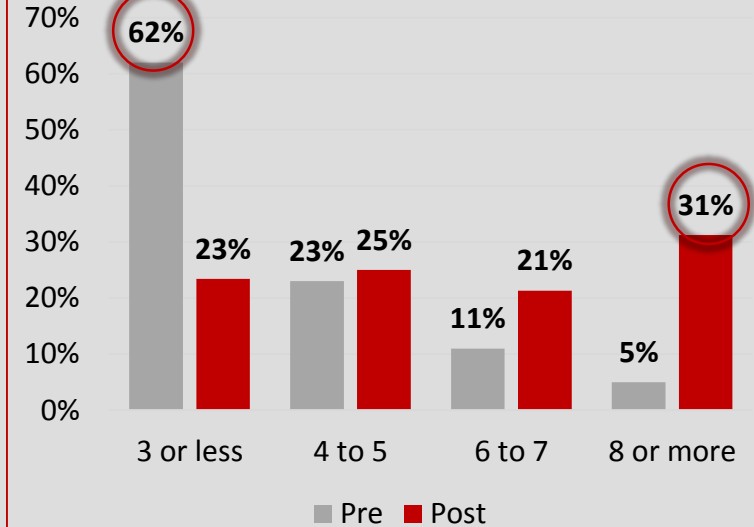
Measurement	Standard	% of Participants Outside of Normal Biometric Limits	Pre Avg. Biometric Result	Post Avg. Biometric Results	Change	% Change
BMI	18.5-24.9	76%	32	31	-1	-3%
Glucose	<100	15%	133	108	-24	-18%
Total Cholesterol	<200	31%	232	202	-30	-13%
HDL	>60	30%	41	38	-3	-7%
LDL	<130	22%	163	121	-42	-26%
Triglycerides	<150	28%	191	155	-36	-19%
Systolic	<129	35%	141	133	-8	-6%
Diastolic Blood Pressure	<84	19%	90	85	-5	-6%
Waist Circumference	<31.5	83%	44	43	-1	-2%

SELF REPORTED IMPROVEMENT

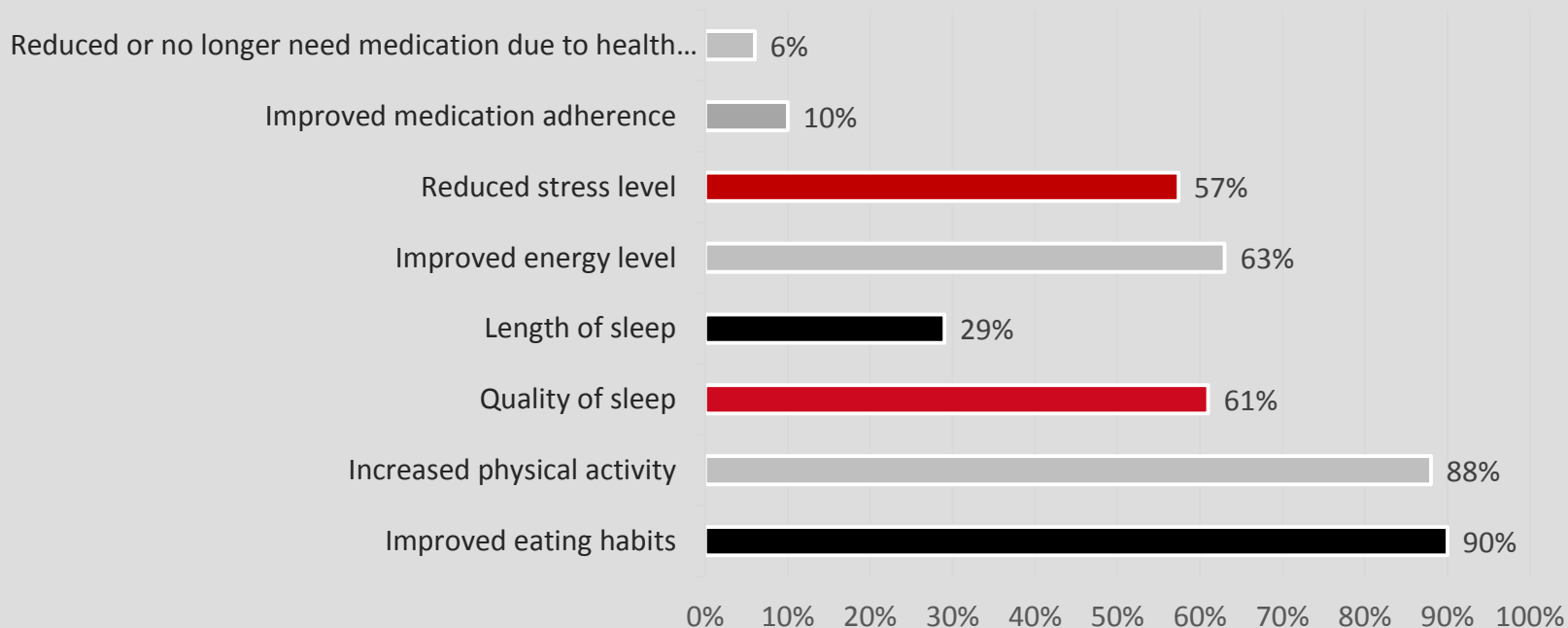
Perceived Eating Habits



Water Intake

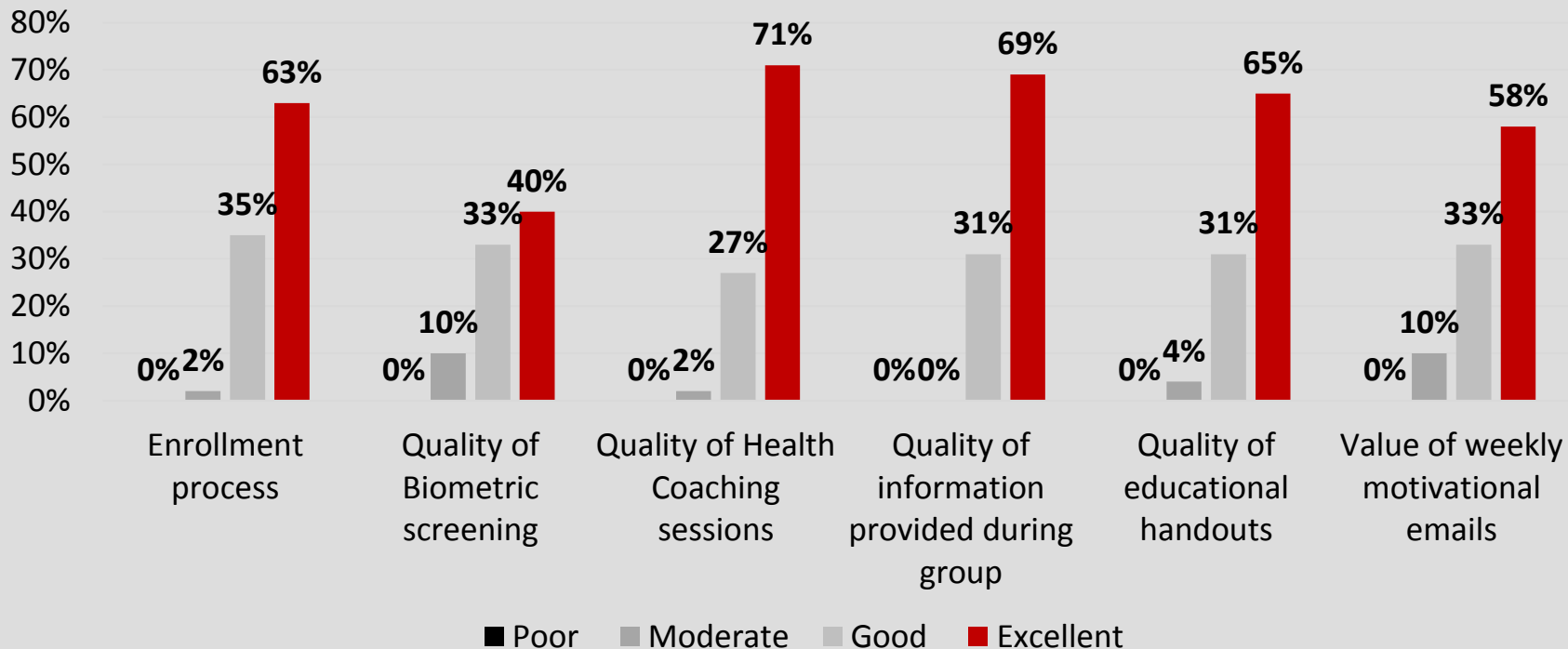


SELF-REPORTED IMPROVEMENTS



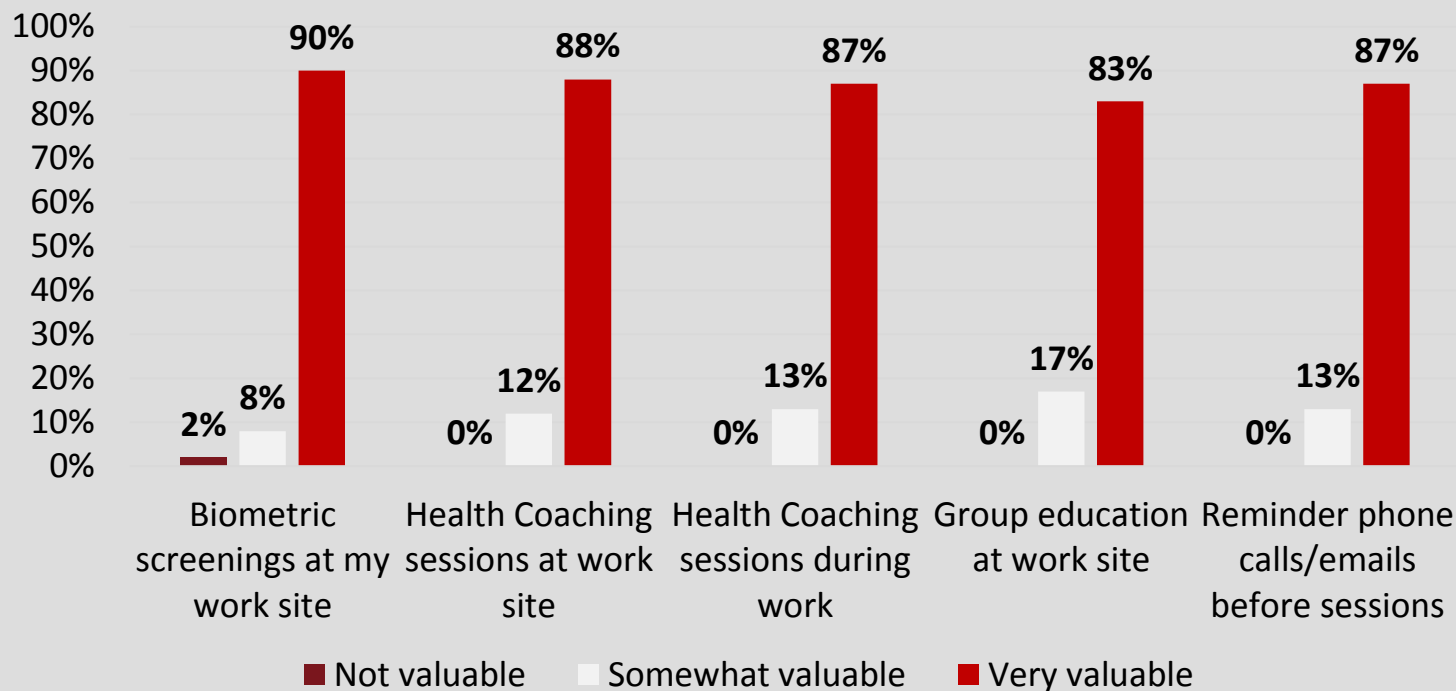


PARTICIPANT PROGRAM EVALUATION



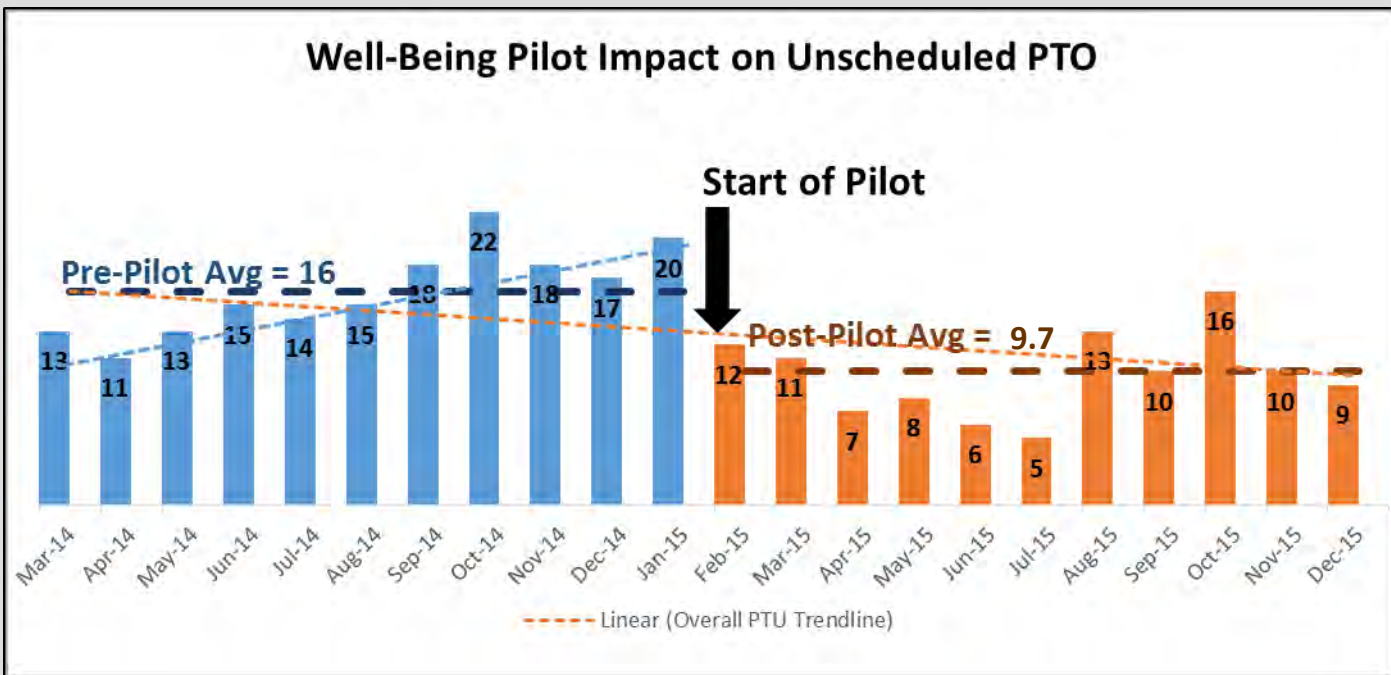
PARTICIPANT PROGRAM EVALUATION

Value participants placed on program elements





PARTICIPANT UNSCHEDULED TIME OFF



PARTICIPANT FEEDBACK

- *"My blood pressure has decreased significantly. To me, that was very important because my mom suffered a stroke from high blood pressure and is partially paralyzed."*
- *"I lost 3 sizes! lost over 10 inches!"*
- *"This program has motivated me and helped me figure out when I could make time to go out and take a walk or workout with my busy schedule after work."*
- *"I am a 100% label reader. I drink 96 oz. of water a day. I've learned what my body needs."*
- *"My husband has been making the same changes as me, and he has dropped two pant sizes!"*
- *"This program was excellent it motivated me to re-evaluate what is important to my quality of life. I learned that I possessed the power to make change."*
- *"I can't believe how lucky we are to have this offered...thank you Texas Children's"*
- *"This program is motivating for the mind, soul and physical well being!!!"*
- *"My coach was great. I liked the monthly comparisons of progress. It helped to have someone excited about my progress besides me."*



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EMPLOYEE HEALTH & WELLNESS

POST WELL-BEING PILOT PROGRAM CELEBRATION



CRITICAL SUCCESS FACTORS



Committed Leadership

encouragement,
involvement and
ongoing support



Achieving
Critical Mass
within a homogenous
population



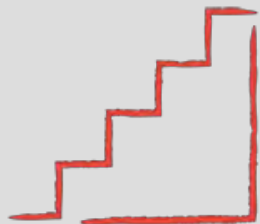
Wellness
Ambassadors
support employees and
onsite activities



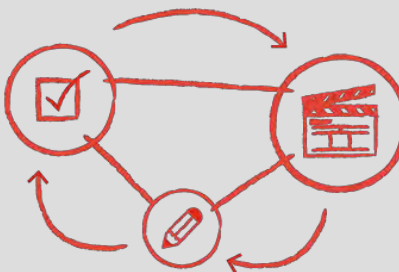
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EMPLOYEE HEALTH & WELLNESS

INTEGRAL PROGRAMMING FACTORS



Development of
**Health
Supporting
Infrastructure**



Health Coaching
to meet employees
personalized needs



Conducting
Biometrics
onsite during work
hours



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EMPLOYEE HEALTH & WELLNESS



THE FUTURE OF HEALTH COACHING AT TEXAS CHILDREN'S

- Personalized Health Coaching Sessions
- Nutrition consultations
- Live Well with Diabetes Program
- Healthy Heart Program
- Weight Management Program

Future Sustainability

- Emergency Center Health Coaching pilot learnings
- Health Coaching to be delivered at Employee Health and Wellness Center
- Open enrollment at any time
- Personalized health coaching program structure
- Provide condition specific structured programs
- Referred through Clinic Medical Providers or self-referred
- Consider high risk populations for future targeted programs

TOTAL WELL-BEING

» TOTAL WELL-BEING «



**ACCESS TO
TOTAL WELL-BEING**

New to Total Well-Being?

If you have not signed in before,
click below to activate your account.

Get started

Sign in

Sign in name or email

Password

☐

Remember me for 2 weeks

Sign in

[Trouble signing in?](#)

- Vendor Partner: Limeade
- Comprehensive Well-Being Assessment
- Hub for benefits and well-being resources and coaching programs
- Personal, sub population and organization-wide challenges
- Support for Wellness Ambassadors
- Incentives include branded items, gift cards, recognition, raffles of Fitbit Blaze Smart Watch

IGNITE YOUR LIFE COACHING

- **Lighten Up:** Take control of body weight and become your healthiest self.
- **Change Your Habits, Change Your Life:** Break down personal barriers to lifelong change by shifting habits and making lasting change.
- **Mission Nutrition:** Make positive changes for a nourishing lifestyle.
- **Live Empowered:** Learn to thrive in times of stress.
- **Mood & Food:** Understand your experiences with the foods you eat and how to embrace the desire to change.
- **Breathe Easy:** Become tobacco-free by reshaping your habits.



WIN-WIN PHILOSOPHY (DEE EDINGTON)

- Build belief and commitment within Texas Children's that employees are the organization's most valuable resource
- Recognize that everything that happens in the organization impacts the well-being of the organization and the people
- Build belief and commitment among employees that Texas Children's is the best possible place to work



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COMMENTS/QUESTIONS?