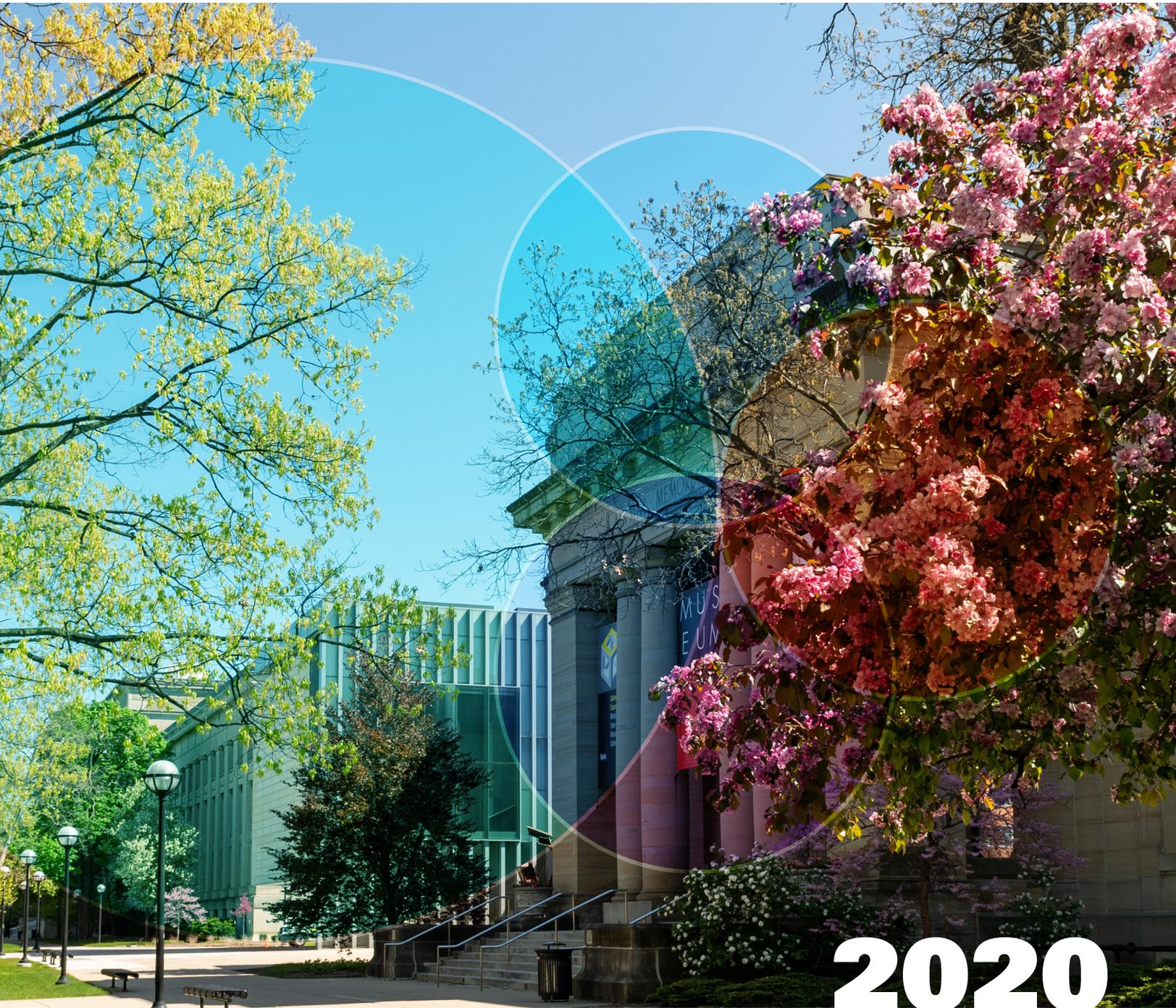


ANNUAL REPORT



A MESSAGE FROM MHEALTHY LEADERSHIP

A year like no other.

We were all tested in ways we couldn't imagine in 2020. The impact of the pandemic and the effects of racial injustice made having the tools and resources to support our health and well-being even more essential. And as our workplace changed, so did Health and Well-Being Services. Our staff rose (and continue to rise) to the occasion.

We proved to be resilient, resourceful and adaptive to the unexpected, the unprecedented, and the unknown. Consisting of MHealthy, Mental Health Counseling and Consultation Services, and Occupational Health Services (OHS), each area of Health and Well-Being Services played a unique and critical role in an unparalleled year.

Focus and highlights from 2020 include:

- Our focus shifted to those areas that employees needed most, such as mental and emotional well-being, meeting basic needs, and financial well-being. The programs were able to adapt to the “new normal,” connecting with employees virtually or via telehealth (more details are available in the “Our Response to the Pandemic” section).
- While MHealthy was already addressing basic needs and food security through its new Resource Coach program and food cupboards in units, these programs proved to be lifelines for many faculty and staff in need of housing, utility, food and family care assistance.
- As many of us grappled with fear, frustration, grief, and sadness, our Mental and Emotional Health Counseling and Consultation Services colleagues quickly mobilized their efforts to serve more than 17,000 employees.
- The Office of Counseling and Workplace Resilience developed a multidisciplinary Stress Resource Team, Peer Support Network, mental health assessment and consultation program and, to address future needs, a workplace mental health group.
- The Faculty and Staff Counseling and Consultation Office quickly shifted to virtual counseling services, adapted its presentations and support groups to virtual formats, and retooled topics to address the pandemic and current climate.
- To support those with an immediate need, the Emergency Hardship Fund awarded more than \$31,000 to employees faced with sudden financial hardships. The Resource Coach program began offering mini grants and, through a partnership with the U-M Credit Union, low-interest loans and financial counseling. We also expanded our support for financial education by creating a comprehensive web presence focused on enhancing financial literacy.
- OHS played a central role during the pandemic, administering 58,844 COVID-19 tests, conducting thousands of respirator fit testings, and delivering thousands of vaccines in the last few weeks of 2020. To help alleviate some of the workload, staff effort was temporarily shifted from other areas of MHealthy to support OHS.



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.

- We remained steadfast to our diversity, equity and inclusion (DEI) commitment and continued to meet the needs of those exposed to additional harm. Both are at the heart of MHealthy's amended vision and mission and internal DEI work, and were a focus area for the annual MHealthy Champion retreat and the population-based Be Well Your Way virtual event.
- Though programs like MHealthy Rewards and Active U had to make significant adjustments due to the onset of the pandemic, participation prior to COVID-19 remained strong. More than 14,600 participated in Rewards in only four months and 10,400 registered for Active U.

To our staff, university leaders and our partners, thank you for your support, flexibility, and grace over the last year – it truly speaks to the strength and resilience of the university. We look forward to coming together in a brighter and safer near future.



KAREN SCHMIDT
*Senior Director, MHealthy
 Programs & Services*



DR. PREETI MALANI
Chief Health Officer, U-M

MHEALTHY VISION

MHealthy envisions a U-M community where every person has an equal opportunity to thrive in all dimensions of well-being.

MHEALTHY MISSION

MHealthy serves the U-M community in leading fulfilling lives by meeting their needs through a diverse set of well-being programs and services. MHealthy fosters a sense of belonging, positive and inclusive work cultures, and healthy environments that contribute to U-M being a great public university.

OUR RESPONSE TO THE PANDEMIC



With the onset of the COVID-19, we shifted many of our services to continue to support the health and well-being needs of employees, during a time when they may need it most. This includes resource support as well shifting many services to a tele-health model.

Highlights:

- At the start of the pandemic, we compiled a collection of programs and resources available through the university and locally to help employees with many of their most critical well-being needs such as financial, mental and emotional, physical, occupational, and social.
- The Resource Coach began to serve clients remotely and saw an increase in the number of employees needing assistance with meeting basic needs, such as housing and utility insecurity concerns, family care issues, and transportation challenges.
- In March, Exercise and Relaxation Classes shifted to a free online format on the “Working at U-M” group on Workplace. More than 300 exercise videos were held online in 2020. Each video averaged 80-120 views within its first week.
- Leadership trainings, MHealthy Champion meetings, retreats and professional development trainings were held virtually.
- With many clients citing the pandemic as a reason for increased drinking, the Alcohol Management Program shifted in-person appointments to virtual, transferred paper client charts to electronic, and waived program fees for all clients.
- The Tobacco Consultation Service inpatient team moved quickly to update their workflow and conduct all outreach and interventions remotely and strengthen the referral process from inpatient consults to the outpatient tobacco treatment program.
- With most schools moving to remote learning,

Project Healthy Schools pivoted to offer all program components and services through a virtual and remote platform. The team created a community resources website to support student and family health and wellness within the home environment, video lessons of the PHS curriculum, and hosted a virtual Wellness Champion Gathering.

- Unable to conduct most in-person desk evaluations, the Medical Ergonomics program began offering consults remotely using Zoom, phone calls and photos to connect with clients.



- Throughout most of 2020, MHealthy worked with new vendor Asset Health to develop virtual well-being programming, a health questionnaire and a more seamless, one-stop virtual platform that combines the needs of many program areas. The new platform launched in January 2021.
- Communications were streamlined to focus on delivering the most critical information to faculty and staff, including program changes, mental and emotional health resources, and benefits and time-off updates.

ADDRESSING BASIC NEEDS AND FOOD SECURITY

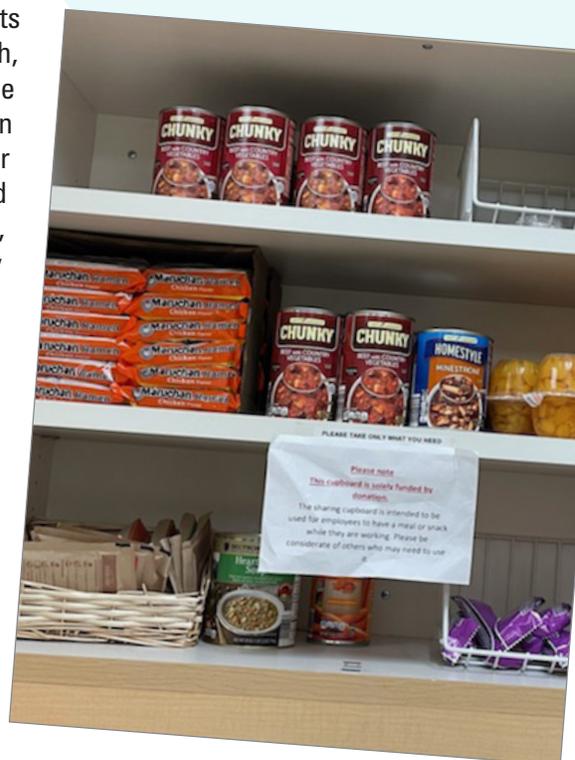
MHealthy was able to support increased needs during the pandemic due to its recent work to create a framework to support employees in all dimensions of health, including meeting their basic needs. Launched in February 2020, the Resource Coach program proved to be a lifeline for many faculty and staff members. In March, the program quickly pivoted to continue to serve clients remotely over

the course of the year, assisting with housing and utility insecurity concerns, family care issues, and transportation challenges. Food insecurity efforts continued, and six food sharing cupboards remained stocked throughout the COVID-19 response, as demand increased. Finally, a new web presence was established offering a multitude of resources to support individual's financial well-being, with a focus on meeting basic needs and enhancing financial literacy. Through a partnership with U-M Credit Union, clients referred by U-M have access to low-interest loans and financial counseling.

89: Employees served by the Resource Coach pilot program

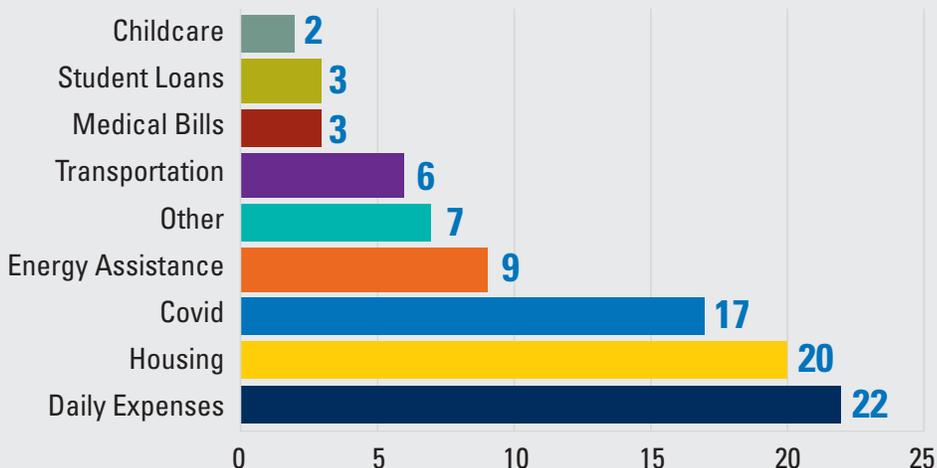
37: Mini-grants were awarded to employees, totaling over \$8,000

4,220: Pounds of food supplied to employees through six food sharing cupboards (in partnership with Michigan Medicine units)



...I am so appreciative and glad that I was connected with you to get resources and help during these difficult times. ...You listened to me and you were so empathetic with me. You made me feel human and valued. You may not get to see the smile on our faces, but know for sure that everything you all have done has made a tremendous impact on our lives. - Resource Coach and Financial Well-Being Program in partnership with UMCU Client

Why Clients Sought Resource Coach Support



GROWING NEED FOR MENTAL AND EMOTIONAL HEALTH SERVICES

The COVID-19 pandemic significantly impacted all aspects of personal and professional life. This period of change and uncertainty resulted in unique mental health concerns and challenges. Throughout 2020, our entire community grappled with fear, worry, frustration, grief, and sadness. At Michigan Medicine, anxiety was combined with intense stress as frontline clinicians met the challenge of caring for those hospitalized with the virus. Common concerns included fear for their health and safety, worry about the unknown course of the pandemic, and anxiety about changes.

Our mental and emotional health services teams quickly mobilized efforts to respond to the acute and long-term mental health needs of faculty and staff in CY20.

Coming Together to Support Our Frontline Healthcare Heroes

The Office of Counseling and Workplace Resilience (OCWR) responded to the COVID-19 crisis by mobilizing a trauma-informed approach that would best meet the evolving needs of Michigan Medicine faculty and staff. In collaboration with wellness partners and academic departments, OCWR led the creation and activation of the multidisciplinary Stress Resource Team, which consisted of mental health professionals from across the health system who volunteered to provide in-person and remote support to Michigan Medicine faculty and staff. The Stress Resource Team provided in-person Resilience Rounds to hospital units and remote individual and group psychological first aid throughout the year, but primarily during COVID-19 surges.

MORE THAN
12K
FACULTY AND
STAFF SERVED
by Mental and
Emotional
Health Services



2,454: Total clinical visits

2,179: Individual support calls during the COVID surges

196: Educational presentations with 5,896 total participants

123: Group interventions to 1,433 employees

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

1,195: Consultation services

NEW FOR 2020

OCWR Innovations

In addition to the creation and activation of the multidisciplinary Stress Resource Team, OCWR developed several programs in 2020 to decrease barriers to accessing mental health support:

- **COMPASS Peer Support Network** - Encouraged colleague connection and awareness of mental health resources by training more than 100 volunteers in four departments to date.
- **Opt-Out Programs** - This pilot program in Internal Medicine and Neurology created dedicated time for well-being sessions with a mental health provider, in which residents can take time to reflect on their well-being and easily get connected to resources.

- **Workplace Mental Health Working Group** - A multidisciplinary team focused on maintaining connections with key mental health partners to collaborate and innovate on mental health programs and services.

FASCCO Innovations

FASCCO quickly adapted many presentations and support groups virtually and focused on pandemic-related topics. These presentations and groups were delivered safely via video conferencing and included such topics as:

- “Working From Home (WHF) Strategies & Skills”
- “Dealing with Uncertain Times”
- “Fostering Personal Awareness and Resilience During the Pandemic”

Faculty and Staff Counseling and Consultation Office

From pivoting to a new telephonic and video call-based approach to providing service, the Faculty and Staff Counseling and Consultation Office (FASCCO) was able to double the number of faculty and staff supported through participation in innovative new video conference group sessions.

1,473: Total clinical visits

45: Educational presentations and support groups with nearly 2,000 participants, doubling numbers from previous years

386: Consultation services

6: Crisis support interventions

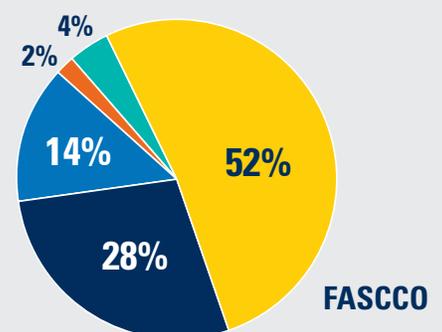
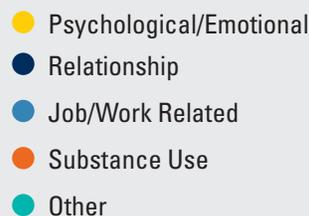
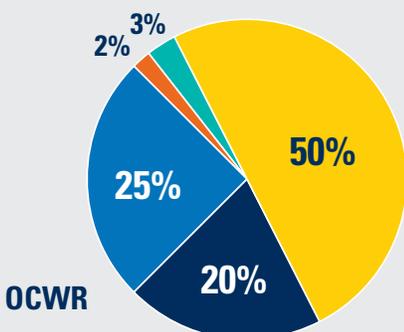
Support for Those Facing Financial Hardships

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.

\$31,700: Awarded in grants to 32 employees

In addition, the Michigan Medicine Employee Emergency Need Program was created in CY20 with support from philanthropy funds to provide additional assistance to faculty and staff impacted by the pandemic. The Michigan Medicine Employee Emergency Need Program received 694 applications and 59% of the applications received funding.

Why Clients Sought Support



SUPPORTING A HOLISTIC APPROACH TO WELL-BEING

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.



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).

123: AMP participants attended a total of 713 appointments via in-person, phone, or virtually (a 33% increase over 2019)

68%: Reduction of weekly alcohol consumption reported by participants at three-month follow-up

90%: Reduction in number of negative consequences reported by participants at three month follow-up

Access to Tobacco Free Treatment

MHealthy's Tobacco Consultation Service (TCS) continued to give U-M employees, dependents, patients and the community access to no-cost tobacco treatment services.

168: TCS tobacco treatment counseling participants (in-person and virtually)

1,618: Claims for tobacco cessation prescriptions and over-the-counter products

1,158: Outpatient referrals from over 100 clinics and programs that service Michigan Medicine

1,430: Michigan Medicine patients received assessment by a Certified Tobacco Treatment Specialist

905: Quit kits distributed to Michigan Medicine patients

Encouraging Physical Activity

MHEALTHY EXERCISE AND RELAXATION CLASSES

Open to all fitness levels and abilities, MHealthy's 14-week class sessions are typically offered in the winter, spring/summer and fall. In 2020, due to the pandemic, classes were shifted to free virtual classes on the Working at U-M group on Workplace.

300: Online virtual classes held in 2020

13: Virtual classes offered per week in 2020, with 10-20 participants in each live class

100+: Average views of each virtual class within the first week of posting

1,115: Michigan Medicine faculty and staff with memberships to UH South Wellness Center

MORE THAN
10K
ACTIVE U
PARTICIPANTS

ACTIVE U

In its 15th year, MHealthy's 12-week physical activity challenge continued to be a university tradition for moving more.

.84: Average number of days per week of increased moderate intensity physical exercise from pre-survey to post-survey

Helping Individuals Eat Smarter and Manage Weight

Many nutrition programs shifted or were put on hold during the pandemic. MHealthy continued to work with food vendors on campus to offer MHealthy-approved foods on all of their menus, in vending machines and at 24/7 markets. Though we continued to offer our Ready to Lose program virtually in 2020, the program was phased out by the end of the year. Planning continued for the launch of our new Nourish Your Whole Self (or "Nourish"), a program based on the concepts of intuitive eating, and for transitioning cooking classes to a virtual format.

811: Ready to Lose participants

394: WW® (formerly Weight Watchers) participants

1,603: Veggie of the Week Newsletter recipients

Rewarding Employees for Learning About Their Health

MHealthy Rewards continued to encourage benefits-eligible faculty and staff to learn about their current health. The 2020 program included completing a health questionnaire (HQ), qualifying for a fitness center membership reimbursement of up to \$120, and completing health-related programs to earn \$100. Due to COVID-19, the program ended early to preserve the financial resources of the university, running only 4 months at the beginning of 2021.

14,608: Employees completed the HQ

1,747: Employees were reimbursed a portion of their fitness center membership

7,081: Total participation in Staywell online programs for meditation, sleep, nutrition and more

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.

181: DPP participants from September through December of 2020 (the pilot data review occurred at the beginning of 2020)

Back Pain Triage

Launched in 2019, the Back Pain Triage Program, administered through Occupational Health Services, gives employees access to a free medical evaluation and related resources and referrals for nonwork related acute low back pain or a chronic back pain flare-up. 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 for 200 enrolled individuals. Preliminary results from this study show promising results with a 41% decrease in pain severity within six weeks of participating in the program. Like many others, the program was impacted by COVID-19, with program staff shifting to support the needs of Michigan Medicine during the pandemic.

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, mini vacations and Be Well Breaks. Participating units include Nursing, Logistics and Support Services, Michigan Medicine Administration, and more.

1,461: Total participants in focused partnerships

90%: Percentage of Be Well Break participants who actively chose to move away from their workspace to refocus or de-stress during their work day as a result of the program

2020
Awards and
Recognition

**BEST AND
BRIGHTEST**
IN WELLNESS
WINNER 2020

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.

BE WELL YOUR WAY A virtual well-being extravaganza!



Leaders Creating a Culture at its Best Workshops

2020 marked the fifth 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.

104: Managers and supervisors attended virtual workshops (over 1,200 participants to date)

4th Annual Be Well Event

While hosting our annual event at Michigan Stadium couldn't happen in 2020, it became an opportunity to meet employees where they were - at home, on site or anywhere in between. On October 1, we hosted the all-virtual “Be Well Your Way” event, offering more than 20 interactive virtual sessions on physical activity, financial wellness, mental and emotional well-being, diversity, equity and inclusion, and more.

979: Unique individuals participated (with nearly 2,000 participations) in the Be Well Your Way event

MHealthy Champions

Hundreds of staff and faculty volunteer to help build a culture of health within their work unit. These Champions encourage engagement in well-being programs and organize wellness events.

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

300: MHealthy Champions attended virtual sessions for the three-day MHealthy Champion Retreat. A wide range of sessions were offered to help motivate and educate them on ways to continue to help to build a culture of well-being among their coworkers while working on site or remotely. Topics included being a positive motivator, belonging and inclusion, financial well-being, diversity, equity and inclusion, chef demos, physical activity and more

Health and well-being are partners in keeping our children strong mentally and physically and our schools' participation in PHS programs definitely confirm this. The students love the hands-on activities/food prep/cooking. - Project Healthy Schools Participant

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). In CY20, OHS took a central role in the COVID-19 pandemic and was the central point of contact for employee COVID-19 testing, respirator fit testing, and vaccine distribution to staff.

10K+: COVID-10 vaccines delivered in Dec. 2020

58,844: COVID-19 tests administered

6,833: Employees fit tested for a respirator

17,236: Annual visits to OHS

32,327: 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.

315: Ergonomic visits, with 62 consultations provided remotely

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. In 2020, a new PHS public facing website was built and launched through a grant from the Michigan Health Endowment Fund. PHS also received the Extraordinary Organization Award from the 2020 Governor's Fitness Awards. The program also collaborated with the TRAILS program within the U-M Depression Center to provide schools with facilitated modules to support staff wellness, self-care and mental health.

12,500: Students received the PHS lessons in-person or virtually in 2019-20 school year

46,000: Students benefiting from PHS school-wide wellness initiatives in 2020

87,500: Students have benefitted from PHS lessons since 2004

9: New schools implemented PHS in fall 2020 (141 implemented since 2004)

METRICS AND EVALUATION

Contributions to the Academic Mission

In 2020, six manuscripts were published in peer-reviewed journals, including the Journal of Occupational and Environmental Medicine, American Journal of Health Promotion (AJHP) and the Journal of Adolescent Health. An additional manuscript is currently under review. The manuscript titled, “Workplace Well-Being Factors That Predict Employee Participation, Health and Medical Cost Impact, and Perceived Support” was listed as one of AJHP’s Papers of the Year for 2020. MHealthy leadership also presented at multiple conferences and webinars including the 2020 HERO conference and the University of Texas Living Well Conference.

In 2020, despite challenges of COVID-19, MHealthy provided internships to undergraduate and graduate students and volunteer opportunities to U-M students representing the Schools of Public Health, Education, Social Work and Michigan Medicine. MHealthy also partnered with faculty and staff around the university and external stakeholders for their expertise on programs like Nourish Your Whole Self and sleep resources as well as through our MHealthy Advisory Committee, which addressed topics like loneliness, eldercare, oral care and financial well-being.

Data Extract

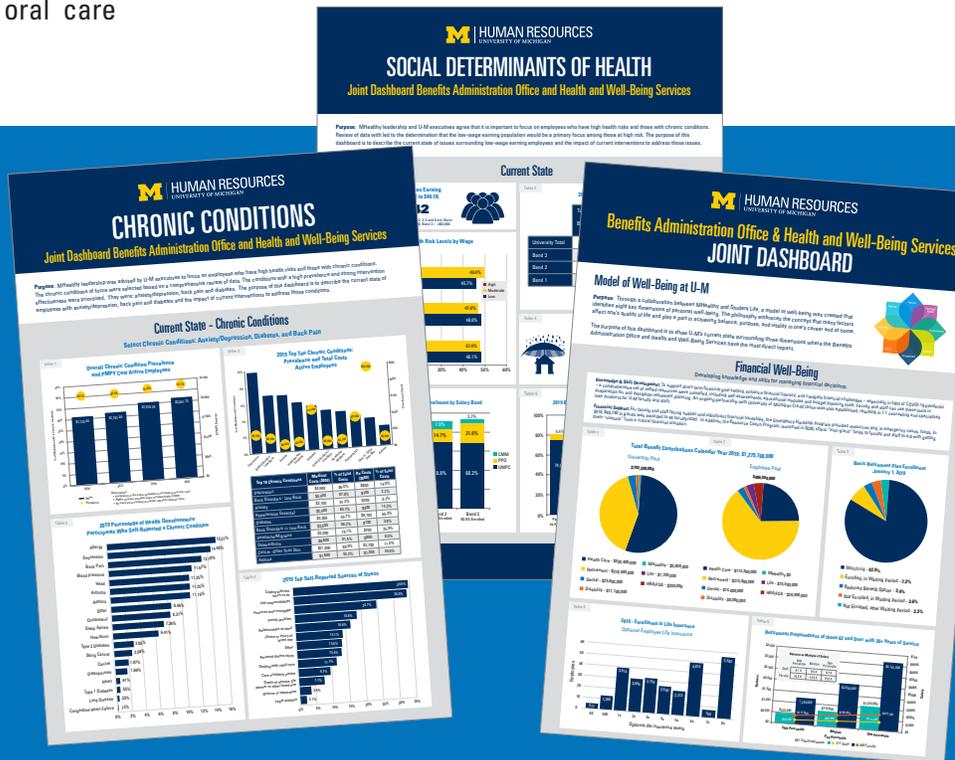
MHealthy has worked with our data warehouse vendor (IBM Watson Health) to develop a Health Questionnaire research extract, a HIPAA statistically de-identified research extract that includes MHealthy Health Questionnaire and select program and eligibility data. The extract is available to principal investigator eligible, University of Michigan researchers to use for developing publications, presentations at scientific conferences and submitting grant proposals. The Health Questionnaire research extract will be available to select principal investigator eligible U-M faculty in May 2021.

How the Pandemic Impacted Data Collection

The COVID-19 pandemic did necessitate changes in data collection efforts for some MHealthy programs and services. For example, the mode of various MHealthy programs changed from in-person to virtual. In order to determine the impact of the change in mode, surveys for programs like the MHealthy Be Well Breaks were modified and questions added.

Dashboard Information

Given the importance of conveying value to stakeholders, MHealthy’s research and evaluation team was tasked with the creation of three macro-level dashboards, in partnership with the Benefits Administration Office. One dashboard includes high-level value metrics from both offices, based on the university’s model of well-being. The two additional dashboards focus on chronic conditions and low wage earning employees. Drafts of additional program specific dashboards are currently being discussed.



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 2020 the Benefits Office deepened its focus on retirement preparation, including retirement consultation services.

856: Views of Planning for Retirement classes in 2020, shifted to online classes due to the pandemic

Health and Drug Plans

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

4.4%: Average U-M health and prescription drug premium rate increase for 2021, a modest increase.

109%: Rating from the Hewitt Health Value Initiative. The average large employer spends \$109 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

6,320: U-M health plan members who enrolled in Michigan Care during 2021 open enrollment. This new health plan, effective 1/1/21, has a similar plan design as U-M Premier Care, some benefit enhancements, a smaller more focused provider network, and offers savings in monthly contributions to most enrollees

611: 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)

Prescription Costs

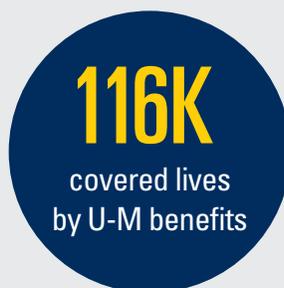
The U-M Prescription Drug Plan implemented a new pharmacy benefit manager (PBM), Magellan Rx Management, in July 2020. The transition is projected to save the university more than \$71M through the 5-year contract period, while also improving member service and clinical support

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.

12,533: 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 2020 Open Enrollment Survey

