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# **Healthways: Well-Being Improvement One Person at a Time**

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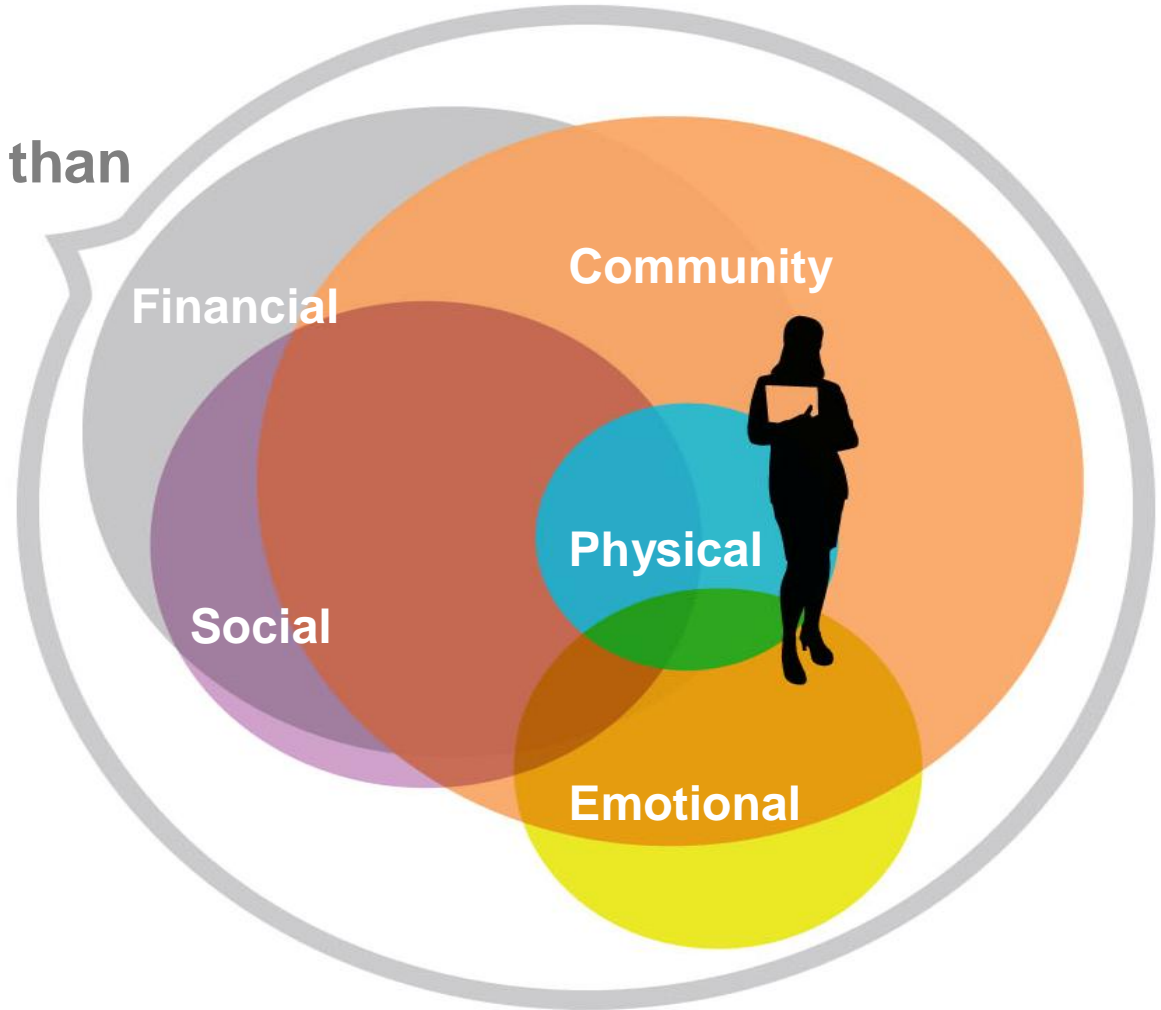
**Rhode Island Business Group on Health**

**September 16, 2010**

# The Business We're In



Well-Being is bigger than  
Health Management

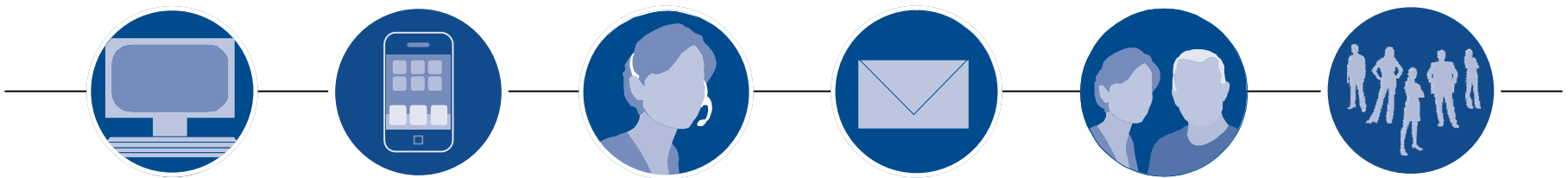


**Individuals - Experts - Environments - Relationships**

# Moving from Point **A** to Point **B**



- Help Keep Healthy People Healthy
- Reduce or Eliminate Risk from Lifestyle Behavior Choices
- Optimize Care for those with Chronic Disease or Condition



# Well-Being Defined



# WHO

## PREAMBLE TO THE CONSTITUTION

The STATES parties to this Constitution declare, in conformity with the Charter of the United Nations, that the following principles are basic to the happiness, harmonious relations and security of all peoples:

Health is a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity.

The enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without distinction of race, religion, political belief, economic or social condition.

The health of all peoples is fundamental to the attainment of peace and security and is dependent upon the fullest cooperation of individuals and States.

The achievement of any State in the promotion and protection of health is of value to all.

Unequal development in different countries in the promotion of health and control of disease, especially communicable disease, is a common danger.

Healthy development of the child is of basic importance; the ability to live harmoniously in a changing total environment is essential to such development.

The extension to all peoples of the benefits of medical, psychological, and related knowledge is essential to the fullest attainment of health.

Informed opinion and active cooperation on the part of the public are of the utmost importance in the improvement of the health of the people.

Governments have a responsibility for the health of their peoples which can be fulfilled only by the provisions of adequate health and social measures.

ACCEPTING THESE PRINCIPLES, and for the purpose of cooperation among themselves and with others to promote and protect the health of all peoples, the contracting parties agree to the present Constitution and hereby establish the World Health Organization as a specialized agency within the terms of Article 57 of the Charter of the United Nations.

“Health is a state of complete physical, mental and social **well-being** and not merely the absence of disease or infirmity.”

*-Preamble to the Constitution of the World Health Organization as adopted by the International Health Conference, New York, 19-22 June, 1946*

# The Gallup-Healthways Well-Being Index



- 25-year commitment, initiated January 2, 2008
- Telephonic-based for “community” survey
- 1,000 completed surveys per day/7 days/week
- 875,000+ completed surveys to date
  - For results based on this sample of respondents, the maximum 95% margin of sampling error is  $\pm 0.3$  percentage points
- Science-based design, support and oversight:
  - Behavioral economists
  - Psychologists
  - Experts in psychometric statistical analysis
- Largest and most comprehensive well-being survey of its kind

## Six Domains:

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

# Six Domains of Well-Being (I)

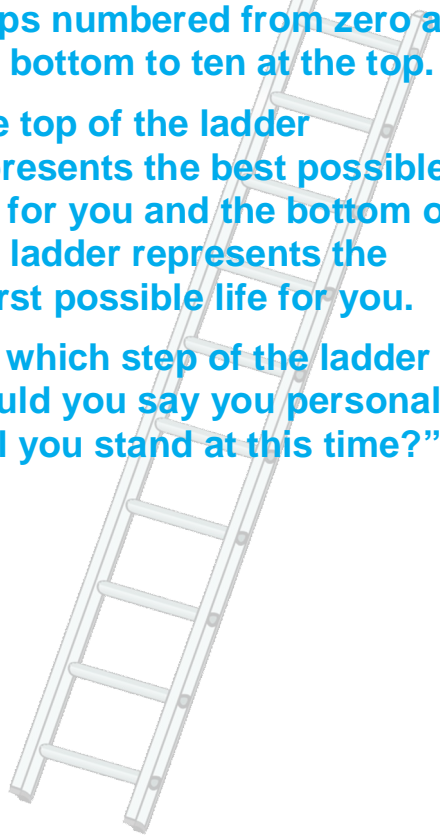


## 1. Life Evaluation

“Please imagine a ladder with steps numbered from zero at the bottom to ten at the top.

The top of the ladder represents the best possible life for you and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time?”



## 2. Emotional Health

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

- Smiling or laughter
- Learning or doing something interesting
- Being treated with respect
- Enjoyment
- Happiness
- Worry
- Sadness
- Anger
- Stress
- Diagnosed Depression

## 3. Physical Health

History of disease and daily health experiences

- Sick days in the past month
- Disease Burden
- Health problems that get in the way of normal activities
- Obesity
- Feeling well-rested
- Daily energy
- Daily Colds
- Daily Flu
- Daily headaches

# Six Domains of Well-Being (II)



## 4. Healthy Behavior

### Life style habits with established relationships to health outcomes

- Do you smoke?
- Did you eat healthy yesterday?
- Fruits-vegetables
- Exercise

## 5. 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?

## 6. 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
- Clean water
- Medicine
- Safe place to exercise
- Affordable fruits and vegetables
- Feel safe walking alone at night
- Enough money for food
- Enough money for shelter
- Enough money for healthcare
- Visited a dentist recently
- Have a doctor
- Have health insurance



# Well-Being in Rhode Island



	Result		Rank	
	2008	2009	2008	2009
<b>Well-Being Overall</b>	64.6	<b>64.2</b>	37	<b>40</b>
Life Evaluation	36.7	42.1	40	<b>42</b>
Emotional Health	76.6	76.8	48	<b>47</b>
Physical Health	76.2	75.0	34	<b>42</b>
Healthy Behavior	65.3	62.6	11	<b>27</b>
Work Environment	47.9	45.2	46	<b>46</b>
Basic Access	85.2	83.6	12	<b>17</b>

● Top Quintile   
 ● 2nd Quintile   
 ● 3rd Quintile   
 ● 4th Quintile   
 ● Bottom Quintile

# Well-Being in Rhode Island Congressional Districts

## Congressional District #1

- Cities: Providence (partial), Newport, East Providence
- Counties: Newport, Bristol, Providence (partial)



## Congressional District #2

- Cities: Providence (partial), West Warwick, Warwick
- Counties: Washington, Kent, Providence (partial)

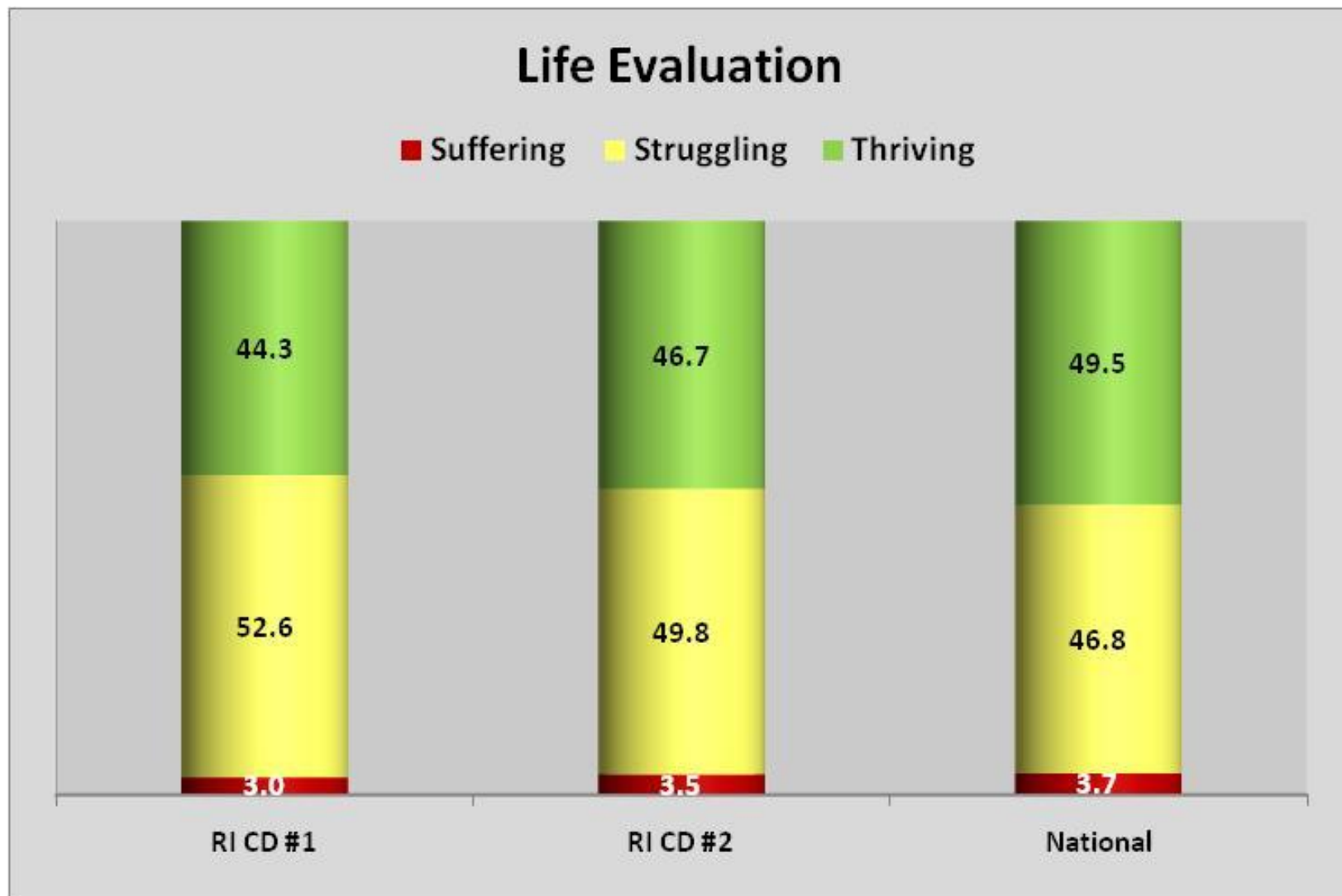
		RI-01	RI-02	STATE
<b>Overall Rank</b>	2009	<b>308</b>	<b>294</b>	<b>40</b>
	2008	308	215	37
Life Evaluation	2009	<b>343</b>	<b>293</b>	<b>42</b>
	2008	366	274	40
Emotional Health	2009	<b>283</b>	<b>378</b>	<b>47</b>
	2008	373	378	48
Physical Health	2009	<b>302</b>	<b>304</b>	<b>42</b>
	2008	317	215	34
Healthy Behavior	2009	<b>209</b>	<b>193</b>	<b>27</b>
	2008	135	57	11
Work Environment	2009	<b>312</b>	<b>331</b>	<b>46</b>
	2008	330	305	46
Basic Access	2009	<b>174</b>	<b>136</b>	<b>17</b>
	2008	135	133	12

\*\*\*Rankings out of 435 Congressional Districts



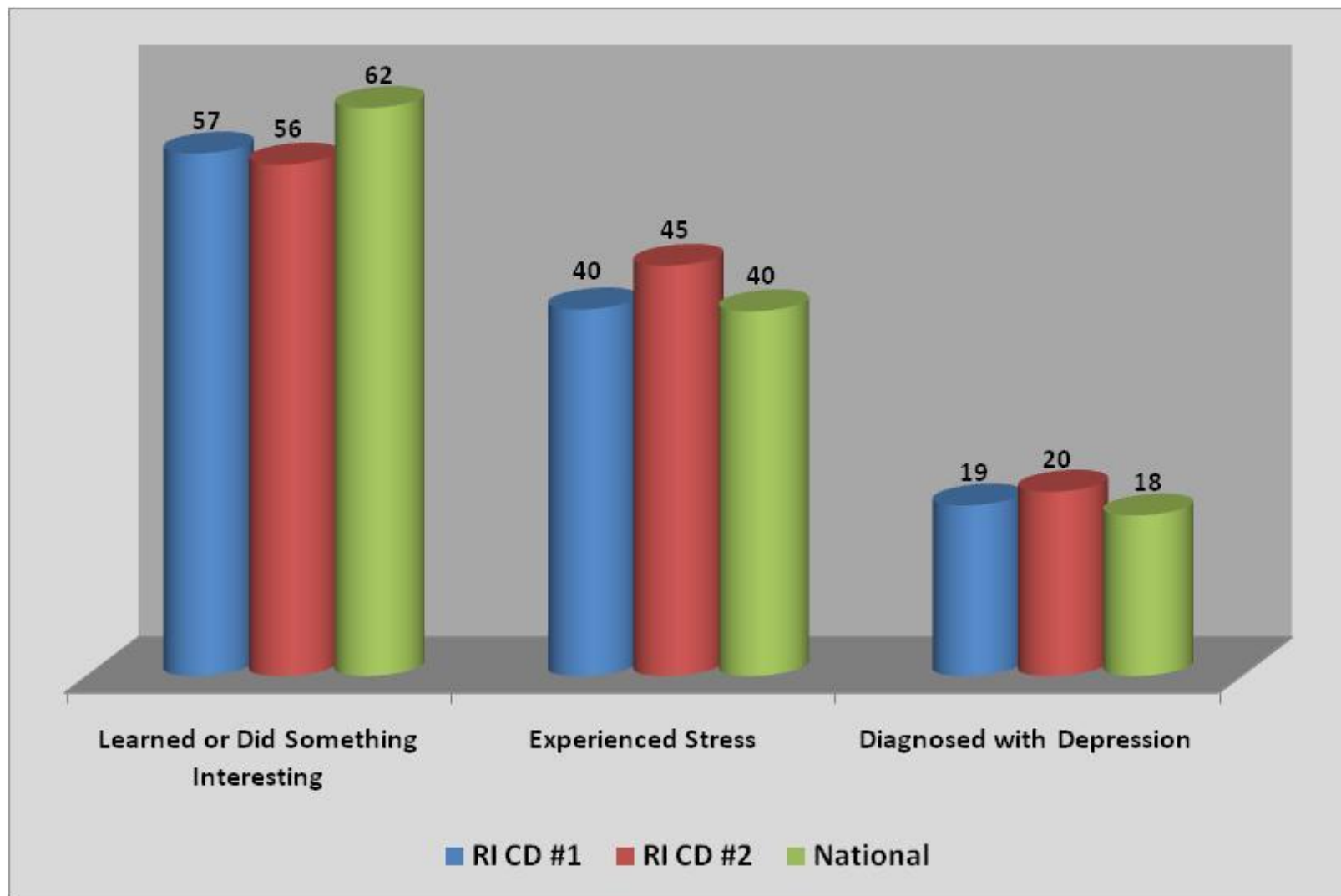
# Life Evaluation

Rhode Island Congressional Districts vs. Nation



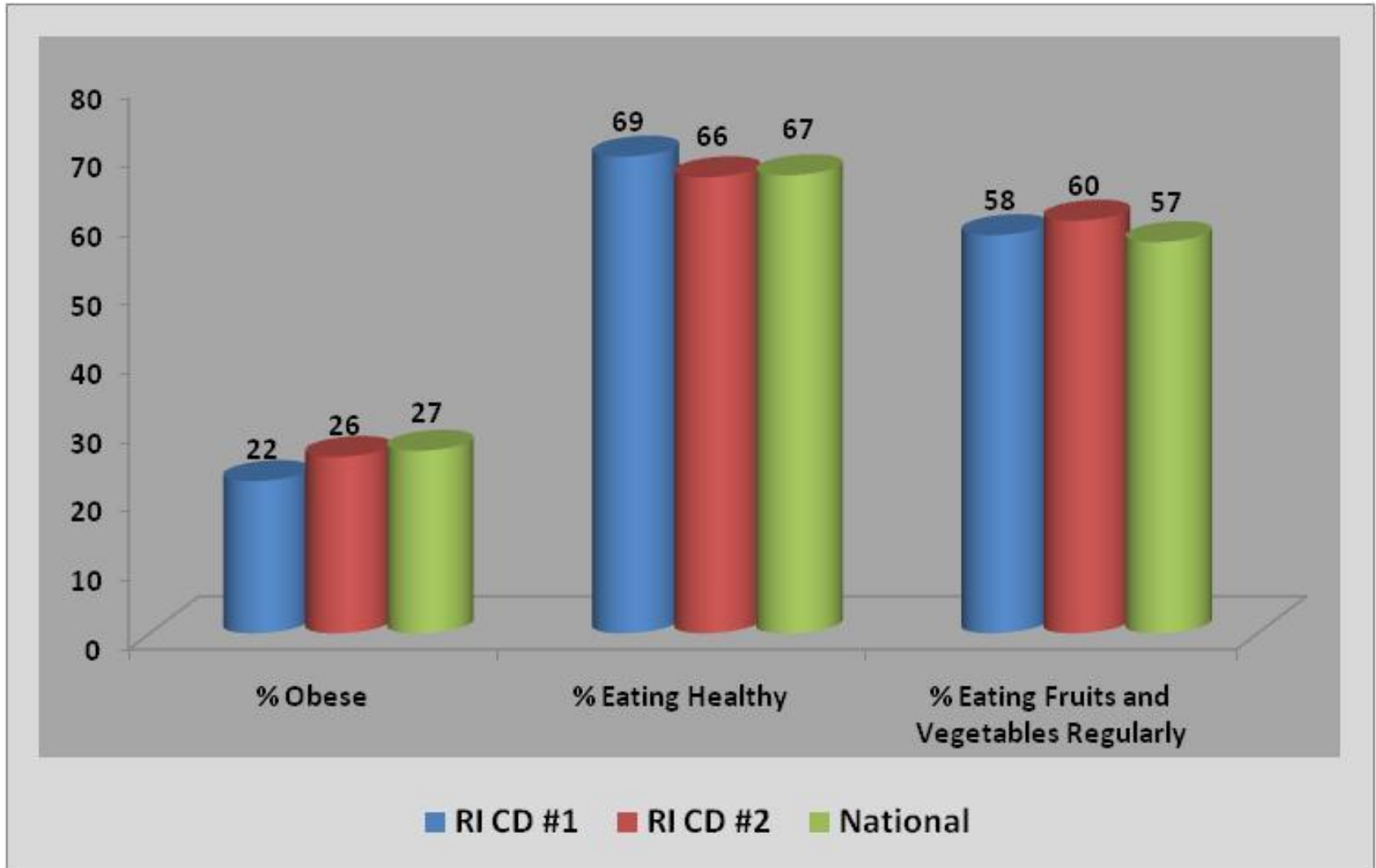
# Emotional Health Disparities

## Rhode Island Congressional Districts vs. Nation



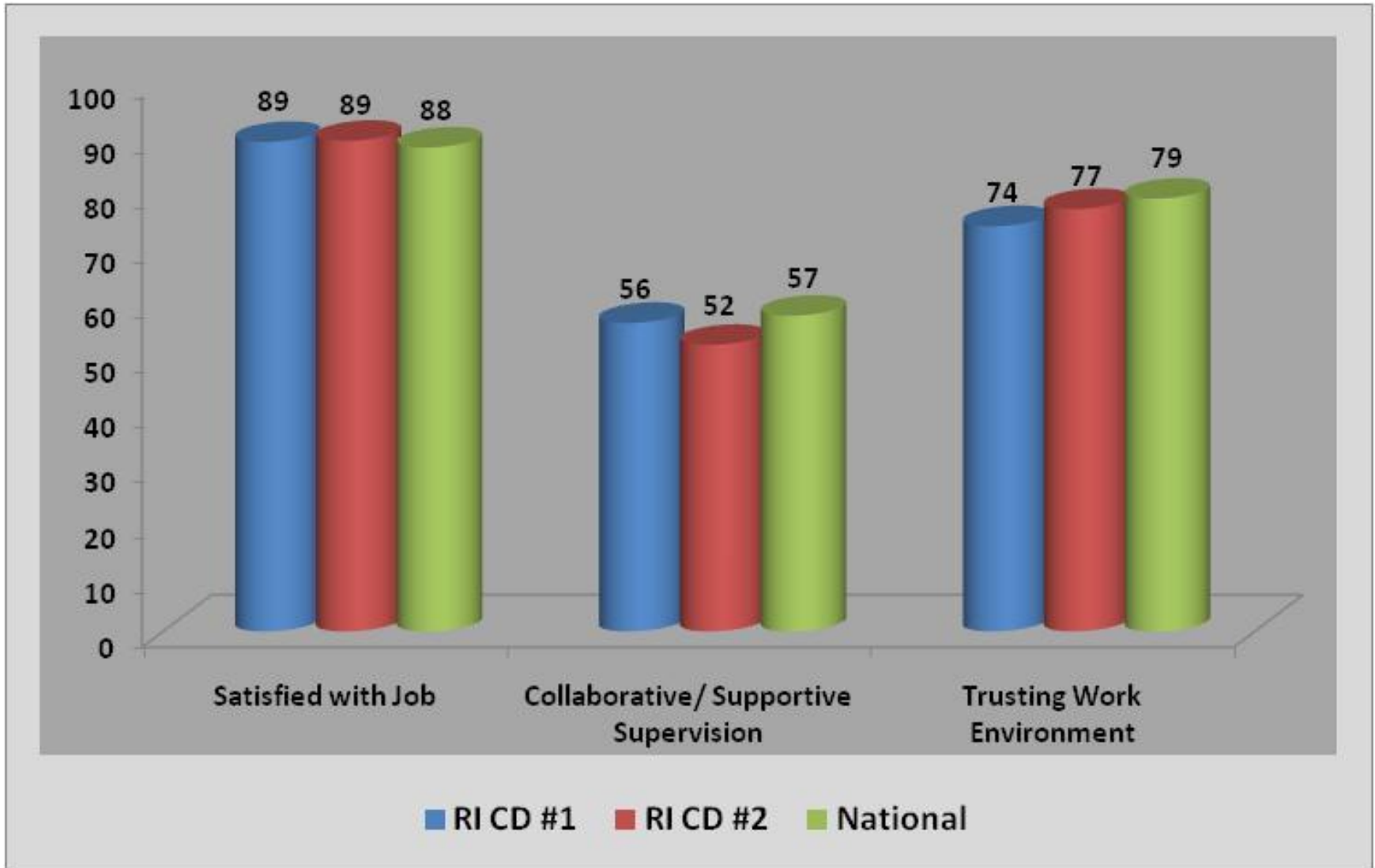
# Healthy Behaviors

Rhode Island Congressional Districts vs. Nation



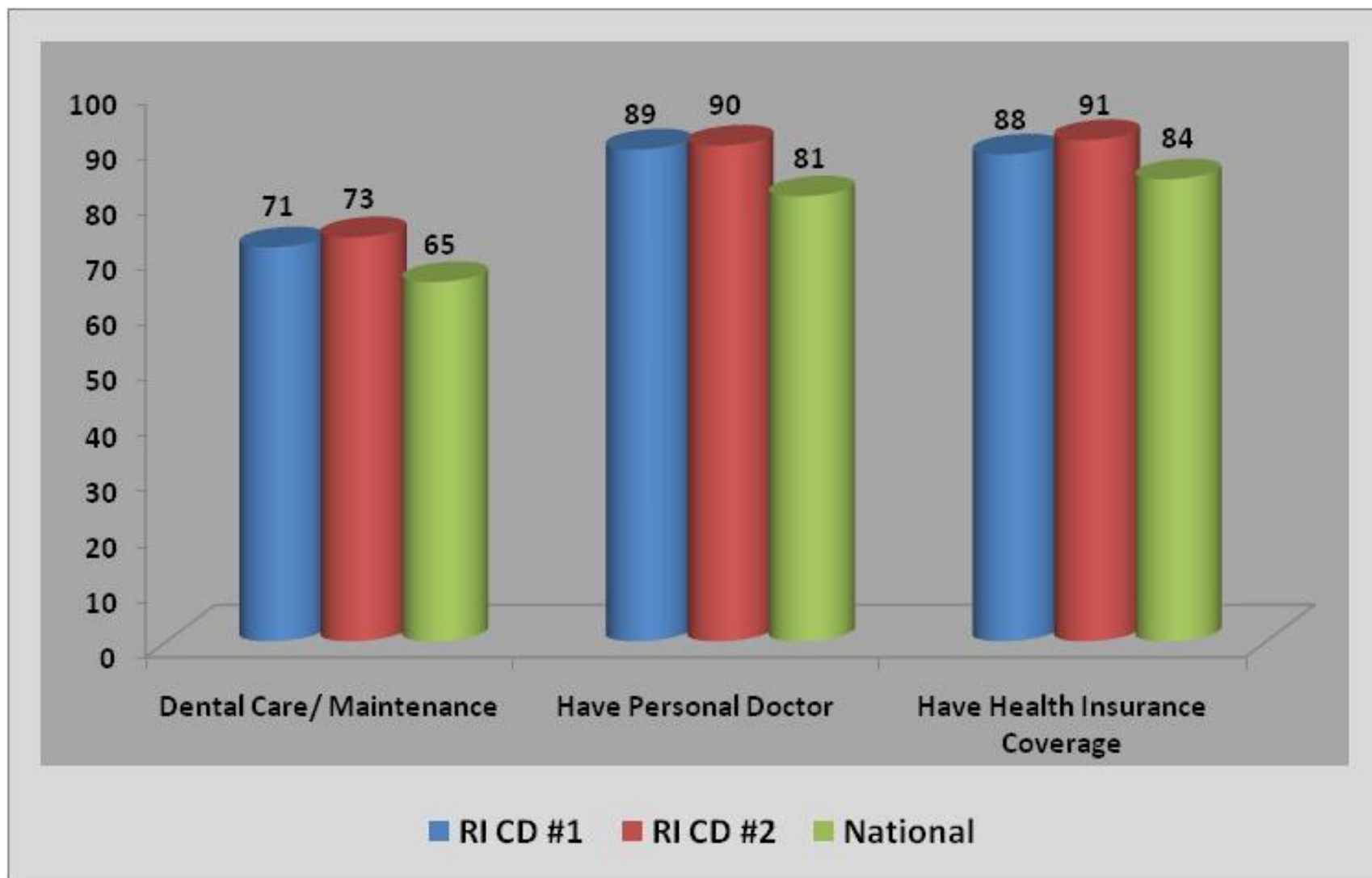
# Work Environment

Rhode Island Congressional Districts vs. Nation



# Basic Access

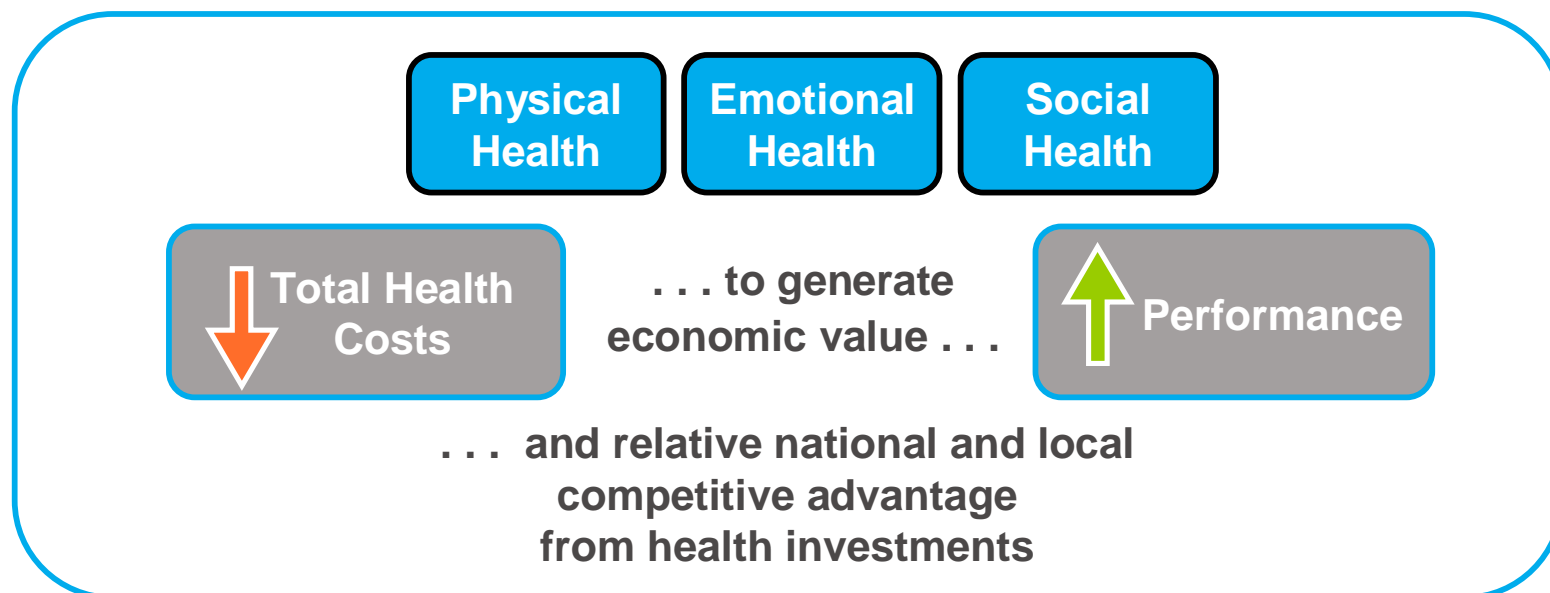
Rhode Island Congressional Districts vs. Nation



# Move the Needle



- **Expand the Focus** from healthcare to health and well-being
- **Create a Measure** – to objectively assess the state of well-being
- **Move the Needle** – through interventions and programs that improve health, well-being and productivity thereby reducing healthcare costs



# Measuring Well-Being

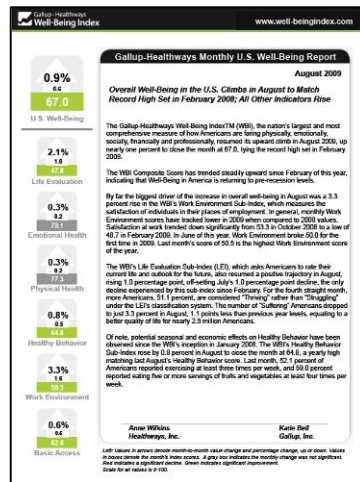
## Community, Organization and Individual Level



### Well-Being Index

#### Population Sampled-Based Survey

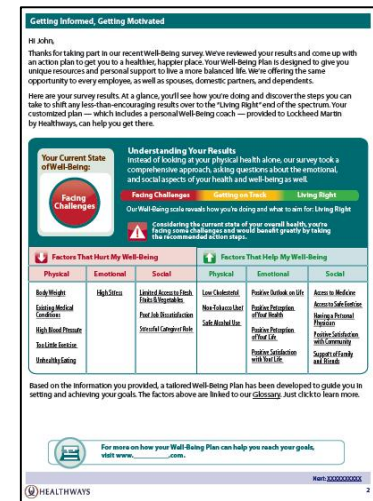
#### Gallup-Healthways Well-Being Index



### Well-Being Assessment

#### Organization-Wide Survey with Individual Interpretation

#### Well-Being Plan



#### Partnership Benefits:

Research insights, brand development, community baseline and comparison, oversampling, sponsorships, consulting, community interventions

#### Partnership bBenefits:

Establish linkage to performance, replace the HRA, workforce engagement opportunities, Well-Being improvement interventions

# Impact on Healthcare Costs

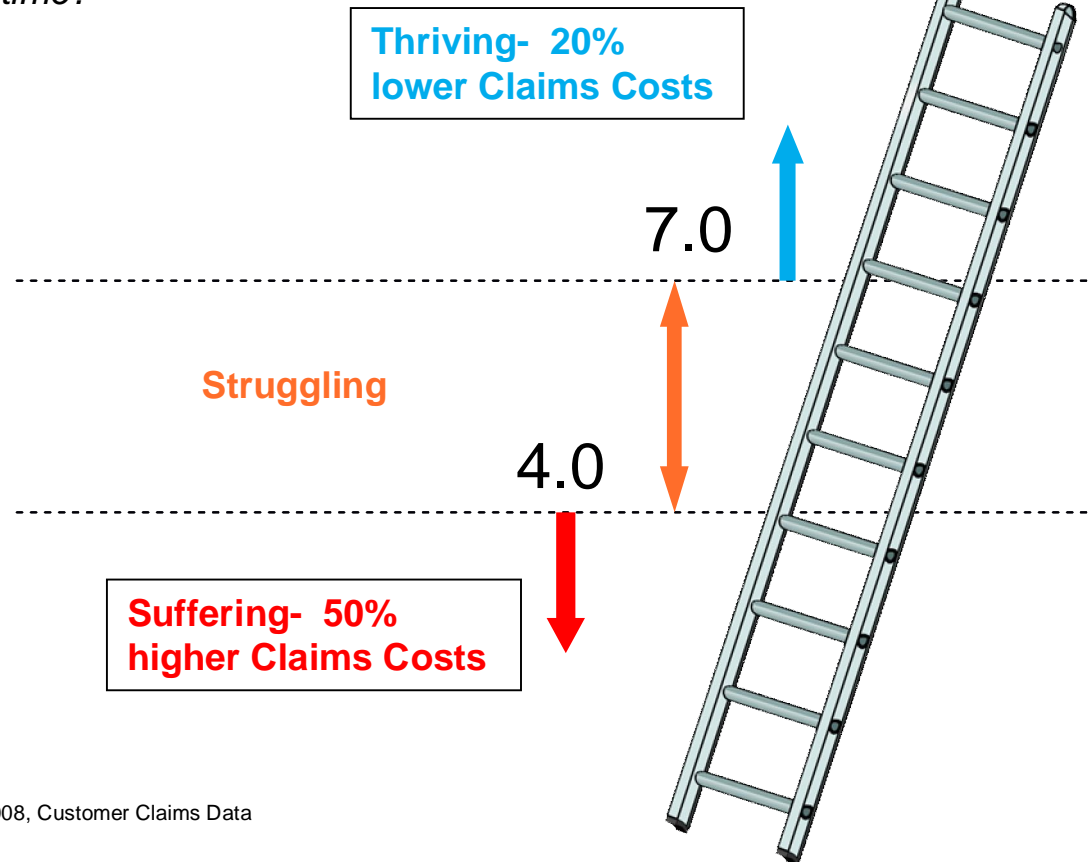


## Six well-being domains

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

*“Please imagine a ladder with steps numbered from zero at the bottom to ten at the top. The top of the ladder represents the best possible life for you and the bottom of the ladder represents the worst possible life for you.*

*On which step of the ladder would you say you personally feel you stand at this time?”*



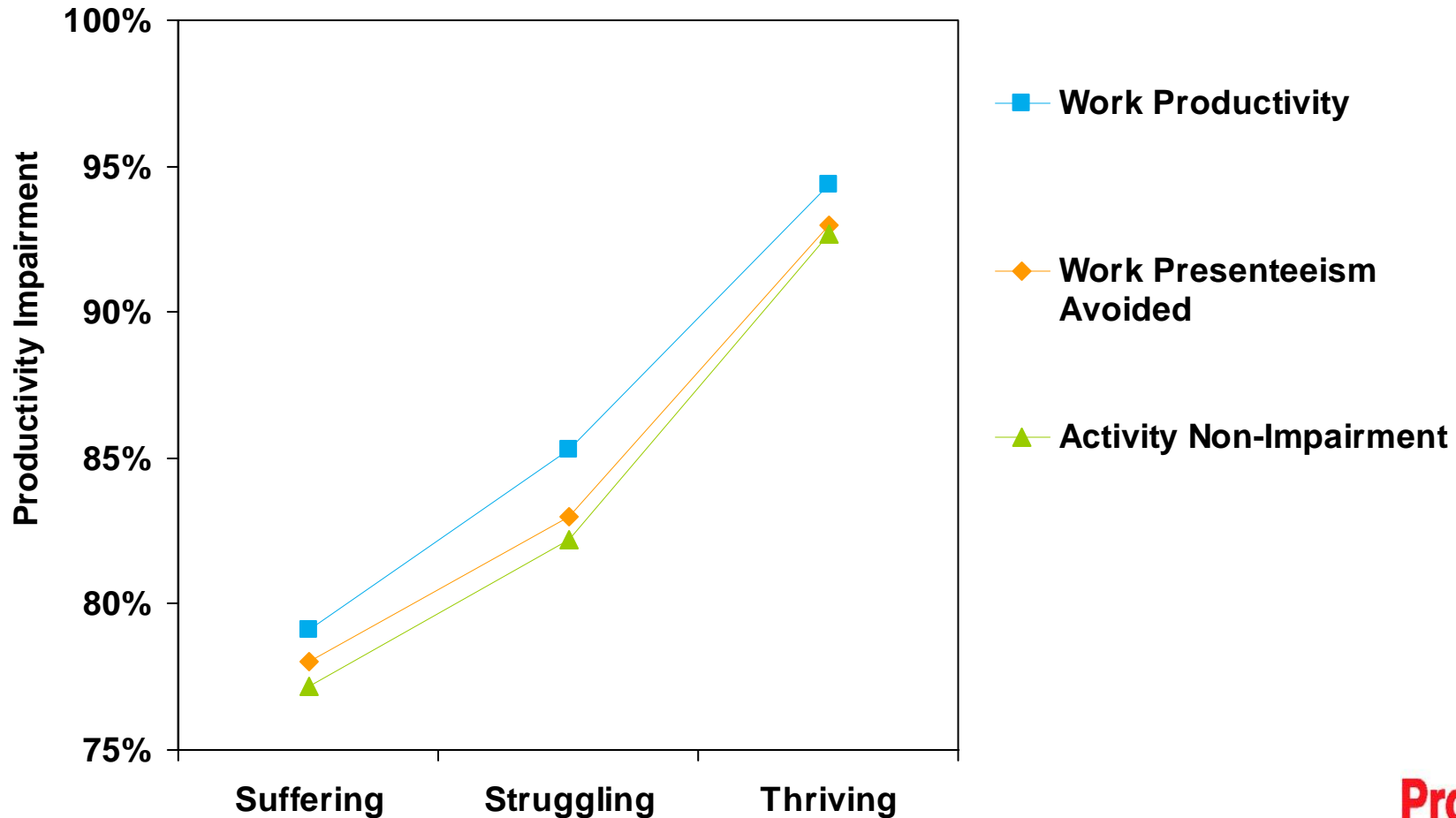
Source: Large Health Plan Customer Corporate Survey 2008, Customer Claims Data

# Emerging Science Example

## Impact of Well-Being Life Evaluation on Work Performance



### Impact on Work Performance by Life Evaluation Category



Source: Toward Integration to Enhance Health and Well-Being by Evers, KE, Prochaska, JO, Castle, P. & Prochaska, JM. 2009 (under review)



# Case Example II: Mid-Sized Manufacturer

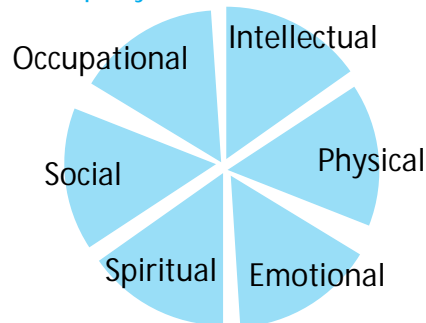
## A Culture of Well-Being for the Whole Person



- Vertically integrated manufacturer of metal finishing-intensive parts
- 600 employees
- 15% revenue growth rate per year sustained for 15 years
- “50 Best Small and Medium Companies to Work For” for five years in a row
- Culture of caring for people and innovative wellness program



Wellness for the Whole Person:  
Company “Wellness Wheel”



### Program Elements

4 “levels” of participation

Each level is based on seven criteria:

- Tobacco use, quarterly checks (blood pressure, flexibility, body fat), participation in wellness events, health information update, health risk appraisal, blood profile, behavior based safety participation and work behavior

Highest level are eligible for a company-paid trip to climb a 14,000 foot mountain

- Last year 77 made the climb

Four dedicated wellness resources

Focus on “Wellness for the Whole Person” based on six domains (shown left)

Numerous program components including free pedometers, tobacco free campus, onsite tobacco cessation, health education seminars, gym reimbursements, annual “poker walk”, “brain ‘n pain challenge”, etc.

# Well-Being Culture Impact

## Exceptional Performance on All Dimensions

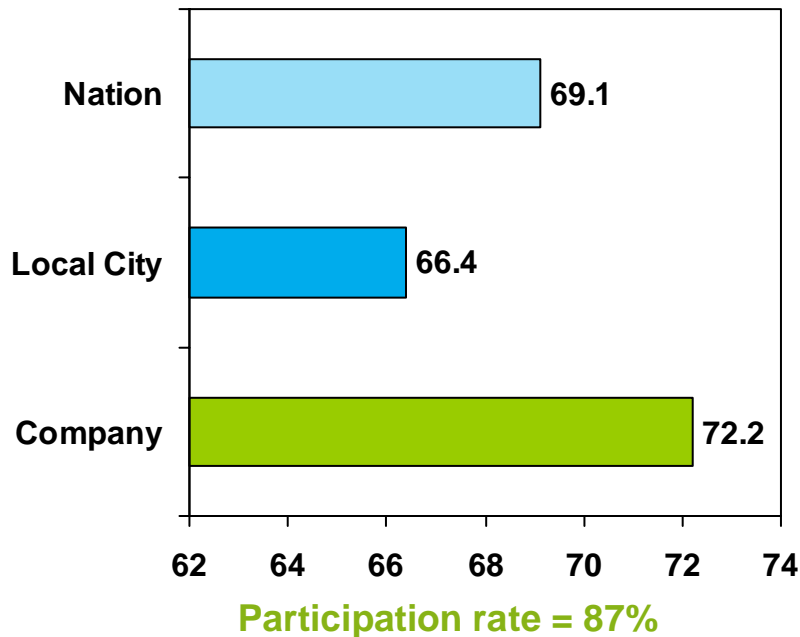


Since 2000, tobacco use has gone from 77% to 23%

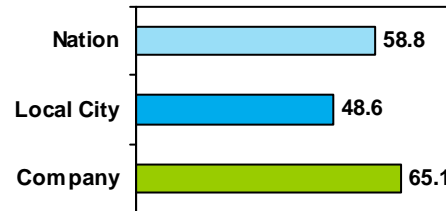
The industry average of health care costs per person is almost \$10,000; for this company, it is just over \$3,500 per person

In 2003, workers compensation costs were over \$500,000; in 2006, these costs were less than \$50,000

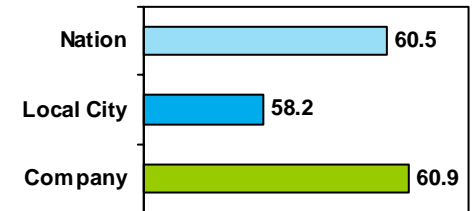
Well-Being Assessment:  
Gallup-Healthways Well-Being Index



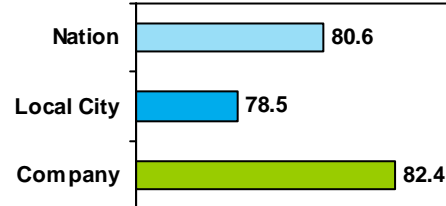
Life Evaluation



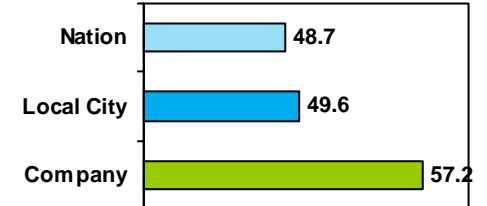
Healthy Behavior



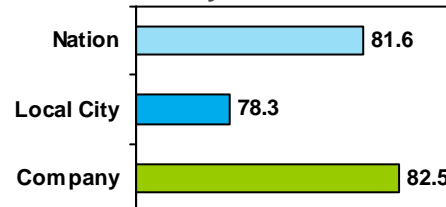
Emotional Health



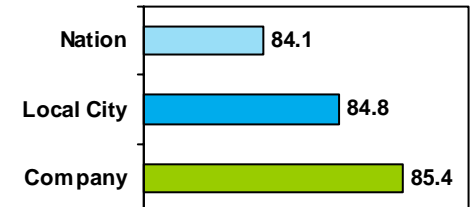
Work Environment



Physical Health



Basic Access



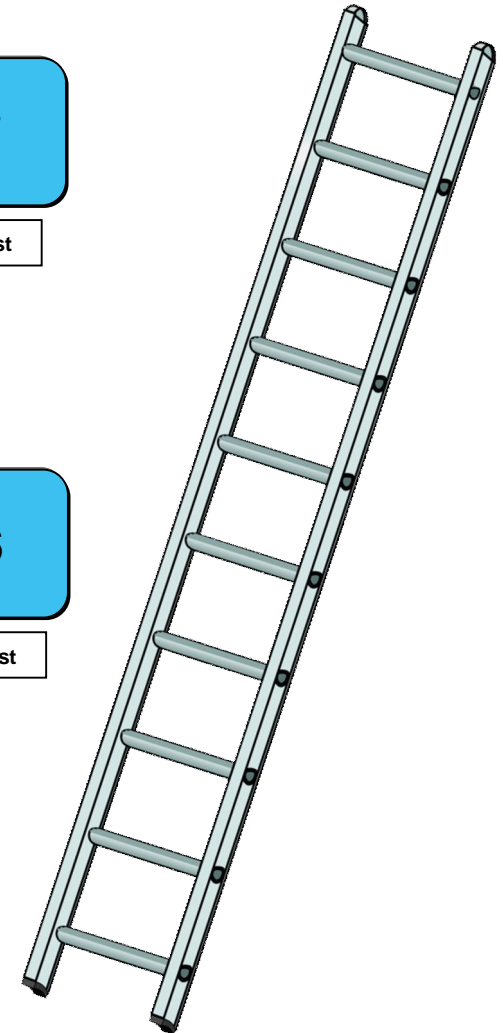
# Organizational Perceptions of Well-Being



“My organization encourages healthy lifestyle choices”



“My organization cares about my well-being”

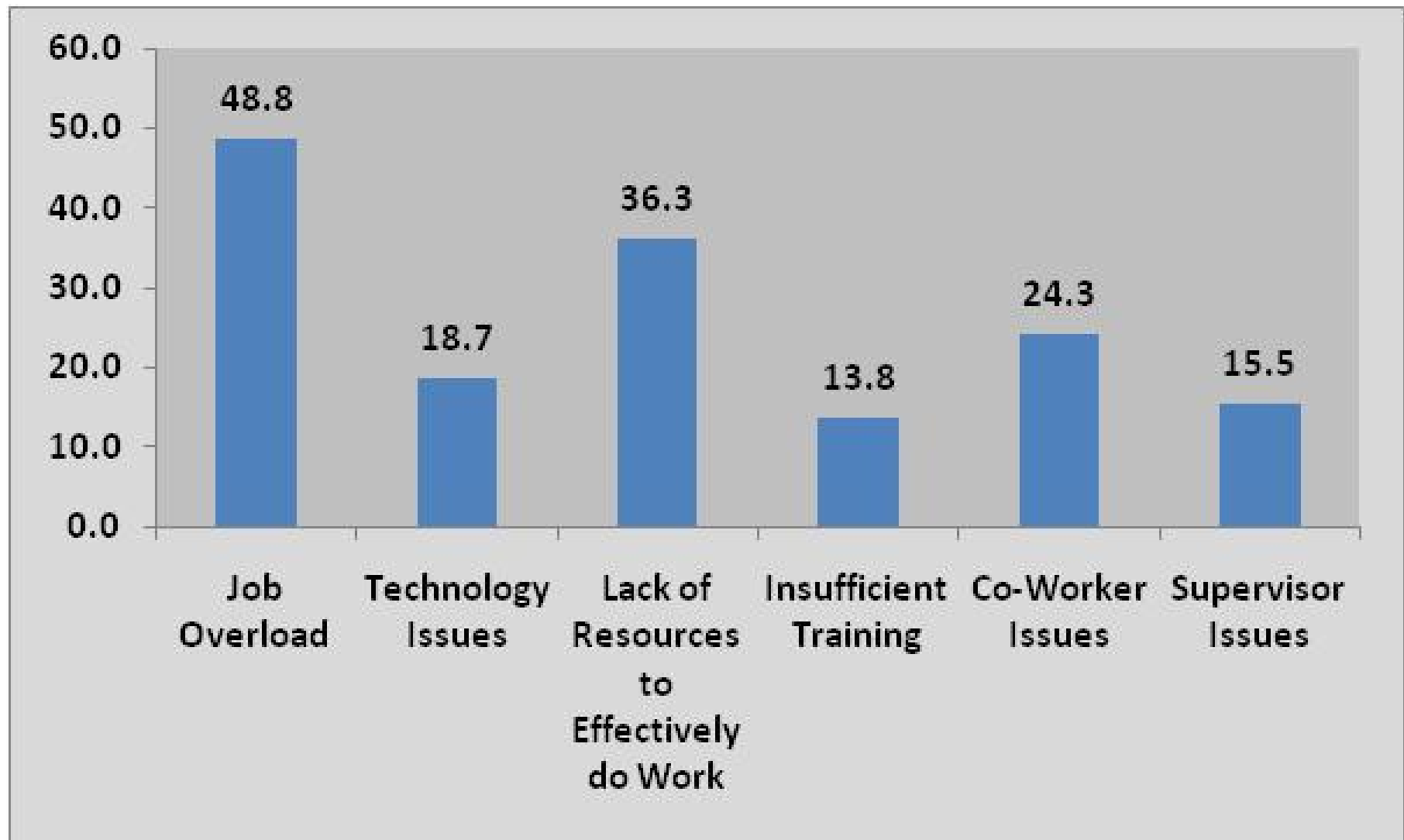


# Organizational Perceptions

Foundation of Culture of Health



# Productivity Inhibitors



# Innovative Solutions

## How Do We Move the Needle?



Pilot / Program	Primary Domain	Item Level	Secondary Domain(s)	Item Level
Job Title Shift / Integrated Workplace Solutions	Emotional Health	Treated with Respect	Work Environment	Job Satisfaction
Manager / Supervisor Relationship Initiative	Emotional Health	Treated with Respect	Work Environment	Collaborative / Supportive Supervision
Alteration to Incentives - Wellness Days Off	Healthy Behaviors	All	Emotional Health	Happiness / Enjoyment
Cooking / Meal Prep Sessions / Classes	Healthy Behaviors	Healthy Eating	Work Environment	Culture of Health
Community Communication Strategy	Basic Access	Community Progression	Work Environment	Job Satisfaction
Crop Sharing in Local Neighborhood	Basic Access	Community Progression	Healthy Behaviors	Healthy Eating, Fruit & Vegetable Intake

# Can You Imagine . . . .



A **regional health improvement effort** where each community competes to improve their well-being and applies for grant funding/local business support to sponsor targeted initiatives

**Civic administrations** that promote improved well-being as a common thread and a metric of progress amongst all its major initiatives including education, safety and employment

An **employer** who recognizes well-being as both the driver of performance and a lever for attracting the best talent

**Health insurers** that reward doctors and patients for improved well-being

A **medical system** that treats the whole person and addresses both demand and supply side challenges

**Schools** that build health and well-being into the curriculum and instill healthy behaviors from a young age

**Purpose-driven communities** that help even more people deepen their sense of purpose and connect spiritually and socially

**Universities** that lead the world in research and insights on health and well-being, attracting the very best brains

A **universal measure of progress** and solutions to impact all of the above