

BENEFITS ADVISORY COMMITTEE (BAC)
MINUTES OF MEETING
June 4, 2015

[These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate; none of the comments, conclusions or actions reported in these minutes represent the views of, nor are they binding on, the Senate, the Administration or the Board of Regents.]

PRESENT: Tina Falkner (chair), Dale Swanson, (vice chair), Jean Abraham, Ken Horstman, Susann Jackson, Joe Jameson, Theodor Litman, Rodney Loper, Amy Monahan, William Roberts, Karen Ross, Terri Wallace

GUESTS: StayWell Team

OTHERS ATTENDING: Josh Anderson, Karen Chapin, Betty Gilchrist, Hattie Lindahl, Kathy Pouliot, Ryan Reisdorfer

REGRETS: Carl Anderson, Karen Connaker, Amos Deinard, Jody Ebert, Pam Enrici, Fred Morrison, Jennifer Schultz

ABSENT: Sophia Benrud

[In these minutes: Employee Benefits update; StayWell Program Review; BAC Review of Employee Comments; Wellness Program Improvements]

1. WELCOME & EMPLOYEE BENEFITS UPDATE

Dr. Falkner, chair, convened the meeting. Member Rodney Loper shared his thoughts on his past service on the BAC, as he will no longer be serving on the committee. Bill Roberts shared his thoughts on his service, too, since he will be retiring later this year and is giving up his seat on the committee. Jeannine Rich will also be leaving the committee, she shared her reflections on the committee. The chair thanked them for their service and invited them all to attend a committee meeting in the future if their schedules allow. Dr. Falkner then introduced the speakers for the StayWell Plan Review.

2. STAYWELL PROGRAM REVIEW

The StayWell team introduced themselves and began their presentation. Paul Terry, chief science officer, Tera King, senior account executive, Cathy Durbin, implementation manager, and Bailee Phenix, implementation manager presented information on the Wellness program using a PowerPoint and they highlighted the following information:

- Wellness Points

- Participants accumulate points for participating in healthy activities between October 1, 2014 and August 31, 2015
- 400 points for employee only or employee plus child(ren)
- 600 points for employees who cover a spouse; spouses can contribute up to 200 points
- Receive a \$400/\$600 annual rate reduction in 2016
- Wellness Points Status
 - Compared to last year at this time, participation is currently higher
- Wellness Assessment Results
 - Health risks continue to decline
 - Health risks have decreased by 16.9% from the participant's first Wellness Assessment to their 2014-2015 Assessment
- Annual risk change among repeat participants
 - Repeat participants from the last program year reduced their overall health risk by 8.8% last year (2.6-2.4)
 - Stress, weight, cholesterol, and blood pressure remain the most prevalent risks among the population.
 - Discussing options for best addressing the rising cholesterol risk
 - Two items were changed in response to data that shows that many people do not understand portion sizes.
 - Small price point changes in items in vending machines have been shown to result in a decrease in consumption of items, for example sodas with high sugar content.
- Major sources of stress
 - Top stressors for the University population continue to be job responsibilities, coping with too much to do, and finances.
 - The University offers a number of programs and resources aimed at reducing stress including financial counseling, health coaching, and mindfulness courses, as well as the Employee Assistance Program.
- Employee vs. Spouses
 - The gap between employee and spouse health risk closed in the last year
 - Employee and spouse average number of health risks are both 2.4
 - Continue to offer the increased incentive for participation to the spouse population
 - University in line with the trend of wellness programs continuing to grow in usage for spouses
- Impact of StayWell Health Coaching
 - Participants in the StayWell phone coaching program reduced their annual health risks by 12% (3.1-2.8 average number of health risks)
 - As desired, phone coaching is drawing those participants who are most at risk.
 - The largest risk change areas were stress, eating, and exercise, which are the precursors to weight risk reduction.

- 2014-2015 Program Year Enhancements
 - Launched a new StayWell Portal
 - Improved navigation and easy to understand look and feel
 - Campaigns are located on the home page
 - Incentive tracker displays at-a-glance information in the left navigation bar
 - Targeted programming
 - Enhanced integration
 - Partnered with the University's IT Usability Services, HR, and Communications teams to conduct website usability testing and incorporated feedback into the website set up
 - Modified activity names, descriptions, and navigation headers to increase clarity
 - Incorporated direct links from the StayWell program pages to the relevant pages within the University's website instead of linking to the home page
 - Improved accessibility to the StayWell Portal
 - Developed a single-sign-on from the University's website eliminating the need for employee usernames and passwords for employees
 - Removed the 72 day password reset requirement for spouses and for employees who sign in from home or another outside location
- BAC Survey Themes

- StayWell Survey Results
 - Surveys are given to all individuals when they reach a specific point in the program.
 - Response scales are balanced and have a neutral category. Example: very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied
 - An independent third party consulted on the development of StayWell’s survey standards and approved the steps that StayWell put in place to maintain unbiased survey results.

The discussion was then open for questions and comments:

- How many people participate in the phone program?
 - 1139 people
- Mr. Terry said that there is a shift across the country from measuring wellness to wellbeing, which is a broader term that includes employee engagement as well as financial and other aspects of employee wellbeing.
- Ms. Chapin mentioned that usability testing was very helpful and she said that there were significant improvements as a result.

• Issue/Concern	• Actions to Address Concern
<ul style="list-style-type: none"> • Confusion regarding the interaction between the University’s and StayWell’s website, program registration, and file transfer process. 	<ul style="list-style-type: none"> • Conducted website usability testing. Updated links and text to increase clarity to the end user.
<ul style="list-style-type: none"> • Frustration with the site login process, specifically the 72 day password reset requirement and the separate login needed for StayWell site. 	<ul style="list-style-type: none"> • Implemented single-sign-on removing the need for employees to login to StayWell when already on x500. Removed password reset requirements.
<ul style="list-style-type: none"> • Desire for more point options on coordinate campuses. 	<ul style="list-style-type: none"> • UMD offers 18/19 point options; UMM offers 17/19 point options; UMC, UMR, and Greater Minnesota offer 16/19 point options. The University is exploring ways to continue to expand offerings to coordinate campuses.

3. REVIEW OF EMPLOYEE COMMENTS ON STAYWELL

Professor Monahan presented the following information related to her analysis of the employee comments on the BAC survey. She provided a handout that outlined the following points:

- Descriptive Statistics
 - 172 total comments
 - 111 were negative
 - 39 in general
 - 26 of these were specifically about the website
 - 16 thought the program did not work well for healthy individuals
 - 9 raised privacy concerns
 - 8 questioned the effectiveness of the program in improving health
 - 6 had bad experiences with health coaching
 - 4 felt participating gyms were too limited
 - 3 had bad experiences with the nurse line
 - 43 positive
 - 39 contained suggestions for improvements to the program (example: points for breastfeeding)
- Issues
 - Desire for more or different points options
 - Discriminates against healthy individuals/hard for healthy individuals to earn points/doesn't adequately reward healthy individuals
 - Constant phone class/robocalls
 - Some access issues raised for those in greater Minnesota
 - Some raised issue of upfront costs for certain programs (cash flow issues)
 - Website issues
 - Despite a significant number of negative comments, several responses noted how much they liked the program, what a difference it had made for them, and how motivating it was.
- Professor Abraham commented that there are still 44% of employees not engaged.
- Members discussed the issue of privacy mentioned in the comments and it was explained that StayWell is used because they are separate from the University to protect privacy. Professor Monahan suggested that there could be communication about the privacy of information. Ms. Chapin explained that there has been a decrease in concerns regarding privacy, but communication could be created around this issue.
- Dr. Falkner commented that it would be helpful to ask survey participants if they are involved in the StayWell program, and if they are not, ask why they are not completing it.

- Ms. Ebert commented that a short video that explains how to use the program and resources would be helpful.

4. WELLNESS PROGRAM IMPROVEMENTS

Hattie Lindahl, wellness program administrator, OHR, presented the following information using a handout regarding Wellness Program improvements:

- Areas of Change
 - MTM Diabetes Program
 - New StayWell Services
 - Recreation and Wellness Programs
 - Boynton Health Services
 - University of Minnesota, Morris
- Medication Therapy Management (MTM) Diabetes Program
 - Diabetes is the UPlan's 5th largest cost condition with \$4.8 million in expenses (almost 2,000 patients)
 - UPlan MTM Network through the College of Pharmacy and StayWell Health Management. Meetings are with a pharmacist.
 - Communicate diabetes focused MTM program and StayWell health coaching
 - 100 points for MTM and 200/250 for StayWell Health Coaching (Lifestyle or Disease Management)
 - The main changes will be in communications about the programs, not a change in the program.
- New StayWell Services
 - Just started summer pilot to test Digital Workshops
 - 5 minute videos geared towards specific health improvement areas
 - Testing with wellness advocates, wellness collaborative and Employee Benefits department
 - Step It Up! Campaign is going away and in place is a new challenge ("10k a day")
 - Mobile friendly, syncs with FitBit, social aspect added
 - Users will not be penalized if they do not reach 10,000 steps
 - Online Healthy Living programs are going away (August 2015) and in their place is the new modified, updated version – Self-Directed Coaching (starts January 2016)
 - This will be more focused on the individual and be an interactive programs
- Recreation and Wellness Program
 - Additional programs for our University Sponsored Wellness My Way
 - This coming program year all UPlan employees and spouses will be able to participate in University Fitness Classes for points and reimbursement

- Effective October 2015 all participants are eligible for *two* lifetime reimbursements for any classes that they take
- Recreation and Wellness Addition
 - Yoga 101
 - Beginners approach to yoga. Geared towards those new to yoga or looking to improve their practice
 - Great for stress management
 - Build confidence and education about postures
 - 50 Wellness My Way points
 - \$199 fee upfront, will be reimbursed in full if participants complete 13 out of 16 classes
 - Dynamax
 - Available for all skill levels
 - Designed to increase strength, stability, mobility, and power
 - Next step for those taking Group Strength Express or Kettlebell Express
 - \$199 fee upfront, will be reimbursed in full if participants complete 13 out of 16 classes
- Boynton Health Services
 - New this year Boynton Health Services face to face health coaches will be offering group coaching opportunities
 - Anywhere from 10-15 participants in each session
 - Participants can attend two group coaching sessions, but must attend one face to face to earn the 200 wellness points
 - Sessions will be focused around many topics: stress management, healthy eating, physical activity, and weight management
 - At no cost to participants and no further cost to the UPlan
 - This program will assist with the ability to get more participants into the health coaching program as Boynton will be able to accommodate more people.
- University of Minnesota Morris -Services Added
 - Renew Weight Management
 - Interactive program developed by the local hospital (SCMC) in Morris, MN and led by certified Registered Dietician
 - Will take the place of Weight Watchers on Campus due to the lack of leaders/meetings in the Morris and surrounding areas
 - Designed to meet the needs of weight loss, healthier eating, and to improve healthier lives
 - 8-week long program, meets once a week
 - \$100 upfront free, reimbursed in full if attend 6 out of 8 sessions
 - University Fitness Class
 - Morris will be offering their first small group fitness class
 - Yoga 101

- Will be using the same curriculum from the Twin Cities campuses
- Same upfront fee and reimbursement requirements as UMTC
- Intending to offer at UMD as soon as possible
- Nutrition Coaching
 - Free nutrition coaching offered by a Registered Dietician from Sodexo/UMM dining services through the face to face health coaching program
 - This will be a referral process from Angie Berlinger, our current face to face health coach
 - 200 points for 3 face to face health coaching sessions completed by August 2016
 - Participants must see Angie for at least one face to face coaching appointment

Ms. Chapin explained that UMD has more resources available, so UMM needed these added resources. They are currently working on adding resources at UMC and UMR.

Mr. Swanson suggested surveying those employees that are not involved in the Wellness Program to understand their reasons for not participating. Mr. Anderson responded that they are developing a broad-based, randomized survey around the Wellness Program.

Hearing no further business, Dr. Falkner adjourned the meeting.

Jeannine Rich
University of Minnesota