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***Washington Wellness Key Informant Interviews***

***Fall 2017***

To further develop and inform Washington Wellness 2018 program planning and improvements, Washington Wellness recently conducted 12 key informant interviews with Washington State Wellness Coordinators. The wellness coordinators represented state agencies, higher education institutions, and political sub-group sectors. Interviewees included wellness coordinators from the following organizations:

**State Agencies:**

* Washington State Department of Corrections
* Washington State Department of Transportation
* Washington State Department of Fish and Wildlife
* Washington State Department of Natural Resources

**Higher Education Institutions:**

* The University of Washington
* Washington State University
* Central Washington University
* Spokane Falls Community College
* Western Washington University

**Political Sub-groups:**

* Thurston County
* Island Hospital
* Inner City Transit

The Washington Wellness team interviewed the wellness coordinators using a structured questionnaire to facilitate an open, in-depth discussion to gather information on their views, thoughts, and insights in the following areas:

1. SmartHealth customized activities
2. SmartHealth Toolkits
3. SmartHealth data dashboard
4. Wellness coordinator recognition
5. Wellness coordinator training

The following table represents a summary of the emerging themes that we identified in the analysis. It also includes the actions Washington Wellness is using to develop and improve 2018 program planning and resources. The complete 2018 SmartHealth tools, messages, and resources are posted on our [SmartHealth page](https://www.hca.wa.gov/about-hca/washington-wellness/smarthealth).

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| **Topic Area** | **Themes** | **Actions** |
| 1. SmartHealth customized activities | Process too long and confusing. | [20 Custom activity examples](https://www.hca.wa.gov/about-hca/washington-wellness/smarthealth#example) posted on the Washington Wellness website for wellness coordinators to use as templates.  A revised, simpler [Custom Activity Request Form](https://www.hca.wa.gov/about-hca/washington-wellness/smarthealth#custom) posted on the Washington Wellness website. |
| 1. SmartHealth Toolkits | Redundant email template message is not useful.  Not comprehensive.  Hard to find on website. | [First quarter 2018 SmartHealth activity toolkits](https://www.hca.wa.gov/about-hca/washington-wellness/smarthealth#toolkit) posted on the Washington Wellness website include promotional information and testimonials specific to each activity.  Washington Wellness will continue to develop toolkits with links and resources specific to the activities.  Washington Wellness will send wellness coordinators emails with direct hyperlinks to toolkits and resources. |
| 1. SmartHealth data dashboard | The reports are difficult to understand.  Updates delayed. | SmartHealth data dashboard training for wellness coordinators is planned for 2018.  Washington Wellness will continue to work with Limeade on dashboard improvements and functionality. |
| 1. Wellness coordinator recognition | Lack of awareness of quarterly gift card drawings and too busy to pay attention.  Not motivating. | Washington Wellness is considering wellness coordinator recognition approaches that are more meaningful. Quarterly gift card drawings for wellness coordinators will not take place in 2018. |
| 1. Wellness coordinator training | Provide more training | Washington Wellness is currently developing a training plan for 2018 offered in various formats such as in-person, virtual, and webinar/video. |

In addition to the emerging themes, there were many other recommendations and comments. Washington Wellness will use them to continue to develop resources and support for wellness coordinators. Below is a summary of the additional topics:

* Zo8
* Healthy Worksite Summit
* Leadership and manager value proposition training
* Inter-agency competitions
* Out-of-office employees

Washington Wellness welcomes and invites all wellness coordinators to provide continuous input and feedback on how we can help you build and sustain your wellness programs. If you have any questions or comments please contact us at [wawellness@hca.wa.gov](mailto:wawellness@hca.wa.gov).