



# 2017 ANNUAL REPORT

CHOOSE YOUR WAY TO WELL-BEING

# A MESSAGE FROM MHEALTHY LEADERSHIP:

In the near decade since MHealthy became an official program at the University of Michigan, the goal to promote the health, well-being and quality of life of the U-M community has been visibly embraced by both formal and informal leaders throughout our organization. The workplace culture has become more supportive of healthy behaviors and a holistic philosophy to well-being is being woven into our values and consciousness.

U-M's 200<sup>th</sup> year carried on these values as health and well-being services were again met with high engagement and satisfaction among our faculty and staff community.

- More employees completed MHealthy Rewards-eligible healthy activities than in previous years, and thousands continue to take advantage of free and low-cost mainstays like Active U, M Farmers Markets, exercise and relaxation classes, Ready to Lose, and chef demonstrations.
- Our mental and emotional health counseling and consultation services continued to be a vital resource to individuals, departments, and unit managers. In 2017 alone, thousands on campus and in Michigan Medicine utilized services for stress, depression, anxiety, substance use disorders, burn-out, self-care, and more.
- We also saw our events celebrating U-M's bicentennial sell out or nearly sell-out. More than 800 yoga enthusiasts took over Michigan Stadium over a three-hour period in October. Another 880 packed the Michigan League, Dow Auditorium or watched the livestream of one of the leading thinkers on positive psychology, Dr. Martin Seligman, to glean wisdom on flourishing in today's world.
- Our commitment to those who are at high risk for chronic conditions like back pain, depression and diabetes continued as well. By partnering with units and departments considered at higher risk, employees now have better access to customized programs that meet their specific needs.

2018 will bring changes in administrative leadership for MHealthy. In March, LaVaughn Palma-Davis began a phased retirement and is transitioning her role to Rich Holcomb. Rich, the Senior Director of Benefits, will take on the additional role of Senior Director for Health and Well-Being Services. Karen Schmidt, formerly an Associate Director for MHealthy, has been promoted to Director of MHealthy wellness and risk reduction programs.

As we move into 2018, we are extremely grateful to those who have embraced our vision. To you, we say thank you for your partnership and support. We all look forward to continuing to work with you to contribute to the excellence of the University!



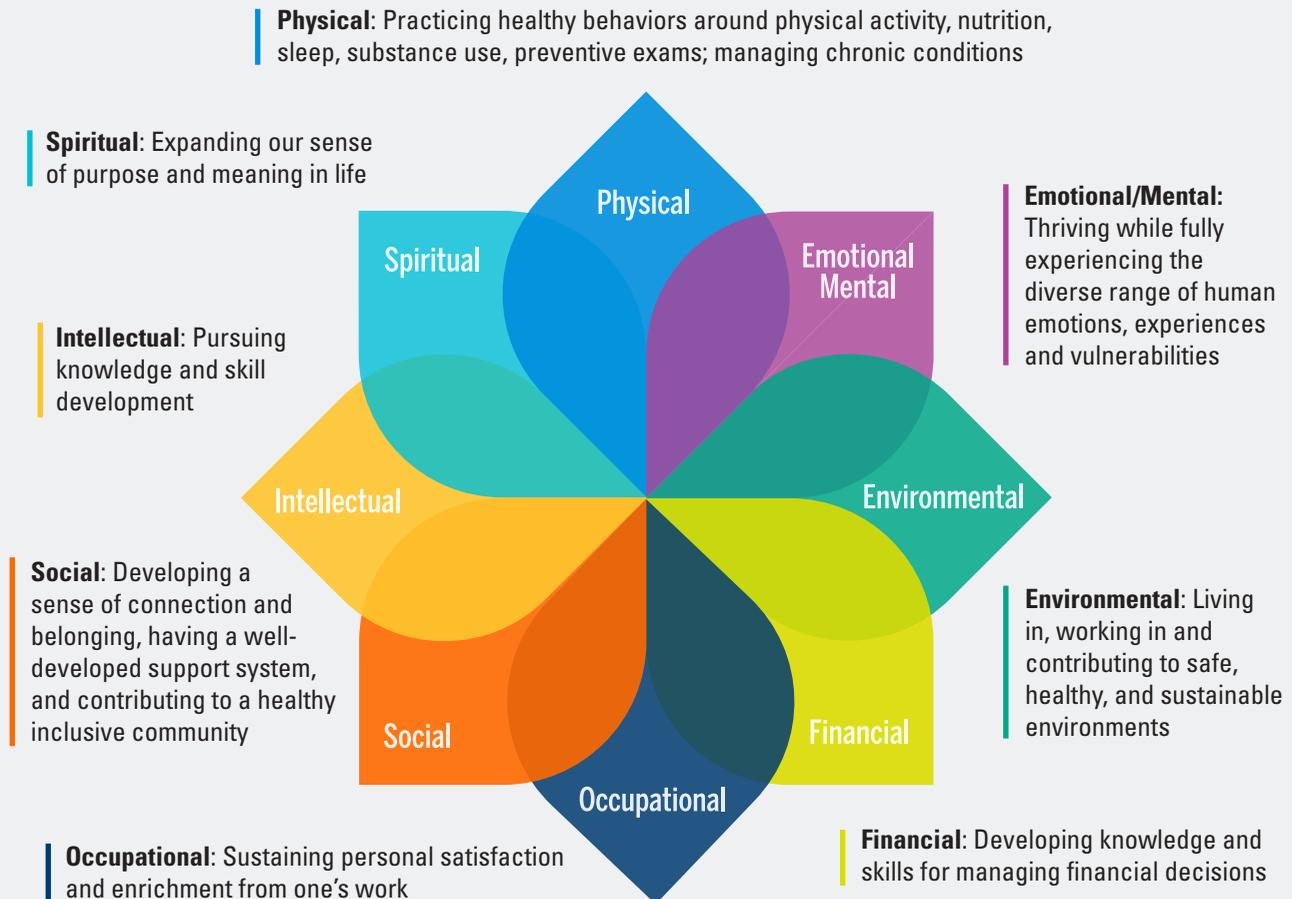
**LAVAUGHN PALMA-DAVIS**  
*Senior Director, Health  
& Well-Being Services*



**DR. PREETI MALANI**  
*Chief Health Officer, U-M*

# Our Philosophy

The University of Michigan embraces the philosophy that well-being encompasses the whole person, with many factors affecting one's quality of life and playing a part in achieving balance, purpose, and vitality in our career and at home.



MHealthy is dedicated to building and sustaining a culture and environment at U-M that supports the well-being of our faculty, staff and community at large. We are committed to delivering effective health and wellness programs and services that can make a difference in improving people's lives. We strive to keep the well, well and help those with health risks manage or improve their condition. Our success in reaching these goals lies in the ongoing support and engagement of our campus community leaders, champions, partners, and peers.

## Mission

MHealthy supports members of the U-M community to lead healthy and fulfilling lives. MHealthy fosters positive work cultures and environments that contribute to U-M being a great public university.

## Vision

The University of Michigan will be a model community of health where both the individual and the organization thrive.

# BUILDING A CULTURE OF HEALTH

## MHealthy Champions



In 2017, hundreds of staff and faculty across the university volunteered their time and energy to help create a culture of health within their work unit. Over a two-year term, our Champions encourage participation in health and well-being programs, organize fun wellness events, and use wellness grants to fund healthy activities or acquire resources that encourage practicing healthy behaviors in the workplace.

**653** MHealthy Champions on Ann Arbor, Dearborn, Flint campuses and Michigan Medicine

In June, we introduced a new Champion Portal, making it easier for Champions to connect with one another, create action plans, share success stories, and access resources.

### Dr. Robert A. Winfield Champion Award

Kelly Bates, call center associate supervisor at Michigan Medicine's Canton Health Center, was presented the inaugural Dr. Robert A. Winfield Champion Award at the 2017 MHealthy Champion retreat. Created in honor of U-M's former chief health officer who passed away in

2016, the award recognizes an MHealthy Champion who is making a positive difference by building a culture of health in their work unit and embodies Winfield's traits of compassion, motivation, grace and humor.



From left, Daniel Winfield, Robert Winfield's son; Bates; and LaVaughn Palma-Davis, senior director of health and well-being services. (Photo by Austin Thomason, Michigan Photography).

## Leadership Engagement

Expanding on last year's success, MHealthy conducted a total of 16 "Leaders Creating a Culture at its Best" workshops for 2017. With a refreshed agenda, U-M managers and supervisors from across the Ann Arbor campus and Michigan Medicine had the opportunity to discuss their area's health and well-being challenges and opportunities and collaborated in a series of guided, real-life learning activities that addressed their unique work environments.

**16**  
Workshops held  
Mar. - Oct. 2017

Nearly  
**300**  
Managers & supervisors  
in attendance (more  
than 500 total to date)

*"Enjoyed the interactive nature of this workshop – being able to hear different perspectives regarding what is working/not working in others' units, as well as helpful suggestions about how I could improve the environment in my own unit. This was definitely a topic that resonated with audience, and I left with a lot of ideas I hope to implement where I work."* - 2017 Leadership Workshop participant

## Bicentennial Events

To commemorate U-M's 200th anniversary, MHealthy held two major events to celebrate the university's commitment to well-being.

### Yoga in the Big House

For three hours on Sept. 29, Michigan Stadium was taken over by hundreds of yogis for "Yoga in the Big House." Offered in partnership with UHS/Wolverine Wellness and Recreational Sports, the event welcomed all levels and abilities to participate in 30-minute yoga sessions on the field of the Big House.



### Bicentennial Symposium featuring Dr. Martin Seligman

Dr. Martin Seligman, a Zellerbach Family Professor of Psychology and Director of the Positive Psychology Center at the University of Pennsylvania, led two presentations on Oct. 25. Commonly known by many as the Father of Positive Psychology, Dr. Seligman discussed how finding meaning and purpose at work and at home can lead to feeling happier and more fulfilled. Presentations were held at the Michigan League and at Michigan Medicine, with Dr. Seligman tailoring his topic to address the specific challenges related to working in an educational or a health system environment. Both events were also livestreamed.

Following Seligman's Michigan League presentation, three companion sessions were offered allowing attendees to take a deeper dive into topics related to positive psychology. Led by U-M experts, these sessions covered building positive workplaces, stress reduction, and self-care.



**430+**: Total in-person attendees for both Seligman presentations

**450+**: Viewers who watched via livestream



## Governor's Fitness Award

The U-M was recognized as one of the state's healthiest workplaces with the 2017 Governor's Fitness Award, which honors individuals and organizations for their efforts to help people live healthy lifestyles. The university was chosen for its commitment to creating a healthy workplace environment through engaging programs, a positive culture and support from leaders. The Governor's Fitness Awards is sponsored by the Governor's Council on Physical Fitness, Health and Sports in conjunction with the Michigan Fitness Foundation.

# SUPPORTING POPULATION-WIDE WELLNESS

## MHealthy Rewards

In its ninth year, MHealthy Rewards 2017 encouraged benefits-eligible faculty and staff to take action to maintain or improve their health by participating in healthy activities that can help individuals stress less, move more, manage weight, quit tobacco, manage health conditions, drink less alcohol, or quit tobacco.



For 2017, the health questionnaire was **not** required to earn incentives. Participants could earn a \$50 reward for completing one healthy activity or \$100 for completing two activities.

**15,600+**: Benefits-eligible faculty and staff completed at least one Rewards-eligible activity

## Physical Activity

Active U and MHealthy Exercise and Relaxation Classes are population-wide physical activity programs offered in 2017, encouraging faculty, staff, and the general U-M community to move more. MHealthy also continued to build awareness for the immediate benefits of moving for short periods of time throughout the workday through its "Time to Move" campaign.

## Nutrition & Weight Management

MHealthy offers many healthy eating resources and programs to help faculty and staff eat smarter. Healthy recipes, chef demonstrations, seasonal farmers markets, and more were available to faculty and staff in 2017.

**4,016**: Faculty and staff participated in Colorful Choices, a six-week online produce tracking program that encouraged participants to increase their fruits and vegetables intake

**809**: Total attendance at nine chef demonstrations

**597**: Participants enrolled in the Ready to Lose weight loss program in 2017. Based on those who reported on their weight loss, participants lost an average of 4 pounds

**1,169**: Faculty and staff participated in at least one 12-week Weight Watchers session, with participants losing an average of 6.25 pounds



## ACTIVE U BY THE NUMBERS

**11K+**

Active U participants.  
7K+ met their weekly goal at least 8 weeks

**25M+**

Exercise minutes logged over 12 weeks

**21%**

participants who used a fitness device to record exercise minutes

**30 min**

Average time participants decreased being sedentary on a typical day

## MHealthy Thrive

MHealthy Thrive! uses a comprehensive stress management approach to foster individual and community well-being through a variety of classes and trainings.

**598:** Faculty and staff attended one of 19 MHealthy Thrive! classes offered in 2017

**1,169:** Individuals used MHealthy's confidential online screenings for depression, anxiety, PTSD, and other mental health conditions

## HealthTrails

MHealthy introduced HealthTrails, a Rewards-eligible, online wellness program in 2017. The eight-week program embraced a more rounded approach to personal health by encouraging participants to track physical activity, sleep, produce intake, and daily meaningful connections.



## ENGAGING OUR COMMUNITY

MHealthy continues to achieve high customer satisfaction scores on all programs and services.



# ASSISTING INDIVIDUALS AT HIGH RISK OR WITH CHRONIC CONDITIONS

Based on the university's medical claims data and annual health questionnaire, the following health risk behaviors and chronic conditions have been identified as priorities. Work conducted thus far is outlined below.

## Tobacco

Through MHealthy's Tobacco Consultation Service (TCS), U-M faculty, staff, patients, and community members have access to no-cost tobacco treatment services through a variety of settings (inpatient, outpatient, group, individual and telephonic). U-M employees, spouses or OQAs may also qualify for an incentive for completing a cessation program.



**135:** Employees, patients, students, and community members participated in tobacco treatment counseling through TCS

**1,115:** Outpatient referrals were received from 88 clinics and programs that service Michigan Medicine. In addition, 129 people self-referred to TCS

**1,351:** Claims for prescription tobacco quit aids or over-the-counter tobacco treatment product co-pay reduction

**5,668:** Contacts with Michigan Medicine patients (either via individual hospital visit or self-help brochure sent to their home) offering tobacco treatment assistance

**1,476:** Number of discharged patients who were provided follow-up relapse prevention support at one and four week time intervals following discharge

## GREAT AMERICAN SMOKEOUT

Each year, the American Cancer Society uses the third Thursday of November as a day to make a plan to quit smoking. In support of the Great American Smokeout, TCS offered opportunities for both education and action:

**1,485:** Great American Smokeout Quit Kits distributed to assist Michigan Medicine patients with a quit tobacco attempt

More than 50 attended a Nov. 14 panel discussion focused on the public health impact of tobacco use and the tobacco-related health disparities resulting from tobacco industry practices that target underserved populations, such as minority groups, the LGBTQ community, low income communities, and others.



## Diabetes

The Benefits Office, in collaboration with MHealthy, makes the Diabetes Prevention Program (DPP) available to eligible U-M Premier Care members with no out-of-pocket cost. DPP is a nationally-recognized lifestyle change program developed by the CDC that has been proven to help participants move more, eat a healthier diet and cut the risk of developing type 2 diabetes in half.

**242:** People participated in the Diabetes Prevention Program in 2017

## Back Pain

Coordination began on a new acute back pain management service for U-M faculty and staff. The service will include assessment, education and referral, as well as tailored exercise classes, enhanced online resources, and opportunities to join back pain self-management groups.

## Alcohol

Offering brief, confidential behavior change interventions for mild to moderate alcohol problems, the Alcohol Management Program (AMP) helps individuals improve their health by reducing the number of negative consequences from drinking alcohol by either cutting down or quitting altogether. The program also offers population-wide educational resources and services.

**132:** AMP participants in 2017 attended a total of 578 appointments

**59%:** Average reduction of weekly alcohol consumption at three months by participants who, on average, consumed 15-plus per week for females and 20-plus drinks per week for males

**1,362:** Employees participated in the Summertime Slowdown – Test your Summer Alcohol IQ Challenge (nearly double from 2016)

## Depression and Anxiety

In addition to providing counseling services through our Faculty and Staff Assistance Program (FASAP) and Michigan Medicine Employee Assistance Program (EAP), a task force group recommended exploring several strategies to improve mental and emotional health in U-M's population. These include:

- Implementing new branding for FASAP and EAP to Faculty and Staff Counseling and Consultation Services (FASCCO) and the Office of Counseling and Workplace Resilience
- Building stress management and resilience resources including hiring an expert lead
- Exploring online and mobile technologies to address depression, anxiety and sleep
- Educating U-M PCPs and clinics about the resources available at U-M for faculty and staff and our ability to get individuals into care in a timely manner
- Offering specific targeted mental health programs in the workplace to unique populations (trauma, fatigue, secondary stress, sleep, mindfulness, etc.)



## Focused Partnerships

MHealthy continued to offer specific programs for high risk departments and units covering core conditioning, neck and upper torso exercises, and stress and relaxation.

**1,969:** Total participants from units like nursing, Environmental Health Services and various offsite health locations, who participated in Core Conditioning Care (C3), Neck and Upper Torso (NUT), and MHealthy Vacations

## Personal Action Towards Health (PATH)

In 2017, MHealthy piloted PATH to help individuals managing long-term health conditions. These small group workshops for employees, family members and caregivers are proven to help manage chronic conditions. Three, six-week workshops were offered in partnership with Michigan Partners on the PATH and the National Kidney Foundation of Michigan, with more planned for 2018.

**42:** Individuals who attended at least one PATH session in 2017

# MENTAL AND EMOTIONAL HEALTH SERVICES

Through the Faculty and Staff Assistance Program (FASAP) and Michigan Medicine Employee Assistance Program (EAP), the university continues to work to positively impact health and well-being, employee engagement, morale, job satisfaction, work environment, lost work days/absenteeism, disability and performance. Assistance is provided to individuals, couples, teams, and the organization to enhance strengths, develop new coping strategies, and retain emotional balance. Both offices offer professional counseling, consultation/coaching, outreach (prevention and education) services and crisis management (CISM) to support our faculty, staff and their families with both personal and work-related concerns. These services are provided at no cost and address stress, grief and loss, depression, anxiety, substance use disorders, personal/ professional relationships, cultural and employee change/conflict, and life and work transitions.

## Clinical Services

**2,268:** Total EAP clinical sessions/visits

**1,525:** Total FASAP clinical sessions/visits

## Consultation/Coaching Services

**988:** EAP consultation services provided

**597:** FASAP consultation services provided

## Group Intervention Services

**1,608:** Employees who received group intervention services from EAP on acute and chronic stress, burnout, etc.

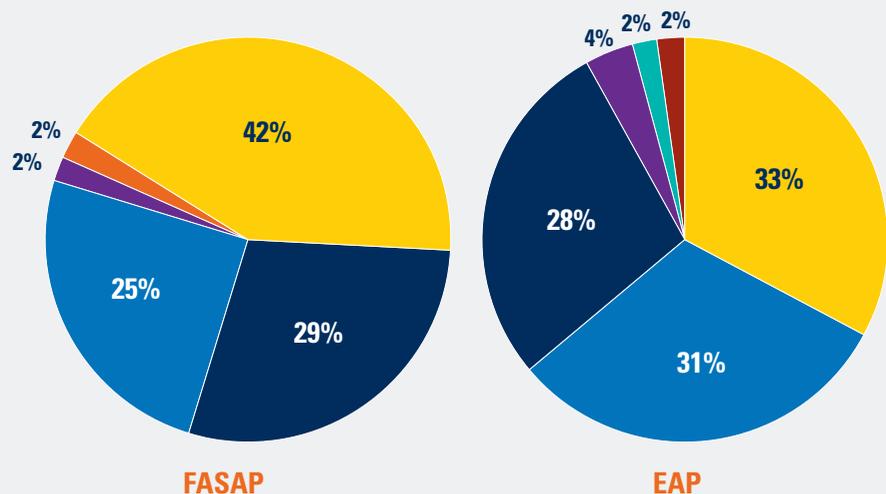
## Outreach (Prevention and Educational Services)

**5,136:** Participants who attended a EAP educational presentation. Among the 123 presentations offered, topics included mindfulness, drug-free workplace, self-care, and eight habits of happiness

**1,100:** Participants who attended a FASAP educational presentation or support group. Among the 45 presentations offered, topics included stress management, understanding generations at work, and positive communications, as well as new support groups for new parents and post doctorate support

## 2017 Presenting Problems

- Psychological/Emotional
- Relationship
- Job/Work Related
- Financial
- Substance Use Disorders
- Medical/Physical
- Other



## Crisis Management (CISM)

**103:** Crisis management services EAP provided to units impacted by loss, crisis, trauma, injury/accident and situations or threats of violence

**10:** Crisis management FASAP provided to units across the campus

## Emergency Hardship Program (EHP)

Coordinated and administered by FASAP and the EAP, the EHP provides assistance to staff and faculty experiencing

a severe, one-time financial emergency. Due to an investment in a time-limited endowment and an increase in the number of donors, the maximum award amount for each grant was raised to \$1,000 from \$800 in 2017. The funds and connections to community and university resources assist employees in averting home evictions, utility shutoffs and transportation issues.

**\$29,708:** Awarded in grants to 41 employees experiencing a financial emergency. The majority of requests come from Michigan Medicine.

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# OCCUPATIONAL HEALTH SERVICES

A wide range of services are offered to Michigan Medicine and Ann Arbor campus faculty and staff through Occupational Health Services (OHS), including new employee screenings, workplace injury evaluation and treatment, physical therapy, hazardous exposure care, fitness for duty exams, immunizations and vaccinations (including flu shots and TB screening), and respirator mask fitting for Michigan Medicine employees. All services are provided at no cost to employees.

**10,056:** OHS provider visits for employees injuries and illnesses

**1,485:** Physical therapy visits (includes Michigan Medicine and campus)

**76,850:** Ancillary Michigan Medicine employee visits for services such as flu shots, TB test, respirator fit testing, audiograms, and vaccination compliance

**99.6%:** Michigan Medicine employees (31,121) compliant with the flu shot policy. 29,766 employees were vaccinated through OHS

**9,540:** Flu vaccinations provided through Michigan Visiting Nurses to campus employees through 107 onsite clinics



# FACILITATING ENVIRONMENTAL IMPROVEMENTS

## Smoke Free/Tobacco Free Campuses

The Smoke-Free Campus Initiative continues to successfully reduce the use of combustible tobacco on campus and encouraging students, faculty and staff who smoke or use e-cigarettes to consider cessation. In 2017, the Smoke-Free website was updated with a new look and new online reporting tool for smoke-free policy compliance violations.

## Improving Access to Healthy Food and Beverages

To support our faculty and staff in making healthy food choices, MHealthy and its campus partners implemented new MHealthy nutrition guidelines in 2017. The new guidelines emphasize more fruits, vegetables, healthy fats and whole grains; and less saturated fats, added sugars and sodium.

We continued to reward patrons who purchased MHealthy-approved food items at select Michigan Medicine café and carts through a Loyalty Punch Card program; continued to work with vendors to make healthier food options available through vending, dining and catering; and expanded the number of M Farmers Markets locations on the Ann Arbor campus.



**100%:** Michigan Medicine vending machines include 50% MHealthy-approved options

**112:** Farmers market events held at 10 Ann Arbor campus locations

**14,903:** Loyalty punch cards redeemed in 2017

## Increasing Access to Physical Activity Opportunities

In Nov. 2017 under the direction of Michigan Medicine leadership, MHealthy opened a new 24-hour Wellness Center at University Hospital South, a significant addition to other faculty and staff fitness rooms that have been incorporated into university buildings across campus in recent years. University leadership also approved a new fitness center reimbursement incentive for faculty and staff for rollout in 2018.

**Approx. 1,200:** Michigan Medicine faculty and staff acquired membership to UH South Wellness Center

## Promoting Workplace Ergonomic Solutions

Through self-help tools, design assistance, grants for ergonomic solutions, and employee and department awards, the ergonomics program has helped to optimize faculty and staff comfort and productivity at work. Our Medical Ergonomics services also provide consultations for those under a doctor's care for discomfort or a disability affecting work. All services are provided at no cost to employees.

**\$62,200:** Grant funds awarded to 18 projects to make departmental ergonomic improvements (with most departments participating in cost sharing) and 101 disability accommodations

**606:** Faculty and staff were referred to the medical ergonomics/Occupational Therapy program (up 14% from CY16). Of these referrals, 22% were to address the needs of people with complex disability conditions

**91%:** Participants completed service and reported an improvement in their average discomfort

**65%:** Participants reported an improvement in how their work has been affected by their ergonomics-related discomfort