

A group of diverse people, including men, women, and children, are gathered around a kitchen island, preparing food together. The scene is set in a bright, modern kitchen with white cabinetry and a window with decorative glass panes. The overall atmosphere is warm and collaborative. The image has a blue tint.

FRANKLIN COUNTY COOPERATIVE

HEALTH IMPROVEMENT PROGRAM

Thrive On
Your Health and Wellness Program

 **Franklin County Cooperative**
Health Improvement Program



WHO WE ARE

Our goal is to administer sustainable health and wellness benefit programs that optimize quality, access, and cost effectiveness, is responsive to and valued by plan participants, and helps improve the well-being of our members.

Programs & Resources:

- Health Coaching
- CancerBridge
- Enrich Financial Wellness
- meQuilibrium
- Virtual Fitness Classes
- Weight Watchers
- 100% coverage of medications (tobacco cessation, blood pressure, diabetes)
- TalkSpace
- Self Care by AbleTo
- Kaia MSK Support
- Free dietitian visits
- On-demand workshops
- Healthy lifestyle programs



Reduced
Deductible

Biometric
Screening

Well-Being
Activities

Gym
Reimbursement

Wellness Your Way

PRIMARY CARE PROVIDER RELATIONSHIP

With a PCP:

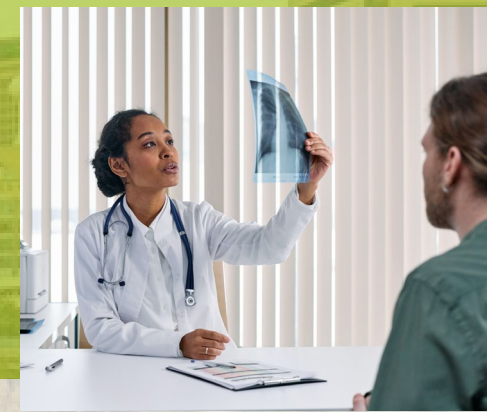
- Better preventive screening compliance
- Fewer ER visits
- Better healthcare decision making

ThriveOn evolution to include annual physical:

- 2019: no requirement
- 2020: any visit with a PCP
- 2021-Current: annual physical with a PCP

IMPACT

7% Increase in cohort populations with a PCP from 2019 through 2022



EXAM	GROWTH
Annual Physical	5.9%
Mammograms	1.5%
Colorectal Screenings	9%
Prostate Exams	3.4%
Flu Vaccines	3.5%



OPPORTUNITIES TO ENGAGE

- ✓ Biometric screenings and other healthy activities.
- ✓ 61% engaged in 2022
- ✓ We want them to engage in the program in whatever way is best for them!

WHY ENGAGEMENT MATTERS

Those who are very engaged (*complete 4+ activities*) compared to those who are not engaged (*complete 0 or 1 activities*)

- *ER Utilization is 21% lower for those who are very engaged.*
- *Better healthcare decision making by those who are very engaged.*
- *Significantly higher preventive screening compliance.*

HEALTH ENGAGEMENT NURSES

- **Connect members with providers, help navigate benefits, refer to disease management programs, educate regarding health risks, etc.**
- **Focus on diabetes/pre-diabetes and hypertension.**
- **Conduct outreach to those with an elevated A1C and/or blood pressure.**
 - **A1C – provide education, discuss current care, encourage PCP, refer to disease management programs.**
 - **Hypertension – provide education, provide at-home BP cuff and educate on self-monitoring, refer to disease management programs.**



Nurse Carmen, RN



Nurse Therese, RN

ADVANTAGES OF HEALTH ENGAGEMENT NURSES

- Ability to meet virtually or in-person
- Local
- Familiar face/name
- Understand the nuances of the workplace
- Very familiar with benefits, programs, etc.

HEN IMPACT (2022)

HIGHER INDEX

DECREASE IN PMPY

MORE ACTIVATION

FEWER ER VISITS

8.7 points
higher
diabetes
activation

4.8 pts high
Health
Activation
Index

HENs interacted
with ~50% of
members with
diabetes

.4% lower
medical paid
PMPY

29% lower
ER visits
per 1,000

DECREASE IN PMPY

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HEN IMPACT (2022)

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4.8 pts higher Health Activation Index

75% of HENs interacted with ~50% of members with diabetes

DECREASE IN PMPY

7.4% lower medical paid PMPY

MOM'S MEALS



NEW PILOT PROGRAM

Mom's Meals provides members with medically tailored meals. Participants can receive up to 12 weeks of meals (two per day) delivered right to their home at no cost.



DIABETES MANAGEMENT

Historically low engagement in diabetes management programs despite having a large population with diabetes. Leveraging Mom's Meals to encourage members to engage in diabetes management.



HEALTH ENGAGEMENT NURSES

HENs are used as an entry point – they identify those who are eligible, refer them to the program, and monitor ongoing.

OTHER UNIQUE PROGRAMS

- ✓ MEAL KIT COOKING DEMOS
- ✓ MAVEN FAMILY FORMING
- ✓ ANNUAL 5K RUN/WALK
- ✓ ONSITE EAP, RD, and EP VISITS
- ✓ WELLNESS CHAMPION INCENTIVES, GRASSROOT EFFORTS

GROUP SHARE

- Anything unique that you're offering?
- Anything you've been wanting to try or is on the horizon?

WHATS NEXT?

CULTURE & LEADERSHIP SUPPORT
MENOPAUSE SUPPORT
LIFESTYLE SPENDING ACCOUNT



CONTACT



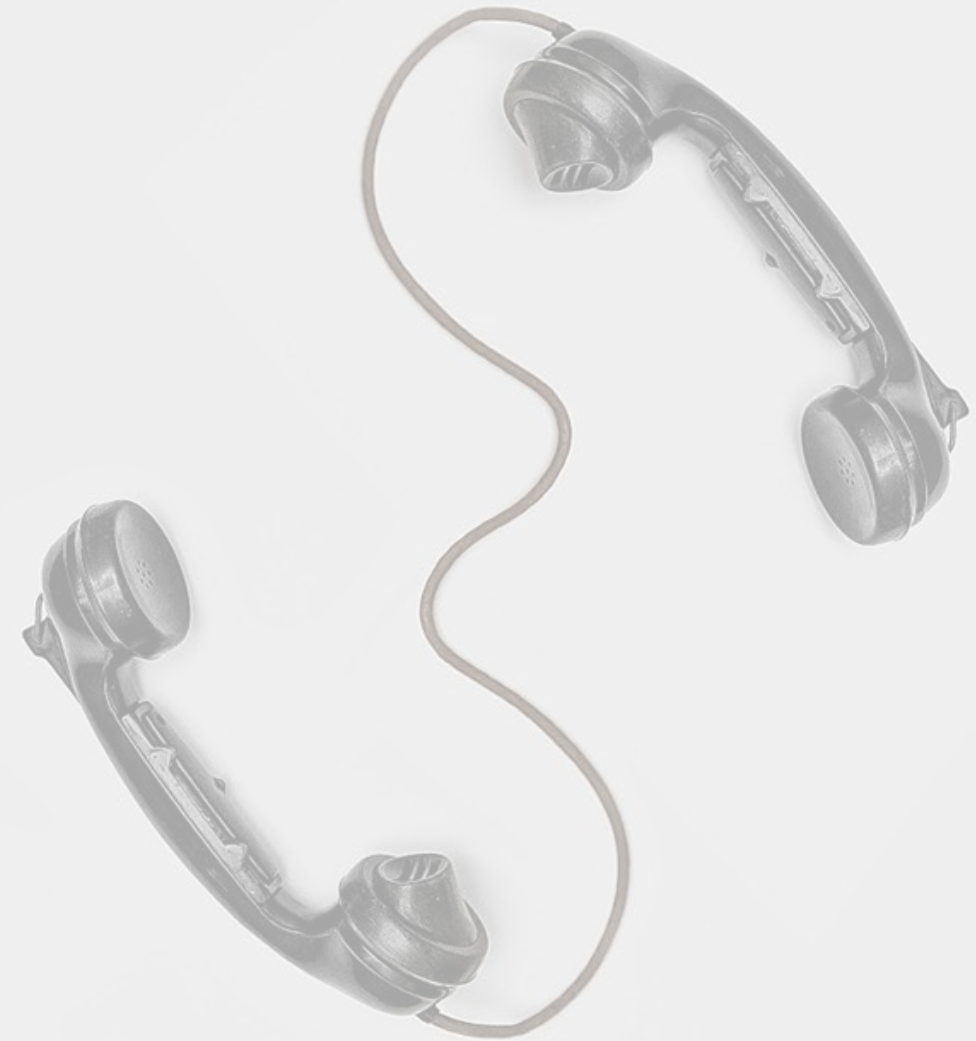
Jessica McCurdy



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Successes in Achieving a Culture of Employee Health, Wellness & Wellbeing, Employee Engagement & Participation, and the Financial Benefits of a Healthy Workforce

Diane L Pipes, LISW-S
Manager of Wellbeing Services



A Culture of Wellbeing



Be seen. Be heard. Be healed.™

TriHealth Wellbeing Solutions

Support and resources to help team members and their families live healthy lives and thrive

Be seen. Be heard. Be healed.™



TriHealth Wellbeing Solutions

Integration of Wellbeing Efforts

- **Bimonthly Huddles**
All facets of wellbeing collaborating to improve coordination and reduce replication of efforts
- **Physical and Mental Health Focus**
Strategic development and oversight of Wellbeing Program and EAP Services within scope of same leader
- **TriHealth Lifting Caregivers (TLC)**
Group of team members selected and trained in crisis support and stress management

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TriHealth EAP

Mental & Emotional Wellbeing Support

Confidential Counseling

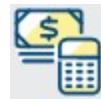
- **Up to 10 Sessions per issue**
- **No Cost to team members, spouses, and in-home dependents**
- **Virtual & In-Person Appointments**
- **24/7 Crisis line**

Work-Life Services



Online Library

Extensive collection of articles & resources



Financial Assist

Free, 30-minute phone sessions with a financial counselor



Legal Assist

Local attorney referral for free, 30-minute consultation

TriHealth LifeStyles

Our Workplace Wellbeing Program

Annual Wellbeing Navigator sessions

- Telephonic sessions with a health coach
- Assesses and guides team members to a wellness coaching program targeting an **area of self care** that needs improvement.

Self-Care Programs

- Nutrition
- Sleep
- Exercise
- Stress Reduction
- Weight Management,
- Chronic Condition Management
- Tobacco Cessation

TriHealth LifeStyles

Our Workplace Wellbeing Program

- **Rewards Program & Wellbeing Platform**
Incentive program for team members and spouses enrolled in a TriHealth Medical Plan to earn HSA/HRA contributions for completing actions that support a healthier life
- **Fitness Centers**
Multiple onsite fitness centers available 24/7 at no cost to team members, spouses and children 18 and older
- **Onsite Biometric Screenings**
Easy, convenient opportunities to “know your numbers”

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TriHealth Wellbeing Resources

Self-Care Made Simple

Small steps you can take to make big strides in your wellbeing. Presented in a simple format for team members.

Self-Care | Made Simple

Self-Care Defined: The practice of taking an active role in protecting one's own well-being and happiness.

Three Key Pillars: **Eat Well** — **Stress Less** — **Move More**

Consider This: **Stress Less** — **Go Outside!**


Try This: **Stress Less** — **Spend 5-10 minutes outdoors.**
Being outdoors can decrease our stress and improve our mood.

Visit: TriHealthLifeStyles.com
TriHealthEAP.com



Wellness Notes

Monthly newsletter and presentation slides on relevant health and wellbeing topics



Wellness Notes

For more health & wellness news, visit DailyHealthWire.com

July Issue

Volunteerism: Connecting to Community

Martin Luther King, Jr. said, "Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love."

Benefits to Your Health


Volunteering truly is a gift to give and to receive. You will find that you can benefit as much as the cause or person to whom you give your time. Volunteering offers an opportunity to learn new skills, meet new people, and maybe even challenge yourself to go beyond your comfort zone. The act of giving also increases the release of "feel-good" chemicals in your brain, such as endorphins, oxytocin, serotonin, and dopamine, which decrease stress, depression and anxiety.

Benefits to Your Community

In addition to benefiting your personal health, you also are making a positive impact on those around you. Beautifying a neighborhood validates the worth of those who live there. By preparing and serving a meal, you are communicating that you care. When you make an effort to reach out to those in need, they feel less isolated from the community and not forgotten. And given the chance, friendships and connections can grow! Not only will you feel more connected to those with whom you volunteer, but you also will feel more connected to those you serve.

Making the Time

Maybe you think, "I'll do it when I retire." While the gift of time in retirement years does lend itself to volunteering, there are plenty of ways and reasons to start now. Scheduling some regular volunteer events with your partner or family is a great way to spend quality time together. There are annual events, like community park clean-up days, which require minimal commitment. Or, you can incorporate it into something you already are doing, such as choosing a charity and asking guests at your annual holiday party to donate. Children and adults alike will learn gratitude and the importance of making an impact for those around us by contributing their time in service to others.




Community Service: Finding the Right Fit

You have decided that you would like to volunteer — a choice that will benefit both you and your community. Congratulations!

Now it's time to consider how you would like to spend your volunteer time. Finding the right fit is critical — neither the organization nor the volunteer benefits when a volunteer is unhappy or uninterested in the work!

Follow these steps to determine the best volunteer opportunities for you:

1. Reflect on your interests, passions and skills. Consider the following:
 - Is there a cause, organization, or specific population that interests and inspires you?
 - What activities do you enjoy? What activities do you dislike? What types of activities energize you?
 - What skills do you have that could help others? What do you have to offer?
2. Understand your commitment level.
Over-committing is a recipe for burnout, and it doesn't help the cause if you are unable to follow through with what you've agreed to do. Consider your schedule, including prior obligations, responsibilities and needed leisure time, then be realistic about what time and energy you have left to offer.
3. Begin your research.
Once you understand more about what type of volunteer work you would like to pursue and determine how much time you have to offer, you can start searching for opportunities. If you are not aware of any local organizations that offer the type of service opportunities you would like to try, check a site such as VolunteerMatch.org to see what might be available.
4. Reach out for more information.
Once you've narrowed your options, reach out to representatives or staff from that organization for more information. Many non-profits employ volunteer coordinators who can answer questions and let you know about available opportunities that might best fit your interests.
5. Test it out.
There is nothing wrong with trying something first before making a commitment to volunteer regularly. Offer a few hours initially to see if it's truly a good fit.



Team TriHealth Volunteer Opportunities

Volunteers are among TriHealth's most precious resources. With a variety of opportunities available throughout the TriHealth system, our Volunteer Services team works with volunteers to find the area best suited to their schedules and interests. Visit TriHealth.com/volunteer to learn more.

TriHealth Corporate Health • 513.891.1622 • TriHealth.com
EAP Services | Executive Health | Occupational Medicine | On-site Medical Services | Workplace Wellbeing & Fitness

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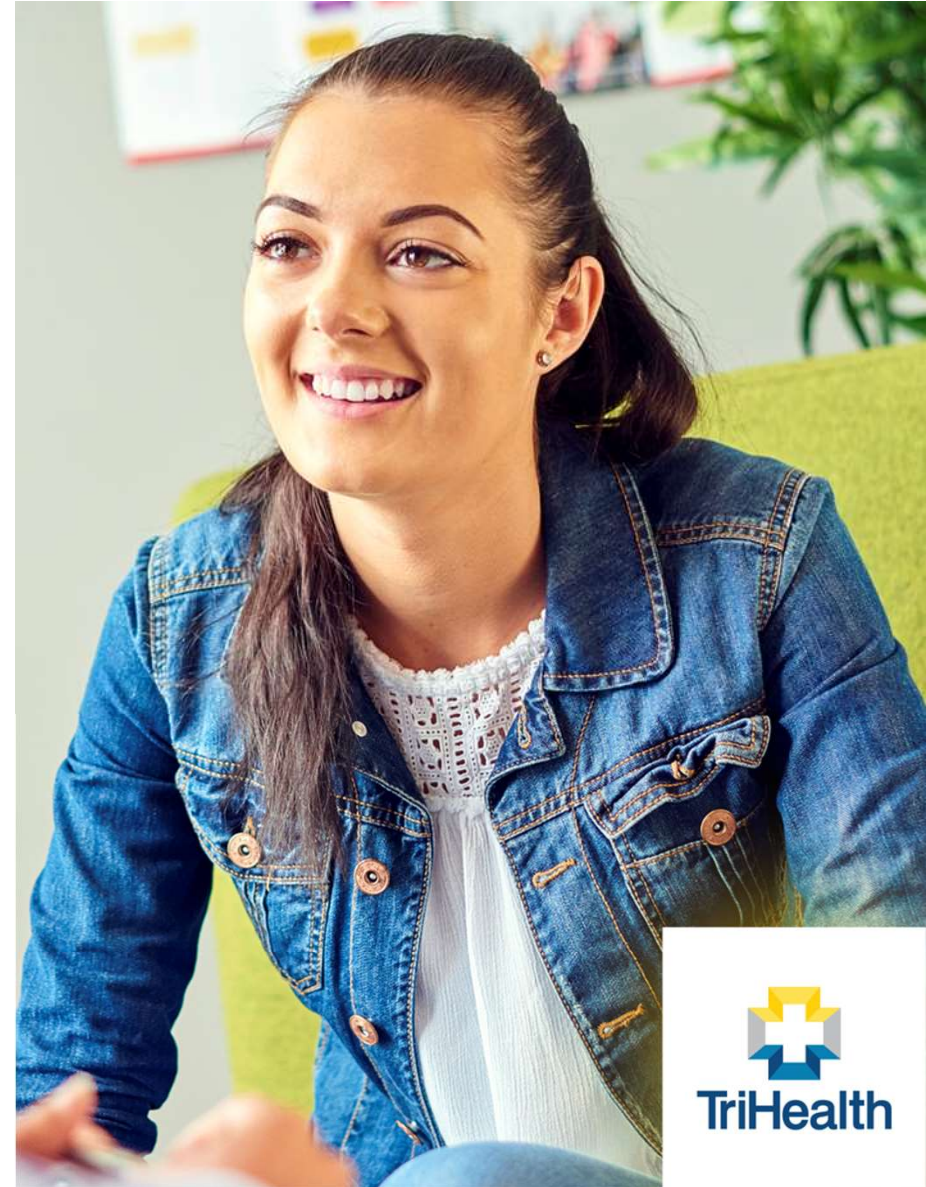
TriHealth Wellbeing Program Participation

13% EAP Utilization

34% LifeStyles Total Earners

Reward Design/Incentive Team Member Participation

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TriHealth Wellbeing

- Employee Health
- Case Management
 - Leave of Absence
 - Workers' Comp
- Ergonomic Assessments and Recommendations

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Wellbeing Steering Committee

- Executive Leader Sponsorship
- Steering Committee: 10 executive leaders; meets monthly
- 7 panels, or subcommittees: Team Members; meet monthly
- Engagement Surveys and Listening-Sessions Feedback
- Executive Leader Progress Updates in monthly virtual leadership meetings and team member townhalls

Wellbeing - The TriHealth Way

- Self-Care Question Added to Relational Rounding
- Team Huddles
- Annual Mandatory Education (AME)
- Wellbeing Moments Added to Monthly Meeting Agendas
- Wellbeing Moments in Business Unit Leader Meetings
- Wellbeing Solutions Intranet Page



Engaging Our Team

June 2023 Team Member Engagement Survey

84.3% Team Member
Engagement

Overall Wellbeing: **66%**



2023 **TriHealth**
Engagement & Magnet Survey

Share your thoughts to help us continue to move from Good to Great for our physicians, team members, patients and community.

MONDAY, JUNE 5 – FRIDAY, JUNE 16

The banner features a yellow background with a blue and white gauge on the right side. The gauge has a needle pointing towards the 'GREAT' mark, with 'GOOD' and 'GREAT' labels. The text is in blue and white, and the dates are in white on a dark blue bar at the bottom.

Financial Benefits

- Increased retention/reduction in turnover
- More positive work environment
- Increased employee productivity
- Reduction in absenteeism
- Decreased stress
- Enhanced patient relationships
- Improved mission delivery

Be seen. Be heard. Be healed.™



Thank
You.



TriHealth

Be seen. Be heard. Be healed.™

Biographical Information

Jessica McCurdy
Employee Wellness Administrator
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Jessica has nearly 10 years of experience in the wellness field and has served as the Employee Wellness Administrator for the Franklin County Cooperative for the past 5 years. Prior to her current role, she focused on community well-being while working at a local health system and community center. She received her bachelor's degree in Health Promotion, Nutrition, and Exercise Science from The Ohio State University and is currently pursuing her Master of Science in Health & Wellness Management from the University of Wisconsin- River Falls. While at Franklin County Cooperative, she has focused on expanding the wellness program to address well-being from a holistic perspective and to meet the ever-changing needs of the more than 8,000 employees and spouses. In her spare time, she enjoys taking her chocolate lab, Maya, for walks and listening to crime podcasts.



TriHealth
Corporate Health

Diane L. Pipes, LISW-S

Manager of Wellbeing Services, TriHealth EAP, Workplace Wellbeing & Fitness, Clinical Case Management, Absence Management and Community Outreach Program.



Diane Pipes has over 27 years of experience in the field of Behavioral Health, working in residential and outpatient treatment programs, as well as corrections. She now serves as Manager of Wellbeing Services, TriHealth EAP, Workplace Wellbeing & Fitness, Clinical Case Management, Absence Management and Community Outreach Program.

Diane received bachelor's degrees in both Psychology and Social Work from the University of Kentucky, where she also earned a master's degree in Social Work. She is independently licensed in the state of Ohio. Her current interests include helping others let go of the negative ways we think about food and exercise and increasing awareness of the connection between mental health and physical health.

TriHealth EAP is a division of TriHealth Corporate Health, which provides employers with programs and services focused on improving the health, wellbeing and productivity of their employees.