

**Well Workplace Award
Executive Summary**

**The Methodist
Hospital
Silver 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.

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**WELLNESS COUNCILS
OF AMERICA**

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General Information

WELL WORKPLACE

Silver Application

Basic Information

Name of Organization	<u>The Methodist Hospital</u>
Address of Organization	
Council Affiliation	<u>Not Applicable</u>
Contact Person	<u>Sue Thompson</u>
Title	<u>Manager, Wellness Services</u>
Work Telephone	
Fax Number	
E-Mail Address	
Alternate Contact	<u>Laurie Christensen</u>
Parent Organization	<u>The Methodist Hospital</u>
Number of Sites Covered by this Application	<u>1</u>
Number of Employees Covered by this Application	<u>6,4000</u>
Nature of Business or Industry	<u>Hospital</u>
Name of CEO	<u>Ron Girrotto</u>
Date of Application	<u>July 1, 2004</u>

Preface

Organization Type

The Methodist Hospital (TMH) was one of the first nonprofit health care organizations in Houston, Texas. In addition to the main hospital campus in the Texas Medical Center, the TMH network includes three community-based hospitals. Under the leadership of President and CEO Ron Giroto, TMH's international physician referral network—with information centers and affiliations to hospitals on four continents—has extended TMH into the world community as well.

Formation and Evolution of the Wellness Program

Methodist Wellness Services (MWS), formerly known as the Sid W. Richardson Institute for Preventive Medicine, is a department within TMH. It was founded in 1981 to serve clinical needs in preventive medicine and to provide a site for ground-breaking research in the areas of heart disease detection and prevention. Over the past two decades, MWS has emerged as Houston's leading provider of comprehensive wellness services and medical clinic management to corporate entities. In 2001, TMH asked MWS to develop a comprehensive wellness program for the 6,400 employees of TMH, which resulted in the creation of Employee Wellness (EW).

Vision and Mission Statement

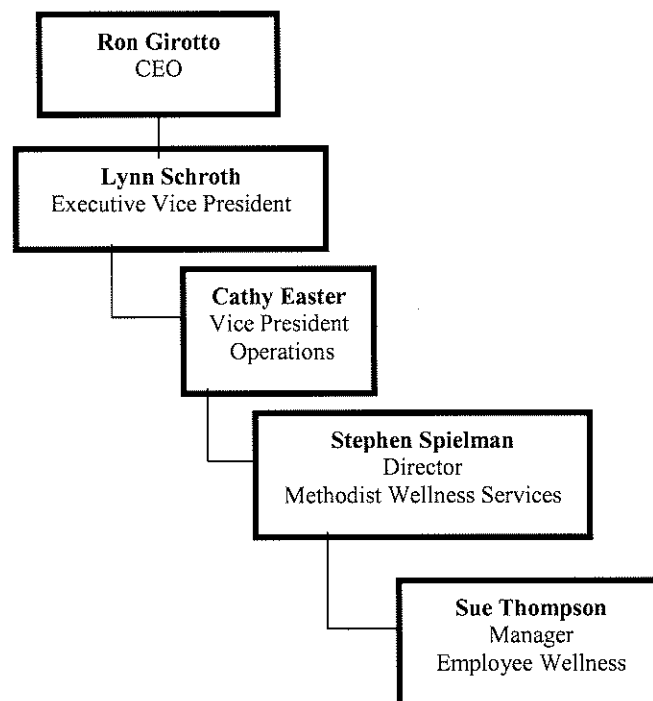
TMH Vision: People will seek Methodist as a globally recognized leader of pioneering medical expertise and innovative, personalized care.

TMH Mission: To provide high quality, cost-effective health care that delivers the best value to the people we serve in a spiritual environment of caring in association with internationally recognized teaching and research.

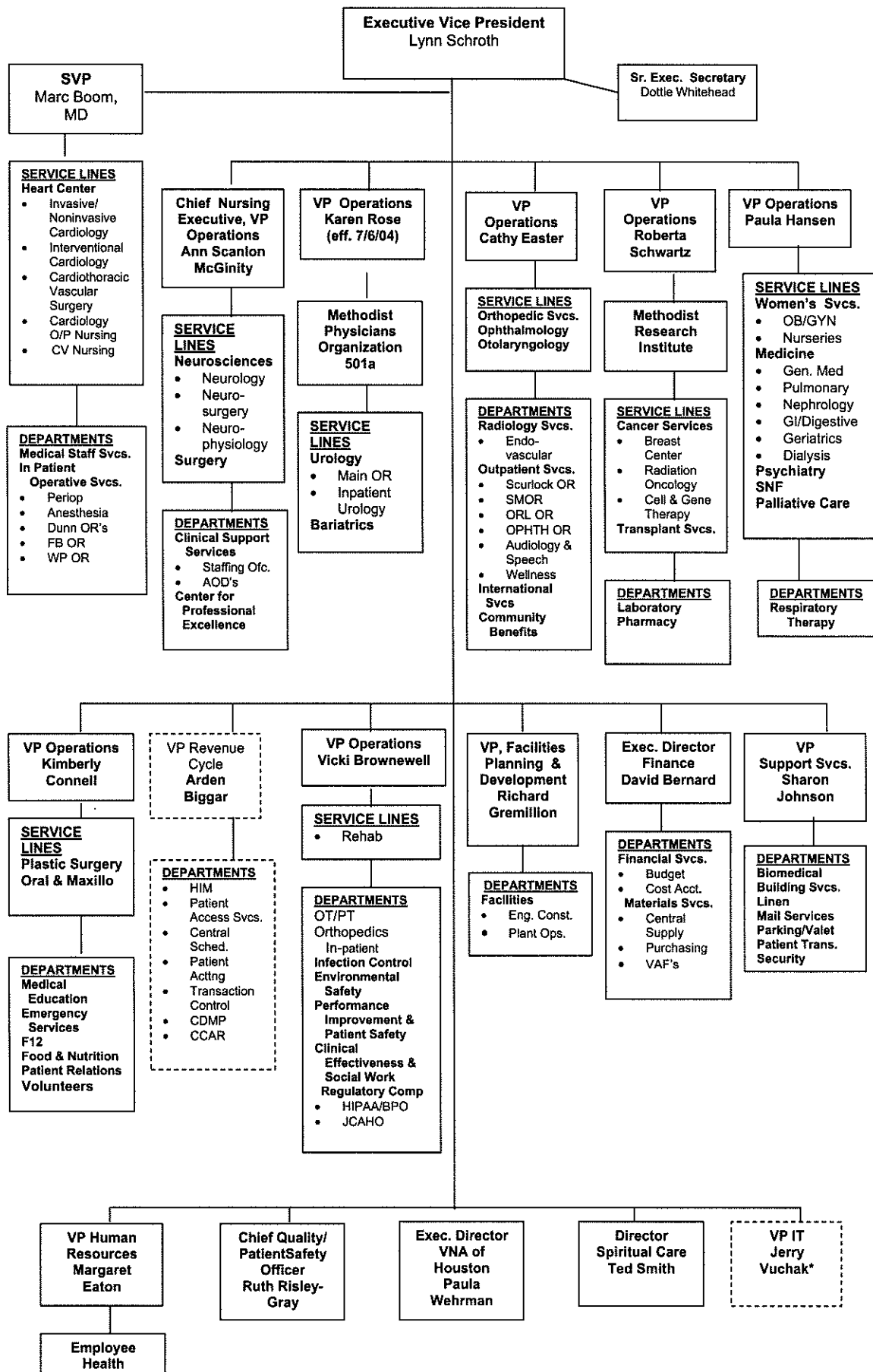
EW Vision/Mission: To promote the health and well being of all TMH employees by providing excellent programs and services designed to meet their diverse needs while supporting the mission and values of TMH.

Administrative Location

EW is part of the MWS Department, which is located administratively under a vice president of operations. Following are two organizational charts. The first chart shows how EW reports up through the organization and the second shows how MWS fits within TMH.



TMH Organizational Chart
 Revised: May 21, 2004



*Jerrv Vuchak Direct Reports to CFO

**Arden Biggar Dual Reports to SVP Finance

Descriptive Overview

TMH's EW program approaches wellness using the Seven C's model. During the past three years, TMH's senior-level management has demonstrated a strong commitment to the success of the hospital's EW program. Recently, Executive Vice President Lynn Schroth formed a Director/Vice President Goal Group to increase the visibility of wellness programs and services, increase participation and improve employee morale. The group's success is tied to management's year-end bonuses. Members of the goal group will serve on a wellness committee and offer guidance to the EW staff. This senior level support for wellness is a morale booster for all TMH employees.

Implementation of wellness initiatives is carried out by the EW team: a manager and seven wellness professionals. Each member brings specialties to the team such as management, marketing, fitness, nutrition, psychology, behavior change, massage therapy and health education. Having many specialties allows EW to offer diverse wellness programs to TMH employees.

Many sources of data are used to drive wellness programming including executive feedback, participant responses, interest surveys and Health Risk Appraisals (HRAs). As more employees are entered into the HRA data bank, the Appraisal Aggregate Report will play a leading role in programming decisions by highlighting health action opportunities to address high-risk behaviors. All programs are designed to target specific populations with the goal of providing fun, convenient and affordable programs for employees based on their needs, interests and work schedules.

The mission statement sets the tone for the development and implementation of EW programs at TMH. In order to ensure compliance with program goals and objectives, the operating plan is continuously reviewed and updated as needed by the EW staff.

TMH is committed to making the hospital a workplace of choice. Along with the efforts of the Human Resources and Safety Departments, TMH has provided employees with formal and informal policies to ensure the safety and well being of all employees and guests. TMH values all its employees and is widely recognized as a model employer, having recently been nominated for Fortune Magazine's 2005 "100 Best Companies to Work For"® in America campaign.

EW strives for excellence and recognizes the value of relating results to outcomes. Monthly reports are generated to track program participation rates, and participants are routinely asked to evaluate wellness programs and services to measure effectiveness and improve quality and accessibility.

Cathy Easter-Vice President Operations

Cathy Easter, Vice President of Operations and former Director of MWS has been a strong advocate for Wellness since 1991. Under her direction, Wellness Services became an integral department of the hospital, partnering with the hospital's senior leadership team and Human Resources to develop a strategic plan for EW. She states, "I began my career at TMH as a Wellness Coordinator just out of graduate school. To now see EW discussed at the highest level of one of the top hospitals in the country is a dream fulfilled and I believe that the best is yet to come."

Three Unique Strengths

Three unique strengths of TMH's EW program are its focus on programs that provide continuous support to employees, programs that target major health issues (obesity, sedentary lifestyles and stress), and its commitment to removing barriers to employee participation. Because obesity contributes significantly to many health problems and is rapidly becoming the number one preventable factor in premature death, EW offers effective comprehensive programs to the TMH workforce.

Employees with a Body Mass Index greater than 30 can participate in TMH's premiere New Directions® Medical Weight Management Program at a nominal cost. The Why Weight? Program is a fun, convenient program for all employees who want to lose weight and become nutrition savvy. Both programs provide long-term follow-up for members, and participation is not limited to a set number of weeks or months.

Believing physical activity is the foundation for a healthy lifestyle, TMH's management decided to make the Employee Fitness Center and exercise classes free to all employees. Stress is another health issue that EW tackles through its initiatives. Employees say that work is a major contributor to their stress. To provide employees with an effective, low-cost way to relieve stress at work, chair and table massages are available five days a week to employees below cost.

Most Popular Program

Massage therapy is the most popular program and is offered at all Methodist facilities. Appointments are available in 20-minute increments for chair or table massages for a cost of \$10. Gift certificates for co-workers or discount cards are also available to purchase. The discount card reduces the cost of a 20-minute massage to \$8.30. In the fourth quarter of 2004, a chair massage station will open in the new employee cafeteria. Hospital departments contract with EW to provide on-site massage therapy for departmental rewards and recognition programs.

Other Information on TMH

TMH has gained an international reputation for major advances in scientific research and clinical care. One example is being named among the country's top hospitals for heart and heart surgery, psychiatry, orthopedics, geriatrics, ophthalmology, otolaryngology, neurology/neurosurgery, gynecology, nephrology and urology in *U.S. News and World Report*'s 2003 annual guide to "America's Best Hospitals." In addition, TMH's medical staff includes hundreds of physicians

listed in *The Best Doctors in America* who, along with other health professionals, offer expert preventive services, diagnosis, treatment and follow-up care in virtually every medical specialty. TMH also received national Magnet status, the most prestigious nursing award in the United States, for demonstrating exceeding standards in the areas of quality, clinical practice, education, research and nursing administration.

Recently in June 2004, Solucient[®], a company that has ranked the nation's top hospitals for 11 years, named Methodist as one of its 100 Top Hospitals[®] based on demonstrated excellence in clinical, operational and financial performance, as well as responsiveness to the community. Solucient's top hospitals have lower mortality rates, keep more patients complication-free and hold down expenses.