

*Well Workplace Award  
Executive Summary*

# **South County Hospital**

**Rhode Island**

## **Bronze Award**

This document is an executive summary of the entire application submitted by this organization. For more information on the Well Workplace application criteria and the process for submission, please visit <http://www.welcoa.org/wellworkplace>. Complete applications are on file at the Wellness Councils of America.

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.

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## Preface

### **Organizational and Program Background**

#### **Organizational Background:**

South County Hospital Healthcare System is a full-service, regional health care resource serving residents of and visitors to southern Rhode Island, the state's fastest-growing geographic area. At the core of our health care system is a 100-bed hospital offering virtually every type of medical and surgical care. Extensive outreach is provided through a network of ambulatory services including primary and urgent care medical centers, home health care, surgical supplies and medical equipment and an occupational health program serving southern Rhode Island.

Our respected medical staff of some 200 physicians in more than 30 medical and surgical specialties are supported by the latest diagnostic and treatment technologies. Superior clinical outcomes in such specialties as cardiac care and orthopedics have earned special recognition. South County Hospital is a 100 bed community hospital serving the needs of southern RI community members and visitors.

The President/CEO of the South County Hospital Health Care System is Louis R. Giancola. We have over 900 staff members and have successfully attained Greater Chamber of Providence Work Site Wellness Awards for past 4 years.

#### **Wellness Initiative Background:**

The importance of health and safety has been represented for years through our hospital's Safety Committee. Through that avenue we began to broaden our safety program to create health and wellness programs through various departments such as the Human Resources

Department and Occupational Health Services. In 1998 the hospital opened an Occupational Health department that services our staff and then grew to service other companies within our community. We developed a modified work program and medical management model to support our work-related injured employees. In 2000 our program yet took another avenue. The other departments in the hospital become involved with more benefits as well as wellness initiatives for our staff members. Our wellness program grew out of various programs and needs were identified through surveys to staff and suggestions from staff. One of the first policies we developed for our new mothers was a breast feeding support initiative and area where the new mom could bring her baby during work time so they could maintain breastfeeding when they returned to work. Our formal wellness program began in 2003 and senior leadership pledged to support health & wellness programs in 2004.

**Corporate Mission Statement:**

*South County Hospital Healthcare System is dedicated to enriching the quality of life of southern Rhode Island community members and visitors through the delivery of quality healthcare services, the development of cooperative relationships with other healthcare providers and the promotion of wellness through health and education and awareness.*

**Corporate Vision:**

South County Hospital Healthcare System envisions a partnership of staff, physicians, and community, dedicated to achieving excellence in health services and outcomes.

**Guiding Values**

*Guided by a commitment to our community and a tradition of service, we will lead our organization with our Guiding Values: Caring, Respect, Integrity, Collaboration, and Excellence.*

**Wellness Mission Statement:**

*To provide quality health and wellness resources to our staff members by providing a supportive environment that promotes healthy life choices and creates a positive, productive work environment.*

**Wellness Vision Statement:** Our wellness vision statement is the same as our corporate vision statement.

**Organizational Chart:**

See Attachment A-Corporate Organizational Chart

**Seven Critical Benchmark Descriptions:**

Senior level support has been shown through South County Hospital's CEO, Louis R. Giancola's constant support and commitment to becoming a well workplace, their financial support of the wellness team's programs, personal participation in wellness events and their continuous support of the Rhode Island Well State initiative. Second to senior level support, the South County Hospital wellness team represents a united and committed group of employees dedicated to delivering a superior wellness program designed to meet the wellness needs of the company and employees while strengthening core business strategies.

To ensure measurable outcomes, data collection has been an integral and ongoing process involving the use of health risk appraisals, employee health interest surveys, facility assessments, health fairs and wellness programs in analyzing population demographics, program outcomes, and employee satisfaction. This data is then utilized to identify future needs. The data analysis assists the team in understanding the effectiveness of the programs in achieving the South County Hospital's Wellness operating plan. The goals and objectives outlined in this plan mark a step by step process in achieving a well workplace and offer a way to measure employee health

and tie into core business return on investments, including financial gains, increased productivity, increased worker safety, etc.

Designing, planning and implementing programs and interventions that meet South County Hospital's employee wellness operating plan's goals and objectives, is another important aspect of South County Hospital's wellness program. Without appropriate wellness events and programs, that have measurable outcomes, data collection efforts will not provide critical information needed for the continuous evaluation and revision of the employee wellness program. Time, effort and specific consideration are given to the type of program chosen that best fulfills identified employee needs and interests. Evaluating all programs and interventions, population data, employee participation satisfaction, as well as data findings, gauges the effectiveness of the Wellness program and lends support to future programmatic changes based on employee needs and interests.

Finally, creating a supportive environment for employees to actively pursue achieving better health, involves reviewing and updating existing policies and benefits. Internal communication channels are necessary to effectively deliver essential information regarding the employee wellness program to both senior management and employees. This allows constructive feedback from both a top down and frontline perspective.

**Personnel Contributions:**

Our wellness program today is only due to the commitment of the hospital's guiding values and the leadership of these unique individuals. Their mutual respect and trust in one another allowed them to focus on their expertise and understanding on what types of programs staff need and will be successful with. Al Sgambato, Sherri Zinno, Sandra Vadnais and Lee Ann Quinn's joint efforts, expertise and teamwork has developed a program that fosters preventative

care and a sense of balance that supports the mission and vision of the hospital and the respect for our staff. Our Wellness Team consistently utilizes our quote “Our team believes that healthy staff creates an environment that is positive, productive and committed.”

### **Unique Strengths**

South County Hospital offers an on-site fitness center for its staff members at a nominal cost of \$20.00 per month. This program has been well received by the staff and approximately 5% of the staff actively participates. The uniqueness of our Fitness Center is that it is staffed with qualified professionals that include exercise physiologist, nurses and nutritionists to coordinate an overall program of fitness for the staff. The staff members participate in goal-oriented programs including weight loss, increase strength and flexibility or overall well-being. Staffs target the individual’s personal goals, set time frames for accomplishment and are coached by the staff to help them meet their objectives.

We also offer programs for our staff through our Good Health Benefit Program with Blue Cross and Blue Shield. This program allows us to offer education, awareness and participation programs for the staff to help them achieve a state of well-being. These programs include relaxation techniques through 10-minute chair massages, on-site yoga classes, walking works programs and reflexology.

Lastly our smoking cessation program continues to have a “can do” spirit. We continuously survey our staff for opportunities to explore the “right time” to become ready to quit. We understand that one can not attend a meeting or counseling session for smoking cessation until they are “ready”, so we have put a pre-step into the program on awareness and the health risk associated with smoking as well as telling us the barriers to becoming ready. This has led us to working one-on-one with certain staff in breaking those barriers. We also have created funding

to support the program that the employee chooses. One of the innovative programs of the smoking cessation was hypnotherapy along with counseling. This program is successful and our participation rate has increased. This program, as well, as other programs are offered at various times to meet the needs of the first, second and third shift staff.

**Popular Programs:**

On an annual basis we send out a survey to staff that asks them what we are doing right in terms of health and wellness programs. Such questions include, "What would you like to see incorporated into our health and wellness initiatives for the up coming year?" This past year the staff asked for a Recreation Program. We formed a recreation committee to develop a recreation program. The goal of the recreation program is to build on company morale and improve relationships amongst staff. Staff volunteered to coordinate various activities that meet the recreation program goals. These activities are anywhere from needlepoint instruction to canoeing trips. The feedback from staff who participate in these various activities are very positive and show us that teamwork builds trust, caring and mutual support amongst.

**Other Pertinent Information:**

In 2005, we began moving our wellness objectives from reactive strategies to proactive strategies focusing on employee interests and needs that will lead to increased awareness, behavioral change and offering a supportive environment that recognizes and encourages the active pursuit of better health and well-being.

**Organizational Chart**

**Attachment A**

**South County Hospital**

South County Hospital  
Organizational Chart

