SAND2019-10094C

Healthy ME: Using Data to Maximize Health Impact

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Content

- Set the Scene

- Track the Activity

- Visualize the Data

- Use the Information

- Promote Valuable, Customer-Oriented Programs

Healthy Me
IN 2019

BrAiN gAmEs

We're Kind of a Big Deal….

President Kennedy, during a visit to Sandia December 7, 1962. Seen inspecting the VELA satellite package designed for the detection of atmospheric nuclear testing.

"It IS rocket science" where we live…

- Multi-disciplinary national laboratory and federally funded research & development center (FFRDC) delivering essential science and technology to resolve the nation's most challenging security issues.
- 12,551 employees currently (growing!)
- Locations in New Mexico, California, and smaller satellite branches throughout the U.S. and abroad
- Evidence-based onsite health management and prevention program since 1986

Setting the Scene

whil.

FY19 SAFETY+ HEALTH MONTH — Sandia National Laboratories

HEALTH -ACTION- PLANS

SERP
Sandia Employee Recreation Program

Virgin Pulse

Energy Hubs *provide a space for Stretching, Strengthening and Movement, Stress Reduction Techniques, and Diversity & Inclusion*

Because Your Energy is Limited, *but* RENEWABLE
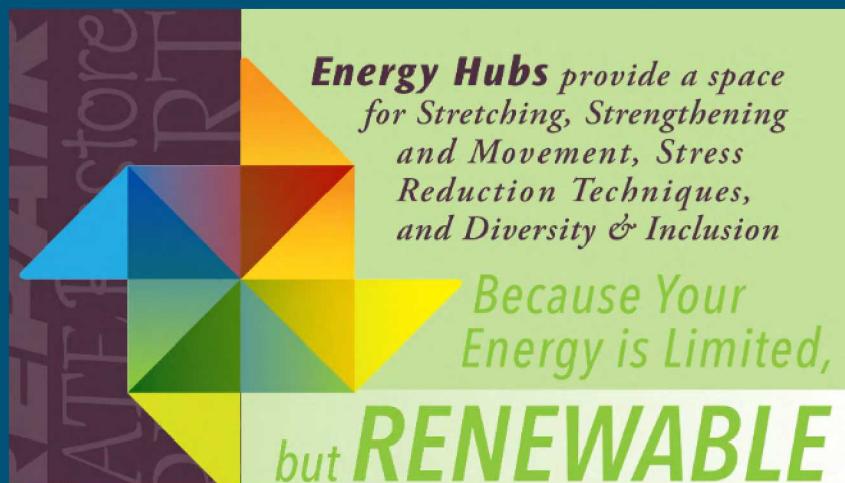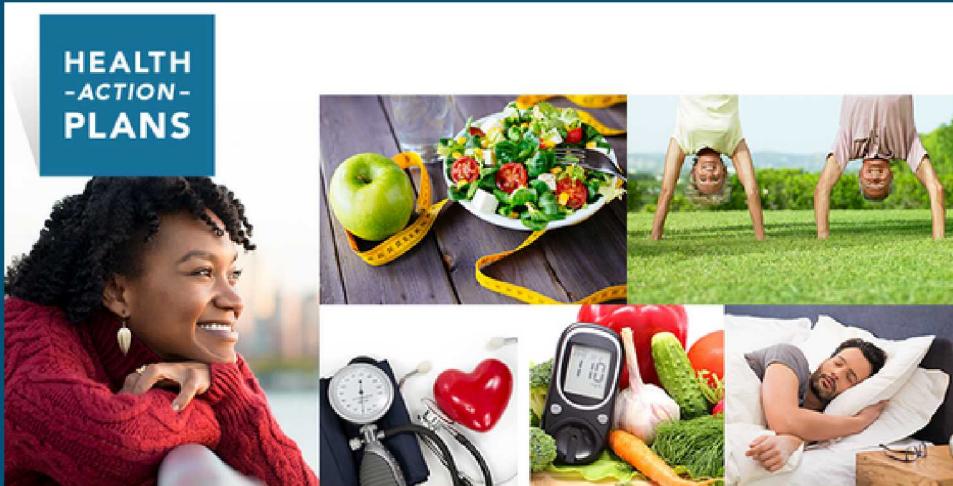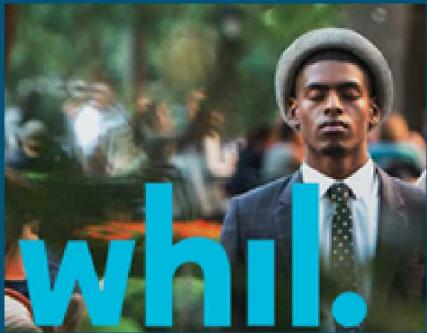
Tracking Activity

Sandia utilizes multiple systems to track employee engagement throughout the month, quarter, and year. Scheduled appointments, a "Check My Badge" program, and self-serve check-in kiosks all help to automate the process.

This approach allows us to see:

- What's hot and what's not
- Remote site engagement (Skype, Livestream)
- Appointment type trends (nutrition, fitness…)
- Overall transaction counts to compare yearly

PH Service	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	August	Sept	Year End
Total Transactions	4,994	5,155	3,838	4,797	4,100	5,702	4,559	5,529	5,468	5,775	5,195	4,807	59,919
Unique Participants	1,575	1,822	967	1,309	1,316	1,434	1,534	1,813	1,940	2,051	1,397	1,417	8,060

Data Visualization = Health Story

Preventive Health Monthly Metrics Dashboard JULY 2019

Employee Health Services

6,166 Total Transactions

2,625 Unique Participants (21% of EMP POP)

CSAT: 10

N = 52

HAP Enrollments: 4,421 Uniques: 3,618

2.1m Wait Time 43m Provider Time

$1.22 ROI

$1.20 JUN-19

PH Total Transactions & Uniques

Transactions:
- Jul-19, 6,616
- Jul-18, 5,775
- Jul-17, 3,604

Uniques:
- Jul-19, 2,625
- Jul-18, 2,051
- Jul-17, 1,485

No Shows

9.70% 9.80% 7.00% 6.90% 7.00% 6.70% 6.50% 6.30% 9.56% 8.70% 6%

OCT NOV DEC JAN FEB MAR April May June July Goal

HAP Engagement

- VP Challenge Q2 - Step it Up: 2,376
- VP Challenge Q1 (Lean): 243
- Quit Tobacco: 6
- Move Well: 95
- Move More: 153
- Move Faster: 99
- MSWL - Eat Well: 49
- Manage Moods: 70
- Manage Stress (Individual): 101
- Manage Stress (BYO): 67
- Manage Pre-Diabetes: 41
- Manage Low Back Pain: 127
- Manage Diabetes: 64
- Manage Asthma & Allergies: 34
- Weight Loss: 344
- Live Well & Balanced: 128
- Improve Sleep: 106
- Healthy Gut: 151
- Cardiometabolic: 104
- Boost Your Energy: 35
- Be Mindful Be Safe: 22

4,421

YTD Enrollment: 2018: 4,788

PH Highlights – Financial Wellness Month

Preventive Health partnered with Benefits to Market the Health Reimbursement Account (HRA) and Health Assessment at all 15 Financial Wellness events across campus.

Over 1,500 individuals swiped in for these events, learning about how to take their Health Assessment and how those dollars carry over. Virgin Pulse handouts were distributed and large posters with earnings infographics were utilized.

HEALTH REIMBURSEMENT ACCOUNT (HRA)

$1,250 / $1,000 / $500
Employee / Employee + Spouse / Family

Division Engagement
YTD: 4,001
July Focus: DIV 5K

- Ed...: 86
- ESD: 107
- 9K: 330
- 8K: 20
- 6K: 292
- 5K: 282
- 4K: 231
- 3K: 544
- 2K: 558
- 1K: 220
- 11K: 219
- 10K: 1139

*168 of 282 were July Div focused events
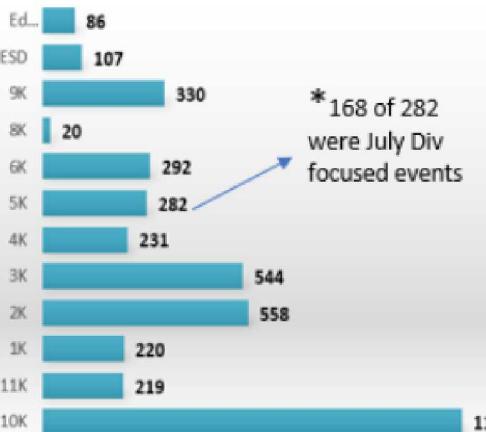
Div Specific Events:

Division Focused Activities
- 7/11 D5k Health Fair/Screening
  - 43 well checks scheduled
- Tech Park Walk – 61 walkers at IPOC
- Mindfulness Session – 15 attending
- 1:1 house calls at IPOC going great!

Division/Center Engagement
- ESD Microbreak w/ D Ellis – 43
- D 1&2k WEC "Growing Pains" talk - 47

Org Engagement
- D5K Be Mindful/Safe HAP – 37
- D6K Be Mindful/Safe kick off – All hands Talk
- 10700 Stress program ongoing
- D3 &10K Food Connections PILOT HAP – 16

Data Visualization = Health Story

Data Visualization = Health Story

Sandia utilizes data from the Wellsource® Health Assessment and creates Health "Scorecards". Scorecards are shared with Leadership and organizational plans are created per division based on risk categories and needs.

Data Visualization = Health Story
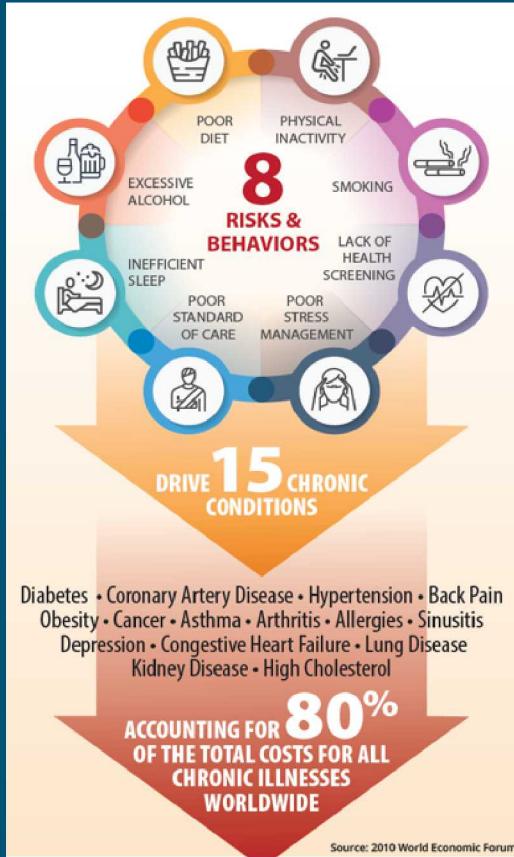
SANDIA HEALTH RISK ASSESSMENTS

OUR GOAL

Provide population health programs directed towards ensuring Sandia's health risk remains lower than national benchmarks. The Relative Risk Score evaluates medical and pharmacy claims of a population to assess health risk and costs. A lower risk score indicates a healthier workforce.

At Sandia, having a healthier population, translates to 12.7x lower healthcare costs. Sandia's overall risk score of 1.507 compared to the Optum industry benchmark of 1.548 indicates that Sandia's population has an overall lower healthcare cost equivalent to $7.6M dollars in 2017.

	Low Risk	Moderate Risk	High Risk
ESD	47%	31.7%	21.3%
1000	59.4%	24.1%	16.6%
2000	58.3%	25.4%	16.3%
3000	37.9%	35.3%	26.8%
4000	47%	30.2%	22.8%
5000	59.5%	26.5%	14%
6000	53.9%	29.7%	16.4%
8000	57.4%	25.7%	16.9%
9000	53.2%	30%	16.8%
10000	50.1%	28.6%	21.3%
11000	48.4%	29%	22.6%
Sandia Average	55%	27.3%	17.7%

Using the Information

Employee Health Services
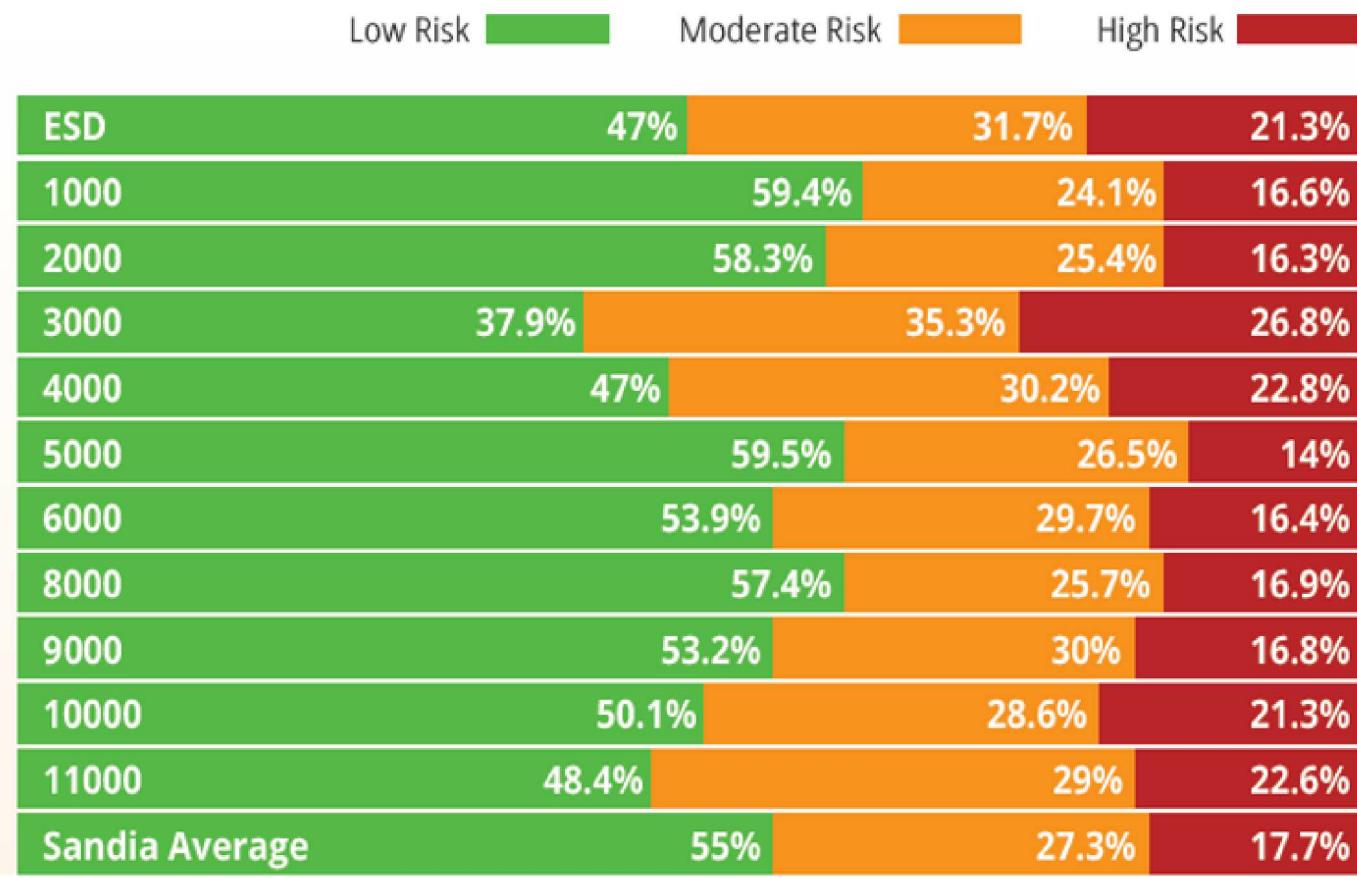
Using data from historical transactions, health assessments, and trends, we can see what the customer truly values and how we can guide them to be their healthiest selves. I call this "Positive Orwell" or reshaping decisions & habits

"Power is in tearing human minds to pieces and putting them together again in new shapes of your own choosing."

George Orwell

The Plan:

18+ guest speakers & events, 12 monthly observances and 4 VP challenges

4 focused quarterly observances, strategically incorporating guest speakers, events, and Virgin Pulse challenges along aligned themes

=

LIVE WELL   EAT WELL
SLEEP WELL   MOVE WELL

Eat Well | Make your mission good nutrition.

Move Well | Start where you are. Use what you have. Do what you can.

Sleep Well | Better nights make for better days.

Live Well | Make every day your best day.

Valuable, Effective Programs

Healthy ME 2019 Program

✓Team with Virgin Pulse

✓Follow simple themes

✓Drive continual change (puzzle)

LIVE WELL
Healthy Living, Healthy Giving
Virgin Pulse Challenge
Mindfulness &
stress reduction

EAT WELL
Lean in '19
Virgin Pulse Challenge
Healthy food choices
& relationships

Healthy Me
IN 2019

SLEEP WELL
Sleep Well, Be Well
Virgin Pulse Challenge
Healthy sleep habits

MOVE WELL
Step it Up
Virgin Pulse Challenge
Employee health,
wellness, & safety

Employee
Health Services

healthyme.sandia.gov

Market, Monitor, & Make Changes!

Creating "Healthy Me"

- Build Marketing Campaigns
- Monitor Progress
- Be Malleable
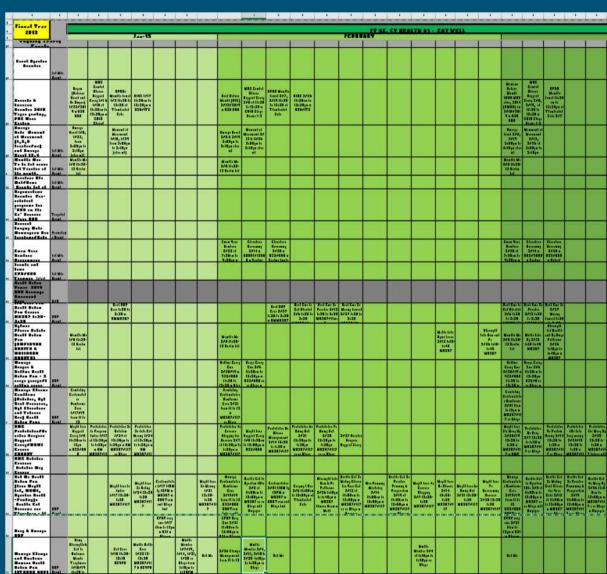
Website Metrics

ID	Summary	Visits
2438	NM Menus	4,077
5762	Taher Menu	3,165
2379	SMC	1,945
2404	Café Locations	1,809
2441	SERP	1,691
6079	Health Assessment	1,318
6876	Article: 3 Steps to Overcoming Jet Lag	1,249
3035	How to earn VP Points	899
3034	VP How to Log In	895
2515	Fitness Services	758

Name	Visits	Unique Visits
SERP	12,432	7,525
SERP: Family Fun	4,245	3,091
SERP: Fitness & Rec	4,125	3,208
SERP: Sports Tickets	3,642	2,946
SERP: Concert & Theatre	3,234	2,481
SMC	2,044	1,679
Perks & Resources	1,976	1,343
Taher Menu	1,793	1,389
SERP Arts & Crafts	1,439	1,256
Employee Health Services	1,296	910

SharePoint | Sites

BROWSE | VIEW

Version History | Alert Me
Shared With | Workflows
Edit Item | Delete Item
Manage | Actions

Health Services — Health Services

Communications Action Items — Task Name — OCT 2019 Comm Order, Monthly Events: MINDFULNESS Focus

Libraries — Owner — Perea, Jennifer L / Lovato, Callie D / MacPherson, Joy

Communication Guidelines

Newsletters — Priority — (2) Normal

Tasks List — Status — Not Started

3300 Communication Approval Archive — % Complete

a Kathleen

doc, I believe we have all dates/times added ed. Jenn P may have addition info if you need.

ADD RELATED ITEM

alth (3334)

an.docx

Lovato, Callie D
Lovato, Callie D

Close

HR Employee Health Services — 2019 Editorial Calendar

Month		Observance	Events & Deadlines	Promotions
January	EAT WELL	Healthy Me	Healthy Me Kick-off Event / Lean in '19 Enrollment	Fitness Options/PAR-Q / 2019 HAPs Enrollment / WHIL/Virgin Pulse / FollowMyHealth
February	EAT WELL	Managing Disruptive Conditions	Nutrition Guest Speaker	Asthma/Allergy HAP / Back HAP / Onsite Physical Therapy / Onsite Allergy Shots
March	EAT WELL	Nutrition	Keeping it Real / VP Q1 Deadline	Gut Health HAP / Lose Weight HAPs / Zipongo/MyFitnessPal
April	MOVE WELL	Travel & Adventure	SERP/Outdoor Rec Event / Step It Up Enrollment	SERP/Outdoor Rec / ITC / Live Well and Balanced HAP
May	MOVE WELL	Employee Health & Wellness	Employee Health & Wellness Day / Bike to Work Day	Physical Activity HAPs / Fitness Options / Activity Tracking/Virgin Pulse
June	MOVE WELL	Safety & Energy	Safety & Health Fair / Hub Crawl / VP Q2 Deadline	Optimize Energy HAP / Be Mindful, Be Safe HAP / Energy Hubs
July	SLEEP WELL	Financial Wellness	Sleep Well, Be Well Enrollment	Live Well HAP / HRA: Ways to Earn / SMC
August	SLEEP WELL	Sleep	Sleep Guest Speaker	Improve Sleep HAP / CPAP Clinics / Sleep Tracking/Virgin Pulse
September	SLEEP WELL	Heart Health & Adult Preventive Medicine	Biometric Screenings / VP Q3 Deadline / HAP Deadline	Chronic Conditions HAPs / HMC / Health Assessments / Well Checks
October	LIVE WELL	Mindfulness	Stress Guest Speaker / Healthy Living, Healthy Giving / Flu Shot Clinic	Biometric Screening/HA / Stress HAPs / WHIL
November	LIVE WELL	Diabetes Prevention & Management	Great American Smokeout	Biometric Screening/HA / Diabetes HAPs / T-Dap Vaccination
December	LIVE WELL	Don't Lose Your Genius	HA Deadline / VP Q4 Deadline	

See & Share Results

FY18 Monthly Observances vs Healthy Me 19

Events FY18 vs FY19*

Month	2018	2019
OCT	82	267
NOV	32	258
DEC	118	218
JAN	685	424
FEB	64	503
MAR	60	276
APR	281	256
MAY	851	680
JUN	603	1017
JUL	282	1506
AUG	233	0
SEPT	79	0

■ 2018 ■ 2019
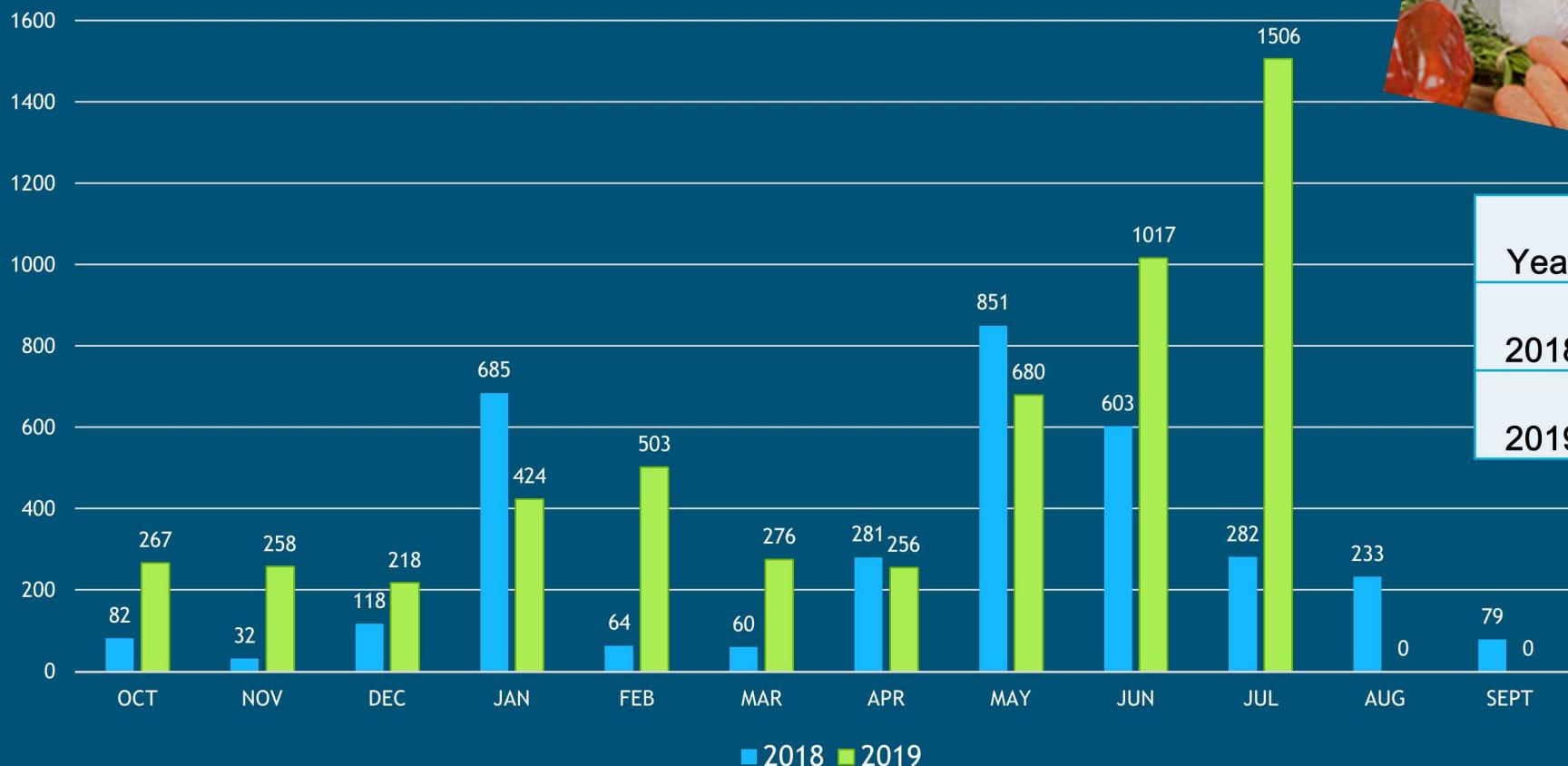
Year	Total Attendees
2018	3,370
2019	5,405 YTD

60.4%

Healthy Me 2020

✓4/4 Virgin Pulse Challenge open to Spouses

✓Flip 2 of the quarters, move sleep back (time change)

✓Add Virgin Pulse column to ensure all marketing has focus & flow

✓Monthly Observances changed to address trends or align with other company directives

Proposed 2020 Observances/Promotions

	Observance	Events	PH Promotions	Virgin Pulse Promotions
Eat Well JAN FEB MAR	Healthy ME 2020	Kickoff 1/22/20 11 to 12:30 Health Fair	Healthy Me 2020 Schedule "Healthy Me" Benefits Timeline	CY Q1 Challenge Lighten Up! (FEB/MAR) Mini Challenge Start the day right Nutrition Haps on Programs Page
	Disruptive Conditions	Guest Speaker - Allergies/Asthma Food Connection/Healthy Gut Launch The Science of Pain Session	Allergies /Asthma HAP Low Back HAP Onsite Allergy Shots	Mini Challenge Bring Lunch Programs Page: Allergy/Asthma HAP, Low Back HAP
	Nutrition	Guest Speaker- Food Connections Kickoff Nutrition Chat Sessions begin Guest Chef (s)	MoGro Nutrition HAPS Info Sessions, Classes/Demos	CY Q2 Challenge Step it Up! (APR/MAY) VP Mini Challenge Veg Out
Move Well APR MAY JUN	Travel Adventure	3rd Annual Adventure Awaits SERP Night TBD	SERP Sports & Social programs Local Discounts Live Well/Balanced HAP	Mini Challenge Fresh Air Cards focus: SERP opportunities Programs Page: Live Well HAP
	Fitness	Fitness/Bike to Work Day WED 5/20/20 4 weeks of events @ TBD locations	Fitness HAPS DOE Mile will be "Cinco De Mile" 5/5 with Monthly Mile	Mini Challenge Don't Miss a Beat (HR) Cards focus: Fitness Facts Programs Page: 3 Fitness HAPS
	Safety	Division Safety Activities Safety Fair - 2 events (1/3 week) Slip, Trip, Fall Campaign?	Be Mindful, Be Safe HAP Dyn W ups, DeskFit, WorkFit Safe Moves video & Safety Vignettes	Mini Challenge Move on the Hour Cards focus: Whil Safety Toolkit Programs Page: Safety Hap
Live Well JUL AUG SEPT	Financial Wellness	Benefits Financial Events- HA info PH talk inclusion in offerings - TBD	HRA, HA, Virgin Pulse HAPS Completion Push	CY Q3 VP Challenge HLHG (JUL/AUG) Mini Challenge Lists
	Stress & Mindfulness	Guest Speaker Event/Whil Whil Sessions recommendations	Stress HAPS B Health/EAP Info	Whil, Mindfulness offerings Mini Challenge Relaxation Breathing Cards focus: Whil Mindfulness
	Health IQ	Health Literacy Quiz Biometric Screenings Mamo Bus (9/28 – 10/2) BP screens around campus	HA question review & learning links CPR/First Aid Onsite/Offsite health screens	Mini Challenge Gratitude Journal Cards Focus: Boosting Health IQ Double Points for Biometrics
Sleep Well OCT NOV DEC	Energy	4th Annual Hub Crawl (Theme: Refocus)	Energy Hub visits Energy HAP Flu Shots	CY Q4 Sleep Well, Be Well Challenge (OCT/NOV) Mini Challenge Be in Bed
	Sleep	Sleep Guest Speaker Event CPAP clinic/classes	Sleep HAP, Sleep Quiz Biometric screenings/HA	Mini Challenge Blackout Cards Focus: Whil Sleep sessions, logging Programs Page: Manage DM/Pre DM
	Relationships, Connection & Community	Whil Session Focus Community Involvement Collab	Live well/balanced HAP Complete HA	Mini Challenge Loosen up Cards: Whil Giving sessions

2020 Forward Motion

Healthy Me 2020 – "My Path"

✓ Tool: assist users in choosing a health risk to schedule, or plan for ongoing chronic care nee

✓ Builds Momentum: Drives "next steps" neede Start another one!

✓ Benefits Dollars in Motion: show how to use t cards, FSAs, HRAs, and other funds, smartly in a calendar year…

My Focus is

Next steps? S
Resolved? Ne

Start with a
Wellcheck visit

Get done with
first steps by
April

| JAN FEB MAR | APR MAY JUN | JUL AUG SEPT | OCT NOV DEC |

Not sure how to
proceed?
Call 844-4237

Scheduled
screenings &
appt(s)

Receive
Results

HAP Enrollm

END GOAL
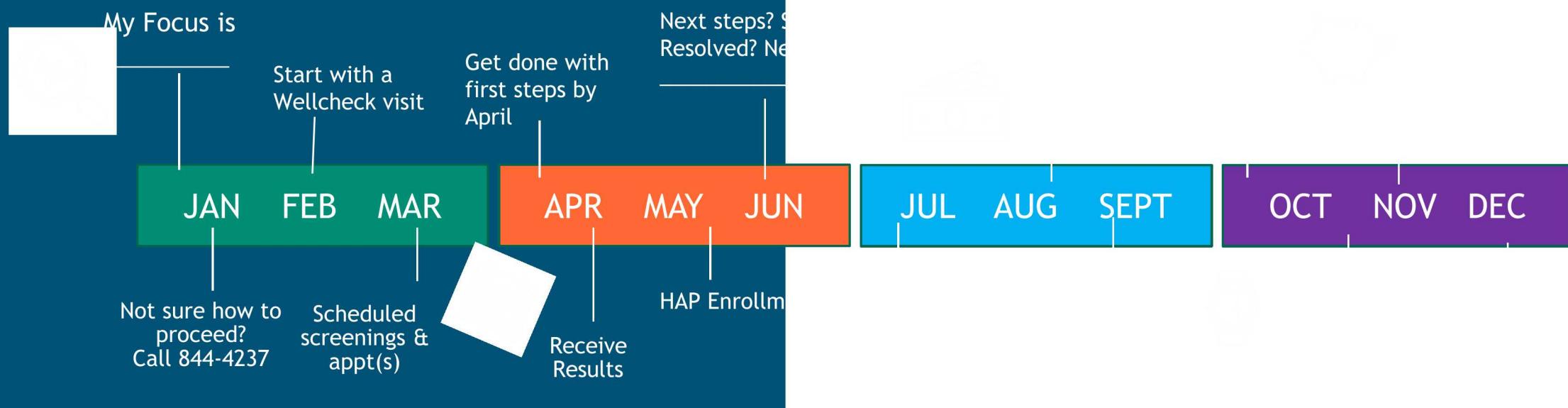
Key Takeaways:

- With MINIMUM investments you can make maximal changes

- With the right tracking in place you will be able to implement the RIGHT programs year over year

- With forward thinking you WILL get ahead and be able to be more present