

HHS/GO COMM #1
June 12, 2014

MEMORANDUM

June 10, 2014

TO: Health and Human Services Committee
Government Operations and Fiscal Policy Committee

FROM: Linda McMillan, Senior Legislative Analyst 

SUBJECT: **"MCG Vitality" - Employee Wellness Strategic Plan**

Expected for this session:

Belinda Fulco, Manager, OHR Division of Health and Employee Welfare
Brenda Salas, Employee Wellness Program Manager
Dan Hibbert, Department of Transportation, Ride-On
Gino Renne, President, UFCW Local 1994 MCGEO
Amy Millar, Strategic Planning Coordinator, UFCW Local 1994 MCGEO

At this session, the joint HHS and GO Committee will have an opportunity to have a briefing and discussion regarding the strategic plan for "MCG Vitality" the County Government's employee wellness program. The official kick-off for *MCG Vitality* is June 23 (©21) but, as the joint Committee was informed in March, efforts are already underway with specific initiatives in DOT's Ride-On Program and the Department of Liquor Control. The presentation slides are attached at ©1-16 and a listing of programs specifically targeted to DOT and DLC are attached at ©17-18. Information on general classes is attached at © 19-20. Some items of interest from the strategic plan presentation are:

- An emphasis on implementing a data-driven initiative. The general information on ©4 emphasizes the need for analysis of population-wide observations and ongoing assessment of member needs in order to identify gaps. Later in the presentation, the joint Committee will hear about the screening information from 222 participants in the Ride-On program and 61 participants in the DLC program that provide information about blood pressure, cholesterol, glucose, and body mass index (BMI).

- Integration of the Wellness Program into County Government policies, physical, and cultural environment to have a wellness culture “that supports the achievement of a person’s best self while generating exceptional business performance”. It is expected that integrating health promotion and safe work environment programs will help reduce the number of worker’s compensation claims. (©5)
- Circles 6-9 provide some year-by-year milestones. In 2014 (Year 1) specific programs will be launched in Transportation, Liquor Control, Correction and Rehabilitation, Fire and Rescue Service, Police, and at the Emergency Communications Center. In 2015 (Year 2) efforts will include extending wellness programs to dependents and families, installing health screening kiosks in County facilities, and development of a “My Healthy Plate” program. Information on 2016 (Year 3) says that eligibility for wellness programs will be extended to retirees.

The joint Committee should discuss its expectations in terms of monitoring the progress of *MCG Vitality*. Council staff notes that there are currently three baseline measures: worker’s compensation claims, screening results for Ride-On participants, and screening results for DLC participants, that could be reviewed in one year to see if there are changes in health measures and incident of injuries for those departments in the initial roll-out. The Committee should also hear how feedback from employees is being and will be gathered so that there is evaluation of the employee experience and the employee perspective on the quality of programs. The Committee may want to specifically discuss this with the MCGEO representatives present at this session to understand how MCGEO believes feedback and information can be shared in order to implement the most effective programs for their members.

In addition, Council staff suggests the joint Committee ask OHR to provide a memo after the contract with the disease management and data warehouse vendor is executed on the broader data that will be available to the Wellness Program Manager and how it will be used to develop specific strategies and evaluation metrics for the program.

Background – Information on County Website

The following is a link to the employee wellness page on the County’s website. County employees can access a variety of apps and information provided both by the County and by the health plan providers. One of the new offering are “Benefits Employee Assistance Days (BEADS)” that allow one-on-one meetings with representatives from the insurance plans. The information sheet on this program is attached at ©21.

<http://www.montgomerycountymd.gov/ohr/benefits/wellness/wellness.html>

Vitality!

MCG

The Montgomery County Government

Wellness Program



Montgomery County Office of Human Resources



Mission Statement

MCG Vitality assists the dedicated employees of Montgomery County Government in embodying vitality as an essential value through an integrated, data-driven wellness program that supports optimal health, happiness and productivity.





Strategic Plan Components

- Direction and Results
- Goals
- Strategic Action Plan Focus by Year,
2014-2018



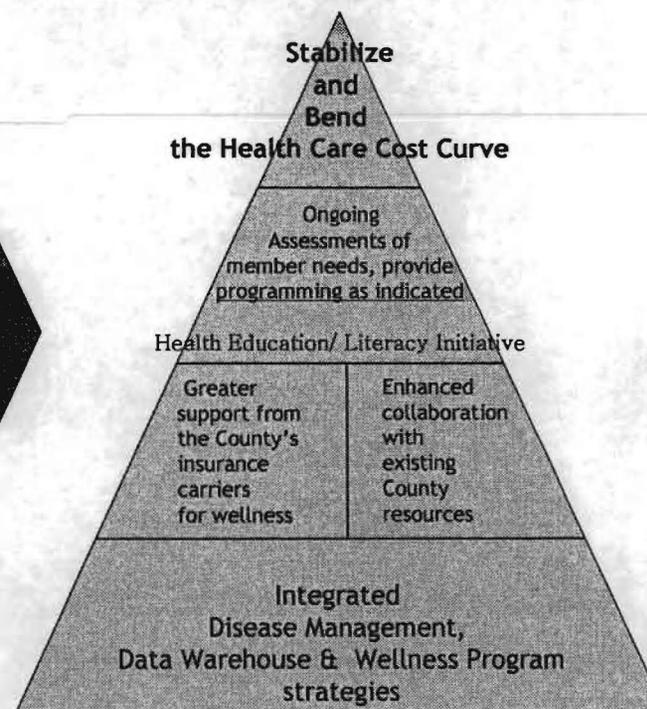
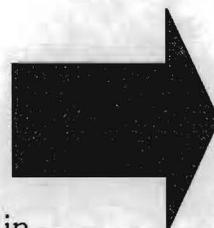
Executive Summary Components: Direction and Results

As a data-driven initiative, the program will:

- Analyze population-wide observations to provide wellness initiatives and focus
- Provide and facilitate services that will integrate disease management and wellness
- Conduct ongoing assessments of member needs, identify gaps and provide needed shifts in disease management and wellness service delivery

In a leadership role, the program will:

- Work with the full range of providers and resources in Montgomery County in order to offer multi-level, place-based (home and work) wellness opportunities
- Deepen the existing direct supports from the County's insurance carriers for optimal effectiveness
- Develop health literacy initiatives and, where possible, environmental access to facilitate healthy choices as the easiest choices





Executive Summary Components: Goals

1. Reduction of the County's Health Care Plan cost escalation

- *Analysis of medical and Rx drug claims to identify gaps in patient-care and/or patterns of poor/ineffective Plan utilization*
- *Condition (disease) management programs for chronic diseases such as asthma, chronic obstructive pulmonary disease, congestive heart failure, coronary artery disease and diabetes*
- *Comprehensive wellness/lifestyle behavior change education programs*
- *Onsite health education seminars, fairs, screenings*
- *Department-specific programming*

2. Reduction of the number of worker's compensation claims

- *Department-specific programming*
- *Development of an integrated approach to worker health by integration of health promotion with safe work environment programs*

3. Inclusion of MCG's Wellness Program in MCG's policy, physical and cultural environment

- *Resulting in a "wellness culture"/workplace ecology that supports the achievement of a person's best self while generating exceptional business performance*



Action Plan Focus by Year

Year 1: 2014

- Launch Health Literacy Benefits Employee Assistance Days (BEADs)
- Build Wellness Website
- Launch MC Vitality Wellness Program
- Launch Department-specific programs: DOTR, DLC, DCR, ECC, Fire, Pol
- Launch Biometrics Screenings and HRQ's
- Begin Disease Management Outreach
- Year 1 Review



Action Plan Focus by Year

Year 2: 2015

- Develop agency-wide interest inventory; identify additional department-specific program needs
- Begin Wellness, Safety synergy/integration
- Install consumer health screening kiosks throughout County facilities
- Develop "My Healthy Plate" pre-assembled food plate initiative for reduced fee in County facility cafeterias
- Develop and launch online learning modules for wellness, health literacy, medical self-management
- Develop and launch Wellness Ambassador program
- Explore inclusion of participation in worksite wellness on performance reviews
- Extend wellness program to dependents, families
- Explore release time for wellness policy viability
- Update the Strategic Plan and create a strategic communication plan



Action Plan Focus by Year

Year 3: 2016

- Implement release time for wellness policy (if deemed viable in Year 2)
- Extend eligibility for wellness program participation to retirees
- Identify technology best practices for wellness program delivery and design appropriate "next steps" for inclusion and application
- Expand wellness offerings to include financial fitness and environmental stewardship
- Create a team to evaluate whether or not there is the need for an integrated on-site workplace health center
- Update the Strategic plan and the strategic communication plan



Action Plan Focus by Year

Year 4: 2017

- Continue developing new initiatives and activities
- Launch the integrated on-site workplace health center
- Update the Strategic plan and the strategic communication plan

Year 5: 2018

- Plan for new Strategic Plan



2014 Updates

- Department Launches Updates (DOTR, DLC)
Screening Data
- County-wide Launch, 6/23/14

Update on MCG Vitality: 2 Launches to Date

AGENCY	PROGRAM	DESIRED OUTCOME(S)	LAUNCH
DOTR	"Ride On to Better Health"	↓ CHD and Diabetes Risk Factors ↓ Musculoskeletal Issues	4/1/14
DOLC	"Healthy Backs"	↓ Musculoskeletal Issues	5/1/14
DOCR	"Stress-Less for Corrections"	↓ Stress related absences ↑ Resilience in employees	Summer 2014
FIRE	"Fire Station Nutrition"	↓ CHD Risk Factors ↑ Healthy Eating Concepts at Fire Stations	Fall 2014
ECC	"911 for Better Health"	↓ Stress related absences ↑ Resilience in employees	TBD
POLICE	"Healthy Eating on the Run"	↑ Healthy Eating Choices ↓ CHD Risk Factors	TBD



DOTR Screening





DOTR Screening Results and Implications

- *222 individuals screened*

BLOOD PRESSURE	CHOLESTEROL	GLUCOSE	BMI
Normal: 59/26.5% At Risk: 154/69.3% Very High: 9/4%	Normal: 96/43% Undesirable, either TC or HDL: 126/57%	Normal: 186/84% High/Very High: 27/12% Low: 9/4%	Normal: 12/5% Overweight: 66/30% Obese: 117/53%

Ride-On to Better Health components address the risks identified:

1. BP monitors at each depot
2. "Healthy Eating on the Go" education on-site (bulletin boards, monitors)
3. Smoking Cessation Resources
4. Ongoing Health Education seminars at each depot monthly
5. Biometrics screening every 6 months
6. Physical activity opportunities at depots and on the buses

DLC Screening





DLC Screening Results and Implications

- *61 individuals screened*

BLOOD PRESSURE	CHOLESTEROL	GLUCOSE	BMI
Normal: 4/6.5% At Risk: 31/51% Very High: 26/42.5%	Normal: 49/80% Undesirable, either TC or HDL: 12/20%	Normal: 58/95% High/Very High: 3/5%	Normal: 12/20% Overweight: 18/30% Obese: 31/50%

DLC Healthy Backs at Work components address the risks identified:

1. BP monitors at the DLC Warehouse
2. Smoking cessation programming and resources
3. Healthy eating on the go education on-site (bulletin boards, monitors)
4. Ongoing Health Education seminars at the warehouse "town halls" monthly and Retail monthly meetings
5. Biometrics screening every 6 months
6. Physical activity opportunities at DLC Warehouse
7. On-site fitness classes at PSHQ



What's Next:
Wellness Program Launch
Executive Office Bldg Auditorium
6/23/14, 11am - 2pm

- Health Fair & Biometrics Screening
- Ask a Nutritionist
- Fitness Demos
- Meet Benefits Carrier Representatives
- Vision Screening
- "Our Weigh Together" and "Walking Works" Registration

YOU'RE INVITED!

2014 MCG VITALITY WELLNESS SEMINARS

1. DLC Warehouse and Retail Healthy Backs at Work Seminars

Locations: DLC Warehouse or DLC Retail Training Room

DATE	SEMINAR	TIME
6/30/14	Back Health (Warehouse Employees, all shifts) <i>DLC Warehouse</i>	6:45 am – 7:10 am; 7:45 am – 8:10 am; 4:45 pm – 5:10 pm
7/16/14	Sleep: An Essential Component of Health (Retail Mgrs) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
7/17/14	Sleep: An Essential Component of Health (Retail Clerks) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
7/21/14	Blood Pressure: A Vital Force for Life (Warehouse Employees, all shifts) <i>DLC Warehouse</i>	6:45 am – 7:10 am; 7:45 am – 8:10 am; 4:45 pm – 5:10 pm
8/13/14	Emotional Eating: The Connection Between Mood and Food (Retail Mgrs) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
8/14/14	Emotional Eating: The Connection Between Mood and Food (Retail Clerks) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
9/15/14	Men's Health (Warehouse Employees, all shifts) <i>DLC Warehouse</i>	6:45 am – 7:10 am; 7:45 am – 8:10 am; 4:45 pm – 5:10 pm
9/17/14	Know Your Numbers (Retail Mgrs) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
9/18/14	Know Your Numbers (Retail Clerks) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
9/29/14	Back Health (Warehouse Employees, all shifts) <i>DLC Warehouse</i>	6:45 am – 7:10 am; 7:45 am – 8:10 am; 4:45 pm – 5:10pm
10/15/14	Flu Prevention Strategies (Retail Mgrs) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
10/16/14	Flu Prevention Strategies (Retail Clerks) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
11/10/14	Sleep: An Essential Component of Health and Wellbeing (Warehouse Employees, all shifts) <i>DLC Warehouse</i>	6:45 am – 7:10 am; 7:45 am – 8:10 am; 4:45 pm – 5:10pm
11/12/14	Learning to Relax (Retail Mgrs) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
11/13/14	Learning to Relax (Retail Clerks) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
12/3/14	Managing Holiday Stress (Retail Mgrs) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
12/4/14	Managing Holiday Stress (Retail Clerks) <i>DLC Retail Training Room</i>	2:00 pm – 3:00 pm
12/15/14	Managing Holiday Stress (Warehouse Employees, all shifts) <i>DLC Warehouse</i>	6:45 am – 7:10 am; 7:45 am – 8:10 am; 4:45 pm – 5:10pm



2014 MCG Vitality Wellness Seminars

2. DOTR "Ride-On to Better Health" 2014 Seminars

DATE	SEMINAR	TIME	LOCATION
6/18/14	Back Health	12:00 pm	SS Depot
6/26/14	Back Health	10:30 am	Nicholson Court
7/10/14	Healthy Lunches On the Go	11:00 am	Gaithersburg Depot
7/23/14	Healthy Lunches On the Go	12:00 pm	SS Depot
7/30/14	Healthy Lunches On the Go	10:30 am	Nicholson Court
8/5/14	A Road Warrior's Guide to Survival	11:00 am	Gaithersburg Depot
8/11/14	Know Your Numbers w/ screening	10:30 am 1:00 pm 7:30 pm	Nicholson Court
8/12/14	A Road Warrior's Survival Guide	10:30 am	Nicholson Court
8/13/14	Know Your Numbers w/ screening	10:30 am 1:00 pm 7:30 pm	Gaithersburg Depot
8/14/14	Know Your Numbers w/ screening	10:30 am 1:00 pm 7:30 pm	SS Depot
8/20/14	A Road Warrior's Survival Guide	12:00 pm	SS Depot
9/10/14	Back Health	1:00 pm	Gaithersburg Depot
9/17/14	Back Health	12:00 pm	SS Depot
9/24/14	Back Health	10:30 am	Nicholson Court
10/7/14	Flu Prevention Strategies	1:00 pm	Gaithersburg Depot
10/15/14	Flu Prevention Strategies	12:00 pm	SS Depot
10/22/14	Flu Prevention Strategies	10:30 am	Nicholson Court
11/4/14	Back Health	11:00 am	Gaithersburg Depot
11/12/14	Back Health	12:00 pm	SS Depot
11/19/14	Back Health	10:30 am	Nicholson Court
12/4/14	Manage Stress Before It Manages You	1:00 pm	Gaithersburg Depot
12/10/14	Manage Stress Before It Manages You	12:00 pm	SS Depot
12/16/14	Manage Stress Before It Manages You	10:30 am	Nicholson Court Depot

2014 MCG Vitality Wellness Seminars

3. MCG Vitality Wellness 2014 Seminars – EOB/COB/HHS/Rockville Library/51 Monroe

DATE	SEMINAR	TIME
6/23/14	Nutritional Counseling (meet with a nutritionist)	11:00 am – 1:00 pm
7/23/14	Gluten Awareness: Insight into the Gluten-Free Trend	12:15 pm – 1:00 pm
7/30/14	Vitamins & Supplements: What You Need to Know	12:15 pm – 1:00 pm
8/6/14	Women's Health	12:15 pm – 1:00 pm
8/20/14	Men's Health	12:15 pm – 1:00 pm
9/9/14	Manage Stress Before It Manages You	12:15 pm - 1:00 pm
9/23/14	Family Health	12:15 pm – 1:00 pm
10/6/14	Flu Prevention Strategies	12:15 pm – 1:00 pm
10/27/14	Connecting Mind & Body for Healthy Living	12:15 pm – 1:00 pm
11/3/14	Well-Being: The Many Ways to Look at Health	12:15 pm – 1:00 pm
11/17/14	Friendly Persuasion: How to Get What You Want	12:15 pm – 1:00 pm
12/8/14	Managing Holiday Stress	12:15 pm – 1:00 pm

2014 MCG Vitality Wellness Seminars

4. "Wellness Wednesdays"/MCG Vitality 2014 Seminars at PSHQ

DATE	SEMINAR	TIME
7/9/14	Blood Pressure: A Vital Force for Life	12:15 pm – 1:00pm
7/23/14	Emotional Eating: The Connection Between Mood and Food	12:15 pm – 1:00 pm
8/6/14	Awakening the Passion in Your Life	12:15 pm – 1:00 pm
8/20/14	Running on "E": Adding Energy and Fun to Your Life	12:15 pm – 1:00 pm
9/10/14	Connecting Mind & Body for Healthy Living	12:15 pm – 1:00 pm
9/24/14	Happiness: A Key to Life's Satisfaction	12:15 pm – 1:00 pm
10/8/14	Gluten Awareness: Insight into the Gluten-Free Trend	12:15 pm – 1:00 pm
11/5/14	Manage Stress Before It Manages You	12:15 pm – 1:00 pm
11/19/14	Friendly Persuasion: How to Get What You Want	12:15 pm – 1:00 pm
12/10/14	Managing Holiday Stress	12:15 pm – 1:00 pm

Questions about your Health & Life Insurance?



Benefits Employee Assistance Days (BEADs)

Meet one-on-one with representatives from your insurance plan. All sessions are held in the 7th floor OHR Conference Room at 101 Monroe Street (Executive Office Building) in Rockville. To schedule a personal session, just send an email to: brenda.salas@montgomerycountymd.gov.

Please review the following times to schedule your session before they fill up:

April	4/7/14: UnitedHealthcare 10am – 1pm
	4/8/14: CareFirst 10am – 3pm
	4/15/14: KAISER PERMANENTE 10am – 1pm
	4/16/14: Prudential 11am – 1pm
	4/22/14: ADP (Flexible Spending Accounts) 10am – 1pm
	4/23/14: UNITED CONCORDIA (dental) 10am – 1pm
May	5/1/14: UnitedHealthcare 10am – 1pm
	5/6/14: CareFirst 10am – 3pm
	5/7/14: KAISER PERMANENTE 10am – 1pm
	5/20/14: UNITED CONCORDIA (dental) 10am – 1pm
	6/2/14: CareFirst 10am – 3pm
	6/5/14: UnitedHealthcare 10am – 1pm
June	6/9/14: KAISER PERMANENTE 10am – 1pm
	6/24/14: ADP (Flexible Spending Accounts) 10am – 1pm
	6/25/14: UNITED CONCORDIA (dental) 10am – 1pm



Office of Human Resources (OHR)
 101 Monroe Street, 7th Floor
 Rockville, MD 20850
www.montgomerycountymd.gov/ohr



Updated: 4/10/2014

(21)