



St. Luke's Hospital

CHESTERFIELD, MISSOURI

THE OPPORTUNITY

Founded in 1866, St. Luke's Hospital in Chesterfield, Missouri serves the greater St. Louis area as a premier healthcare provider. The 493-bed, not-for-profit hospital offers more than 60 specialty areas, including cardiovascular care and surgery, cancer care, maternity and women's health, neurosurgery and neurology, as well as a recent affiliation with the Cleveland Clinic's Sydell and Arnold Miller Family Heart & Vascular Institute bringing patients the highest level of cardiac and vascular care available in the country.

St. Luke's has been a leader in its market in the development of programming and services to enhance employee wellness and productivity. Since 2005, the hospital has offered these services to businesses in its market. That same year, St. Luke's also launched a wellness program for its own employees. The objectives of the program were threefold:

1. Identify health risks in the workforce
2. Engage and encourage employees to take control of their health and overall wellness
3. Address those risks with a comprehensive employee wellness program designed to improve employee health and control healthcare costs

THE SOLUTION

In 2013, St. Luke's employee wellness program *Passport to Wellness* was enhanced with the addition of OneCommunity, a web-based population health engagement platform. OneCommunity allows for the development and tracking of incentive-based wellness programs. St. Luke's offering has steadily evolved by using the proprietary tools available through OneCommunity.

Enhanced organization-wide communication and easy program execution – St. Luke's raised *Passport to Wellness* enrollment awareness through a personal email invitation from St. Luke's CEO to all employees, monthly articles in the *Around St. Luke's* newsletter, monthly manager updates and flyers announcing upcoming health screening dates and health challenges. OneCommunity allowed participants to complete their Personal Health Profile online and make an appointment for an onsite health screening. Automated reminders were sent via OneCommunity, and the platform allowed St. Luke's to track enrollment and participation rates.

Incentive management and robust program management – St. Luke's now requires employees to complete both a health survey and biometric screening annually in order to qualify for monthly health premium discounts. In addition, St. Luke's offers optional incentives for completing educational modules and health challenges. OneCommunity allows St. Luke's to track aggregate results for the most valuable program metrics, such as health scores, waist circumference, exercise habits, glucose levels and much more.

One Community's back-end reporting capabilities allow for easy integration with Human Resources in order to award incentives and/or rewards offered throughout the year. Uploading eligibility files is automated.

In addition, if a participant volunteers to meet with a St. Luke's health coach, all activity recorded at the participant level is accessible by the health coach to help define and design goals for health improvement.

"The simple tools in OneCommunity smoothly tracked activity and incentives, identified health risks within the St. Luke's community, and increased employee engagement in our worksite wellness program, *Passport to Wellness*. It was a great opportunity to invest in and positively affect the health of our own employees."

*Darla Wertenberger,
Director Community
Outreach,
St. Luke's Hospital*

RESULTS-AT-A-GLANCE

- Average Health Score rose from **77 to 81** in 3 years
- **90%+** Engagement

The Power of Relationships.™

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“Through OneCommunity, St. Luke’s *Passport to Wellness* program has achieved its goals by identifying and addressing health risks within St. Luke’s employee population, engaging employees to take control of their health and wellness through effective, benefits-based incentives, and providing activities and education opportunities that are meaningful and fun.”

Jan Hess,
Vice President,
St. Luke’s Hospital

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Participant engagement through creative program design

Participants use OneCommunity to stay informed about current health status based on the Personal Health Profile and biometric screening data. This robust program also trends previous health results, provides a health score in comparison to the population, and offers a Personal Health Report. This report contains suggestions for improving each health metric and provides health education specific to the individual’s current health status.

Using reports provided through OneCommunity, St. Luke’s is able to target health risks by creating dynamic health-related activities and challenges to encourage health status improvement where it’s most impactful. Examples of activities utilized and planned for 2016:

1. Education modules on topics such as High Blood Pressure, Metabolic Syndrome, and general wellness. Each is followed by a brief quiz to facilitate learning and the awarding of points for participation.
2. *Hit for the Cycle Challenge* – Teams of 5 players compete to score “runs.” To score runs, you have to accumulate minutes of exercise. For each 15 minutes of exercise, you get one base. Along the way, teams have an opportunity to “steal bases” by participating in wellness activities.
3. *30-Day Challenge: Stress & Mindfulness* – This 30-day challenge is designed to help identify stressors in daily life and develop strategies for controlling and reducing stress. The challenge also helps participants be mindful, focus on the present (not past or future) and be aware of thoughts and emotions.

In One Community, participants are able to easily see each of the opportunities available in the *Passport to Wellness* program, the assigned incentives and their personal completion status for each. OneCommunity also integrates with fitness trackers such as Fitbit® to encourage participation, help participants stay motivated and make the program fun. Participants can set up their own custom health tracker or utilize some of the standard trackers available through the system (e.g., tracking water consumption).

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THE RESULTS

Passport to Wellness has been so successful that St. Luke’s now offers multiple on-site health screenings each month from January through September. Employees can complete their screenings at convenient locations, including St. Luke’s occupational health department or at their physician’s office. Since 2015, spouses of St. Luke’s employees are encouraged and incentivized to take part in the program.

St. Luke’s *Passport to Wellness* program has achieved a 90%+ engagement rate with its benefit eligible employees and spouses. St. Luke’s has also been able to document a steady increase in participant health scores that reflect overall improvement in health status.

- 2013: 2,928 individuals participated with an average health score of 77
- 2014: 3,133 individuals participated with an average health score of 79
- 2015: 4,246 individuals participated with an average health score of 81

The *Passport to Wellness* program also saw significant improvements when tracking the same group of employees between 2013 and 2015:

- **43 quit smoking**
- **543 decreased their risk for metabolic syndrome (26.6% of participants)**
- **533 improved blood pressure scores (26.1% of participants)**
- **347 improved exercise habits (17.5% of participants)**
- **286 improved total cholesterol scores (14.9% of participants)**
- **158 improved Body Mass Index (7.6% of participants)**
- **156 improved glucose levels (7.6% of participants)**
- **133 improved waist circumference (6.6% of participants)**
- **In 2013, 15.5% of participants had no primary care physician; that number was reduced to 9.7% by 2015**