

✦ **Caring for Our Community
From Within: Building an
Employee Wellness Program**





Who am I?



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Who am I *Really*?

Mom, dog-mom, partner,
daughter, sister, friend,
colleague, artist, humanist,
intravert, person living with
anxiety, person living with
chronic illness, deeply
passionate about changing
the landscape of healthcare,
sunshine-lover, water lover,
book collector, pottery
collector, home cook...



Who Are We?



- We serve ~**11,200** unique patients primarily from South Minneapolis
- **84%** at or below 200% FPL
- **88%** BIPOC | **65%** Hispanic
- **61%** best served in a language other than English



Who Are We Really?

- Whole-person care
 - Medical, Dental, Vision, BH
- Trauma-informed
- Recognized by HRSA as a gold-status clinical quality for 5 consecutive years.
- We are courageous and recognize our successes come from trying new things (and often failing!)
- Not perfect



Today's Goals



1. Take away ideas on how to collect information about employee's health.
2. Learn strategies for implementing an employee wellness program.
3. Understand the connection between employee wellness, burnout and quality outcomes.



What's All the Hype About Wellness?



The Experts Say...

- Between 35% and 45% of nurses and physicians report **symptoms of burnout**.
- A 2023 Vital Signs report found that positive working conditions, such as trust in management and supervisor help, **were associated with lower odds of poor mental health symptoms and burnout**.
- Healthcare worker burnout may **impact the quality and safety of patient care**, including increased medical errors and hospital-acquired infections among patients.

CDC, 2023

The CDC Defines Wellness as...

a dynamic process of learning new life skills and becoming aware of and making conscious choices toward a more balanced and healthy lifestyle across seven dimensions: social, physical, emotional, career, intellectual, environmental, and spiritual.



How Do



Define Employee Wellness?

Staff Survey Question: What does “employee wellness” mean to you?	Employee Response
Emotional/Mental Wellbeing	88%
Physical Wellness	74%
Social Wellness	62%
Occupational Wellness	62%
Financial Wellness	60%
Intellectual Wellness	56%

First Staff Wellness Survey

- Focus on emotional/mental, physical, social, and occupational wellness
- Conducted by an unaffiliated outside party to secure trust that answers would be free from bias
- Facilitator supplied with script and resources
- Option for in-person, via phone/Zoom, or Google doc
- 15 minutes with hard start and stop
- Opt-out model (**85%** participation rate!)



Results

*What did
we learn?*





Physical Health



Questions

- When was the last time you were seen for a preventative medical visit?
- How many times in the last 12 months have you been seen for an acute medical visit?
- Have you ever avoided seeking medical care due to worry about cost?
- Multiple Choice: Please select any medical conditions you have (select all that apply)

Results:

- **65%** were seen for a preventative medical visit in the last 12 months
- **75%** were seen for an acute medical visit in the last 12 months
- **53%** have avoided seeking medical care due to worry about the costs.
- **33%** have been diagnosed with a chronic condition such as hypertension, high cholesterol, diabetes, pre-diabetes, obesity, and/or asthma



Mental Health



Questions

- Multiple Choice: Please select any mental health conditions you have (select all that apply).
- Do you have concerns about your mental health?
- How often do you feel stress from work is affecting your personal life?
- Have you ever avoided seeking mental health services due to worry about cost?

Results:

- **60%** have been diagnosed with anxiety
- **39%** have been diagnosed with depression.
- **30%** have concerns about their mental health
- **70%** feel work stress in affecting their personal life in some capacity
- **41%** have avoided seeking mental health services due to worry about the cost



Nutrition



Questions

- Do you often snack during your work hours?
- Would providing healthy snacks at work contribute to your overall wellness?

Results:

- **78%** snack during work hours
- **74%** feel providing healthy snacks at work would contribute to their overall wellness



Lifestyle



Questions

- How often do you exercise or engage in physical activity?
- How often do you use (any) tobacco products
- How often do you consume alcohol?
- How often do you use recreational drugs?
- Have you or a loved one ever been concerned about the amount of alcohol or recreational drugs you use?

Results:

- **30%** engage in physical activity 4+ days/week
- **97%** never use tobacco products
- **93%** consume alcohol <3x/week or never
- **95%** never use recreational drugs
- **7%** are concerned or have a loved one concerned about the amount of alcohol or recreational drugs they use. *

***21%** would benefit from having Narcan



Social Risk Factors



Questions

- Do you ever feel worried about not being able to pay your utility bills?
- Do you ever skip a meal because you feel worried about not having enough money for food?
- How do you primarily get to work each day?

Results:

- **33%** are worried about not being able to pay their utility bills
- **15%** have skipped a meal because they feel worried about not having enough money for food
 - *An additional 10% answered “Not Sure”
- **12%** are dependant on public transportation, ride share, or a family member to get to work each day



We are who we serve.





What Now?

82% believe it is important to have an **Employee Wellness program.**

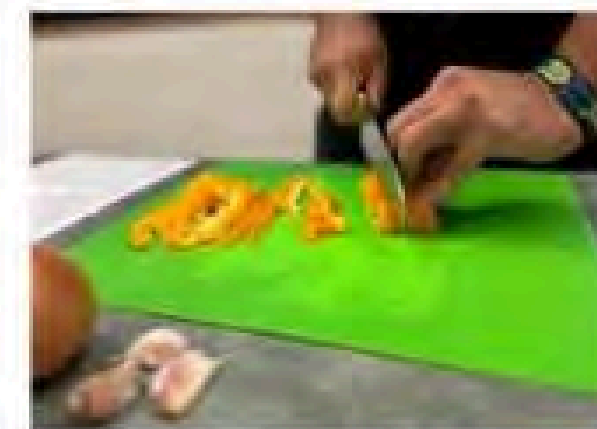
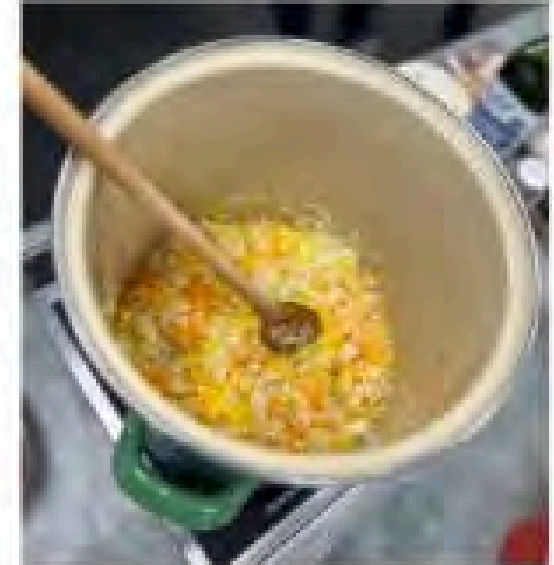
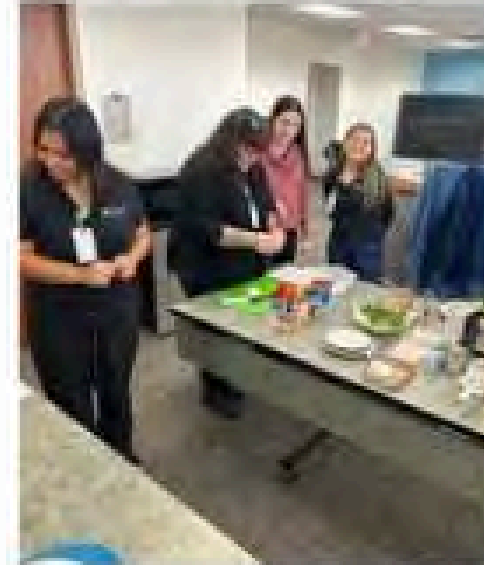
Staff invited to join our multi-disciplinary 'Staff Wellness Committee



Physical Health


We offered nutrition and cooking classes to our staff.


- Held over the lunch hour
- Company purchased ingredients
- Class ate what they made while they learned about nutrition
- Taught by our own dietician
- Participants agreed to take a survey




Nutrition Label Class Survey Results

 **100%** of participants state their understanding of how to lower my risk of diabetes has improved after this class.

 **100%** of participants state their understanding of how to balance meals has improved after this class.

 **91%** of participants state their understanding of the connection between physical, social and mental wellbeing has improved after this class.

 **100%** of participants state they would recommend this cooking class to their colleagues.

 **82%** of participants state they would take this cooking class again. (*due to time)

Staff Take Aways from Class

I learned...

- what a SMART goal is
- healthier alternatives to not-so-nutrient dense carbohydrates
- that quinoa is a complete protein
- when I reach your carb limit for a meal and I am still hungry, choose veggies/lean meats
- physical health affects social and mental health
- how to cook a meal in under 60 min
- the purpose of rinsing canned beans is to remove the preservative salt
- I will feel hungrier faster if I don't eat a healthy protein/fat in my meal

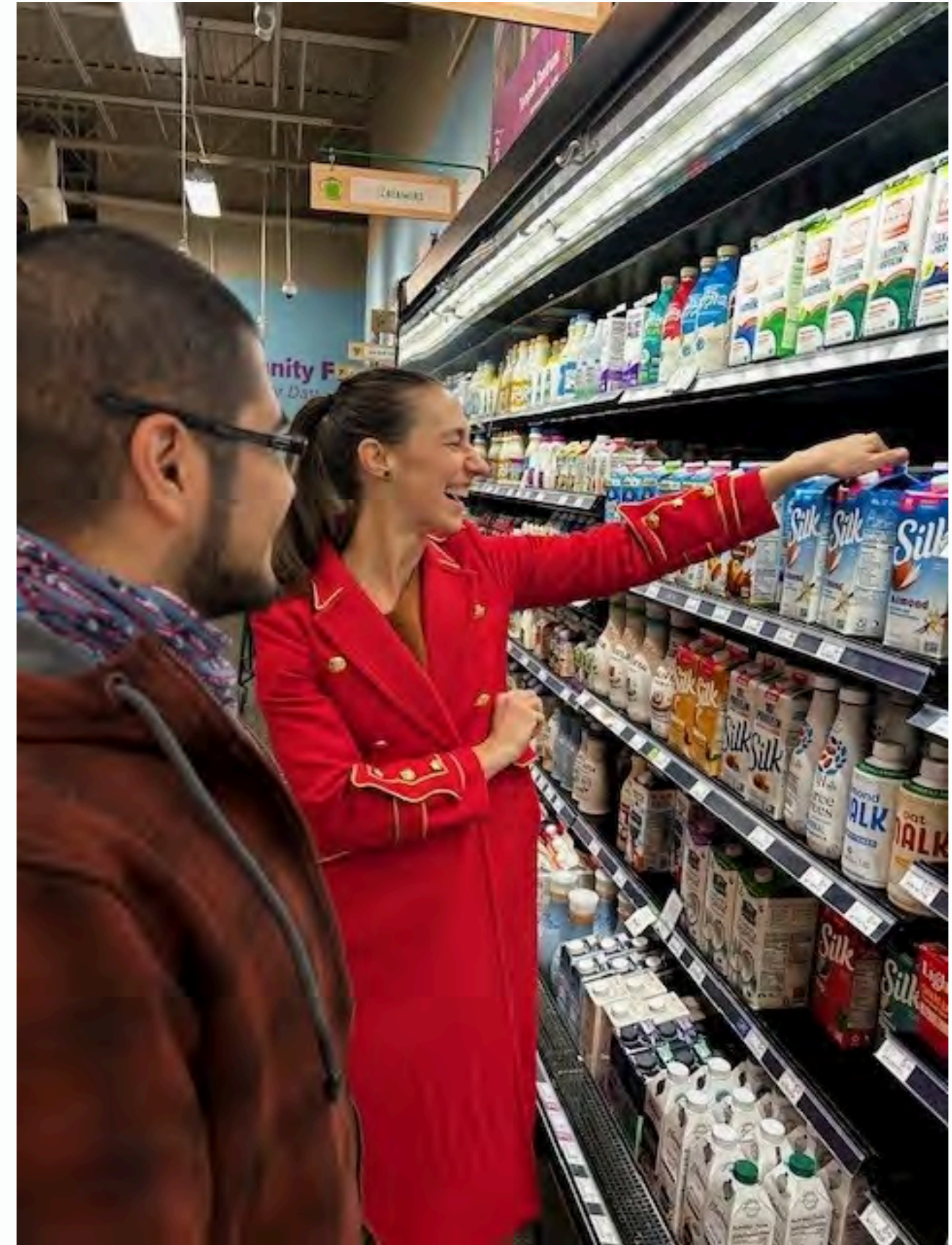
I loved...

- teamwork during meal prep
- cooking, getting together with coworkers
- that it was fun
- the hands-on experience and visuals
- that it was interactive
- the presentation
- demo of a well-balanced plate
- the serving sizes/food exercise
- the recipe
- cooking with my peers most
- a sense of togetherness, community

Physical Health

We Offered a Nutrition Label Reading Class with Grocery Store Tour

- Held 2 consecutive days over the lunch hour
- Day 1: Facilitators cooked a healthy recipe for participants
- Day 2: Company purchased meal from grocery store for participants
- Class ate what they made while they learned about nutrition
- Taught by our own dietician
- Participants agreed to take a survey



Cooking Class Survey Results



100%

of participants state their understanding of the importance of reading nutritional labels has improved after this class.



100%

of participants state their understanding of how to read nutritional labels has improved after this class.



100%

of participants state their understanding of how to balance a meal has improved after this class.



100%

of participants state they would recommend this class to their colleagues.



100%

of participants state they would take this class again.

Staff Take Aways from Class

I learned...

- that cholesterol is more hereditary than diet-based
- nuts are a good source of protein
- not ALL dairy-free milks are built the same
- when buying canned fruit, choose fruit canned in its own juice
- frozen vaggies are flash frozen so the nutritional content is “sealed” in
- whatever is consumed above what your body actually needs will be stored as fat.
- to avoid transfats because they are not metabolized and stay in your body

I loved...

- having lunch while we learned
- that the environment is safe to share and ask questions
- that the food was really good
- that the instructor holds great conversations
- the questions and answers from a professional registered dietitian

Additional Implementations

- Food purchasing policy that addresses both budget and nutrition
- Healthy food on hand: oatmeal, natural peanut butter, whole-grain bread, coffee, occasional trail mix bar
- Intentional invitations for staff to take left over food from meetings



Encouraging Wellness Activities

It doesn't need to be complicated:

Get Outside Selfie Challenge

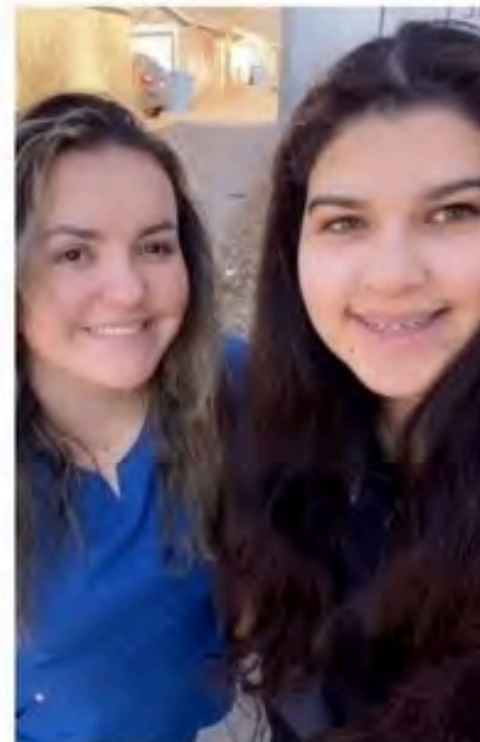
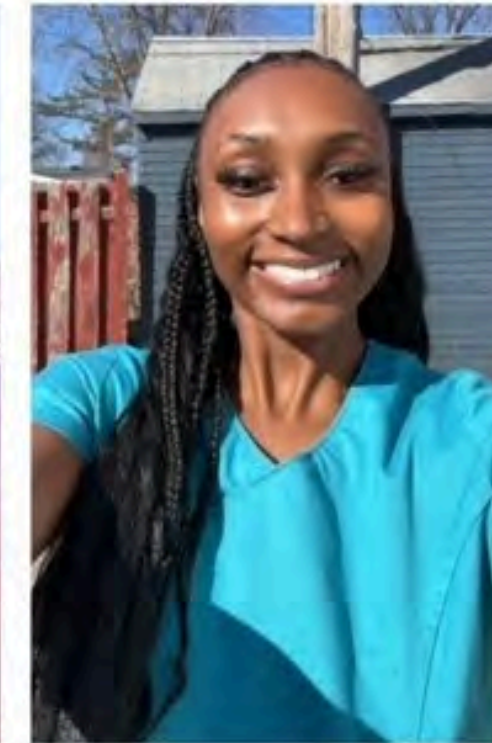
Guess Who Friday

Creative Get Togethers

Feel the Music - Move Your Body

Group Gardening

Employee Wellness Day



Mental/Emotional Health

We upped our game in marketing our Employee Assistance Program.

- Face-to-face or virtual therapy available to employee, spouse, dependants and any immediate household members
 - In the moment or
 - Up to 3 sessions per event
- Self-guided behavioral health
- Digital Support Group Session



More Perks of an EAP

Work-Life Support



Dependent care resources

Child care referrals

- Daycare centers
- Home child care
- Nannies
- Recreational programs

Elder care referrals

- Adult daycare
- Assisted living
- Home health care
- 'Meals on wheels'
- Retirement communities



Legal consultation

- Free in-person or telephonic consultation



Financial consultation

- Guidance and consultation from financial planners and budget specialists



ID theft consultation

- Free consultation and tailored recovery action plan



Convenience and concierge resources

Expert referrals for everyday needs

- Home improvement
- Entertainment services
- Pet care
- Auto repair
- Wellness
- Travel
- Plumbers and handymen
- Volunteer opportunities

What About Occupational Wellness?

**What does that
even mean???**

**Occupational wellness
recognizes the importance of
satisfaction, enrichment and
meaning through work.**



How Do We Measure Satisfaction?

3 Pillars:

1. Effective Communication
2. Willingness to refer for care
3. Willingness to refer for employment



Tip: Don't ask about things you're not willing to address.



Spoiler Alert



Effective Leadership Communication

Survey Question	Q4 2023 Result	Q4 2024 Goal
Do you feel your overall department/clinic leadership is communicating effectively?	51%	60%
Do you feel Southside senior leadership is communicating effectively?	40%	60%



Willingness to Refer Friends and Family to SCHS for Care in General

Q4 2023

Result

62%



Q4 2024

Goal

71%

Willingness to Refer Friends and Family to SCHS for Employment

Q4 2023

Result

57%



Q4 2024

Goal

60%

Inclusion



Survey Question	Agree & Strongly Agree
I feel welcome and that I belong at Southside.	73%
I feel important and included in our organization.	71%
I feel my skills and talents are valued and utilized.	72%



Psychological Safety



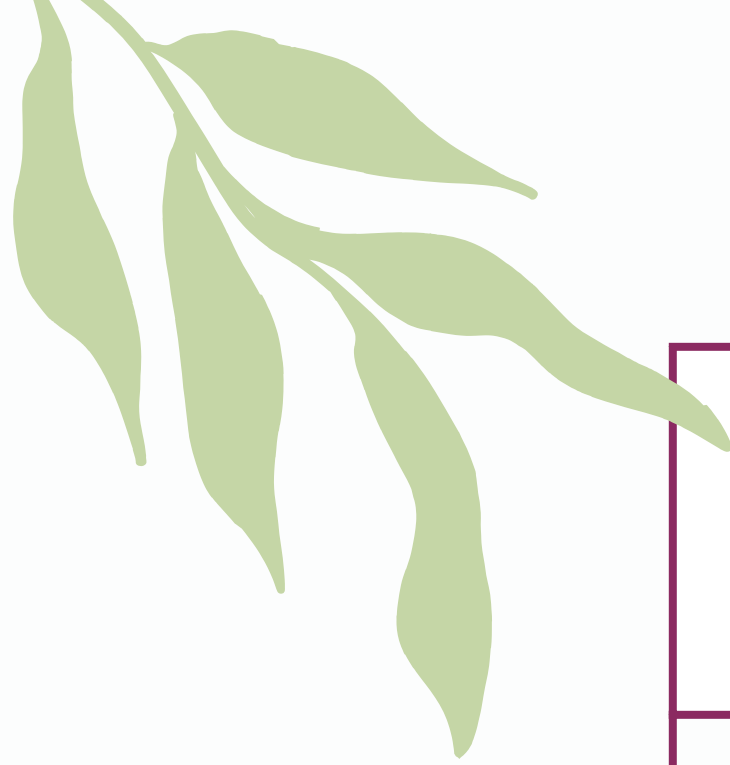
Survey Question	Agree & Strongly Agree
I feel safe admitting when I make an error.	90%
I feel safe sharing ideas or making suggestions.	83%
I trust that my ideas and suggestions are respected and considered, even if they do not come to full fruition.	77%



One-on-One Frequency	Percentage of Employees	“My one-on-one meetings, along with feedback from my April performance review, have provided the support and environment I need to feel secure and thrive in my job.”
Every 1-2 Weeks	20%	88% Agree or Strongly Agree
Every Month	15%	100% Agree or Strongly Agree
Every Other Month	20%	69% Agree or Strongly Agree
Every 6 Months	20%	69% Agree or Strongly Agree
Yearly	8%	27% Agree or Strongly Agree
Never	17%	33% Agree or Strongly Agree

The Influence of One-on-Ones

Survey Question	Weekly to Every Other Month	Every 6 Months to Never
Do you feel your direct supervisor is communicating effectively?	84%	47%
Have you seen improvement in communication from your direct supervisor over the past year?	80%	44%
I feel my direct supervisor coaches me in my job performance.	80%	37%
Overall, would you refer a friend or family to receive care at Southside in general?	84%	50%
Would you gladly refer Southside Community Health Services as a place of employment to a friend or family member?	64%	50%





What Now?

- Relational Leadership training for all direct supervisors through Intend Health.
 - Psychological Safety
 - Power With
 - Sharing Stories
- Staff training on Trauma-Informed Practice and de-escalation tactics
- Continued work around one-on-ones and effective communication





Challenges

Keeping
it
Real...



Challenges

- Vast array of skillsets on leadership team
- Various levels of readiness to change
- High stress = Low energy
- Accountability
- Time

But it's worth it.





QUESTIONS?





THANK YOU!

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