



Well-being Business Plan

Wellbeing Vision and Mission Statement

MAAC recognizes health and wellness as a key factor in the quality of life of both children and adults. We believe that an individual's overall health and wellness are largely influenced by multiple factors: personal, organizational or institutional, environmental and policy. Given the connection between the different levels of health determinants, MAAC promotes health and wellness by offering comprehensive health benefit programs to our employees and their dependents.

As part of MAAC's strategic plan, the agency has identified health gaps in the community and in our workforce that impact the overall health and wellness of San Diego County residents, including MAAC employees. Through thorough initiatives like this Well-being Plan, MAAC provides prevention and intervention strategies designed to:

- ✓ provide health lifestyle education and support to its employees
- ✓ assist them in leading healthier lifestyles
- ✓ increase engagement and productivity
- ✓ manage health care costs

MAAC strives to create a culture of wellness where commitment to the development of the whole person includes providing comprehensive programs that support and encourage good health and healthy lifestyle habits.

Program Goals

1. Inspire employees to lead healthier lifestyles by increasing participation in current wellness programs and services
2. Develop a framework for supporting a culture change to a focus on wellness
3. Control health care and absenteeism costs for MAAC and its employees
4. Engage employees in becoming better health care consumers while increasing workplace productivity
5. Improve retention through increased morale, enhanced teamwork, and providing a culture where employees enjoy their working environments

Eligibility

All active eligible employees (i.e. regular full-time, part-time employees) are able to participate in many of our wellness activities*.

*Certain exclusions apply

Tactics we will use to achieve the above goals

Goal 1: Inspire employees to lead healthier lifestyles by increased participation in current wellness programs

- ✓ Introduce new wellness initiatives to all employees
- ✓ Use web-based portal as a vehicle to post wellness information and resources
- ✓ Highlight current wellness programs offered to employees through a Wellness Champion Guide
- ✓ Partner with health care partners and community organizations to implement and execute a comprehensive communication plan segmented to the least engaged and at risk or high risk audiences which will increase participation and engagement

Goal 2: Develop a framework for supporting culture change to a focus on wellness

- ✓ Create a wellness committee with representatives within the agency and from local organizations such as *Live Well San Diego* and local health advisory committees
- ✓ Develop a communication campaign to announce wellness programs to all employees
- ✓ Define wellness to all employees, highlighting the benefits of increasing well-being in 5 core areas: career, social, community, physical and financial and highlight current wellness programs that exist to support these areas
- ✓ Determine potential changes to workplace food choices, meetings and celebrations
- ✓ Align this initiative with MAAC's strategic priorities

Goal 3: Control healthcare for MAAC and employees

- ✓ Conduct an analysis on the top conditions/issues by dollars and prevalence and then categorize solutions by time, cost and impact
- ✓ Partner within appropriate groups specific to policy changes that support engagement, work/life, flexibility, and stress management
- ✓ Conduct a productivity analysis by location in partnership with MAAC's leadership team
- ✓ Develop strategic wellness interventions to address cost drivers which may include new safety strategies

Goal 4: Engage employees in becoming better health care consumers and increasing workplace productivity

- ✓ Partner with appropriate teams on employee engagement initiatives
- ✓ Partner and develop plan with leadership on results related to work environment and its relationship to stress management and productivity
- ✓ Invite health care providers and health advisory committee members onsite to educate employees about available resources

Goal 5: Improve overall health and wellness of our population

- ✓ Increase communication and engagement in all current wellness programs
- ✓ Launch biometric assessments

5 Pillars of Well-being

As indicated in *Wellbeing: The Five Essential Elements*, (Rath and Harter (2010), New York, Gallup Press) there are five essential elements that shape our lives. The agency will explore options to help employees thrive in physical, social, financial, career and community wellbeing.

Physical: Having good health and enough energy to get things done on a daily basis

- Routine physical activity improves an individual's wellbeing and daily energy level
- Regular exercise helps individuals feel better and live longer

Social: Having strong relationships and love in your life

- Social well-being is strongly influenced by relationships and social connections

Financial: Effectively managing your economic life

- Experiential purchases produce a higher level of well-being than material purchases

Community: Sense of engagement you have with the area where you live

- Serving the community not only benefits society and improves community well-being but it also increases an individual's learning and interest level

Career: How you occupy your time or simply liking what you do every day

- With a thriving career well-being, individuals will have something to look forward to every day and increase the odds of having a thriving life overall

Data

According to the County of San Diego Health and Human Services Agency 2012 Health Assessment, five factors play an important role in the ability of individuals to be healthy, safe, and thriving.¹ These contributing factors, which influence the social determinants of health, include individual behaviors, biology and genetics, provision of health services, social factors, and policy implications.

The *Live Well San Diego, Building Better Health* strategy identified behaviors, like physical inactivity, poor diet, and smoking, that lead to the development of four diseases – cancer, heart disease, type 2 diabetes, and lung disease – which account for over 50% of deaths in San Diego County.² According to the California Department of Public Health, other factors, such as educational attainment, low-income, and neighborhood conditions, also influence health.

To engage employees living in North and South San Diego County regions, MAAC will enhance our wellness initiative with proven workplace interventions to reduce health problems from developing or escalating. Using the information collected from group healthcare providers, MAAC will identify key health priorities to focus on in its wellness plan. Based on this data, MAAC will implement focused strategies to address each priority, including:

1. **Weight Management:** Provide resources to help employees avoid weight gain and achieve healthy lifestyle habits with monthly challenges, tips and resources in weight management programs.
2. **Stress Management:** Develop surveys, quizzes and weekly activities to help employees manage their stress.
3. **Tobacco Cessation:** Provide tips, resources and extra support to help employees quit smoking.
4. **Healthy Eating:** Develop toolkits to encourage employees to eat well and improve their health.
5. **Physical Activity:** Provide employees resources and tips that promote routine exercise.
6. **Sleep Management:** Offer resources to help employees get on the path to better sleep habits.
7. **Healthy Meetings:** Boost productivity and employee energy by developing guides with ideas for integrating healthy habits into meetings.
8. **Mental Health Management:** Offer support programs to employees dealing with emotional and behavioral issues, such as depression, anxiety, alcohol and other chemical dependency.

¹County of San Diego, Health and Human Services Agency. *Live Well San Diego Community Health Improvement Plan*. June 2014.

²Death Statistical Master Files (CA DPH), County of San Diego, Health & Human Services Agency, Epidemiology & Immunization Services Branch; SANDAG, Current Population Estimates. October 2012.

Key Stakeholders

Leadership Team

- Senior leaders promote new wellness concept and discuss short and long term changes to MAAC culture
- Key leaders provide monthly articles about their wellness progress
- Wellness modeled personally at all organizational levels

Wellness Committee

- Marsh & McLennan Insurance representatives join the committee
- Kaiser Permanente's workforce health consultant provide guidance to committee
- MAAC committee members selected through a nomination process
- Committee members review Wellness Champion Guide to understand the their role and the components of MAAC's Well-being plan
- Committee members meet quarterly to discuss upcoming activities and events

The responsibilities of the Wellness Committee include:

- Solicit input and feedback from co-workers about wellness activities
- Review survey results and make recommendations for announcements and training
- Review evaluations from wellness events and consider feedback in planning future programs and events
- Help "spread the word" in promoting wellness activities and events, acting as a Wellness Champion
- Serve as a resource to answer general questions about wellness program events
- Attend appropriate wellness events to learn and network with other company representatives involved in wellness activities
- Participate in and assist with wellness programs and events

Potential 3 Year Outlook



Key Activities

- Leadership is aligned with the program vision
- Leadership makes agency-wide announcement
- Obtain line management support
- Develop the Wellness Champion team
- Communicate pillars of wellbeing

Key Activities

- Enhance workplace policies and guidelines
- Develop recognition program
- Wellness Champions established throughout all business lines
- Incorporate healthy food options in workplace

Key Activities

- Continue screenings and health improvement strategies
- Wellness vision fully implemented

2018 Wellness Calendar

1Q18 Events/Activities	Event Type	Target Date
Announce Wellness Program to EEs @ Impact Conference	Communication/Culture Building	1/8/18
Invite EEs to Healthy Lifestyle Workshop	Communication/Culture Building	1/8/18
Jan Health Topic “3 Ways to Up Your Fitness Game”	Communication/Culture Building Paycheck Stuffer	1/31/18
Distribute UCSD Live Well @ Work Newsletter	Email Communication/Culture Building	3rd Day of Each Month
Launch Healthy Lifestyle Workshop	Onsite Event SM Bldg. 165	1/23/18
Announce “Join the Heart Health Movement” Free Blood Pressure Screening	Email Communication/Culture Building	2/1/18
Feb Health Topic “Healthy Habits for a Happy Heart”	Communication/Culture Building Paycheck Stuffer	2/14/18
Mobile Farm Truck	Onsite Event SM Bldg. 800 Chula Vista Admin	Monthly beginning Feb
Preventing Obesity	Email Communication/Culture Building MediExcel Flyer	3/1/18
Zumba Class	Onsite Event SM Bldg. 800 Laurel Tree Center	Weekly beginning March
March Health Topic “3 Simple Ways to Eat Smarter”	Communication/Culture Building Paycheck Stuffer	3/14/18
Distribute Altitude Newsletter	Communication/Culture Building	Monthly

2Q18 Events/ Activities	Event Type	Target Date
April Health Topic “Simple Tips for a Less Stressed Life”	Communication/Culture Building Paycheck Stuffer	4/11/18
How to Manage Stress to Remain Healthy	Onsite Lunch & Learn KP Physician Ambassador	Early April
Financial Wellness 101	Onsite Lunch & Learn Forest	Late April
May Health Topic “Healthy Mind, Body & Spirit”	Communication/Culture Building Paycheck Stuffer	5/9/18
Distribute UCSD Live Well @ Work Newsletter	Email Communication/Culture Building	3rd Day of Each Month
Healthy Lifestyle Workshop	Onsite Event SM Bldg. 165 TR	Weekly
Free Dental Screenings	Onsite Event - VCC Mobile Clinic SM Bldg. 800	Mid May
June Health Topic “Get Healthy, Guys”	Communication/Culture Building Paycheck Stuffer	6/6/18
Mobile Farm Truck	Onsite Event SM Bldg. 800 Chula Vista	Monthly
Zumba Class	Onsite Event SM Bldg. 165 Laurel Tree Center	Weekly
Distribute Altitude Newsletter	Communication/Culture Building	Monthly

3Q18 Events/Activities	Event Type	Target Date
July Health Topic “Love the Sun Safely”	Communication/Culture Building Paycheck Stuffer	7/18/18
Yoga/Pilates Class	Onsite Event Chula Vista Admin	Weekly beginning July
Install Treadmill Desk	Fitness Activity SM Bldg. 800	Early July
August Health Topic “Healthy Weight, Happy Body”	Communication/Culture Building Paycheck Stuffer	8/15/18
Mobile Farm Truck	Onsite Event SM Bldg. 800 Chula Vista	Monthly
Zumba Class	Onsite Event SM Bldg. 800 Laurel Tree Center	Weekly
Sept Health Topic “3 Ways to Fend Off the Flu”	Communication/Culture Building Paycheck Stuffer	9/12/18
Distribute UCSD Live Well @ Work Newsletter	Email Communication/Culture Building	3rd Day of Each Month
Healthy Lifestyle Workshop	Onsite Event SM Bldg. 165	Weekly
Health Fair	Onsite Event - KP Mobile Clinic North County & South County	September
Wellness 101 Workshop & Cooking Demo	Onsite Event @ Health Fair	September
Power of Healthy Eating	Onsite Event @ Health Fair KP Physician Ambassador	September
Distribute Altitude Newsletter	Communication/Culture Building	Monthly

4Q18 Events/Activities	Event Type	Target Date
October Health Topic “Healthy Habits for Women”	Communication/Culture Building Paycheck Stuffer	10/10/18
Mobile Farm Truck	Onsite Event SM Bldg. 800 Chula Vista	Monthly
Zumba Class	Onsite Event SM Bldg. 800 Laurel Tree Center	Weekly
Flu Shot Clinic	Onsite Event SM Bldg. 800	October
Breast & Cervical Cancer Prevention Awareness	Email Communication/Culture Building KP & MediExcel Flyer	10/1/18
November Health Topic “Healthy Tips to Help Prevent Diabetes”	Communication/Culture Building Paycheck Stuffer	11/7/18
Install Treadmill Desk Chula Vista Admin Bldg.	Fitness Activity	November
Yoga/Pilates Class	Onsite Event Chula Vista Admin	Weekly
Symptoms of Diabetes	Email Communication/Culture Building MediExcel Flyer	11/1/18
Announce Great American Smokeout Campaign	Email Communication/Culture Building American Cancer Society Flyer	11/9/18
Smoking Cessation ¿Sabias que?	Email Communication/Culture Building MediExcel Flyer	11/9/18
December Health Topic “3 Habits That Can Help You Feel Your Best”	Communication/Culture Building Paycheck Stuffer	12/5/18
Distribute Altitude Newsletter	Communication/Culture Building	Monthly
Distribute UCSD Live Well @ Work Newsletter	Email Communication/Culture Building	3rd Day of Each Month

Evaluation

Various evaluation methodologies will be used to measure the success of the wellness program. Consider objective, subjective, cost analysis and organizational culture as potential areas of evaluation.

Evaluation Type	Who/How	When
Participant Evaluation of Worksite Activity	Wellness Champions	Each Event
Biometric Screening Results	Health Care Providers	Annually
KP Prevention & Lifestyle Risk Report	Health Care Providers	Annually
KP Member Activity Report	Health Care Providers	Annually
Environmental Audit	Wellness Committee	Annually
Aggregate Data Report	MMA	Annually
Employee Satisfaction Survey	Wellness Champions	Semi-annual

Budget

2017

Activity/Event	Anticipated Costs
Biometric Assessment	\$1,300
Planning, Marketing/Communication Materials	\$200
Flu Shot Clinic	\$1,750
Total	\$3,250

2018

Activity/Event	Anticipated Costs
Mobile Health Vehicle Screenings	\$3,000
EAP Work/Life Guest Speakers	TBD
Zumba Instructors	TBD
On-site Farmer's Market (Fruit Guys)	\$1,500
KP Gift Card Incentive Rewards	\$1,000
Healthy Vending Machines	TBD
Flu Shot Clinic	\$1,800
KP Positive Choice Incentives	TBD
Treadmill Desks	\$2,000
Lunch & Learn Events	TBD
KP Brand Store Incentive Rewards	\$1,000
Wellness Books	\$200
Items for Cooking Demonstrations	\$250