

Iowa Wellness Center



Examining the feasibility of a Wellness Center for State Employees.

Karen Ballard, Public Service Executive, Iowa Department of Transportation

Doug Bartels, Investigator, Iowa Board of Nursing

Nahla Elfham, Director, New Horizon Academy

Christian Foshier, Information Technology Specialist 5, Iowa Workforce Development

Mary Ford, Public Service Executive II, Department of Transportation

Abraham Funchess, Director, City of Waterloo Commission on Human Rights

Brent Paulson, Labor Market Research Economist III, Iowa Workforce Development

Certified Public Manager Cohort #12

Researching the feasibility of a Wellness Facility for State Employees allowed our group the opportunity to explore the innovative leadership techniques that CPM encourages as it will only be a truly innovative and motivated leader that will make this idea a reality. We also used a non-scientific survey to refine the questions, with instructor guidance, to better understand how to ask these questions without introducing bias.

The information that supports the fact that exercise is good for everyone in a multitude of ways in nearly endless and such an obvious argument, that it doesn't need to be made. Looking one layer deeper, we also found evidence to suggest that an employee that exercises regularly is more productive, less absent, and happier employee that costs the employer less. With so many large employers providing modern wellness facilities for their employees why doesn't one of Iowa's largest employers, the State of Iowa?

Our group researched the feasibility of a Wellness Facility for State Employees within walking distance of the largest concentration of employees, the State Capitol. The initial reaction by some may be that this is not realistic, so we challenged that assumption. As part of the CPM competency of Administration and Organization, we learned of the importance of the Role of the Manager and organization goal setting and design. As part of this competency it was often mentioned in our CPM classes that the leaders of tomorrow, especially the leaders in Government, must learn to be creative thinkers that research, entertain, and embrace new ways of managing employees, overcoming obstacles, retaining and recruiting employees, and breaking the stagnant shackles of "because it has always been that way" thinking.

We researched all 50 states and found that though many states offer wellness programs similar to what Iowa offers. Colorado however, does offer a wellness facility to their state workers. The state provides a location and basic housekeeping services while the employees pay for the remainder of the expenses. The final cost to the taxpayer is next to nothing.

We found numerous success stories in Iowa by research of the Wellness Council of Iowa, an organization that helps promote the health and fitness of all Iowans. We shared 3 in our presentation.

- **Ottumwa Regional Health Center** has seen a 25% decrease in absenteeism for those participating in the wellness program, compared to those individuals who do not participate. Workers compensation claims have also declined from 205 claims in 2001 to 154 in 2003. The decrease in claims can be directly attributed to the implementation of an ergonomic/lifting program that was introduced in 2001. Ottumwa Regional Health

Center has a 98% participation rate in the health risk assessments. This has increased from 62% the first year of the program in 1997.

- **Drake University** also focuses on monitoring the impact of wellness on employee health care claims. In 2002, the average cost per wellness participant who made claims on the Preferred Provider Organization (PPO) plan was \$425.24. The cost per non-wellness participant on the same plan was \$554.55. In 2002 the average cost per wellness participant who make claims on the Health Maintenance Organization (HMO) plan was \$1,217.40. The cost per non-wellness participant who on the same plan was \$1,266.65. Drake University has seen tremendous participation in their programs. 88.8% of employees participate in one or more programs provided. Nearly 85% of faculty and staff participate in the annual wellness screening and 38.7% participate in the screening plus at least one other program.
- **EMC Insurance Companies** reports the most remarkable finding. It found that employees who do not use the EMC fitness facility average 4.83 sick days compared to employees who exercise more than 12 times per month and use an average of 2.4 sick days. EMC has a 56% participation rate in its worksite wellness program. As compared to a statistically matched group of non-participants, participants in the 2001 **Wellmark Blue Cross and Blue Shield Health Incentive Program**:
 - Avoided, on average, approximately \$800 in medical and pharmacy expenses per person.
 - Avoided, on average, approximately \$400 in medical costs related to chronic lifestyle conditions per person.
 - Decreased total sick leave by 17 hours per person.
 - Saved the company a total of \$265,250.
 - In a 2003 survey, 61% of respondents reported increasing their activity and 56% reported eating more healthfully as a result of participating in Health Matters programs.

We used the knowledge learned in our Research Methods class to create a survey on interest in a Wellness Facility. We walked to many of the State buildings near the Capitol and surveyed state employees of all demographics inquiring about interest in a Wellness Center. We asked if they would be interested in a facility within walking distance, when they would use it, what they would like to see included, and if they would be willing to pay a monthly payment of \$20.00 a month to belong. We also asked if their supervisor would support them using it during their work day. This last question would be a theme woven throughout our presentation. The importance of flexibility in modern leaders as conveyed in many CPM classes. Overwhelmingly

the survey showed strong interest in the use of a State Wellness Facility and little to no hesitation of employees to pay for such a facility themselves.

We researched what the State of Iowa currently offers for Wellness. Iowa has a Wellness program but no facility. In connection with Wellmark insurance the State of Iowa offers:

A disease management program that provides individualized care plans. The program provides personalized contact with a nurse, educational materials, and other services to educate you while supporting your physician's plan of care.

Also provided is Visiting Nurse Services. They travel to state offices and give flu shots, including flu mist and pneumonia vaccines.

Several internet links for ongoing assessment, education, and assistance are also available through the State's current Wellness program.

Information about discounts that state employees may receive at their local health facilities. While Iowa provides discounts at some health facilities, Wellmark, Minnesota and South Dakota provide free membership at Anytime Fitness as long as the employee uses the facility 8 times a month. While Iowa provides these discounts, assessments, and services, they do not provide an actual wellness facility for state employees.

We researched all State Governments and learned that wellness offerings in each state were largely similar to what Iowa offered, with the exception of Colorado. In Colorado the state employees who work in downtown Denver have a Wellness Facility for State Employees much as we are proposing. Through communication with the State of Colorado and the agency they hire to run their facility is a demonstration of just how simple such a facility could be. The state provides the land or location and basic services such as custodial services and security by the same Capitol Police who patrol all state property. The employees pay \$27.00 a month to belong. Approximately 200 employees regularly use the facility which defrays the costs so the State and their taxpayer's investment is miniscule. Iowa can do the same thing.

Iowa purchased Mercy Capitol in December of 2009 and is spending millions of dollars in renovating this building for use as state offices and storage. In the basement, is Mercy Hospital's former physical rehabilitation facility. Exercise equipment, showers and locker rooms are still intact and could provide the beginning of an Iowa Wellness facility for state employees. As was recommended by CPM instruction we communicated with the agencies involved in making this idea become a reality. We checked in regularly with the Department of Administrative Services to inquire about their conversations on this topic, offered to attend their meetings to discuss this topic, presented them with our research and findings, and invited them to

our presentation. We learned that Executive Order 20 issued by Governor Culver contained specific language in it for the Department of Administrative Services to “launch wellness initiatives” for state employees and this was being discussed in regard to a wellness facility.

As part of our research, we contacted 3 area wellness facilities to learn how they operate. We toured both Principal Financial Group and Wellmark from the private side and Camp Dodge’s facility for a perspective on a government run facility. Principal Financial Group has a large state of the art facility that serves approximately 7,000 employees in the downtown Des Moines area. The facility employs 6 full-time staff members with educational backgrounds in Exercise Science or Health Promotion and offers programs, equipment and instruction to rival most health clubs all at no cost to their employees. Principal staff reported that upper management is committed to the concept of wellness in their employees and recognizes that their employees will only perform better when these needs are met. Perhaps most interesting in this tour in relationship to the C.P.M. curriculum was learning that Principal has leadership training courses for all new managers and woven into that instruction is a component about the importance of being flexible with employees schedules and needs. As a result most employees may go to the Wellness facility whenever they wish in their day and adjust their work hours around their workout. We surveyed State workers on this topic and learned that government workers do not typically have that flexibility in their work schedules or environment, yet it was clearly shown in our C.P.M. classes that this is modern leadership and what it must do to survive and compete today.

Wellmark offered a smaller but also dedicated program to their employees that espoused a similar philosophy as Principal. Camp Dodge has a modern sizeable facility paid for through a federal military fund. They employ 2 full-time staff members to serve approximately 300 civilian employees. Military may also use the facility.

The Analytical/Conceptual competency of C.P.M. brings forth what seems like a solid, logical, argument for such a facility to be tried as a pilot. What Camp Dodge has serves a small percentage of their 300 civilian employees, and some military who choose to use the facility. With two full-time staff members and several rooms of modern equipment serving so few the state could attempt a pilot project to serve whatever percentage of the 3,400 employees near the complex would choose to participate and adjust it as need dictates. Analysis of trends and patterns could be made to see if weekends and evening hours would be worthwhile. If need be could it be opened up to those in the East Village?

Those skills discussed in the Human Skills portion of the CPM program were used throughout the project. The need for effective communication on such a project, especially with members living in different areas of the State of Iowa, and trying to arrange regular meetings was of upmost importance. Also when contacting outside organizations to arrange tours, conducting surveys of State employees, and contacting those with the State of Colorado to learn of how they have successfully ran such an organization, communication was vital.

The most compelling argument for Iowa to try this, is that this state has been the leader in so many areas and considered innovative nationwide. State wellness literature reports a dedication to employee wellness, this would be the logical demonstration to that dedication. And if Colorado can offer these services to approximately 2000 employees in downtown Denver at no cost to the taxpayer and state budget, Iowa should be able to offer a similar facility to their 3,400 nearby employees and produce even more positive results.

Iowa Wellness Center

- Abraham Funchess
- Brent Paulson
- Karen Ballard
- Nahla El faham
- Chris Foshier
- Doug Bartels
- Mary Ford

Costs

- Health care premiums/medical care costs exorbitant
- Preventable illness makes up the bulk of all costs
- State employees used 172,323.4 days of regular sick leave, valued at \$31,997,360.59, during FY 2008*.
- This is about 8.25 days per full-time and part-time employee.

*Source: Department of Administrative Services 2008 Just the Facts

Wellness Council of Iowa
Success Stories

- Ottumwa Regional Health Center
- Drake University
- EMC Insurance Companies

Benefits

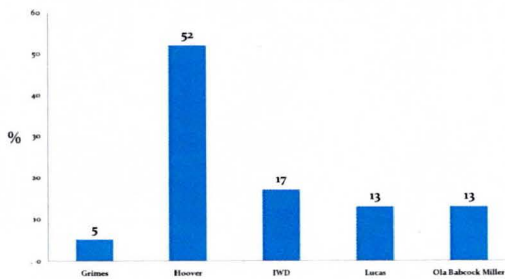
- Decreases in:
 - Absenteeism
 - Workers compensation claims and other costs
 - Sick leave
- Improves productivity and morale
- Leads to more healthy diets
- Saves \$\$\$

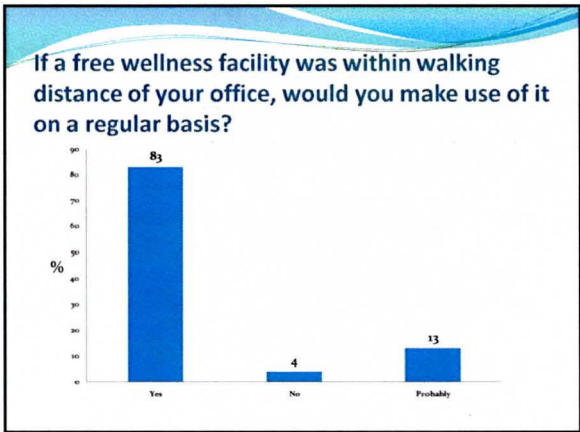
Wellness Facility Survey:

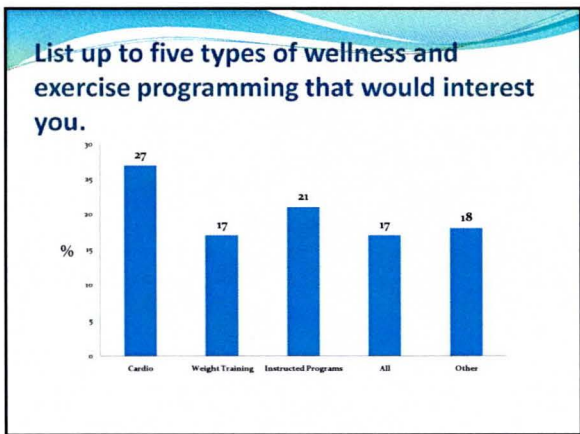
An Assessment on the **Interest Level** and **Need** of a Wellness Facility for State Employees

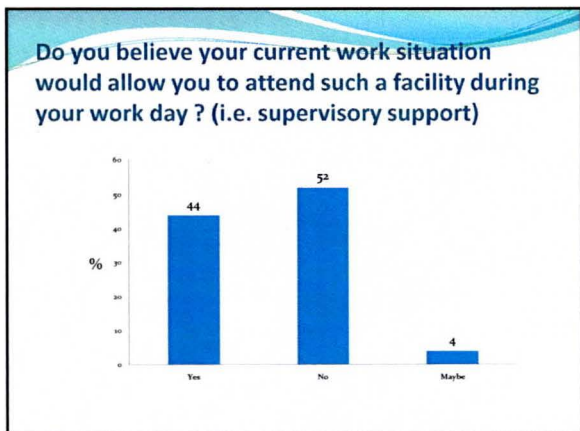


Distribution of Respondents

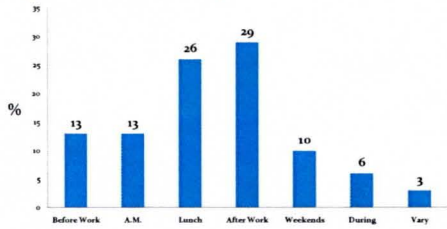




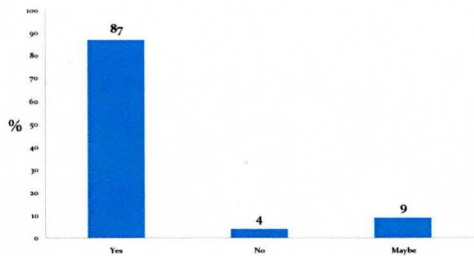




Research shows that employees typically use wellness facilities before and after work, or on a lunch hour. What time of day would you be most likely to use the facility?



Would you be willing to pay a monthly fee, such as \$20 a month, to belong to such a facility?





Concerns

- Parking
- Accessibility
- Showers
- Security
- Hours of Operation
- Membership Dues

Current Offerings

- Disease Management
- Flu Shots
- Stop Smoking
- Medication Therapy
- Wellness Education & Tools



Current Offerings

Weight Management



Current Offerings

- My Pyramid Tracker
- Fitness Programs
- Our Health - Our Future
- <http://employeehealth.iowa.gov/index.html>



Wellness Facility Tours

- Principal Financial, Camp Dodge, Wellmark
- No cost to their employees
- 2-6 full-time staff
- Open hours in the evenings and weekends with peak times being before work, noon, and after work.

Wellness Facility Tours

Personal and circuit training, organized BB, running group, combat group, yoga, boot camp, spin bikes, aerobics, p90x, massage, health screenings, etc.

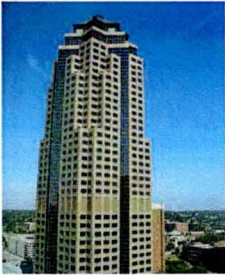


Wellness Facility Tours

- We learned at Principal that employees are offered a flexible work schedule to encourage their use of the facility.
- There is no cost for employees (full & part-time) and retirees.

Billion Dollar Enterprises

Principal Financial Group
is a billion dollar enterprise



The State of Iowa is also a
billion dollar enterprise



Principal

- Has approximately 7,000 employees.
- Staffed by 6 full-time employees.

Wellness Facility Tours

- Principal and Wellmark both report that their leadership supports their programs and works with employees to allow them to attend when they want.
- Most Principal employees may go to the Wellness facility at any time during their work day.

Nicole Mills, Asst. Manager Health & Productivity



What do other States offer

- All provide similar services to state employees as the state of Iowa.
- Minnesota & South Dakota
- Arkansas & Missouri
- Colorado

Colorado Wellness Center

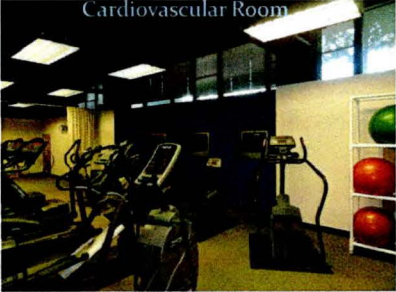
- State of Colorado purchased a building in Denver for State offices.
- Wellness Center included two rooms, plus men's and women's locker rooms with lockers and showers.
- RFP-MR-Wellness-03 in Dec 2002.
- All program support is from State of Colorado Employee membership fees.

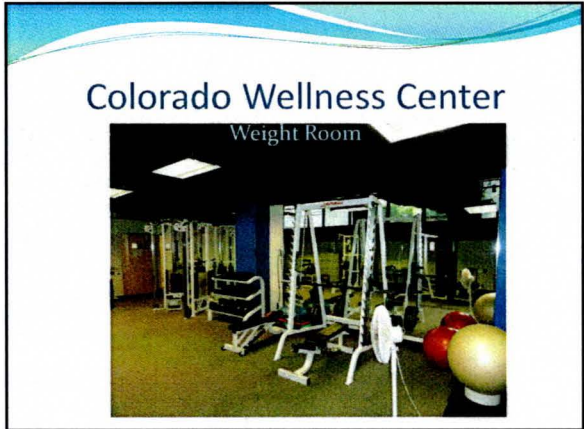
Colorado Wellness Center

- Facility (Including Rent, Utilities, Custodial)
- Data Connection (Contractor reimburses the state)
- Security access to facility via Keypad Access System

Colorado Wellness Center

Cardiovascular Room





- ### Colorado Wellness Center
- Group Exercise Classes
 - Personal Training
 - Weight Loss Programs
 - One-On-One Coaching
 - Member Attendance Challenges
 - Wellness Newsletter

Colorado Wellness Center

- Currently over 200 active members, which amounts to around 13 to 15 percent of the eligible employees working in a 1 mile area from the facility.
- Memberships start at \$27 month (less than a \$1 a day)



The Iowa Building

- There are over 20,000 state employees
- Approximately 6,000 of these employees work in Polk County
- Over half of these employees are within walking distance of the Iowa Building

Capital Complex Workforce

Lucas	754
Grimes	372
Hoover	967
Public Safety	207
Workforce Development	366
Capitol	80
Building and Grounds	44
Wallace	462
Jessie Parker	129
Ola Babcock	27
Total	3410

Source: Department of Administrative Services 2008 Just the Facts

What you can do?

- Contact the Department of Administrative Services and voice your support for a state employee wellness facility.

Ray Walton, DAS Director
515-281-3273
Ray.Walton@iowa.gov





Key Stake Holders

- Iowa Department of Public Health
- Iowa Department of Administrative Services
- State Employees
- Union Leaders
- Department Directors
- Iowa Legislature

Conclusion

- Recruitment, Retention, Increased ROI
- Wellness Facility for State Workers
