

**Well Workplace Award
Executive Summary**

**BryanLGH
Medical Center**
Gold Recertification Award

Information in this publication is carefully reviewed for accuracy. Questions, comments, or ideas are welcome. Please direct to Dr. David Hunnicutt, Executive Editor, at the address below.

Information may not be reproduced, copied, cited, or circulated in any printed or electronic form without written permission from the publisher. ©2004 Wellness Councils of America, 9802 Nicholas Street, Suite 315, Omaha, NE 68114; phone (402) 827-3590; fax (402)827-3594; visit our website at www.welcoa.org.

All rights reserved. Information contained in this document was accurate at the time the award was designated. Due to changing business environments information is subject to change without notification.



WELLNESS COUNCILS OF AMERICA

COPYRIGHT 2004

General Information

WELL WORKPLACE

Gold Re-certification Application

Basic Information

Name of Organization	<u>BryanLGH Medical Center</u>
Address of Organization	
Work Telephone	
Fax Number	
Contact Person	<u>Karen S. Rehm</u>
Title	<u>Health Promotion Coordinator</u>
Alternate Contact	<u>Cindy Kugler</u>
Parent Organization	<u>N/A</u>
Number of Sites Covered by the Application	<u>7</u>
Number of Employees Covered by the Application	<u>4200</u>
Nature of Business or Industry	<u>Medical/Health Services</u>
Name of CEO	<u>R. Lynn Wilson</u>
Date of Application	<u>November 3, 2003</u>

Organizational and Program Background

The BryanLGH Health System and Medical Center is a relatively new organization, having been founded on November 1, 1997 through the merger of Bryan Memorial Hospital and Lincoln General Hospital. Even though the current organization is new, both prior organizations have a lengthy history rooted in strong community support since the 1920's. BryanLGH Medical Center currently employs 4,200 professional staff located throughout seven community locations. BryanLGH Medical Center has been the proud recipient of one Silver Well Workplace Award (1997) and one Gold Well Workplace Award (2000).

The mission of BryanLGH Medical Center is to provide our community, state and region a comprehensive continuum of patient centered care in partnership with other healthcare providers. We provide education to health care professions, promote wellness, provide quality healthcare services for those in need regardless of their ability to pay and are sensitive to those who are culturally diverse or have disabilities. The vision of BryanLGH is to continue to be the recognized provider of choice by progressively raising our quality and service standards.

BryanLGH Medical Center recognizes that in order to provide quality services for our customers, it is necessary to promote healthy lifestyles and wellness among our employees.

Within the past several years, self-insured companies, like BryanLGH have witnessed a steady increase in the number of insurance claims and felt the impact financially to help employees heal and return to work. Financial resources go toward health and medical services, physical therapy, pharmacy and necessary education and training to help employees return to work as a caring and productive employee. BryanLGH is not alone in this epidemic of escalating insurance costs.

Support for employee health and wellness programs has increased significantly over the past 3 years within the BryanLGH organization. BryanLGH recognizes that employees are their most important resource and strives to make their work life as pleasant as possible while maintaining quality services and employee productivity. An example of the growing senior level support by BryanLGH administration is the approval of a new Health Promotion Coordinator position.

The Health Promotion Coordinator, along with Health Promotion Team members, is responsible for analyzing employee lifestyle related data, developing, implementing and evaluating employee wellness programs, education and events. Results of the annual employee wellness survey will direct Health Promotion Team members in creating new innovative programs and interventions. Senior Management has embraced a new lifestyle management program entitled INTERxVENT. INTERxVENT is a comprehensive lifestyle management program that assists individuals in being successful in reaching their personal health and wellness goals. Individualized mentoring makes the INTERxVENT program unique and a huge success nationally and internationally.

CEO, Lynn Wilson's vision to provide quality services and excellent patient care has led BryanLGH Medical Center to where it is today-a nationally recognized medical and wellness organization. As stated by Mr. Wilson, *"Just as every organization has a Mission for today and a Vision of its future, every organization has, written or unwritten a set of underlying common beliefs or values. At the heart of every organization's culture is a set of interrelated beliefs, basic concepts or values which provide employees with unified directions and guide day-to-day actions and behaviors. This means we will work more efficiently, effectively and creatively. If*

we do these things, we can improve customer service, help ourselves as individuals and departments and create a more powerful productive and successful organization. The Mission describes why we are here today. The Vision Statement speaks for what we wish to become in the future. Our Beliefs identify the values we hold in common".

BryanLGH Medical Center employees benefit from many services to help them maintain their health and balance between work and home life. **Employee Health Services** offers on-site medical evaluation and consultation, disease prevention services (flu vaccinations, Hepatitis B vaccinations, Pneumonia vaccinations), Nurse on Call, and medical assistance by registered nurses. **Family Services** encompasses a wide variety of services for employees and their families to make life a little easier. Family friendly services offered to employees include: Family and Personal Services (massage therapy, natural nails, gift shop, personal concierge service, dry cleaning, on-site pharmacy etc); Repair/Maintenance Services (car repair, oil changes, appliance repair etc); and Discounts on (theme park tickets, performing art events, cellular phone, internet, package mailing etc).

Rehabilitation Services provide ergonomic assessments, body mechanics instruction, and back safety consultation. **Physical Therapy** services are also available to employees who are recovering from a minor injury or major surgery. **Health Enhancement Services** offers a state of the art fitness club, personal fitness assessments, nutrition consultation, educational programs and resources (anger management, women's heart advantage walking club, smoking cessation, and personalized strength training programs, etc). The **BryanLGH Community Health Education Resource Center** is a place that anyone can visit or call for health information.

Employees and the general public can check out books, audiotapes, or videos and look up your favorite topic on the Internet. More than 3,500 resources are available for check out. New materials on health and lifestyles are added each month. Monthly educational programs are available to the Lincoln community. Educational programs are videotaped and available for checkout, if you are unable to attend a program of interest.

The most popular programs and activity offered to BryanLGH employees to date is the INTERxVENT program. Since implementing the INTERxVENT program in October 2003, approximately 16% (630) employees have registered to participate in the INTERxVENT program. BryanLGH employees have the option of selecting one of three INTERxVENT memberships. Full (12 month) membership consists of individualized health assessment, biometric measurements, personalized goal and action plan and 24 one-on-one mentoring sessions. The 12-week (with mentoring) membership allows individuals to select one wellness program and receive 12 one-on-one mentoring sessions. The Independent Study membership offers flexibility, but no mentoring. Individuals complete 12 educational kits on the Internet and work independently to achieve their personal health and wellness goals.

Closely following in popularity is the National Employee Fitness Day event. Nearly 350 employees participated in the annual health/wellness quiz and prize drawing. Third, but not last, is the NE Fitness Challenge program offered through WorkWell, Inc. BryanLGH enrolled 315 employees and their family members to participate in the four-week fitness challenge.

BryanLGH
Health System
President & CEO
Lynn Wilson

Corporate
Compliance Officer
Joseph Loudon

Hospital Operations
President & COO
Craig Ames

Senior Vice President
Patient Care Services
Chief Nursing Officer
Michael Bratton

College of Health Sciences
Critical Care Services
Home Health/Home
Medical
Medical Surgical Services
Pastoral Care
Patient Care Systems
Perioperative & Anesthesia
Social Service & Discharge
Planning
Women's/Children's
Services

Vice President
Human Resources
George Snider

Employee Health Services
Family Services
Human Resources
Kindercare Learning Center

Total Quality Improvement
Volunteer Services (E)
Vol. Svcs. & Auxiliary (W)

Vice President
Clinical Services
Shirley Travis

Clinical Support Services
ED/Trauma/Flight/
Ambulatory Services
Independence Center
Mental Health Services
Neuro-Diagnostics
Pharmacy
Rehabilitation Services
Respiratory Care
Sleep Physiology

Vice President
Diagnostic &
Treatment Services
Larry Elliott

Cardiac/Vascular Services
GI Specialties
Health Enhancement *
Clinical Laboratory
Physics Services
Radiation Oncology
Radiology

Vice President
Medical Affairs
Richard Morin, M.D.

Clinic Operations
Epidemiology
Medical Staff Office

Vice President
Facilities Mgmt
& Support Services
Ron Wachter

Construction & Renovation
Environmental Services
Nutrition & Dining Svcs.
Plant Operations

System Functions

Vice President
Human Resources
Gary Moore

Benefits Management
Directions EAP
Education
Physician Recruitment
Risk Management
System Human Resources

Vice President
Finance & CFO
Jennifer Lesoing-Lucas

Health Information Mgmt
Information Security
Information Technology
Internal Audit
Materials Management
Operations Analysis &
Systems Engineering
Patient Financial Services
Reimbursement & Decision
Support

Special Projects
Director
David Reese

Scheduling Center

Vice President
Regional Dev. &
Strategic Planning
Ken Foster

Development
Public Relations
Regional Development
Regional Services
Strategic Planning

Vice President
Managed Care/Public
Policy
Brad Sher

Managed Care

BryanLGH Health System Organizational Chart

July, 2003