



Quality Improvement Storyboard Using the PDSA Method

A Wellness Program of the Eastern Highlands Health District, Mansfield, CT
www.ehhd.org

Study

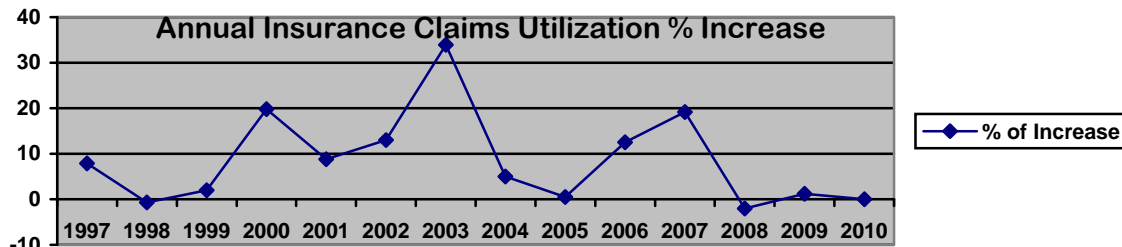
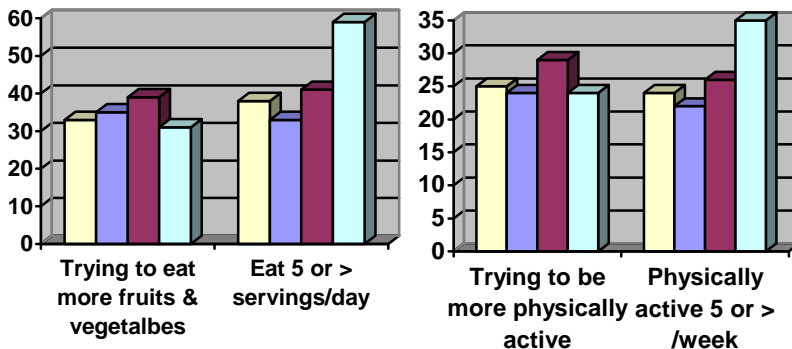
Comprehensive review of available data show there have been gains in both health indicators (those represented here and others), and the stabilization in insurance claims utilization over the past four years.

Analysis of other data collected over the years supports the results depicted in the graphs to the left.



Aim Statement: Health indicators for 30% of employees will be in the ideal range & result in cost containment of the annual insurance claims experience.

Data was collected utilizing various methods including an annual Behaviors & Interest Survey (reflecting the data shown below on fruit & vegetable consumption and physical activity), health screenings, the Health Risk Assessment, and programmatic pre/post assessments.



Plan

1. Identify the Problem:

One mid-sized public sector employer experienced annual increases in the cost of providing health insurance, outpacing the ability to financially sustain current coverage.

Extensive data were collected to clarify problem.

2. Develop the Aim:

Statement is based on a vision to create a healthier workforce in a cost-effective manner.

3. Describe Situation:

From 2003 through 2007, wellness programming for this employer was provided by a national program located on the West coast, without sustained results.

4. Research best practices in the field of worksite wellness

5. Identify Improvement Theory:

Local public health can provide an evidence-based, results-driven, cost-effective intervention to improve health and reduce costs associated with health insurance & workers' comp for public sector employers.

6. Action Plan:

- Implement theory
- Maintain focus on data & assessment
- Use rapid PDSA to provide continuous quality improvement

Do

Test improvement theory for a local comprehensive worksite wellness initiative

1. Collaborative effort between health district, Town, Regional BOE, and Town BOE with high level management support
2. Implement high quality Health Risk Assessment, behavior & interest survey, and other evaluation tools
3. Provide an integrated presence at worksites (change the culture)
4. Comprehensive program design
5. Broad-based & multi-faceted communication
6. On-site presence through initiatives, coaching, & programming
7. Provide annual on-site health screenings
8. Coordination with local vendors for services

Rapid PDSA cycle is implemented throughout the year to assess progress and implement changes as needed to improve outcomes.

Conclusions

Be Well has contributed to a savings of more than 1.5 million dollars in the first 3 years of implementation providing a 10:1 Return on Investment (based on the average 9% annual increase).

Act

Create and implement system to reward (pay back) employees for wellness efforts.

Continue to monitor data and evaluate programming to create timely interventions to meet aim statement. **Share success** through state and national venues.