



# **It's Not Where You Work that Matters.....**

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In the beginning....



## Aggregate Health Care Utilization Claims analyses

- Top 5 pharmacy claims were MH related
- Not always employee- often dependents




# Validation

- Reviewed categorical diagnoses on claims
- Reviewed EAP claims data
- Looked at Worker's Compensation claims
- Learned about presenteeism and its impact on productivity



# Observation

- Unsettling cultures (emotional intelligence)
  - Wide variance among multi-site cultures
  - Tone of voice in which individuals related stories
  - Management vs. rank and file
  - Lack of training in people skills area/communication



# Taking the Pulse of Your Work Place

- To paraphrase Dawn Clark Netsch:
- Let us challenge one another to “*lead* with **passion**, to *lead* with **zeal** and to *lead* with a **sense of righteousness**-but always mindful that we must *lead* with **respect** and **reverence** for our differences.”

# Your Vital Signs



**In your workplace, is the following is: true/false**

- Temperature: Your boss micro-manages assignments
- Pulse: You often over-hear a colleague being chewed out
- Respirations: You are not part of the process but feel blamed for the outcome.

# What is Culture ?

- System of shared beliefs, customs, values and behaviors
- Transmitted from one generation to the next
- Important part of every individual
- Shapes values and values shape attitudes



## Culture cont'd

- Culture is in a process of constant change
- Culture can be a unifier in creating a solid foundation....or **NOT!!!**

Adapted from Huff and Kline, 1999; *Cultural Competency in Worksite Health Promotion Programs*, May/June 2000.

# A Culturally Healthy Work Environment Is Good for Business

People cannot get better in an unhealthy Environment.

*Unknown*



# Sequellae

- Stress
- Exacerbated chronic disease symptoms
- Unhealthy lifestyle choices
- Productivity declines
- Hospitalizations, injuries, increased absenteeism

# You know the rest!

- (See Tom's slides)
- Resources



- *Culture Counts*, Dee Edington, PHD, Welcoa Expert Interview, 2009.
- *Creating a Culture of Wellness*, David Hunnicut, WELCOA President, 2009.

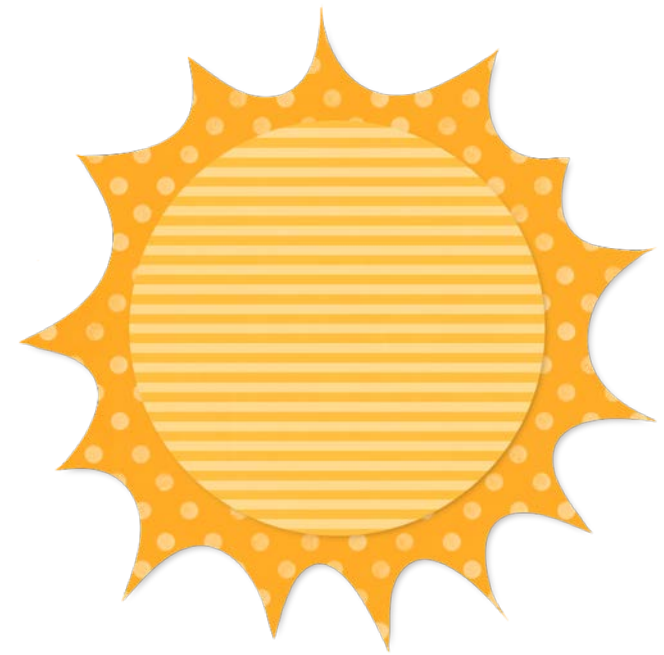


# Next Steps

Where do we go from here?

Thoughts?

Questions?



Thank you! Have a healthy summer.