Project Title: **Wellness Process Management Team**  Date: 01-14-09

The presentation to Quality Council will be 5-15 minutes in length and include the following:

- Updated Gantt Chart
- Copy of Steering Committee (now Quality Council) Feedback Form including all approved recommendations
- Status of approved recommendations

- A brief description of how the Quality Team’s recommendations have been implemented and how they are becoming a part of the standard college processes and operations. Including results so far (may report on the following):
  - Time saved –
  - Money saved –
  - Student Satisfaction improvement –
  - Employee Satisfaction improvement –
  - New processes created –
  - Improved existing process, how, how much, etc..
  - Teaching/Learning improvement –
  - Valuing of people improvement –
  - Cooperation improvement –
  - Communication improvement –
  - Other positive improvements –

**Department Responsible for Continuing This Work:**
Human Resources, SHAC

**Person Responsible for Monitoring Ongoing Improvements**
Employee Wellness Coalition, to include representation from HR and SHAC, among others.

**Copy:**  Tom Perin and other Quality Council members
WELLNESS
IMPLEMENTATION REPORT
OWENS COMMUNITY COLLEGE
PROCESS MANAGEMENT TEAM
JANUARY 2009

LET'S GET PHYSICAL!!!!
Wellness Process Management Team
Champions:
  Cynthia Eschenburg, Vice President, Human Resources
  Sarah Metzger, Communications Manager, Fund Development
Leader:
  Michael Rickard, Athletic Director
Members:
  Michael Bankey, Vice President, Workforce & Community Services
  Tammy Dean, Information Systems Administrator, Enrollment Services
  Traci Kish, Benefits Specialist, Human Resources
  Richard Reynolds, Supervisor, Student Health and Activities Center [SHAC] Resources
  Christina Roby, Secretary, School of Arts & Sciences
  Jamie Taylor, NEED Program Coordinator – Nursing, School of Health Sciences

Background

In Fall 2007, the Owens Community College Wellness Process Management team was charged with identifying current health and wellness practices and then evaluating and developing an action plan that would lead to a positive change in the quality of life of our Owens Community College family.

The team’s project statement was: To promote a healthy lifestyle process as measured by increased awareness and utilization of current college resources.

After consulting with the existing Health Care Committee, the team developed and launched a health survey to all Owens Community College employees. The results of that survey served as a foundation for the recommendations and action plan presented to the Process Management Steering Committee in December 2007. Please refer to Table 1, below.

Table 1 – Wellness Team Recommendations

<table>
<thead>
<tr>
<th>Team Recommendation</th>
<th>Steering Committee Decision</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer Open House at the SHAC and Findlay Wellness Center for all employees</td>
<td>Yes</td>
<td>Completed</td>
</tr>
<tr>
<td>Coordinate heart-healthy lunch with faculty &amp; students of the Terrace View Café.</td>
<td>Yes</td>
<td>Completed</td>
</tr>
<tr>
<td>Offer “healthy” advice from personal trainer (fitness consultant) for all employees</td>
<td>Yes</td>
<td>Completed</td>
</tr>
<tr>
<td>Sponsor a heart-healthy walk for all employees</td>
<td>Yes</td>
<td>Completed</td>
</tr>
</tbody>
</table>
Implementation Activities

Wellness Awareness Day
On April 24, 2008, a Wellness Awareness Day was held on both the Toledo and Findlay Campuses. The purpose of the event was to help educate our employees and to raise their awareness about the availability of current resources as well as to introduce them to new resources, including pre-registration for the Heart Healthy Walk Program. Area vendors set up informational tables and had representatives on hand to field questions. Organizations represented included the American Cancer Society, the American Heart Association, the American Red Cross, Life Connection of Ohio, and the Student and Employee Health Services Center (Toledo-area Campus).

An exercise specialist, Pamela Bensman, PhD, was available on the Toledo-area Campus to answer questions on fitness as well as to schedule individual sessions [sessions were available for both campuses]. Facilitators provided tours to the Toledo SHAC and Findlay Fitness Center and Gym. A large variety of informational handouts, as well as toothbrushes, eye glass wipes, lip balm, stress relief hearts, and healthy snacks were distributed. A ‘Cup of Goodies’ door prize was awarded to one employee on each campus. It is estimated that an approximate total of 200 employees and other visitors, including students from the Findlay Middle School, attended the Wellness Awareness Day on the two campuses.

Heart Healthy Luncheon
On March 13, 2008, a Heart Healthy Lunch Program was held at the Terrace View on the Toledo campus. The purpose of the event was to increase everyone’s knowledge about healthy eating as well as to provide more information about the services/resources available at the employee/student health center in the SHAC. The event kicked off with a short seven question true/false assessment on wellness. Those who answered all questions correctly were entered into a drawing for a door prize featuring healthy snacks.

Chef Lawrence and students from the international cooking class provided a wonderful low fat/low calorie meal. The lunch consisted of healthy Mediterranean choices, that included lentil soup, chicken, black bean & feta salad in a pita, pita chips, tabouli salad, and lemon sorbet.

The lunch was followed by an update on additional wellness activities that would be taking place throughout the semester. This list included information on the spring fling, walking teams, and fitness resources currently available on campus. Concluding the program, Chef Lawrence talked about the lunch that had been served and about how everyone can make healthy choices when preparing every day meals.
Walking Program

One component of the Owens Community College Wellness Process Management team Action Plan was the Heart Healthy Walk activity. The Walking Program was coordinated by both this Team and Marna Cousino – Manager, Special Events.

The Walk Kick-Off was held on Wednesday, April 30, 2008 with the four weeks of walking to start on that date also. Advanced registration had taken place and the gear [t-shirts, water bottles, and pedometers] was distributed at the Kick-Off.

Due to extremely high participation - and a related shortage of pedometers - the official start was changed to Monday, May 5, 2008 to assure that ALL participants had pedometers to use from the very start. The four week event concluded on Monday, June 2, 2008.

In total, there were 285 participants [on 36 Walking Teams] and 30,923.4 miles logged!!! This is the second year that employees have had the opportunity to participate in an Owens’ Walking Program. In Spring, 2007, approximately 160 employees participated. There is no record of miles logged that year.

Due to the substantial increase in number of participants, the costs from the Spring, 2008 program were shared by the Wellness Team and by the Special Events budgets.

Promoting A Healthy Lifestyle

Although the team offered the use of a fitness consultant to employees who wanted to develop a regular exercise and fitness routine, only a small number of employees chose to utilize those services.

In addition, the team promoted the use of Aetna Navigator, an interactive on-line toolkit provided to all employees via the Owens Intranet under the College’s Aetna Health Care plan coverage. This website contains useful tools such as prescription interactions, copies of the employees Explanation of Benefits, Flexible Spending Account reimbursement forms and much, much more.

In 2007 we had 518 covered employees registered under Aetna Navigator’s toolkit and had 14,564 logins to the site. In 2008, 552 employees were registered and we had 18,162 employee logins to the site. Utilization has increased from 2007 to 2008 due to information given at the “new hire” benefits orientation and continued education to existing employees through general communications as well as information provided during our Wellness Awareness Day. Please refer to Table 2.
The SHAC is equipped with ID card readers allowing us to track usage by staff and students. However, due to multiple equipment failures and procedural changes over the past few years the data has no correlation at this point. The varying degrees of usage are inconclusive at both campuses based on these aforementioned points.

We are exploring ways for tracking the SHAC usage that are more effective and efficient. Concurrently, SHAC Staff training procedures are being revised and enhanced to better serve the current needs of the facility and our users.
**Wellness Activities Budget**

The budget approved for the Wellness Team’s implementation activities was $3,600.00. Actual costs are detailed below. Costs for the walking program were shared by the Wellness Team and the Special Events budget.

### Table 3 – Wellness Activities Budget

<table>
<thead>
<tr>
<th>Event</th>
<th>Needs</th>
<th>Direct Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open House/ Health Fair at SHAC and Findlay Wellness Center</td>
<td>Donation of time and snacks</td>
<td>$ -</td>
</tr>
<tr>
<td>Fitness Consultant – for employees <em>(on-site)</em></td>
<td>3 to 4 hours a week for 12 weeks @ $40-50 hr <em>(Median cost used)</em></td>
<td>$ 120.00</td>
</tr>
<tr>
<td>Heart-healthy Luncheon</td>
<td>Coordination with Terrace View Program <em>(luncheon fee paid by participant)</em></td>
<td>$ 31.82</td>
</tr>
<tr>
<td><strong>Heart Walk</strong></td>
<td>Volunteers <em>(to coordinate)</em></td>
<td>$ -</td>
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<tr>
<td></td>
<td>Water bottles</td>
<td>$ 712.80</td>
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<tr>
<td></td>
<td>T-shirts</td>
<td>$ 1,454.46</td>
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<tr>
<td></td>
<td>Pedometers</td>
<td>$ 960.00</td>
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<tr>
<td></td>
<td><strong>Total Estimated Cost (Median cost of trainer used)</strong></td>
<td>$ 3,279.08</td>
</tr>
</tbody>
</table>
### Table 4

**Timeline – Updated Gantt chart**

<table>
<thead>
<tr>
<th>Company</th>
<th>Owens Community College</th>
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<tbody>
<tr>
<td>Current Date</td>
<td>11/05/2008</td>
</tr>
<tr>
<td>Title</td>
<td>Wellness Process Management</td>
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<tr>
<td>Project Start</td>
<td>02/15/2008 8:00:00 AM</td>
</tr>
<tr>
<td>Project Finish</td>
<td>01/14/2009 10:38:00 AM</td>
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<tr>
<td>% Complete</td>
<td>100%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>ID</th>
<th>Task Name</th>
<th>Mar '08</th>
<th>Apr '08</th>
<th>May '08</th>
<th>Jun '08</th>
<th>Jul '08</th>
<th>Aug '08</th>
<th>Sep '08</th>
<th>Oct '08</th>
<th>Nov '08</th>
<th>Dec '08</th>
<th>Jan '09</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wellness Awareness Day</td>
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<td>2</td>
<td>On-site fitness consultant</td>
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<td>3</td>
<td>Healthy Lunch Program</td>
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<td>4</td>
<td>Heart Walk</td>
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<td>5</td>
<td>Measure and analyze effectiveness of recommendations</td>
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<td>6</td>
<td>Develop committee to oversee wellness activities</td>
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<td>7</td>
<td>Report back to QC</td>
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The Wellness Committee organized and held an Open House Health Care Fair, as well as the Findlay Wellness day, offered the services of a fitness consultant, offered a heart-healthy lunch, collaborated with Special Events to hold the Second Annual Heart Walk, and promoted college wellness resources. Now that these activities have been formally put into place, we recommend that a permanent Employee Wellness Coalition be created, to include the core members listed below and others that may be identified later. The coalition will be led jointly by the Benefits Specialist, Human Resources and the Supervisor, Student Health and Activities (SHAC) Resources, and will serve to integrate these services into the Owens Community to an even greater degree.

**Employee Wellness Coalition**

**Proposed Membership [Core Members]**

Benefits Specialist, Human Resources  
Supervisor, Student Health and Activities Center [SHAC] Resources  
Manager, Special Events  
Representative, Fitness Center - Findlay  
Representative, School of Health Sciences

**Proposed Mission Statement**

To promote a healthy lifestyle and encourage utilization of current college health and fitness resources.

Having implemented our recommendations and ensured that these improvements will be engrafted into the system, the team feels that it has fulfilled its original mission and hereby requests that the original team be formally disbanded and that responsibility for continued wellness activities be assumed by the proposed Wellness Program and Activities Team.