A Culture of Caring
Energized by Wellness

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Texas Medical Center
# Facts and Stats:

**MD Anderson and U.S. News and World Report’s 2012 Best Hospitals Survey**

<table>
<thead>
<tr>
<th>One</th>
<th>MD Anderson’s 2012 ranking in cancer care.</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 of the past 11</td>
<td>Years MD Anderson has been ranked No. 1.</td>
</tr>
<tr>
<td>nine</td>
<td>MD Anderson specialties called out as “Top Ranked” or “High Performing.”</td>
</tr>
<tr>
<td>19</td>
<td>Years Gynecology has been in the top 10.</td>
</tr>
<tr>
<td>18</td>
<td>Years Ear, Nose and Throat has been in the top 10.</td>
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<tr>
<td>21</td>
<td>Years Urology has been in the top 25.</td>
</tr>
<tr>
<td>19,339</td>
<td>Employees who contributed to the No. 1 ranking.</td>
</tr>
<tr>
<td>23</td>
<td>Years MD Anderson has been ranked as one of the top two hospitals for cancer care.</td>
</tr>
<tr>
<td>four</td>
<td>Years the Children’s Cancer Hospital has been ranked in the top 15.</td>
</tr>
<tr>
<td>1,100</td>
<td>Volunteers who support patients and families.</td>
</tr>
<tr>
<td>122,788</td>
<td>Philanthropic gifts in fiscal year 2012.</td>
</tr>
</tbody>
</table>
Our Mission

To eliminate cancer in Texas, the nation and the world through outstanding programs that integrate patient care, research and prevention, and through education for undergraduate and graduate students, trainees, professionals, employees and the public.
Core Values

Caring • Integrity • Discovery
<table>
<thead>
<tr>
<th>Service</th>
<th>FY 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital admissions</td>
<td>25,230</td>
</tr>
<tr>
<td>Hospital patient days</td>
<td>180,354</td>
</tr>
<tr>
<td>Average number of operating beds</td>
<td>594</td>
</tr>
<tr>
<td>Outpatient clinic visits, treatments and procedures</td>
<td>1,190,568</td>
</tr>
<tr>
<td>Pathology and laboratory medicine procedures</td>
<td>10,937,213</td>
</tr>
<tr>
<td>Diagnostic imaging procedures</td>
<td>515,999</td>
</tr>
<tr>
<td>Surgery hours</td>
<td>63,230</td>
</tr>
<tr>
<td>Active clinical research protocols</td>
<td>1,048</td>
</tr>
</tbody>
</table>
Three Distinct Employee Groups

Three Distinct Cultures

Administrative

Clinical

Research
Sixty Different Languages
A Culture of Caring Energized by Wellness
CEO Cancer Gold Standard Accreditation

- Founded in 2001 at request of President George H.W. Bush
- The Gold Standard is a comprehensive program with three main goals and five pillars:
  1) Risk reduction - tobacco use, nutrition, and physical activity
  2) Early detection – prevention, screening, and early detection
  3) Quality care – access to quality treatment and Clinical trials

2007 MD Anderson was the 1st Healthcare System & NCI-Designated Comprehensive Cancer Center to be Accredited
Program Model

Creating and maintaining a physical and social environment where healthy choice is the easy choice

Recognizing the nodal nature of culture and using champions, wellness champ networks, and targeted programming focused on self-responsibility, accountability, and commitment

Multilevel leadership support is gained and maintained through distributive leadership and capacity building
Management Support

**Distributive Leadership** – develop program ownership through relationship building that grows wellness “champions” and embeds the wellness vision

**Capacity Building** – increasing wellness knowledge, skills, and commitment through training, technology, and recognition

**TEAM**

**C-Suite** – CEO Cancer Gold Standard, CEO walk & talks, managers forum, lactation rooms, fitness center, bike barns

**Middle Managers** – wellness leader training, departmental assessments, partnerships, metrics of high value, wellness is part of the solution

**Wellness Champ Network** – volunteers, liaison between wellness and departments, program promotion, 2-3 times participation

**Neighborhood Councils** – managers representing employee buildings / communities
Departmental Cultures of Health

Nodal Nature of Culture

“...corporate culture is no longer the relevant topic, I think the relevant topic is macro culture (where different nationalities and occupations play out), and micro cultures where you have problems in the operating room and in teamwork because you have people of different occupations and cultures that all interplay.” Edward Schein (2011) Forbes

- Using observations, interviews, focus groups, and surveys to develop targeted programming of value
- Focus on an employer / employee partnership of responsibility, accountability, and commitment
- Departmental wellness leadership opportunities (champions, neighborhood councils, task forces, wellness champ network, clubs)
Healthy Choice the Easy Choice

Environment

Physical environment makes healthy choice the easy choice

Social environment supporting healthy choice

Anderson Award, wellness champ network, neighborhood councils, small change groups, team / buddy wellness challenges, departmental training
# Program Evaluation

<table>
<thead>
<tr>
<th>Structural</th>
<th>Process</th>
<th>Impact</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership engagement</td>
<td>Program implemented as planned</td>
<td>Program effectiveness</td>
<td>Short and long term goals</td>
</tr>
<tr>
<td>Policies and procedures</td>
<td>Participation, penetration, and engagement</td>
<td>Change in knowledge, skills, and commitments</td>
<td>Risk stratification and biometric</td>
</tr>
<tr>
<td>Environmental support</td>
<td>Dose delivered and dose received</td>
<td>Change in readiness</td>
<td>Financial metrics: healthcare claims, productivity, absenteeism, disabilities, etc.</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>Culture and behavior change</td>
<td>ROI</td>
<td></td>
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Wellness Dashboard

Dashboard Foundation - Program Model
*Management support *Departmental cultures of health
*Healthy choice environment

Environmental Metrics
*Lactation rooms *BP stations *Fitness Ctr. usage
*Soft drink purchase *Healthy food purchase
*Healthy vending purchase

Participation / Engagement
*Management *Neighborhoods *Departmental trainings
*Institutional training *Wellness coaching *Personal training
*HRA participation and stratification

MTD – Month-to-Date
PMTD – Previous-Month-to-Date
YTD – Year-to-Date
YOY – Year-over-Year

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*Healthy choice environment
What’s the Hard Return on Employee Wellness Programs?

- 2001 Workers’ Compensation and Injury Care Unit created in the integrated Employee Health & Well-being department
- Within 6-years, lost work days declined by 80% and modified duty days by 64%
- Lost salary cost savings of $1.5m
- Workers’ compensation insurance premiums decline by 50%
- 2012 Employee Opinion Survey 89% employees report MDACC providing resources to maintain a healthy lifestyle

Lessons Learned

Enable
Educate
Empower

Sustained Engagement