



*Total Employee Health...
Promoting Wellness in Kaiser
Permanente Employees*

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Population based care...



Noon-hour loudspeaker health education program in Kaiser Shipyard, Richmond.
Staff physician talking on the common cold

From *Industrial Medicine*, 14:4, April 1945

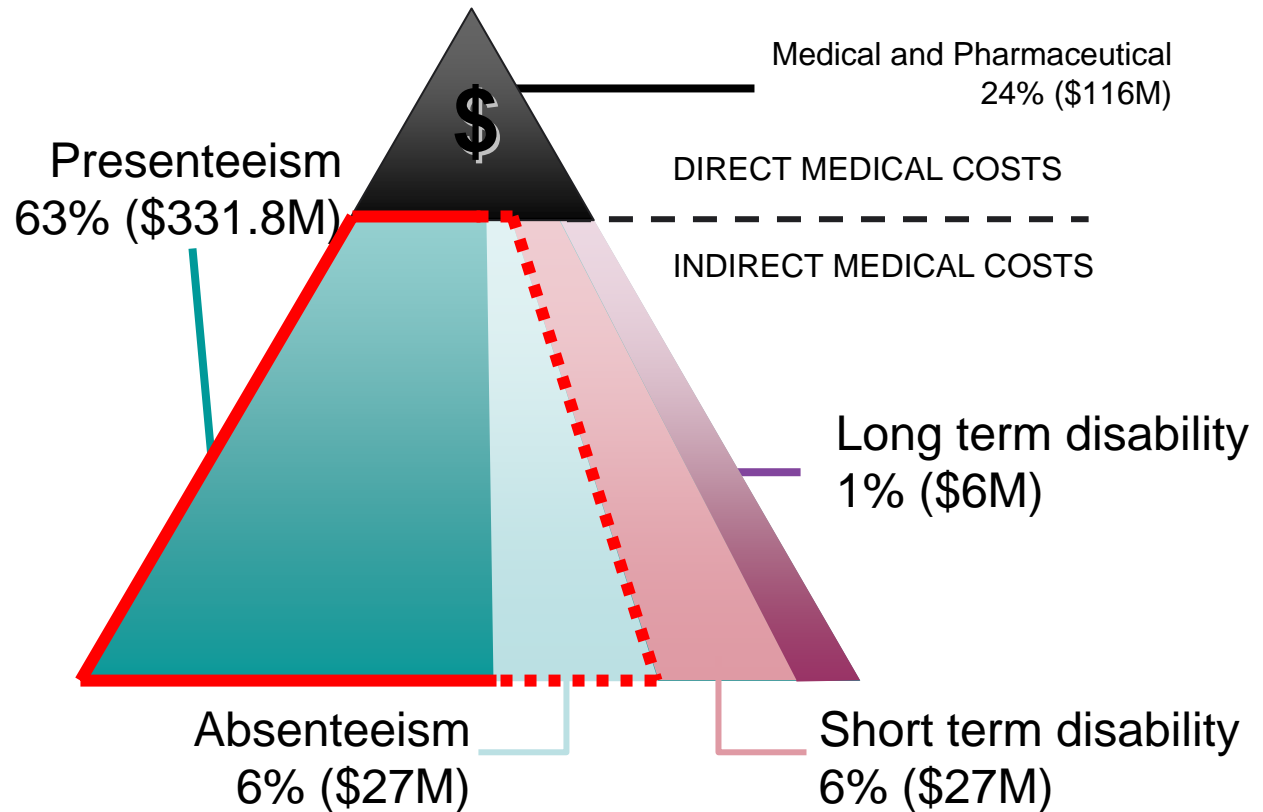
Direct and Indirect Health Care Costs... Extending the 'Medical Model'...

Some Drivers

Direct Medical Cost:
Chronic Conditions

Presenteeism (on-the-job productivity loss that is illness related):

Allergies
Lower Back Pain
Depression
Migraine
Arthritis
GERD



Figures based on annual data for 2000. Workers' compensation accounted for less than 1% of indirect medical costs. Source: Bank One as printed and copyrighted by Harvard Business School Publishing Corporation

Linking Health and Productivity in our Employees

- KP's wellness program is based on surveys of local employee needs/concerns, and understanding drivers of productivity.
- On baseline surveys of our employee population, job satisfaction and work environment has an effect equal to health conditions on workforce productivity.
 - Going against conventional wisdom, life stressors did not appear to have a significant impact on productivity in our initial assessment
- We find that productivity ratings generally cluster toward the upper end of the range provided (i.e., resulting in a "Lake Wobegone" effect, where most employees perceive themselves as above average...)
 - Less than 5% of respondents rate themselves as a 6 or below on a 1-10 scale (where 1 is lowest; 10 is highest)

Survey Findings to Date in KP Employees

- Main conditions contributing to reduced productivity and opportunities for further action and attention among our employees are consistent with what other employers and studies have found. Top conditions include
 - Seasonal Allergy
 - Back / Neck Pain
 - Depression
 - Migraines
 - Fatigue / Insomnia
 - Obesity

A seamless approach to Health...

Chronic
Conditions

“Presenteeism-sensitive”
Conditions

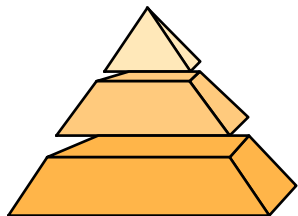
Wellness /
Prevention

Navigation

Physician/Clinician

Health Coaching

Self Access Health Topics; eCare



Full Care
Management Programs



Healthy Living/
Health Education



Healthy Lifestyle
Programs

Healthy WorkForce –KP's Wellness Program

- Nationally run through HR, Locally implemented
- Focused on improving health as well as work/life balance

Creating a healthy work environment for all employees:

- Eliminating all smoking on campuses
- Promotion of healthy eating:
 - Sponsoring farmer's markets at many medical centers
 - Healthy Picks program – ensuring healthy options are available in every vending machine
- Promotion of active living by:
 - sponsorship of "tennis shoe Wednesdays",
 - making showers available at the office, and
 - exercise at lunch culturally appropriate
- Ergonomic assessments of each employee's work space, with regular promotional messaging encouraging mini-breaks, work-place set up, etc.

Creating opportunities for free and/or discounted programs for motivated employees

- On-line tailored health programs for:
 - Weight Management
 - Stress Management
 - Chronic pain
 - Smoking cessation
- Free pedometers and enrollment in the 10,000 steps program
- Numerous on-site classes, exercise groups, Weight Watchers