MAYO CLINIC
EMPLOYEE
WELL-BEING
An Evolution of Employee and Staff Well-Being

1980s

Employee Wellness

1995

DAHLC-Rochester

2000s

Enterprise Wellness & Online Programs

2011

Wellness Champions - DAHLC-Rochester

2016

DAHLC & Enterprise Well-being & Champions
Strategic Statement

Value Proposition:

Employees are the heart and soul of Mayo Clinic; they are our most precious resource. We believe in caring for our people, just as we care for our patients.

“We are committed to improving the health of each employee.”

- Dr. John Noseworthy, President & CEO
WELL-BEING: is the active state of pursuing your full human potential and thriving in both personal and professional domains.
Well-Being Champion Program

- Meet people where they are at
- Extend the reach of well-being staff
- Diversify & saturate marketing networks
- Increase opportunities for unique work environments
- Increase participation in programs
Program Development
Leadership Support

“As well-being champions, you enable and empower your colleagues to become healthier, happier, and more productive and resilient. You are a tremendous gift to Mayo Clinic.”

– John Noseworthy, MD, President and CEO, Mayo Clinic
Dedicated Staff to Lead

Resource and program development

Recruitment and orientation

Ongoing communication and retention

Evaluation
Develop Strategic Plan and Goals

• To effectively promote wellness and build a culture of health

• Recruit and retain 1% of employee population to serve as a wellness champion
Implementation of the Program
Recruitment Strategies

• Promote clear roles and responsibilities to recruit the right people
• Supervisor support
• Online Orientation
Wellness is a passion of mine.

- My supervisor asked for a volunteer.

- I want to support the well-being of my co-works.

- My supervisor delegated.

- I want to improve my own well-being.

Why did you become a Champion?
Establish Consistent Communication

- Multiple modalities
Develop Ready-Made Resources

12 Habits for Well-Being:

Discover Your Why

Some might call it purpose, others a cause. It can also simply be called "why." This is what drives the passion, motivate people to accomplish great things. The "why" is the reason you do what you do. For those of us who have a strong personal "why," it provides fuel to keep going when the road is tough, and to make the difficult choices when necessary. The "why" is the driving force that propels us to seek out opportunities that align with our personal values. What's your "why?"

MINDFUL LIVING CHALLENGE TRACKER

Stay on track for the 5-week journey of building resilience by implementing a different mindfulness technique each week. Here’s how it works:

- Begin your Mindfulness Journey on Monday, March 13th and continue each Monday, starting March 13 - April 10, introducing a new mindfulness technique each week.
- Enjoy 5 points for a total of 35 points per week, for a possible grand total of 175 points.
- One point for completing the slide each day and check off the box when you have finished that day’s activity.
- Set a goal and enjoy some new creative living techniques to add to your everyday life.

- Awareness of Breath
- Mindfulness of Action
- Mindfulness of Speech
- Mindfulness of Emotions
- Mindfulness of Being

Total Points: _______ of ______

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Leverage Champion Feedback

• On behalf of your work unit, what kind of information would be most beneficial in improving **SOCIAL** well-being?

• Of the Well-Being Challenges promoted in 2017, which should be repeated in the future?

• If you have additional suggestions for well-being content, please share.
Recognition and Retention

- Messages from Mayo leaders
- Annual awards distributed at recognition banquet
- Celebrate them!
Well-Being Champion Recognition

How would you like your efforts as a Champion to be recognized?

- I would not like to be recognized: 123
- Dedicated time/space to share information with colleagues: 91
- Participant feedback summaries following well-being challenges: 44
- Feedback from manager/supervisor: 95
- Feedback from colleagues: 111
- Well-Being Newsletter articles: 86
- Annual recognition banquet: 170
Retention: How long have you been a Champion?

- 6 months or less: 6%
- 7 months to less than 12 months: 8%
- 1 year to less than 2 years: 14%
- 2 years to less than 3 years: 10%
- 3 years to less than 4 years: 26%
- 4 years to less than 5 years: 11%
- 5 years or more: 25%
WELL-BEING
CHAMPION
RESULTS
What Employees are Reporting

7 out of 10 employees reported an increased awareness of wellness opportunities.

Nearly 1 in 2 employees have increased participation in healthy living options.

1 in 3 employees were guided to new or improved lifestyle habits.

1 in 4 reported an improvement in work atmosphere.

1 in 2 reported their Champion provides a role model for healthy behavior.

n=666

Comparisons

- Mayo Clinic Provides a Supportive Environment to Live a Healthy Lifestyle
  - 82.7% of those **participating** agreed vs 69.4% of those **not familiar** ($p<.0001$)

- We Support One Another in Practicing a Healthy Lifestyle
  - 76.8% of those **participating** agreed vs 53.7% of those **not familiar** ($p<.0001$)

Sirota Survey & Champions

- Mayo Clinic provides support to lead a healthy lifestyle: 85% (Champion), 73% (No Champion), 78% (I don't know)
- There is spirit of cooperation and teamwork within my work unit: 84% (Champion), 72% (No Champion), 78% (I don't know)
- I feel burned out from my work: 79% (Champion), 75% (No Champion), 79% (I don't know)
- Mayo Clinic provides support to manage finances: 72% (Champion), 63% (No Champion), 66% (I don't know)
- Mayo Clinic takes a genuine interest in the well-being of its employees: 69% (Champion), 60% (No Champion), 66% (I don't know)

It is reported from the 2017 All Staff Survey, about 45,000 employees responded and about 30 percent reported having a Well-Being Champion in their work unit; 20 percent reported not having a Champion and 26 percent didn't know.
QUESTIONS & DISCUSSION

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