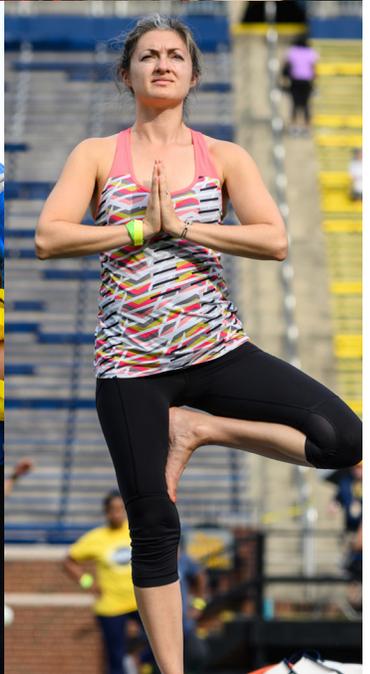


**M** | MHEALTHY



# ANNUAL REPORT



# 2019

# A MESSAGE FROM MHEALTHY LEADERSHIP

The impact of Health and Well-Being Services continued to span the university in 2019. Consisting of MHealthy, Mental Health Counseling and Consultation Services and Occupational Health Services (OHS), more than 25,609 unique faculty and staff engaged in our programs and services.

## Highlights from 2019 include:

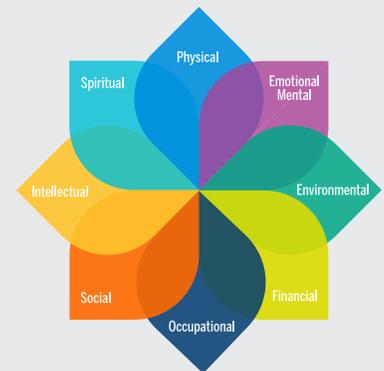
- MHealthy Rewards and Active U continued to be among our most popular offerings, with more than 20,700 and 10,000 participants, respectively.
- Aligning with the President's Poverty Solutions initiative, MHealthy continued its work to address basic needs and food security among faculty and staff. It supported food cupboards in units and finalized plans for a Resource Coach pilot program.
- Mental health services saw a near 10% increase in demand for services and introduced new ways to address burnout, resilience, trauma, mood and sleep. Additionally, more than 2,300 out-of-state employees now have access to short-term counseling services.
- Occupational Health Services saw more than 32,800 visits. Services included flu immunizations, workplace injury evaluations, physical therapy, health screenings and more.
- In response to data showing back pain as a high priority health risk for U-M employees, MHealthy and OHS launched the Back Pain Triage Program. Employees can access free medical evaluations for non-work related, acute low back pain.
- The university was again recognized as a leader in employee health and well-being, receiving both the Michigan's Best and Brightest in Wellness Award and Healthiest Employers of Michigan Award.

Thank you to university leadership and our partners for their support in growing a healthy university culture. We look forward to continuing to work with you and contributing to the excellence of the university.

## A HOLISTIC APPROACH TO WELL-BEING

MHealthy supports U-M's philosophy that well-being encompasses the whole person, with many factors playing a role in achieving balance, purpose and vitality at work and home.

We are dedicated to delivering effective health and wellness programs and services that improve people's lives and support a culture of health at the university.



**KAREN SCHMIDT**  
*Interim Senior  
Director, MHealthy  
Programs & Services*



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

# BUILDING A CULTURE OF HEALTH

MHealthy's success lies in the ongoing support and engagement of our university leaders, MHealthy Champions, partners and the faculty and staff community.

## MHealthy Champions

Hundreds of staff and faculty volunteer to help build a culture of health within their work unit. These Champions encourage engagement in programs, organize wellness events and have access to grants to fund health-related activities.

**795:** MHealthy Champions in Michigan Medicine and the Ann Arbor, Dearborn and Flint campuses

**61:** Wellness champion grants awarded

## 3<sup>rd</sup> Annual Be Well in the Big House

On September 20, hundreds of faculty and staff came out to celebrate well-being, community and giving back. The event included on-field exercise sessions and well-being focused activities on the concourse.

**1,200+:** Registered for "Be Well in the Big House"

**130:** Pounds of food (along with enough money for over 126 meals) donated to Food Gatherers from the event

## Leaders Creating a Culture at its Best Workshops

2019 marked the fourth year for our "Leaders Creating a Culture at its Best" workshops. Leaders learned how to foster a culture of health and well-being within their units.

**300:** Managers and supervisors attended 13 workshops (over 1,100 participants to date)

## NEW FOR 2019

Phase II Leadership Workshops: Past participants of "Leaders Creating a Culture at its Best" had access to additional training and resources to achieve the well-being goals they set in Phase I.



Dr. Robert A. Winfield MHealthy Champion Award winner: **Margaret (Meg) Spence**, Revenue Cycle



MHealthy LaVaughn Palma-Davis Wellness Committee Award winner: **Wolverine Tower Wellness Committee**



**2019 Be Well in the Big House**

# SUPPORTING INDIVIDUALS AT HIGH HEALTH RISK

Programs and resources were created to address the top chronic conditions and health risk behaviors among faculty and staff.

## Addressing Basic Needs and Food Security

MHealthy continues its work to address basic needs and food security among faculty and staff. In development is a Resource Coach pilot program, set to launch in early 2020.

**800:** Employees had access to six food sharing cupboards (in partnership with Michigan Medicine units)

**1,000+:** Pounds of food supplied to food sharing cupboards

MHealthy hosted a Growing Hope mobile farm stand, providing **\$500 in produce** to a Michigan Medicine clinic.



## Diabetes Prevention Program

Through a collaboration between the Benefits Office and MHealthy, eligible U-M Premier Care members could participate in the Diabetes Prevention Program (DPP) with no out-of-pocket cost. Nationally-recognized, DPP has been proven to cut the risk of developing type 2 diabetes in half.

**793:** DPP participants

## NEW FOR 2019

### Free Low Back Pain Evaluations

Launched in spring, the Back Pain Triage Program, administered through Occupational Health Services, gives employees access to a free medical evaluation for non-work related acute low back pain or a chronic back pain flare-up. Also included are education and referrals to physical therapy, ergonomics, tailored exercise classes and other programs as appropriate.

An IRB-approved research study is also being conducted in tandem with the Back Pain Triage program to assess the effectiveness of the program with various clinical and self-reported outcomes.

**225:** Employees assisted by the Back Pain Triage Program

Low back pain flare-up?

Contact the Back Pain Triage Program.



## NEW FOR 2019 - Raising Awareness Around Employees' Top Health Risks

Data show that high blood pressure, cancer and depression/anxiety are among the high priority health risks for U-M employees. Nationally, there is also growing concern over opioid misuse. Awareness campaigns were launched to coincide with national observances.

- American Heart Month (February)
- National Mental Health Month (May)
- Skin Cancer Detection and Prevention Month (May)
- Breast Cancer Awareness Month (October)
- National Substance Abuse Prevention Month (October)



## Changing the Conversation Around Depression and Anxiety

With the support of the Faculty and Staff Counseling and Consultation Office, Office of Counseling and Workplace Resilience and Counseling and Psychological Services, the “Changes Everything” campaign was expanded to include Flint and Dearborn campuses. During Mental Health Month in May, messaging encouraged employees and students to take positive actions and have open dialogue about mental and emotional health.

## Personal Action Towards Health (PATH)

MHealthy, in partnership with the National Kidney Foundation of Michigan, continued to offer PATH, small group workshops proven to help manage long-term chronic conditions.

## Focused Partnerships

Departments/units at higher risk for disease or injury have access to customized programs covering such topics as core conditioning care, neck and upper torso exercises, hand and foot care, financial wellness, stress management, healthy eating, physical activity and social connection. Participating units include:

- Nursing
- Logistics and Support Services
- Ypsilanti Health Center
- Michigan Medicine Administration

**1,430:** Total participants in focused partnerships

## Support for Mild to Moderate Alcohol Problems

Employees, patients and the community can access brief behavior change interventions for mild to moderate alcohol problems through the Alcohol Management Program (AMP).

**121:** AMP participants attended a total of 535 appointments

**67.3%:** Average reduction of weekly alcohol consumption reported by participants at three-month follow-up

**12:** Average decrease in number of negative consequences reported by participants at three-month follow-up

**1,289:** Employees took the online Summer Alcohol I.Q. Challenge

*The program has caused me to reflect in a very positive way about how I can improve the quality of my life by making changes in my alcohol usage. It has already helped me immensely.*

**- Alcohol Management Program participant**





TCS Wall of Inspiration at Michigan Medicine

## Access to Tobacco Free Treatment

MHealthy's Tobacco Consultation Service (TCS) continues to give U-M employees, dependents, patients and the community access to no-cost tobacco treatment services. Due to an increase in clients who sought help to quit vaping, TCS began including education and tailored care for clients and community members who use electronic cigarettes.

**197:** TCS tobacco treatment counseling participants

**1,392:** Outpatient referrals from 88 clinics and programs that service Michigan Medicine

**2,029:** Michigan Medicine patients received assessment by a Certified Tobacco Treatment Specialists

**1,350:** Quit kits distributed to Michigan Medicine patients in support of the Great American Smokeout

## LASTING IMPROVEMENTS THROUGH PROJECT HEALTHY SCHOOLS

Project Healthy Schools is one of only a few school-based programs that have demonstrated significant and lasting improvements in health behavior and cardiovascular risk factors.

**12,500+:** Students received the PHS lessons in 2018-19 school year (75,000+ students have benefitted from PHS to date)

**9:** New schools implemented PHS in fall 2019 (120 implemented since 2004)

**45,000+:** Students benefitted from PHS school-wide wellness initiatives in 2019

**39%:** Michigan School Wellness Award winners that use PHS



Winner of the 2019 President Schlissel Staff Award of Distinction



# ENGAGEMENT IN POPULATION-WIDE PROGRAMS

MHealthy's most popular population-wide programs, including MHealthy Rewards, Active U, Ready to Lose and exercise and relaxation classes, continue to draw thousands of faculty and staff participants each year.

## Encouraging Physical Activity

### MHEALTHY EXERCISE AND RELAXATION CLASSES

Open to all fitness levels and abilities, MHealthy's 14-week class sessions are offered in the winter, spring/summer and fall.

**389:** Classes offered in 2019

**1,844:** Unique participants

**153:** Exercise class scholarships awarded to employees for 213 classes

**2,100+:** Michigan Medicine faculty and staff with memberships to UH South Wellness Center

### ACTIVE U

Completing its 14th year, MHealthy's 12-week physical activity challenge has become a university tradition for moving more.

**58:** MFarmers Markets hosted by MHealthy during July-September

**1,014:** WW® (formerly Weight Watchers) participants

**816:** Participants enrolled in the Ready to Lose weight management program. Participants improved their days of planned exercise by 38% and their quality of sleep by 9%

**10,616:** Loyalty Punch Cards redeemed for purchasing MHealthy-approved foods at Michigan Medicine cafés and carts

## Rewarding Employees for Learning About Their Health

MHealthy Rewards continued to encourage benefits-eligible faculty and staff to learn about their current health. Its 11th year included completing a health questionnaire (HQ) and wellness screening to earn \$100 and qualify for a fitness center membership reimbursement of up to \$120.

**20,796:** Employees completed the HQ

**18,317:** Employees completed the wellness screening

**5,988:** Employees were reimbursed a portion of their fitness center membership

**4,925:** Total participation in Staywell online programs for meditation, sleep, nutrition and more

## ACTIVE U BY THE NUMBERS

**10K+**

Active U participants

**8.9M+**

Exercise minutes logged over 12 weeks

**65%**

reported exercising more because of Active U

**6K+**

Active U Autumn participants

## Helping Individuals Eat Smarter and Manage Weight

Healthy recipes, cooking classes, chef demonstrations, seasonal farmers markets and more were available in 2019.

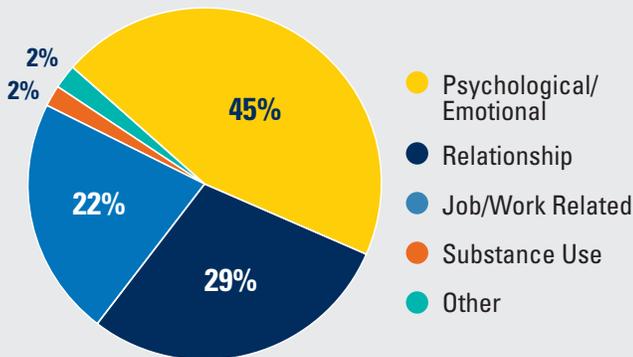
**773:** Participants attended a cooking class or one of four chef demonstrations



# GROWING MENTAL AND EMOTIONAL HEALTH SERVICES

From an increase in demand for services, to facilitating new ways for employees to seek care, 2019 was a year of growth for Michigan Medicine Office of Counseling and Workplace Resilience and Faculty and Staff Counseling and Consultation Office (FASCCO).

## Why Clients Sought Support



**4,797:** Client visits for clinical sessions

## Office of Counseling and Workplace Resilience

**181:** Educational presentations

**7,402:** Total participants

**28:** Group interventions to 787 employees

**126:** Crisis support interventions provided to units impacted by loss, crisis, trauma, injury/accident and situations or threats of violence

**1,134:** Consultation services

## Faculty and Staff Counseling and Consultation Office

**45:** Educational presentations

**1,500+:** Total participants

**578:** Consultation services

**6:** Crisis support interventions

## More People Received Financial Support

When our colleagues face sudden and significant financial hardships, the Emergency Hardship Program can provide resources and, in specific emergency cases, funds up to \$1,000.

**\$40,740:** Awarded in grants to 44 employees



*This is such a blessing – I am so appreciative of the help to myself and my children. - Emergency Hardship Grant recipient*



## NEW FOR 2019

### Addressing Burnout, Resilience, Trauma and More

To support strategic goals, the Office of Counseling and Workplace Resilience implemented several new programs designed to address clinician burnout and build resilience, enhance trauma awareness and trauma-informed practice and evaluate novel emotional health support groups. FASCCO extended and expanded its support group offerings in response to interest from campus.

- Trauma-Informed Care Advisory Group
- Clinician Peer Support Network
- Trauma Resilience Team
- New Moms Support Group
- Post Doc Support Group
- Managing Anger Support Group
- Grieving Loss Support Group

### Extended Services to Out-of-State Employees

The university has partnered with a national mental health provider to offer confidential short-term counseling services to our employees and their adult dependents who live outside of Michigan

**2,300+**: Out-of-state employees supported

### Piloted New Approaches to Support Mental and Emotional Health

- Mood Lifters is a 15-week mental wellness program focusing on simple strategies to improve mood, sleep, relationships and health.
- Mental Health First Aid is a full-day workshop to help recognize and support individuals who may be experiencing mental health or substance use issues.

## SERVING THOUSANDS THROUGH OCCUPATIONAL HEALTH SERVICES

Employees have access to new employee health screenings, workplace injury evaluation and treatment, physical therapy, body substance exposure, fitness for duty, vaccinations, respiratory testing, medical surveillance and more through Occupational Health Services (OHS).

**32,838**: Annual visits to OHS

**32,374**: Flu immunizations to Michigan Medicine employees and others that work within the Health System. MHealthy also partnered with Michigan Visiting Nurses to promote campus flu clinics



### Medical Ergonomics

Faculty and staff under a doctor's care for discomfort or a disability affecting work have access to an ergonomic consultation. An occupational therapist helps to ensure the workspace meets their needs. Grants are also available to fund departmental ergonomic improvements.

**958**: Number of ergonomic visits

**\$41,228**: Ergonomic grant funds awarded

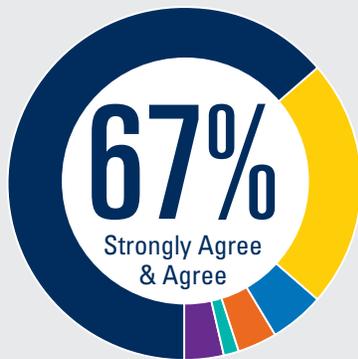


# METRICS AND EVALUATION

Since MHealthy's inception, the university committed to a rigorous evaluation of our efforts. An external data warehouse was established and procedures were put in place to protect data confidentiality. In addition, evaluation goals, metrics and processes were developed at the micro (specific program) and macro (overall population and organizational impact) levels. Each program section in this report includes micro metrics.

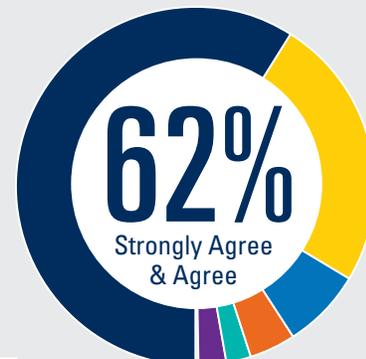
All MHealthy programs achieve over 4.5 out of 5 program satisfaction rating

U-M's health and well-being initiatives contribute to U-M being a great place to work\*\*



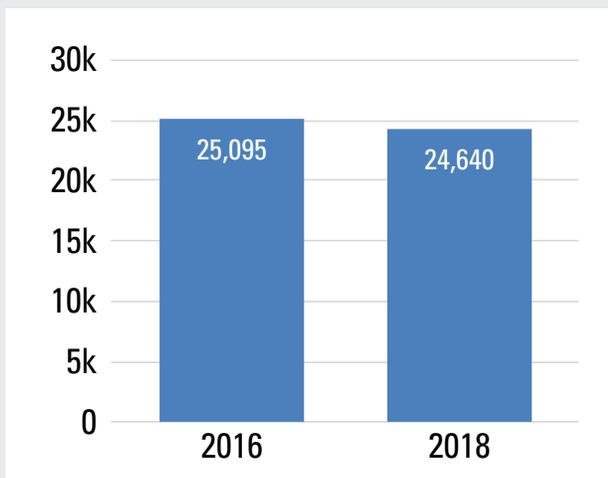
- Slightly Agree
- Slightly Disagree
- Disagree
- Strongly Disagree
- Don't Know

U-M's culture of health and well-being contributes to the overall quality of life for faculty and staff\*\*

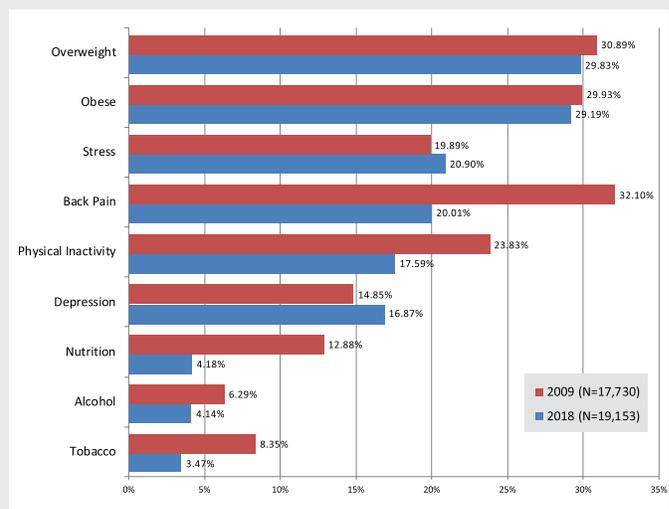


\*\*Results from 2019 Culture of Health Survey

2016 and 2018  
Number of Unique Participants  
in MHealthy Programs Overall

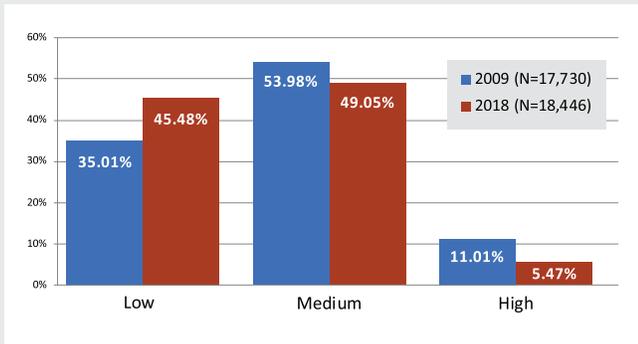


2009 and 2018  
Specific Health Risks\*



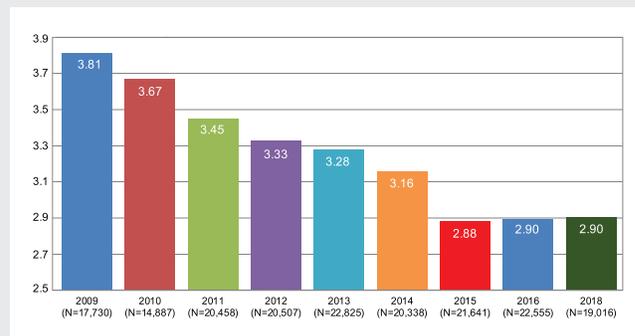
\*Results from 2009 and 2018 Health Questionnaire

## 2009 and 2018 Overall Health Risks\*



\*Results from 2009 and 2018 Health Questionnaire

## 2009-2018 Self-Reported Number of Days Absent Due to Illness or Injury\*



# COMMITTED TO SUPPORTING U-M'S ACADEMIC MISSION

MHealthy is involved in the development of student leaders, university-wide research collaborations and contributing to the national field of health and well-being.

## Research Extract

Available to pre-approved U-M researchers, the research extract can be used for generating scientific results to present at professional conferences, developing peer-reviewed publications and submitting research proposals. All data in the extract is compliant with HIPAA regulations. The extract and related materials are being revised for implementation in March of 2020.

## MHealthy Leadership and Contributions to Research

More than a dozen journal articles were written and national conference presentations were developed in 2019, including collaborations with the Health Enhancement Research Organization (HERO) and other universities across the nation.

## Student Learning Opportunities and University Collaborations

In 2019, MHealthy provided internships to approximately 17 undergraduate and graduate students and volunteer opportunities over 100 U-M students representing the Schools of Public Health, Education, Social Work, Nursing, LS&A, Engineering, Business Environment & Sustainability and Michigan Medicine. MHealthy also partnered with five U-M courses for projects and service learning, including courses with Department of Sociology, Department of Health Behavior/Health Education, Department of Nutrition, School of Information and School of Education. MHealthy's distinctive student opportunities influence not only learning, but their career pathway, commitment to community and aspirations to impact the world.

2019  
AWARDS AND  
RECOGNITION

BEST AND  
BRIGHTEST  
IN WELLNESS  
WINNER 2019

MICHIGAN'S  
HEALTHIEST  
EMPLOYERS



# SUPPORTING HEALTH AND WELL-BEING THROUGH BENEFITS

U-M Benefits' programs help to protect U-M faculty, staff and their families and promote a culture of health. U-M offers a choice of plans that are market-competitive, affordable, and valued for recruitment and retention.

## Retirement Preparation and Financial Wellness

In 2019 the Benefits Office deepened its focus on retirement preparation across the lifespan, including retirement consultation services.

**791:** Registrations for 21 Planning for Retirement classes in 2019, offered at five locations and online

**488:** Views of the on-demand version of the Planning for Retirement class

## Health and Drug Plans

Financial stewardship and innovative university partnerships drive value for our plan members.

**4%:** Average U-M health and prescription drug increase for 2020

**113%:** Rating from the Hewitt Health Value Initiative. The average large employer spends \$113 for every \$100 spent by U-M, which means U-M health plans deliver employee health care more efficiently than average. Additionally, U-M members pay a smaller fraction of the total cost than average

**39,000:** U-M Premier Care members with a Michigan Medicine primary care provider included in a value based payment arrangement with Michigan Medicine. Now in its third full year, the partnership focuses on increasing the efficiency and quality of health care delivered to health plan members

**382:** Comprehensive medication reviews performed with a focus on effectiveness, safety and cost (provided to eligible members with no out-of-pocket cost through a collaboration with the University of Michigan Medical Group and other providers)

## Educating Future Pharmacy Leaders

In collaboration with the College of Pharmacy and Michigan Medicine Department of Pharmacy, the U-M Prescription Drug Plan received a full 6-year accreditation for its managed care pharmacy residency program in 2018.

### BENEFITS EDUCATION AND SUPPORT

Education and engagement continue to be a key focus to help faculty and staff stay healthy, prepare for a secure future and get the most out of their U-M benefits.

**11,193:** Views on short explainer videos about our health plans, dental plan options, health care FSA, retirement savings plans and GradCare

## BY THE NUMBERS



\*Source: Nov 2019 Open Enrollment Survey

