

BetterHealth

PROGRESS REPORT

FISCAL YEAR
2016



CITY OF ALBUQUERQUE AND
PARTICIPATING GOVERNMENT ENTITIES

Mission & Vision

for the BetterHealth Employee Wellness Program

Mission - To reduce chronic conditions associated with tobacco use, lack of physical activity, and nutrition.

Vision - Employees and family members avoid tobacco, eat nutritiously, engage in adequate levels of physical activity, achieve and maintain a healthy weight, blood pressure, blood cholesterol, and blood glucose, and experience improved mental health.

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Top organizations invest in workforce health.

Promotional Material Fiscal Year 2016

Quit For Life[®] Program

QUITTING TIME IS NOW

1.866.QUIT.4.LIFE
1.866.784.8454
www.quitnow.net

Call the Quit for Life[®] Program TODAY to talk with someone who will help you create a plan to quit for good. You may even qualify for free nicotine replacement therapy to make sure you never use tobacco again.

Employees, spouses, and domestic partners are eligible

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Lisa Gatson
Health and Wellness Program Coordinator
Insurance and Benefits Division
505-768-2923 TTY 711

Quit For Life[®] Program

Sometimes You Just Need Directions.

If you are ready to quit tobacco, the Quit For Life[®] program will get you on the road to freedom.

We provide the coaching, support, and education you need for a successful quit.

1.866.QUIT.4.LIFE
(1.866.784.8454)
www.quitnow.net

Employees, spouses, and domestic partners are eligible

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Strive to eat a **colorful** variety of **fruits** and **vegetables** every day!

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Complete Your Personal Health Assessment

And receive \$25 Big 5 Sporting Goods Gift Card

The PHA Provides:

- ✓ An analysis of your health behaviors
- ✓ A personalized profile of your health risks
- ✓ Steps you can take to improve your health

CABQ Employees, Spouses & Domestic Partners enrolled in the city's Presbyterian Health Plan are invited to complete the Personal Health Assessment.

Personal health information you provide is confidential. Aggregate data is used to plan wellness programs.

\$25 BIG 5 SPORTING GOODS

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Employee Health & Benefits Fair

Where **HEALTH HEROES** meet!

2015

NAME _____ PHONE _____

CITY OF ALBUQUERQUE WATER AUTHORITY
 ALBUQUERQUE HOUSING AUTHORITY MRGCD
 OTHER _____



BetterHealth Worksite Program

Overview and Executive Summary of Progress

In Fiscal Year 2016, City of Albuquerque increased employee and family member engagement in wellness initiatives through the BetterHealth Worksite Program. Water Authority, Sandoval County, and Southern Sandoval County Arroyo Flood Control Authority also increased employee engagement in wellness initiatives at their worksites. Tremendous support from Mayor Richard Berry, Chief Administrative Officer Robert Perry, and other senior leaders, department directors, managers, and supervisors also contributed to the successful health outcomes.

Four new sustainable health initiatives were adopted in Fiscal Year 2016:

- Administrative Instruction 7-53 describes city employees' flexible break time for lactation.
- Administrative Instruction 4-9 prohibits city employees from smoking or using electronic cigarettes and smokeless tobacco in city buildings and vehicles. Water Authority adopted a similar policy for their employees.
- A Quit Line referral form was developed for Mobile Health Center staff to use with employees and family members ready to quit smoking.
- Successfully piloted wellness marketing campaign in 18 JohnnyBoards at Pino Yard. Monthly wellness announcements were placed in restroom stalls and near time clocks, where information is hard to miss.

Five new wellness programs launched in Fiscal Year 2016:

- 23 City of Albuquerque BetterHealth Ambassadors were selected to promote wellness efforts in their City of Albuquerque work locations.
- 221 employees and family members enrolled in the Good Measures nutrition program.
- 279 employees and family members participated in the Nuvita Better YOU fitness and nutrition program. Sandoval County provided Nuvita Fitness League to 50 employees.
- 300 employees received Planet Fitness gym memberships. For the second consecutive year, discounted Sports and Wellness gym memberships were provided to 270 employees. Water Authority also provided discounted Sports and Wellness memberships to employees.
- 63 physicals were provided in the Mobile Health Center in July, National Preventive Physicals Month.

For the second consecutive year there were no premium rate increases or additional out-of-pocket costs to the employees' medical plan. Perhaps the stable cost of health care was due, in part, to increased engagement in BetterHealth programs, steady use of the Mobile Health Center, and focused attention on eating healthy food, keeping active, living tobacco free, and getting recommended screening tests and preventive care.

To keep medical premium rates as low as possible in Fiscal Year 2017, gym memberships were added to the Presbyterian Health Plan. 6,250 employees and dependents 18 and over from City of Albuquerque and the participating government entities elected the gym membership benefit. This benefit was added with no additional premium cost to employees.

BetterHealth Program Goals

All wellness activities conducted in Fiscal Year 2016 aligned with the four goals in the BetterHealth 5-Year Strategic Plan. Key accomplishments are listed underneath the goals.

Goal 1: Prevent, detect, and reduce modifiable risk factors for diabetes, heart disease, stroke, cancer, lower respiratory diseases, and arthritis

- Weight loss and weight management (Good Measures, Nuvita Better YOU, Nuvita Fitness League, Planet Fitness, Sports and Wellness, Healthy Solutions, Authority FIT)
- Improved blood glucose, lipid profile, and blood pressure (Good Measures, Nuvita Better YOU, Healthy Solutions)
- Tobacco cessation (Quit for Life)
- Improved diet (Good Measures, Nuvita Better YOU, Blood Pressure Academy)
- Significant rise in health screenings (Mobile Health Center, Nuvita, Good Measures, Health Fair, Open Enrollment meetings, Blood Pressure Academy)

Goal 2: Create a healthy worksite culture

- Flexible Break Time for Lactation Administrative Instruction adopted
- Smoking Administrative Instruction revised to include electronic cigarettes and smokeless tobacco
- Mother's Lactation Room in City Hall utilized by employees returning from maternity leave
- Onsite health seminars

Goal 3: Build wide support and collaboration

In the first year of the BetterHealth Ambassador program, 23 employee wellness champions were selected to promote health at their work locations. Ambassador activities resulted in 224 employee encounters for the projects listed below. See the list of Ambassadors and a description of 2 projects on pages 14 and 15.

- 12 nutrition, fitness, stress management, and breast cancer awareness seminars
- 2 salad bar potlucks
- 2 walking programs
- A wellness bulletin board and weekly motivational emails at Lucky Paws
- Onsite gym orientations at Aviation Department

Goal 4: Evaluate and improve initiatives

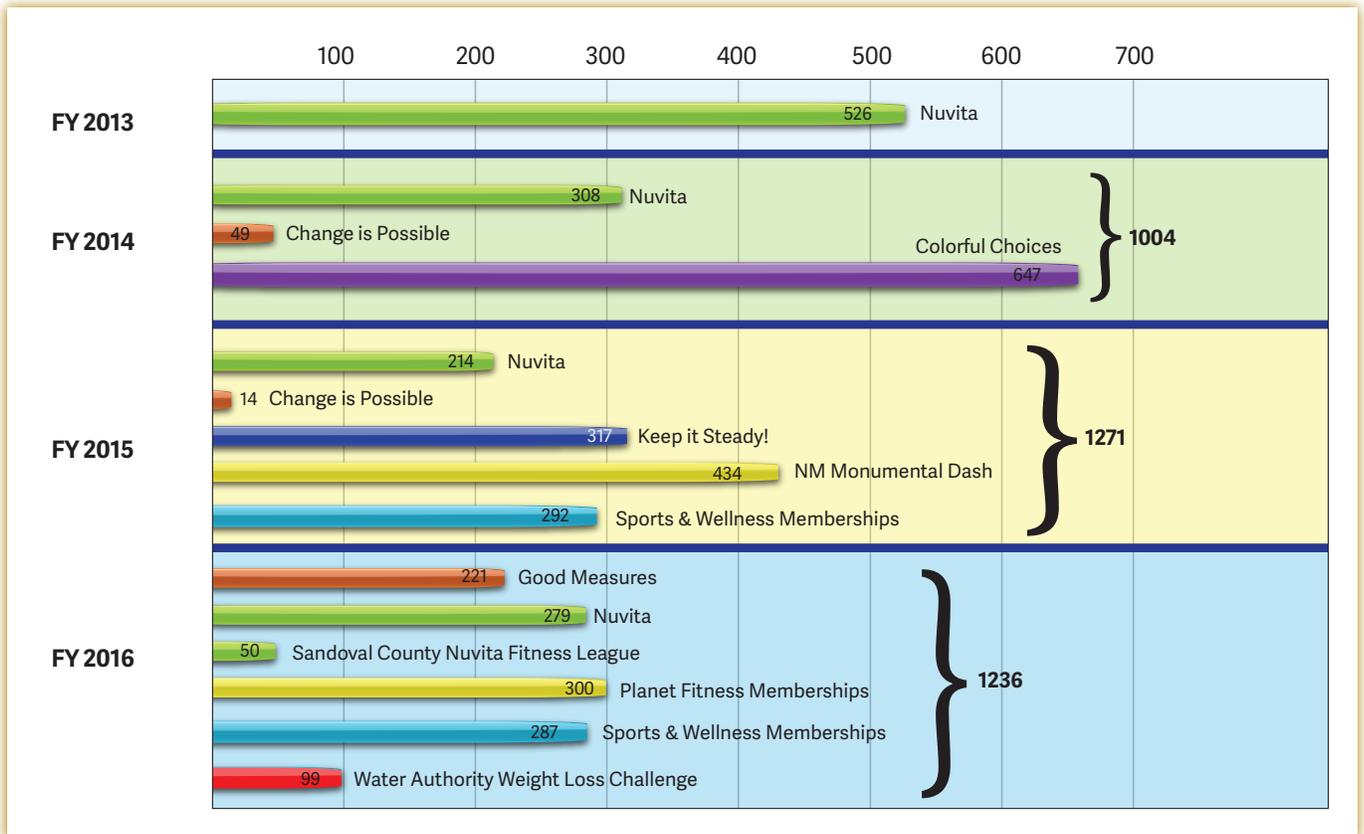
- All campaigns were evaluated and recommendations from the previous year were implemented.

Physically active people tend to take fewer sick days.

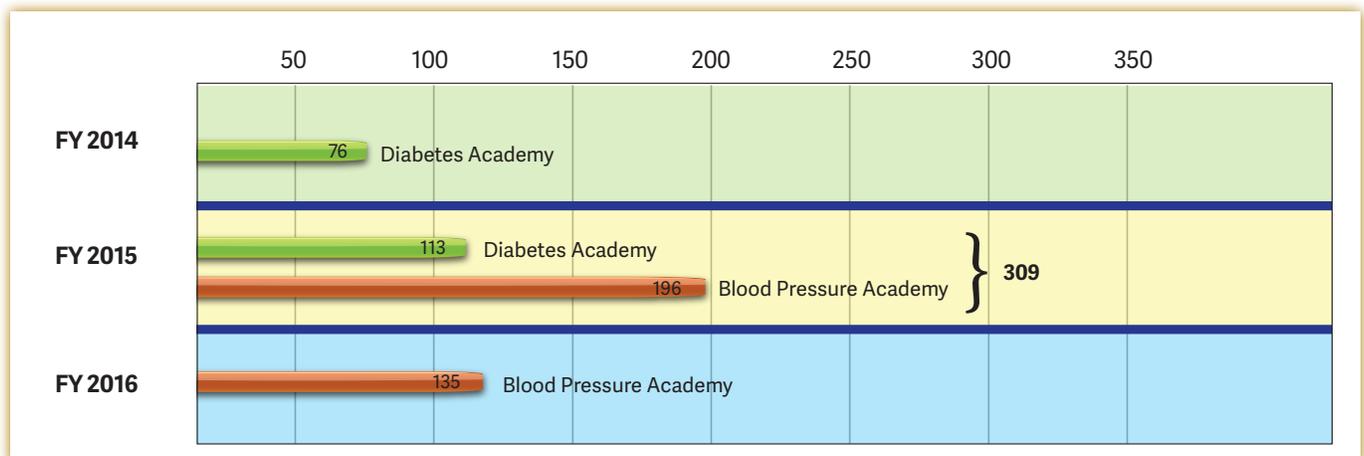
– Centers for Disease Control and Prevention

Fiscal Year 2016 Wellness Results

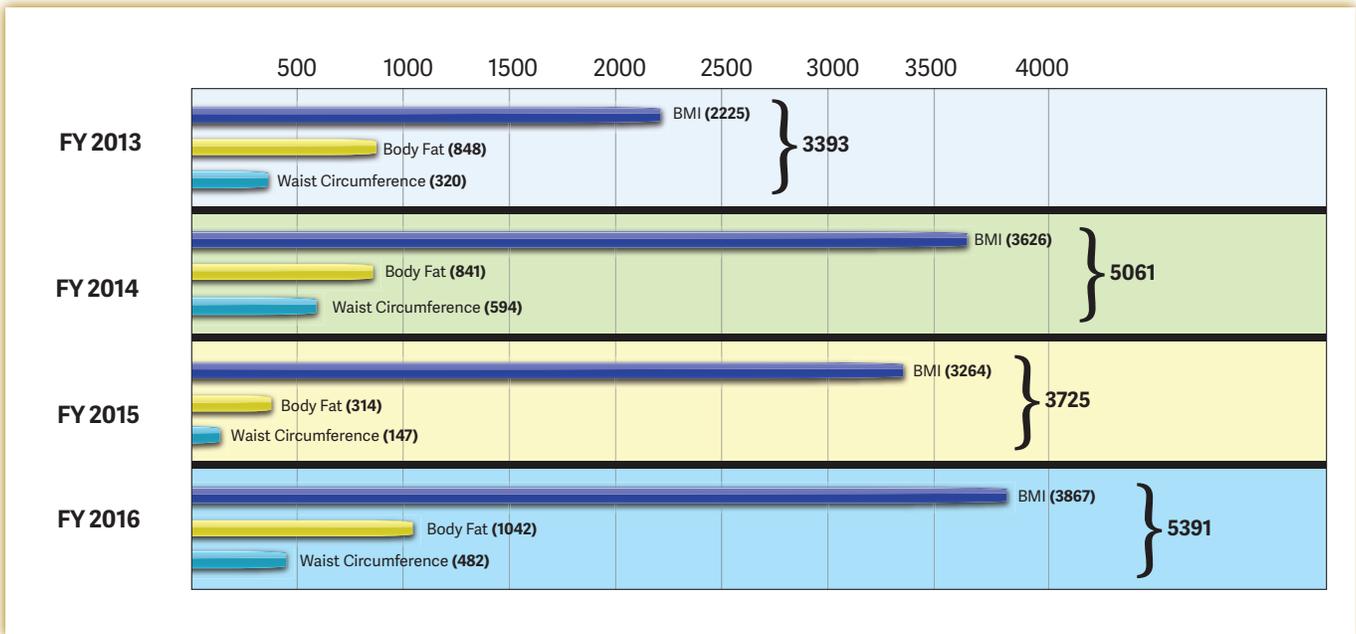
Enrollment in Multi-Week Nutrition, Physical Activity, and Healthy Weight Programs



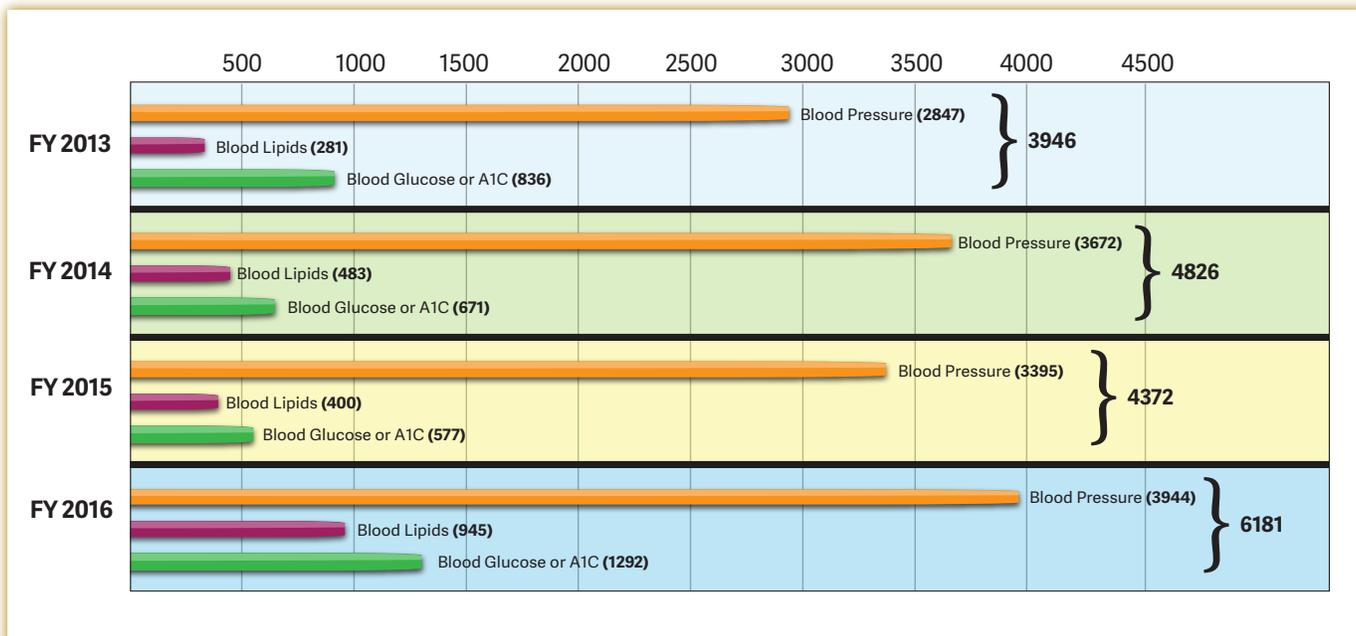
Employees and Family Members Enrolled in Health Academies



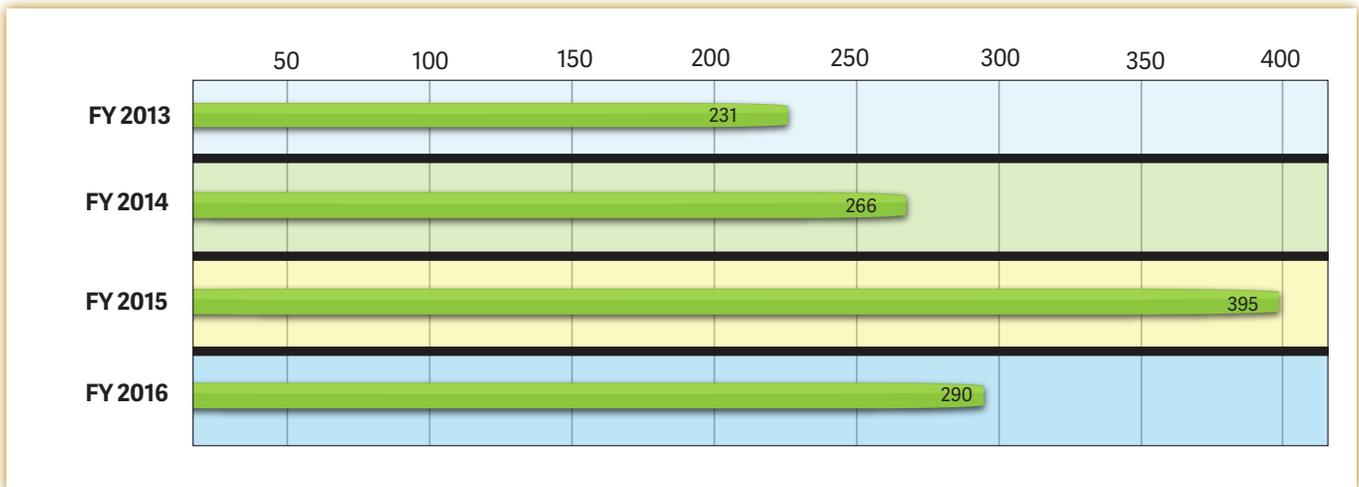
On-site Body Composition Screenings with Feedback for Employees and Family Members



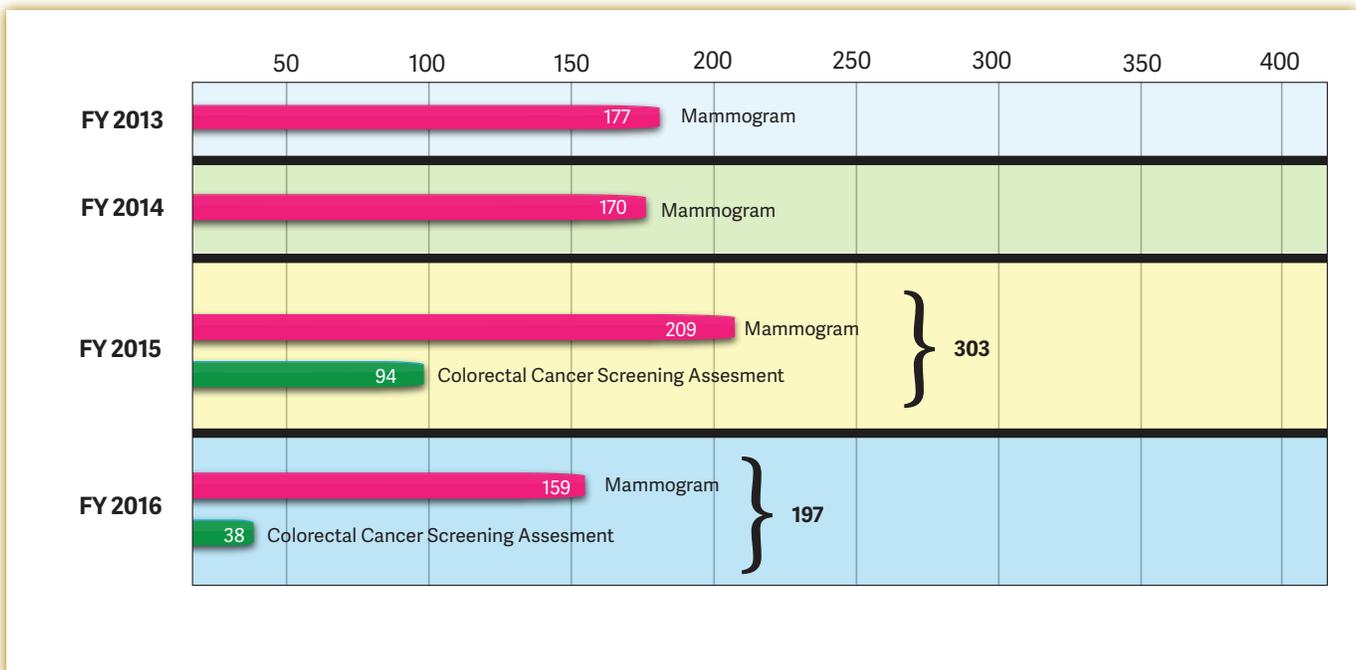
On-site Health Screenings with Feedback (includes all screening events, program screenings, and Mobile Health Center)



Personal Health Assessments Completed by Employees, Spouses, Domestic Partners



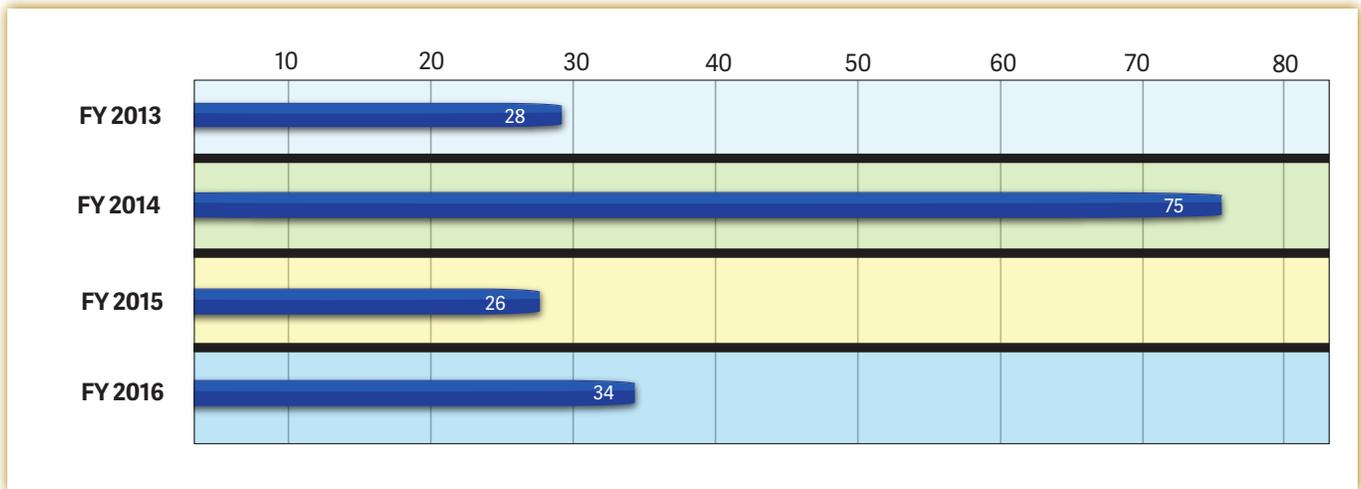
On-site Cancer Screenings with Feedback for Employees and Family Members



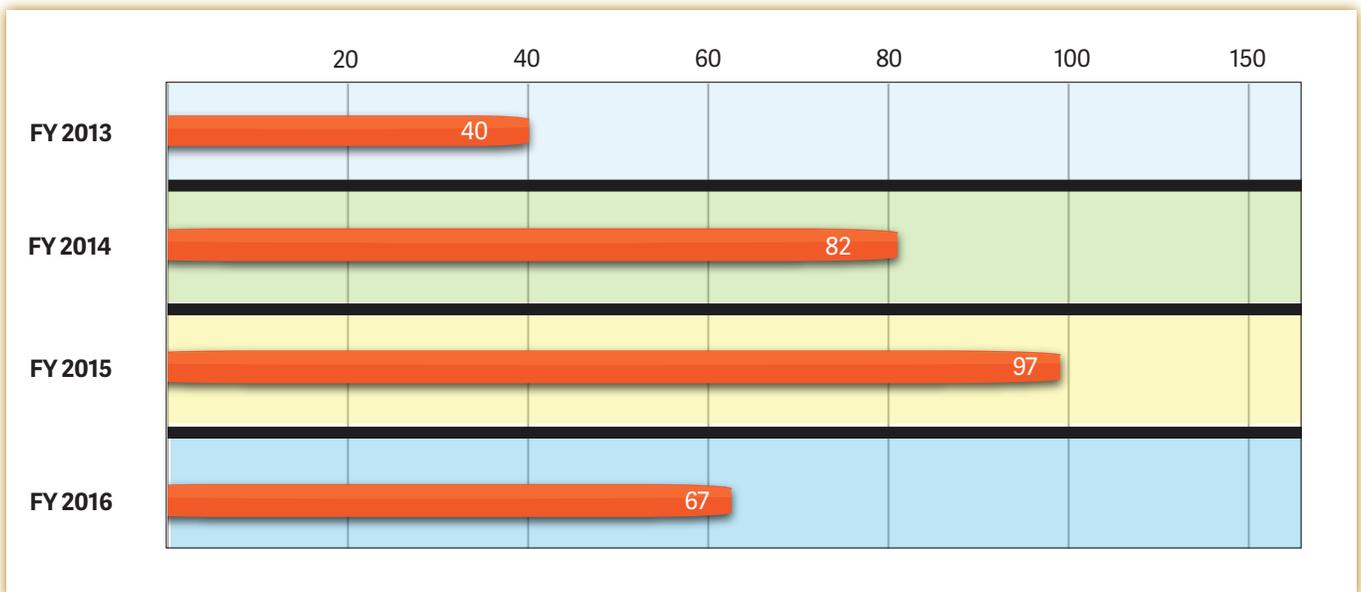
“With exercising and eating better I lost 18 pounds, my blood pressure got better and my A1C number decreased. Great program!”

(Good Measures)

Employees, Spouses, Domestic Partners Enrolled in Tobacco Cessation Program



Employees Trained with Wellness for Supervisors Module



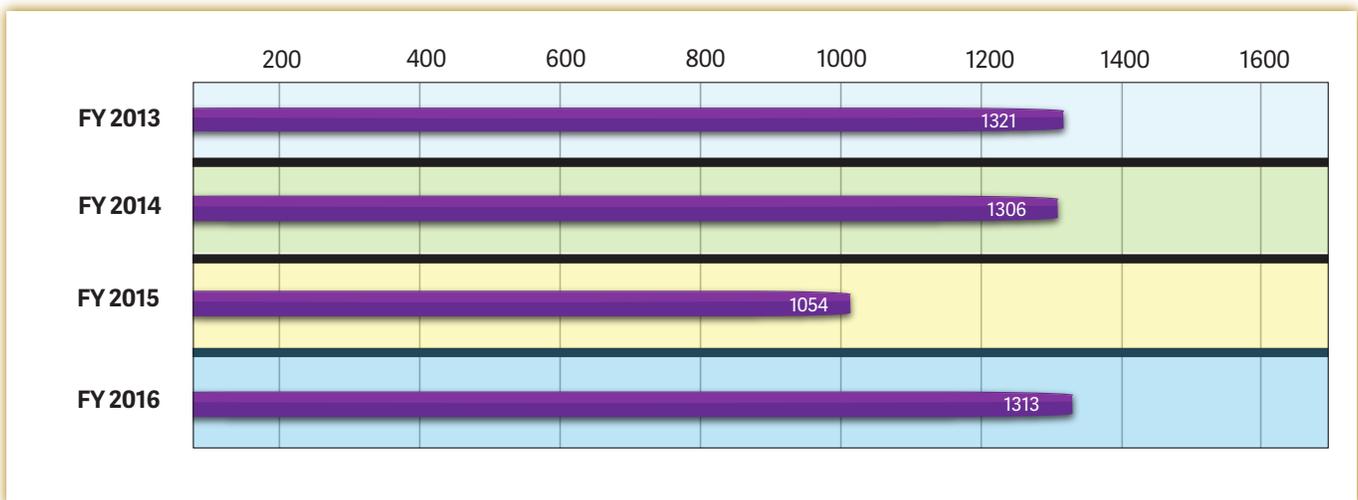
“I found the Nuvita program tremendously helpful across a wide sector of my life. It reduced my stress, reduced my blood pressure, I lost 8 pounds, and overall I felt better than I had felt in many years. I became much more productive both at home and at work because I had more energy. It was a great program!”

(Nuvita)

Mobile Health Center Visits by Enrolled Employees and Family Members



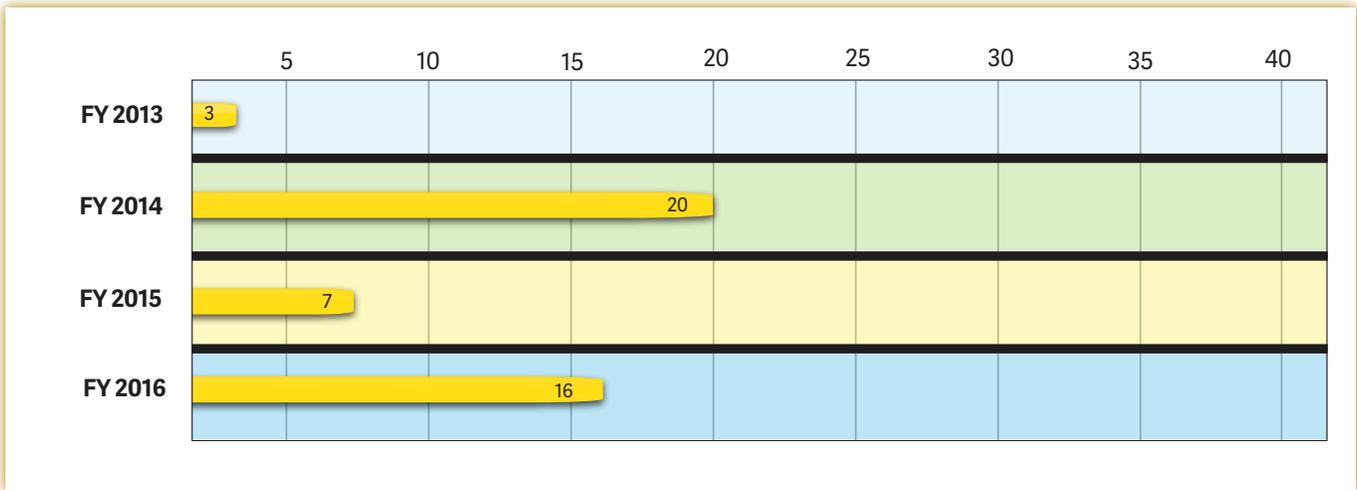
Employees and Family Member Attendance at Annual Health & Benefits Fairs *



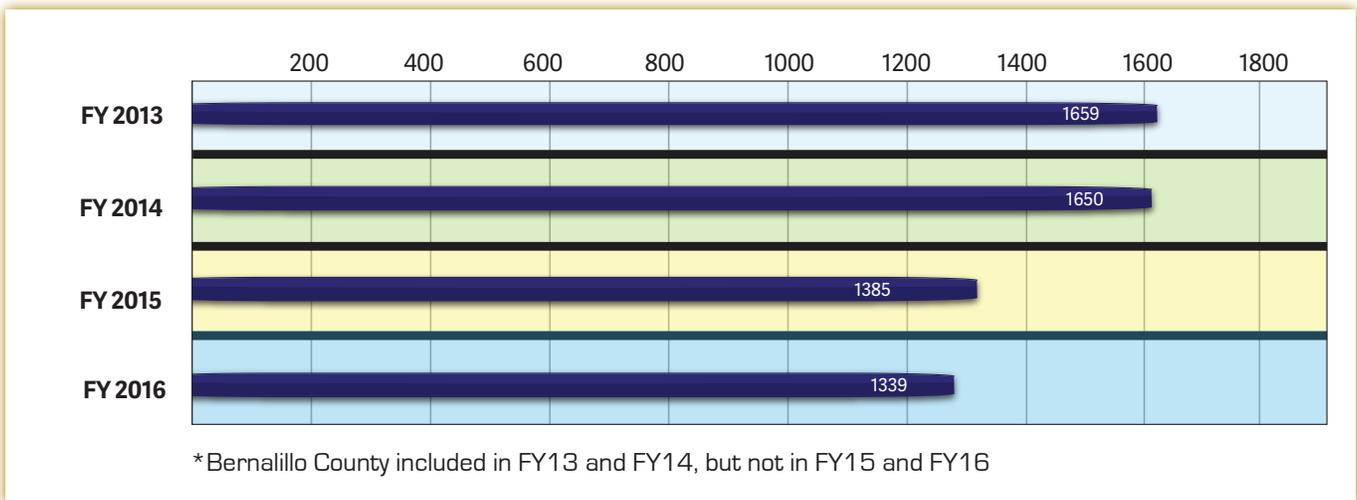
*Bernalillo County included in FY13 and FY14, but not in FY15 and FY16

“Wonderful event. Thank you for making our health a priority”
(Blood Pressure Academy)

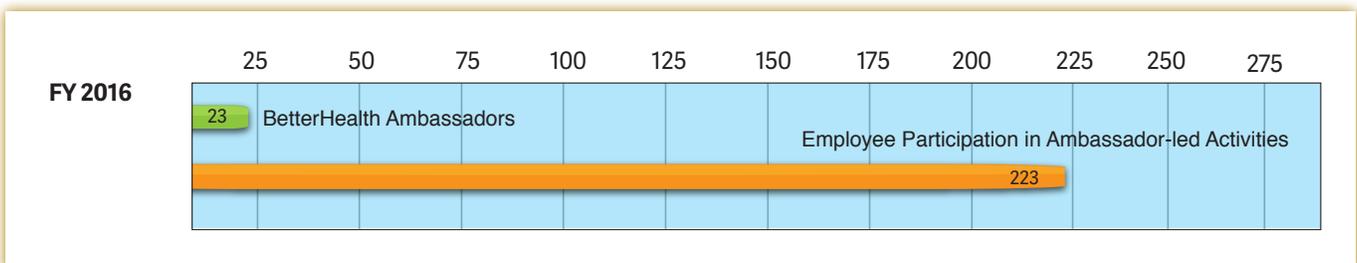
Employees and Family Members Completed Healthy Solutions Disease Management Program



Flu shots at Work Locations *



BetterHealth Ambassadors



BetterHealth Wellness Committee

Albuquerque Bernalillo County Water Utility Authority	Shane Schumann, Erica Jaramillo
Albuquerque Housing Authority	Anita Sanchez-Triviso
City of Albuquerque ABQ Volunteers/Constituent Services, Mayor's Office	Sofia Sanchez
City of Albuquerque APD Crime Lab	John D (JD) Maes
City of Albuquerque BetterHealth Program	Shannon Brady, Lisa Gatan
City of Albuquerque Employee Assistance Program	Julia Bain
City of Albuquerque Employee Health Services	Dave Pulliam
City of Albuquerque Insurance and Benefits Division	Mark Saiz
City of Albuquerque Risk Management Division	Peter Ennen
City of Belen	Pamela Toledo
Delta Dental of New Mexico	Jesús Galván, Rich Bolstad
Middle Rio Grande Conservancy District	Lonnie Ben, Mary D'Ornellas
Nuvita	Sarita Parra Loehr, Alisia Marquez
Planet Fitness	John Hrinda, Mike Shapiro
Presbyterian Health Plan	Amy Lujan
Presbyterian Healthy Solutions Disease Management Program	Crystal Spain
Presbyterian Healthcare Systems, The Solutions Group	Liz Chavez, Sharon Griffin, Adriana Lopez
Sandoval County	Patricia Miller, Sarah Garcia-Moehn Katrina Smedley
Southern Sandoval County Arroyo Flood Control Authority	Catherine Conran
Sports and Wellness	Suzi Kouri
Town of Bernalillo	Troy Martinez
Town of Cochiti Lake	Jeri Chenelle, Dolly Kauley
Town of Edgewood	Estefanie Muller
Town of Mountainair	Kathy Anglin
Village of Bosque Farms	Debra Kelly
Village of Corrales	Jennifer Hise
Village of Cuba	Vandora Casados
Village of Los Ranchos de Albuquerque	Stephanie Dominguez
Village of San Ysidro	Christina Lucero
Village of Tijeras	Diane Klaus

Special thanks to members of the BetterHealth Wellness Committee for their commitment and contributions toward meaningful and lasting wellness initiatives. The committee is comprised of representatives from the City of Albuquerque and 16 government entities participating in the City's medical, dental, and vision plans. Other members include BetterHealth Ambassadors and representatives from organizations selected by the City of Albuquerque to conduct health and wellness initiatives.

Much appreciation also goes to community health organizations for their extraordinary collaboration, recommendations, and support for new evidence-based programs.

American Cancer Society, Great West Division	Dorine Conley , Health Systems Manager, State-Based
American Heart Association	Joshua Martinez , Health Equity Director
New Mexico Department of Health, Tobacco Use Prevention and Control Program	Jennie Lee , New Mexico Cessation Specialist

Unique BetterHealth Ambassador Projects Get Results

Jonell Tafoya, CABQ BetterHealth Ambassador **Aviation Department Facility Office Manager/Planning and Development**

When the gym in the City of Albuquerque Aviation Department underwent renovation, Jonell Tafoya, Facility Office Manager and a BetterHealth Ambassador, recognized that it was a great time to boost awareness about this valuable employee benefit. Seven years ago she “remodeled” her approach to fitness and health going from a light smoker who never worked out, to someone who is completely committed to her health. “I wanted to help bring inspiration and motivation to others in my work place where I felt it was needed,” says Jonell.

She knew the reopening of the gym would be a good time to get employees engaged with the facility. Jonell set up a Fitness Center Open Forum where employees could meet with a personal fitness trainer to learn about the facility, how to use the equipment, and get lots of free gear. “I wanted to promote proper use of the equipment to help employees avoid injury and get an effective workout regimen.” Since the forum, the gym has seen a 20% increase in utilization. Jonell is working towards even greater results but is pleased with the first steps. “I’m happy that they are taking the initiative to make better choices and be active with their day... I want to take what I’ve learned and help those who are inspired by my change to make the same commitment.” Thanks for the inspiration, Jonell!

Cathryn Collins, CABQ BetterHealth Ambassador **Animal Welfare Department Adoptions Counselor – Lucky Paws**

Cathryn Collins is always looking for ways to improve herself. She shares that positive outlook and energy as a BetterHealth Ambassador. When Cathryn noticed that her team members were talking about fatigue, aches and pains, and just not feeling that well, she saw an opportunity. “I thought maybe I could serve as a role model for a healthier lifestyle,” she says. “I believed I could help motivate them – and myself – to make some positive changes.”

And she did. Cathryn started sending weekly emails to her team with recipes, exercise tips, event info – even meditations. Her team has been receptive to the emails. They ask her questions and talk about the ideas she shares. She’s noticed that her coworkers are making healthier decisions. “I see less junk food in the break room and most of my coworkers are exercising more. There’s also a lot of open discussion about recipes and reading labels,” she comments. “It’s been nice to see everyone taking interest and jumping on board the train to better health.” Great job, Cathryn!

“I want to say a BIG THANK YOU for this benefit. Diabetes runs hard thru my family. This benefit is something that I use all the time.”

(Sports & Wellness)

BetterHealth Ambassadors

2016 BetterHealth Ambassadors

Department and Work Location

Name

Department and Work Location	Name
Animal Welfare - Lucky Paws Coronado Center	Cathryn Collins
APD - SE Substation	Angie Casias
APD - NE Area Command	Bailey Scanlon
Aviation - Custodial	Byron Lueras
Aviation - Planning & Development	Jonell Tafoya
City Clerk - Plaza del Sol	Lucinda Montoya
Cultural Services - BioPark/Aquarium	Holly Casman
Cultural Services - BioPark/Zoo	Debra Vasquez
Cultural Services - Lomas/Tramway Library	Sandy Morris
Cultural Services - Main Library	Veronica Thomen
Cultural Services - Erna Ferguson Library	Carol Trujillo-Fay
Economic Development - City Hall	Cheryl Rein
Environmental Health - City Hall	Isreal Tavarez
Finance & Administration - City Hall	Josie Bolden
Finance & Administration - Plaza del Sol	David Chavez
Human Resources - City Hall	Wellness Assist. Shannon Brady Wellness Coordinator Lisa Gatan HR Director Mary Scott
Legal - City Hall	Natasha Wesenberg
Parks & Recreation - Balloon Fiesta Park	Alexandra Kiska
Parks & Recreation - Pino Yard	Robert (Bobby) Sanchez
Planning - Plaza del Sol	Debbie Dombroski
Planning - Plaza del Sol	Brandi Salazar
Solid Waste Management - City Hall - Purchasing	Kassandra Ray
Senior Affairs - Los Volcanes Sports & Fitness Center	Emilia (Mia) Chavez
Technology & Innovation - City Hall	Sylvia Martinez



BetterHealth
AMBASSADOR
CITY OF ALBUQUERQUE



“Since starting this program in February, I have lost 8 lbs. and have brought my A1C down from 9.5 to 7.5. I have diabetes and this program gave me the extra push that I needed to get back on track. Also, my cholesterol and blood pressure came down to a healthier level.”

(Good Measures)

“I didn’t get into it to feel better (I thought I was feeling fine), but I ended up feeling better than I have in years.”

(Good Measures)



“I have to say the Nuvita Challenge has been a wonderful experience. I was not exercising consistently, and I was a smoker. February 5th I started the challenge and I quit smoking and became consistent with my exercise...”

(Nuvita)

“Throughout the 12 weeks, I have learned about the importance of living a healthy lifestyle. From rarely any exercise to now walking to and from work 3 times/week, jogging 30 minutes/day, yoga and Zumba once/week. I am happy to say, I feel great! ...Nuvita is the best thing that happened to me in 2016.”

(Nuvita)

Key Wellness Accomplishments by Participating Government Entities

Albuquerque Bernalillo County Water Utility Authority Authority FIT, Shane Schumann, Health and Wellness Specialist

- **99 employees** participated in a 6-week weight loss challenge, with over **425 total pounds lost**.
- Established an employee smoking policy, which includes e-cigarettes and smokeless tobacco.



Sandoval County

Patricia Miller, Human Resources Director

Sarah Garcia-Moehn, Senior Human Resources Analyst

Katrina Smedley, HR Analyst (Lead Benefit Analyst)



- **50 employees** enrolled in Nuvita Fitness League and **72% recorded physical activity** over the entire 9-weeks. Employees engaged in 123 minutes average per week of quality exercise.
- **82 participants engaged** in fun fitness activities including relay races, desk yoga, Salsa moves, a grocery store tour, and a cooking class to make a healthier enchilada without sacrificing flavor or tradition.

Southern Sandoval County Arroyo Flood Control Authority (SSCAFCA)

Catherine Conran, Administrative Services and Educational Outreach Director

- **Seven out of 10 staff** utilized SSCAFCA's wellness day benefit which can be earned 3 times per year for participating in qualified wellness activities.
- Two staff members went from participating in weekend physical activities to **working out every morning before work**.
- Another staff person lost **25 pounds in just over 6 months**, and credited the wellness policy for getting started. Once the workout routine was established, the staff member felt so good, kept doing it, and now has a goal of "6-pack abs" by December!



City of Albuquerque Awarded for Employee Wellness Activities

- City of Albuquerque was recognized for the **FOURTH CONSECUTIVE YEAR** as a Gold Level Recipient of the American Heart Association's 2016 Fit-Friendly Worksites recognition program. The award recognizes employers for efforts in building a healthier workplace. The award was a catalyst to improving the existing employee smoking policy by prohibiting the use of electronic cigarettes and smokeless tobacco products, in addition to cigarettes.
- Fruits and Veggies – More Matters Role Model Award by Produce for Better Health Foundation for increasing employees' consumption of fruits and vegetables (2013, 2014, 2016)



Mother's Room

“Thank you for such an amazing facility. It was a huge stress reliever knowing that there was a quiet room to go pump in.” (Mother's Room)

Recommendations for Fiscal Year 2017

- Expand the BetterHealth Ambassador program by recruiting employees from each department and more work locations.
- Implement evidence-based blood pressure reduction program in collaboration with American Heart Association.
- Educate employees about provisions in new and revised Administrative Instructions which allow flexible break time for lactation and prohibit use of electronic cigarettes and smokeless tobacco inside buildings, city vehicles, and near building entrances.
- Replace no smoking signs at building entrances with consistent and accurate signs.
- Develop “Use Your Gym Membership” campaigns.
- Introduce Healthy Weight Learning Academy.
- Expand wellness announcements in JohnnyBoards to Transit and Solid Waste Management departments to reach employees who do not regularly access work email accounts or intranet announcements.
- Bring back team-based Nuvita Fitness League in FY17 for City of Albuquerque employees.

Health and well-being impact health care costs and productivity

- ✓ *Less likely to visit emergency room*
- ✓ *Less likely to be admitted to hospital*
- ✓ *Less likely to have a short-term disability*
- ✓ *Lower involuntary and voluntary turnover*
- ✓ *Lower health care costs*
- ✓ *Fewer unscheduled absences*
- ✓ *Higher job performance ratings by supervisor*
- ✓ *Higher intention to stay with organization*

– Jessica Grossmeier, PhD, MPH.
“Linking Health Management Best Practices and Organizational Financial Performance.”
26th Annual Art & Science of Health Promotion Conference,
Orlando, FL. April 29, 2016. Conference Presentation.

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