



**HANDOUT**

From  
**Making Wellness Really  
Work: Strategies for Getting  
Maximum Results**

A presentation for the Washington  
Wellness Program

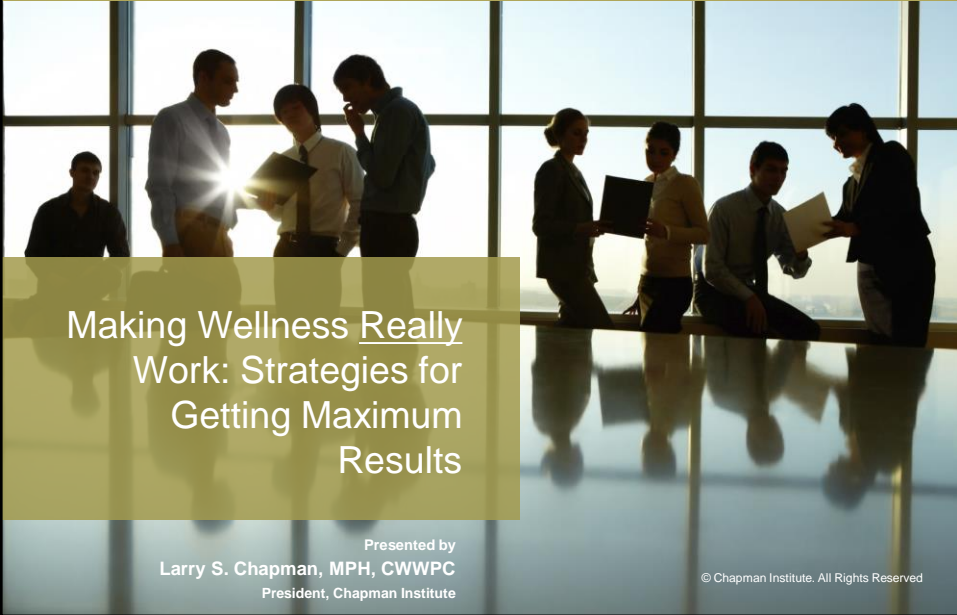
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September 21, 2016

L & I Headquarters, Tumwater, WA



Notes from Workshop:



Making Wellness Really  
Work: Strategies for  
Getting Maximum  
Results

Presented by  
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# AGENDA

- ✓ What constitutes wellness?
- ✓ Baselines and Targets
- ✓ The Results Hierarchy
- ✓ Understanding AMSO
- ✓ Small group exercise #1
- ✓ Available Resources
- ✓ Complementary Strategies
- ✓ Small group exercise #2
- ✓ Summary of Key Points

# WELLNESS

“A wellness program aims to help employees and their family members feel their best through positive voluntary behavior changes. These changes focus on reducing health and injury risks, improving health consumer skills, and enhancing well-being.”

-HCA

## DIFFERENT WAYS OF DOING WELLNESS



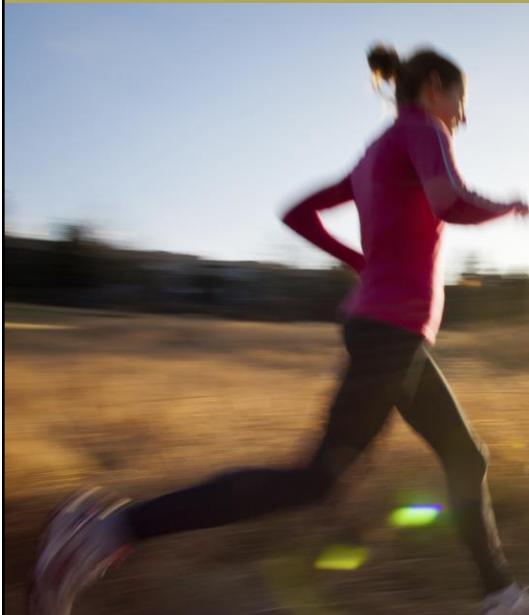
## FOCUS OF WELLNESS EFFORTS

### Major Targets

Tobacco use  
Physical activity  
Nutrition practices  
Heart health  
Weight management  
Stress  
Medical self-care  
Back pain

### Baselines

- SmartHealth Dashboard (P&A)
- Wellness Interest Survey
- Program records
- EHRs
- BRFSS
- Medical literature



## AMSO

### FOUR KEYS TO AN EFFECTIVE WELLNESS PROGRAM

Ongoing methods for raising  
awareness

Ability to enhance motivation

Learn new skills associated  
with new behavior

Opportunity to practice those  
new behavioral skills

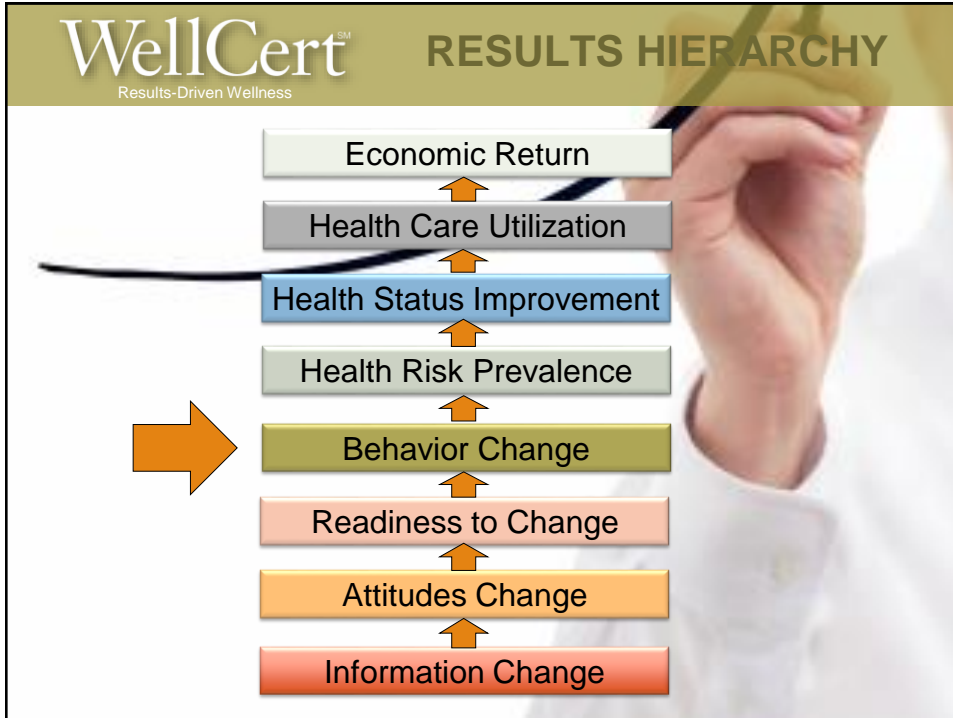
Source: Michael O'Donnell, PhD, MBA, MPH

## MAJOR TARGETS AND AMSO

Major Targets	A	M	S	O
Tobacco Use				
Physical Activity				
Nutrition Practices				
Heart Health				
Weight Management				
Stress				
Medical Self-Care				
Back Pain				

## MAJOR TARGETS AND AMSO

"Big 8"	A	M	S	O
Tobacco Use	HRA, Coach, LMS	Incentive criteria, LMS, self-quiz	Coach, mentor, educ program	Worksite policies, PHR, eHealth portal
Physical Activity	HRA, Coach, LMS, campaign	Incentive criteria, LMS, group competition, wearables, self-quiz	Coach, mentor, educ program, onsite, subsidy, online prog	Worksite policies, onsite, subsidy, walking program, wearables, PHR, eHealth portal
Nutrition Practices	HRA, Coach, LMS, food demos	Incentive criteria, LMS, food demos, self-quiz	Coach, mentor, educ program, tours	Worksite policies, food options, eHealth portal
Heart Health	HRA, Coach, LMS, screening	Incentive criteria, LMS, screening, self-quiz	Coach, mentor, educ program, LMS	Worksite policies, Prev benefits, PHR, eHealth portal
Weight Management	HRA, Coach, LMS, scales, screening	Incentive criteria, LMS, self-quiz	Coach, mentor, educ program, support group	Worksite policies, repeat screening, Refreshers, PHR, eHealth portal
Stress	HRA, Coach, LMS, Somatizer educ	Incentive criteria, LMS, PTO, self-quiz	Coach, mentor, educ program, support group	Worksite policies, quiet space, PHR, eHealth portal
Back Pain	HRA, Coach, LMS, self-quiz	Incentive criteria, LMS, self-quiz	Coach, mentor, educ program, PT,	Worksite policies, PHR, eHealth portal
Medical Self Care	HRA, Coach, LMS	Incentive criteria, LMS, self-quiz	Coach, mentor, educ program, LMS	Worksite policies, PHR, LMS, eHealth portal



## **A** ONGOING METHODS FOR RAISING AWARENESS

### Key Concepts

- Personal health and well-being issues
- Need periodic process
- Learning preferences used
- Need to track and use information

### Practical Interventions

- HRA
- Biometric screening
- Newsletter
- Education
- Discussion
- Coaching

## **M** ABILITY TO ENHANCE MOTIVATION

### Key Concepts

- Few intrinsically motivated
- Awareness & skills not enough
- Transtheoretical model™
- Motivational interviewing
- Follow their passion

### Practical Interventions

- Coaching
- HRA questions
- Incentives
- Communications
- Campaigns

## **S** LEARN NEW SKILLS ASSOCIATED WITH NEW BEHAVIOR

### Key Concepts

- Focus on the “how”
- Experience is a powerful teacher
- Incorporate habit
- Steps for success
- Preventing relapse

### Practical Interventions

- LMS
- Coaching
- eHealth portal
- Mentors
- Demo's



## **O** **OPPORTUNITY TO PRACTICE THOSE NEW BEHAVIORAL SKILLS**

### **Key Concepts**

- Often not addressed
- Importance of social support and relationships
- Consider as part of supportive environment
  - Physical environment
  - Policy environment
  - Culture
  - Programming

### **Practical Interventions**

- Policies
- Incentives
- Programming
- Refreshers
- Wearables
- Groups

## **SMALL GROUP EXERCISE #1**

### **Assessing Your Program's AMSO Level**

1. First, identify 3 key wellness behaviors your program is trying to address.
2. Then, for each of the behaviors analyze how your program currently addresses A, M, S and O for that behavior.
3. Use the worksheet to record your findings.

## AVAILABLE RESOURCES

- SmartHealth Try New Things Flyer
- SmartHealth Trainings
- SmartHealth Get Started Brochure
- SmartHealth Program Detective Video
- SmartHealth Website
- SmartHealth Go Mobile app
- SmartHealth Worksite Wellness Roadmap (8)
- SmartHealth Dashboard (P&A)
- SmartHealth Customized Activity Request
- SmartHealth Activity Idea Bank
- SmartHealth Renewal Message
- SmartHealth Activity Calendar
- SmartHealth The Benefits of Worksite Wellness
- HCA and Limeade staff
- Internal state staff (DHS, HE, OPM, L&I)

SmartHealth

## COMPLIMENTARY STRATEGIES

- “Campaignize” key behaviors
- Customized activity requests
- Onsite educational programming
- Wellness Ambassadors
- Wellness Mentors
- Recognition programs
- Small support group formation
- Affinity and activity group formation
- Team competitions
- Custom challenges
- Piggy Back wellness events
- Promote SmartHealth tools and resources



## **SMALL GROUP EXERCISE #2**

### **Improving Your Program's AMSO Level**

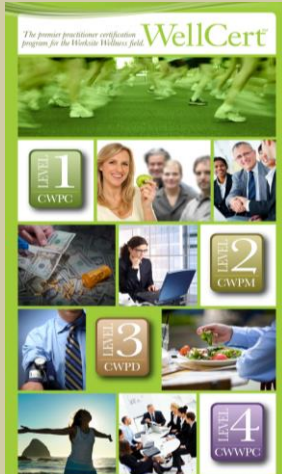
1. Now, review the results from exercise #1 and identify what ways you can enhance the AMSO effects in your wellness program.

## **SUMMARY OF KEY POINTS**

- All of us need more wellness and well-being.
- But long term behavior change is not easy.
- Wellness is flexible and can address a broad range of issues and behaviors.
- There are lots of different ways to address those issues and behaviors.
- Wellness results should be considered as a “hierarchy.”
- Your SmartHealth Dashboard can help track your results.
- You have lots of great wellness resources to use.
- However, in order for your wellness efforts to produce more results they must AMSO!
- You can create more wellness results with a little careful thought and some selected program changes.

## THE CHAPMAN INSTITUTE

*"Certification and tools for Results-Driven Wellness"*



➤ Four (4) levels of certification for worksite wellness practitioners. Online, Live Webinar and Onsite:

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- CWPM (Level 2)
- CWPD (Level 3)
- CWWPC (Level 4)

➤ **Special Offer for Washington Wellness!**  
50% Off Level 1 until end of year for:

- ✓ Live Webinar: October 5, 12, 19 and 26 (8:00 am to 11:00 am)  
or
- ✓ Online program (Self-paced)
- ✓ Cost = \$575

**50% off instructions:**

- 1) Go to <https://chapmaninstitute.com>
- 2) Select course under "Wellness Certification"
- 3) Enter "wa-hca-half-off" at checkout

## SKILLS COVERED IN LEVEL 1 - CWPC

- |  |  |
|--|--|
| <b>Skill #1</b> How to build strong senior management support    | <b>Skill #7</b> How to design effective wellness communications      |
| <b>Skill #2</b> How to assess your employees' wellness needs     | <b>Skill #8</b> How to design your health management process         |
| <b>Skill #3</b> How to use a Health Risk Assessment (HRA)        | <b>Skill #9</b> How to design group activities                       |
| <b>Skill #4</b> How to set your wellness strategy                | <b>Skill #10</b> How to create a supportive environment for wellness |
| <b>Skill #5</b> How to design your organizational infrastructure | <b>Skill #11</b> How to design onsite programming                    |
| <b>Skill #6</b> How to design your technology infrastructure     | <b>Skill #12</b> How to perform a simple evaluation of your program  |

## Small Group Exercise #1

## Assessing Your Program's AMSO Level

Key Wellness Behavior	On-going method for raising Awareness	Ability to augment intrinsic Motivation	Ability to acquire new Skills	Opportunity to Practice those new skills

# Small Group Exercise #2      Improving Your Program's AMSO Level

Key Wellness Behavior	On-going method for raising <u>A</u> wareness	Ability to augment intrinsic <u>M</u> otivation	Ability to acquire new <u>S</u> kills	<u>O</u> ppportunity to Practice those new skills