



2013

Fiscal Year

BetterHealth ANNUAL PROGRESS REPORT

BetterHealth

CITY OF ALBUQUERQUE AND PARTICIPATING GOVERNMENT ENTITIES



## Dear Senior Leaders, Managers, Supervisors, and all Employees,

This is the first annual summary of the BetterHealth Worksite Program. This report shows progress toward reaching the long-term goals contained in the BetterHealth 5-Year Strategic Plan (2012-2017). The goals are categorized into four areas, and each goal contains a set of measurable objectives. With each objective, we assessed how close we were to achieving the desired targets. Results are summarized by goal with a green, yellow, and red traffic light scorecard. Brief interpretations of the data are included.

The targets were set to positively influence the health of our employees and family members through lifestyle changes, education, and a supportive work environment. With the current, unsustainable rate of healthcare cost increases to employers, the targets are more important than ever to achieve.

While the City of Albuquerque Human Resources Department is the primary lead of health and wellness activities for employees and family members, the 16 participating government entities enrolled in our health plans are highly involved in achieving the goals. Presbyterian Health Plan, City departments, and community resources also play a major role.

We hope you will review this report and identify ways you can support and promote the goals in the next four years. If you have any questions or feedback, please contact BetterHealth Coordinator Lisa Gatan at 768-2921 or [lgatan@cabq.gov](mailto:lgatan@cabq.gov).

Best of health,

Lisa McNichol Gatan  
*Health & Wellness Coordinator*

Mark Saiz  
*Insurance & Benefits Division Manager*

Vincent Yermal  
*Human Resources Department Director*



**Mission** - Reduce chronic conditions associated with tobacco use, 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.

### Green, Yellow, and Red Traffic Light Scorecard

Tables with color are used to show the progress made in Fiscal Year 2013 compared to the projected targets.

- Green = high achievement
- Yellow = moderate achievement
- Red = needs improvement



# GOAL 1

**Prevent, detect, and reduce modifiable risk factors for diabetes, heart disease, stroke, cancer, lower respiratory diseases, and arthritis.**

## Why is this goal important?

The chronic conditions identified in Goal 1 are expensive to treat and are associated with physical inactivity, poor nutrition, smoking, obesity, hypertension, and elevated blood lipids and blood sugar levels. Scientific literature concludes that a person with 1 or 2 of these health risks has fewer healthcare costs than a person with 3 or 4 risks. Healthcare costs are even higher for people with 5 or more health risks. Detecting conditions in their earliest stage through routine screenings increases the chance for successful treatment. When individuals are diagnosed with chronic conditions, it is important to manage the conditions and slow the rate of decline.



## Goal 1: How are we doing?

Objectives	Target	Actual Reached	Proportion of FY13 achieved	
# Blood pressure screenings in Mobile Health Center	898	1974	220%	●
# Body fat screenings at health fairs	150	322	215%	●
# Body Mass Index (BMI) screenings in Mobile Health Center	890	1900	213%	●
# Onsite mammograms	100	177	177%	●
# Waist circumference screenings	200	320	160%	●
# Attendees at annual health fairs	1000	1321	132%	●
# Enrolled in tobacco quit line program	25	28	112%	●
# Actively engaged in diabetes management program	10	11	110%	●
# Blood pressure, body fat, A1C screenings as part of Nuvita program	500	526	105%	●
# Employees enrolled in Nuvita program	500	526	105%	●
# New onsite and web-based behavior change programs	1	1	100%	●
# Onsite flu shots	1700	1650	97%	●
# Actively engaged in health coaching program associated with Personal Health Assessment	100	88	88%	●

## What employees have to say about the Mobile Health Center:

The staff were very friendly, helpful and accommodating. It's so much easier to work around my schedule. This allows me to get what I need done on my breaks. Very convenient, the staff is wonderful.

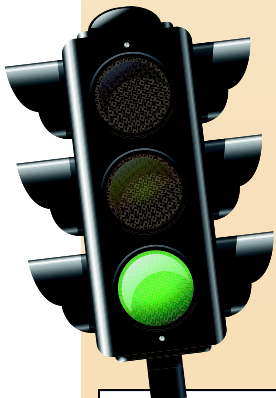


## Goal 1: How are we doing? (continued)

Objective	Target	Actual Reached	Proportion of FY13 achieved	
# Blood pressure screenings at health fairs	500	347	69%	●
# BetterHealth awareness programs produced and broadcast on GOV TV	6	4	67%	●
#BMI screenings at health fairs	500	325	65%	●
# Completed disease management programs	6	3	50%	●
# Completed personal health assessment (PHA)	500	231	46%	●
# Full lipid panel screenings at health fairs	300	127	42%	●
# Fasting blood glucose or hemoglobin A1C screenings at health fairs	300	126	42%	●
Proportion of employees completed Nuvita program		50%		
Proportion employees completed Nuvita program & improved cardiovascular fitness from unhealthy categories		37%		
Proportion employees completed Nuvita program & improved blood pressure from unhealthy categories		20%		
Proportion employees completed Nuvita program & improved A1C levels from unhealthy categories		20%		
Proportion employees completed Nuvita program & lost more than 10 pounds during program		10%		
Proportion employees completed Nuvita program & improved body fat from unhealthy categories		8%		
# Visits to Mobile Health Center		2197		
# A1C screenings in Mobile Health Center		182		
# Blood lipid screenings in Mobile Health Center		154		
# Blood glucose screenings in Mobile Health Center		2		
# Engaged in disease management programs for other conditions		11		
# Actively engaged in coronary heart disease management program		4		

## What we can tell from the data?

- The **Nuvita Live Younger Fitness Challenge** produced measurable changes in fitness, body fat, weight, blood pressure, and blood glucose.
- Word about the new **Mobile Health Center** got around! With no co-payment, employees and family members made nearly 2,200 visits at 20 work locations.
- **Health screenings and flu shots** were the most utilized wellness services.
  - 5,372 screenings were conducted at annual health fairs, as part of the Nuvita and Weigh to Wellness programs, and routinely in the Mobile Health Center.
  - The **Mobile Mammography Van** visited 5 work locations where 177 mammograms were completed.
- New programs were introduced in alignment with BetterHealth priorities of nutrition, physical activity, and healthy weight.
- Greater emphasis is needed to increase employee and spousal engagement in **personal health assessments** with immediate feedback. By Fiscal Year 2017, we expect to reach 6,000 employees, compared to the 231 reached in Fiscal Year 2013.

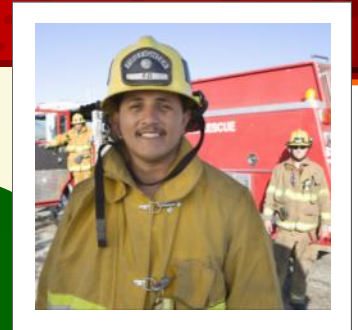


nuvita



# GOAL 2

## Create a Healthy Worksite Culture



### Why is this goal important?

*Changing health behaviors is complex and different for each person. By providing a supportive atmosphere and removing organizational barriers, healthy choices become easier for employees to make. Plus, when employees make health improvements from BetterHealth campaigns, the healthy worksite culture helps them maintain their improved health.*

*At one point in time, safety and quality were not organizational norms. Now, governments and businesses operate with safety and quality initiatives embedded into all operations because they save organizations money and improve outcomes. We need to move health into the culture in a similar manner.*

### Goal 2: How are we doing?

**Objectives**

	Target	Actual Reached	Proportion of FY13 achieved
# Sustainable worksite projects designed to create a healthy worksite culture	2	2	100% ●

### What we can tell from the data?



- A culture of health is beginning to emerge.
- Guidelines for Healthy Food in Offices were developed with employee input. Employees are encouraged to bring more vegetables, fruit, whole grains, and water to voluntary office functions, and fewer foods with solid fats, added sugars, and sodium.
- 340 stairwell and elevator signs were posted in 15 office buildings to encourage employees to be more active during workdays by taking the stairs. Employees offered suggestions for the campaign.



# GOAL 3

## Build Wide Support and Collaboration



### Why is this goal important?

*The best foundation of a wellness program is commitment by senior management. This commitment includes regular communication to employees and role modeling healthful behaviors. However, leaders do not have to be health nuts to help the wellness program succeed!*

*Teamwork and strong partnerships between departments, government entities, and other organizations are needed to coordinate campaigns and reach employees in numerous work locations.*

### Goal 3: How are we doing?

#### Objectives

Objectives	Target	Actual Reached	Proportion of FY13 achieved	
# Meetings with senior leaders and department directors to obtain support and engagement	2	13	650%	●
# Project Team meetings held with local office champions	4	12	300%	●
# Public Service University trainings which included distribution of wellness resources	2	3	150%	●
# Annual and biannual BetterHealth progress reports	2	2	100%	●
# Employee Wellness Committee meetings held to integrate and coordinate efforts	12	10	83%	●
# HR Coordinator meetings which included distribution of wellness resources	5	4	80%	●

### What we can tell from the data?

- Support and collaboration for wellness initiatives is increasing.
- Directors, Managers, Supervisors, and New Supervisors hosted wellness program discussions and demonstrated support of their staff to participate in initiatives.
- The new BetterHealth Wellness Committee met regularly, and members began integrating initiatives. Wellness Committee members are listed on page 8.
- Employees provided campaign suggestions to increase the likelihood that messages would resonate with their peers.
- Human Resources-affiliated staff distributed 8,500 health posters newsletters, and brochures to employees and work locations. All materials contain the new BetterHealth symbol for employees to easily identify wellness activities.



“Coming together is a beginning.  
Keeping together is progress. Working  
together is success.” – Henry Ford

**GOAL  
4**

**Evaluate and Improve Initiatives**

**Why is this goal important?**

*Data is an important component of our daily decision making process. Regular reports to stakeholders drive staff accountability and quality, and highlight gaps in performance for future programming.*



**Goal 4: How are we doing?**

**Objectives**

**Target      Actual Reached      Proportion of FY13 achieved**

Develop evaluation plan in Fiscal Year 2014 to standardize reporting and evaluation procedures

Objective for FY14 only

**What we can tell from the data?**

- The sole objective is to develop an evaluation plan in Fiscal Year 2014 around standard evaluation and reporting procedures.
- While all programs had some internal evaluation component, as indicated by data in previous objectives, the following awards demonstrate external reviews of BetterHealth initiatives and how the program met data targets set by outside organizations:
  - The American Heart Association recognized BetterHealth initiatives with the 2013 Fit-Friendly Worksite Gold Level award.
  - The American Heart Association also recognized efforts around the Mobile Health Center with the 2013 Fit-Friendly Worksite Innovation award.
  - Produce for Better Health Foundation recognized the City of Albuquerque with the 2013 Fruits and Veggies—More Matters Role Model award.
  - Albuquerque Business First recognized the City of Albuquerque with the Very Large Company Finalist award in the 2013 Healthiest Employer in New Mexico contest.
  - Subway Albuquerque recognized BetterHealth initiatives with the 2012 Fit At Work award.

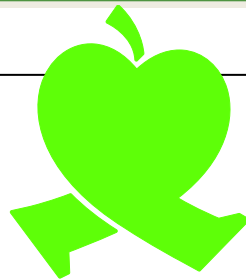




# WELLNESS COMMITTEE

Name	Organization
Karen Baca-Moya	Albuquerque Bernalillo County Water Utility Authority
Erica Jaramillo	Albuquerque Bernalillo County Water Utility Authority
Andrew Garrison	Bernalillo County Health and Wellness Program
Lorna Marchand	Bernalillo County, Collective Impact for Neighborhood and County Health
Danielle Reed	Bernalillo County, Collective Impact for Neighborhood and County Health
Alton Adams	City of Albuquerque, Risk Management Division, Safety Program
Julia Bain	City of Albuquerque, Risk Management Division, Employee Assistance Program
Peter Ennen	City of Albuquerque, Risk Management Division
Lisa McNichol Gatan	City of Albuquerque, BetterHealth Worksite Program
Dave Pulliam	City of Albuquerque, Risk Management Division, Employee Health Services
Mark Saiz	City of Albuquerque, Insurance and Benefits Division
Jim Schnaible	City of Albuquerque, Public Service University
Michael P. Sanchez	City of Albuquerque, Risk Management Division, Safety Program
Lucy Baca	City of Belen
Marianna Sandoval	Davis Vision Plan
Jesús Galván	Delta Dental of New Mexico
Marisa Valdez	Delta Dental of New Mexico
Rich Bolstad	Delta Dental of New Mexico
Annabelle Silvas	Los Ranchos de Albuquerque
Lonnie Ben-Furr	Middle Rio Grande Conservancy District
Mary D'Ornellas	Middle Rio Grande Conservancy District
Ron McPhee	Nuvita
José Maresma	Nuvita

Name	Organization
Fran Sutherlin	Nuvita
Paul Chavez	Nuvita
Maureen Kasten	Presbyterian Health Plan
Julie Maez	Presbyterian Healthy Advantage
Joni Pompeo	Presbyterian Healthy Advantage
Jane Bergquist	Presbyterian Healthy Solutions
Suzanne Murphy	Presbyterian Healthy Solutions
Patricia McClure	Presbyterian Healthy Solutions
Patricia Miller	Sandoval County
Catherine Conran	Southern Sandoval County Arroyo Flood Control Authority
Liz Chavez	The Solutions Group
Jillian Gonzales	The Solutions Group
Sharon Griffin	The Solutions Group
Yolanda Smith-Mora	Town of Bernalillo
Jeri Chenelle	Town of Cochiti Lake
Estephanie Muller	Town of Edgewood
Kathy Anglin	Town of Mountainair
Joan Punt	United Concordia Dental
Debra Kelly	Village of Bosque Farms
Allyson Smith	Village of Corrales
Vandora Casados	Village of Cuba
Christina Lucero	Village of San Ysidro
Diane Klaus	Village of Tijeras



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