

*Well Workplace Award
Executive Summary*

**St. Joseph Health
Services / Rhode
Island**

Rhode Island

Gold 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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**WELLNESS COUNCILS
OF AMERICA**

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Preface: Narrative

Organizational Background:

St. Joseph Health Services of Rhode Island is an integrated system of Catholic health care providers sponsored by but financially independent from the Diocese of Providence. Its 1995 employees are dispersed between two main hospital campuses and several off site health clinics. SJHSRI is committed to delivering the highest quality of care to the community it serves. Its highly skilled employees are vested in the work that they do and are dedicated to their patients. SJHSRI has been receiving Superior Worksite Wellness Awards since 1998, from the Greater Providence Chambers of Commerce. The Organization strives for higher wellness recognition's as its wellness programming continues to grow.

Wellness Initiative Background:

As a healthcare provider, St. Joseph Health Services of Rhode Island has always provided its employees with various wellness efforts, including health screenings, ergonomic assessments, smoking cessation classes and blood drives. However, it was not until 2003 that Administration formally established the SJHSRI Wellness Committee. Although health promotion is a corporate value of the Organization, Administration realized that in order to have strategic wellness programming with set goals and objectives, there must be a formal committee and budget. As a healthcare organization, SJHSRI had many resources necessary for implementing an effective program and was fortunate to have highly skilled professionals with expertise in various health related fields. The chief priority for the Wellness Committee has been to provide the same level of care and health promotion to its employees as they do to their patients.

Corporate Mission Statement:

The mission of St. Joseph Health Services of Rhode Island is to preserve, restore and enhance the health of individuals and families we serve within our communities guided by our core values of respect, compassion, responsibility, teamwork, and quality, consistent with the healing ministry of the Catholic Church.

Wellness Mission Statement:

The mission of the Wellness Committee of St. Joseph Health Service of RI is to promote and enhance the health and well being of all members of the hospital family.

Corporate Vision Statement:

Our presence will continue to improve the health status of the communities we serve. We will always make prudent use of organizational resources to maintain financial stability and provide for continued operations for the good of the community.

Wellness Vision Statement:

Our presence will continue to improve the health and well being of our employees and their families. Through strategic programming and implementation, wellness will continue to grow as a benefit to our employees.

Organizational Chart: Please see attached.

Seven Critical Benchmark Descriptions:

Senior level support has been shown through St. Joseph Health Services of Rhode Island's CEO, John Keimig's constant support and commitment to becoming a well workplace,

SJHSRI 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 St. Joseph Health Services of Rhode Island 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 St. Joseph Health Services of Rhode Island's Wellness Committee 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 St. Joseph Health Services of Rhode Island's employee wellness operating plan's goals and objectives, is another important aspect of St. Joseph Health Services of Rhode Island'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 SJHSRI Wellness Committee 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:

Wellness programming at St. Joseph Health Services of Rhode Island has reached a superior level of excellence under the direction of Jeffrey Taylor, Director of Employee Health and Constance Donnelly, a management level Professional Relations Representative. Jeffrey and Constance have personally collaborated on a weekly basis in addition to the regular Wellness Committee meetings to work on wellness programming. Together, they share expertise in physical therapy, employee health, personal fitness training and service excellence. Their leadership in worksite wellness programming has been admired and appreciated by the entire SJHSRI Organization.

Unique Strengths:

As a hospital based wellness program, the SJHSRI Wellness Committee is fortunate to have highly skilled health professionals as part of its team. The committee consists of a licensed nutritionist, a physical therapist, a master's level registered nurse, an infection control specialist and a certified personal trainer / group exercise instructor. Together, these individuals develop wellness programs that are carried out for all employees. Due to the skills of the committee

members, it is rare that additional experts must be hired for programming. This allows for a greater budget for programming development.

A second unique trait of the Wellness programming at SJHSRI is that employees may attend wellness programs during work time. These programs may include educational seminars, fitness classes, seated chair massages, cooking classes and health screenings. The Organization recognizes that people today lead busy lives and Administration has approved release time for Wellness programs in an effort to make sure that every employee may participate.

A final unique trait of the Wellness programming at St. Joseph Health Services of Rhode Island is the collaboration among other departments. The Organization is highly structured and has designated entire departments to Risk Management, Infection Control, Environmental Services, Food Services and Employee Retention. All of these departments collaborate on a periodic basis with members of the Wellness Committee. Their continuous efforts at collecting data and monitoring employee safety are invaluable when selecting Wellness goals.

Popular Programs:

A recent popular program presented by the Wellness Committee was a Hand Hygiene Poster Contest. Employees and their family members were encouraged to design a poster concerning proper hand washing. Members of the Administration judged the posters and selected three winners. The grand prize winner's poster will be duplicated and shared throughout the hospital. During the Hand Hygiene Campaign, the Infection Control Department and Environmental Services also distributed hand sanitizer to all employees and mounted hand washing stations through the facilities. The rationale behind this program was to support Goal # 1: to promote health and wellness among employees and Goal # 2: to reduce absenteeism, of

the Operating Plan. As stated, Hand Hygiene was an Infection Control initiative; that department also hosted a series of mandatory in-services for employees. The Wellness Committee has learned that it is best to have a contest or “fun” event like the poster contest, run in conjunction with educational classes in order to have the best impact. There is much greater buy in from the employees when an activity is involved.

St. Joseph Health Services of RI
Organizational Chart
April 1, 2005

