

2007-061

KCHRI Accomplishments
2006

Health Reform Initiative

Accomplishments 2005-2006

It has been two years of remarkable progress for King County's Health Reform Initiative. Workers, families, patients, and doctors have all become better informed and much more involved in taking charge of personal well-being. Below is a look back on a successful 2006.

Unprecedented enrollment in the Healthy IncentivesSM program

- More than 90 percent of eligible King County employees, their spouses or domestic partners took the wellness assessment, far above the 30 percent rate typical for the vendor running the program.
- Almost all who took the assessment enrolled in individual action plans.
- Seventy-five percent of high-risk participants who took coaching calls this year reported improving or eliminating one or more risk factors (i.e. weight, smoking, cholesterol, hypertension, etc.). The typical rate is 60 percent.
- Fifty-seven percent of 7,343 coaching call participants reported an *elimination of at least one risk factor*.

Programs support healthy choices

Weight Watchers at Work[®]

From February through December more than 230 participants lost an average of 7.8 pounds while enrolled in the 13-week sessions. In 2006, more than 4,600 pounds -- two tons -- has been taken off by our employees. According to the Partnership for Healthy Weight Management, a weight loss of five to 10 percent can measurably improve health outcomes.

Gym Discounts

Twenty-two fitness organizations now offer employees an average 20 percent discount at 119 locations throughout the Puget Sound region.

Healthy Workplace Funding Initiative

Using a \$25 per employee credit, departments purchased goods and services to engage in healthy workplace activities including yoga and other fitness training, exercise videos, nutrition information and more.

Live Well Challenge

Almost 1,200 participants on 172 teams competed for fun and prizes in the first annual Live Well Challenge; a highly successful effort to raise awareness and build communities of health throughout King County. All hail this year's grand-prize winners "Waist Management" (Solid Waste/DNRP).

Health and Benefits Fair

Organizers reported a 20 percent increase in attendance at this year's King County Health and Benefits Fair, which drew thousands of employees and featured many new health vendors. 96 percent of survey respondents rated the fair either a "4" or "5" on a five-point scale. Sixty-three percent plan to make changes to their lifestyle because of something they learned at the fair.

Flu Shots

In November 3,100 employees -- 30 percent of our targeted workforce -- turned out at worksites across King County to received no-charge flu shots.

Healthy Vending Machine pilot program

Partnerships with vendors helped to stock vending machines with healthy snack options in the King County Administration Building, the Exchange Building, the Regional Justice Center, the Wells Fargo Building, and a number of smaller worksites.

Health Matters Newsletter – the well read winner of a “Marcom” Creative Award: Sixty-eight percent of KC beneficiaries responding to survey questions included with the wellness assessment said they read the *Health Matters* monthly newsletter. *The September issue on pandemic flu won a gold medal from MarCom Creative Awards in their “Writing” category.*

Successful transition to online open enrollment

Participation: Fifty-one percent of benefit eligible employees logged into the new open enrollment system developed to support the Healthy IncentivesSM program benefit plan for 2007-2009. Forty-seven percent of benefit eligible employees made online changes during open enrollment.

Training and Technical Assistance: benefits and Retirement Operations Section (BROS) staff assisted 300 employees at work sites to log in and enroll. During the month of November, BROS assisted 5,766 employees on the phone with questions regarding open enrollment and for technical assistance. This number represents 38 percent of benefit eligible employees calling the BROS central information line.

Family Out of Pocket Expense Level: Seventy-nine percent of benefit eligible employees' family tier is gold, 10 percent is silver, and 11 percent is bronze.

Wellness Assessment & Individual Acton Plan Improvements for 2007

Tighter management: New three-member account management team.

Faster processing of wellness assessment: Faster enrollment in individual action plans. Within four weeks of completing the online wellness assessment, employees will receive a letter (low risk) or phone call (moderate/high risk) to enroll in their individual action plan.

Improved coaching: Harris HealthTrends, King County's vendor, has tripled (to 150) the number of coaches to assist moderate/high risk individuals. Participants will receive their first call for enrollment within 10 days of Harris receiving their wellness assessment results

- All coaches have BA or MA in fields such as health & wellness, exercise physiology, nursing, food & nutrition, public health or psychology.
- Coaches receive extensive training in telephone counseling.
- Coaches assigned to the King County program receive extensive training in King County HRI programs.
- Coaches evaluated quarterly by supervisor and trainer for
 - Coaching technique
 - Ability to promote risk reduction
 - Updating biometric information

Improved low risk programs: Online and paper versions have been fully modified and thoroughly tested.

Faster notification of out-of-pocket expense level: As soon as employees complete their individual action plans, they will be sent a letter, confirming gold status.

