LEADERSHIP MESSAGE

This year, we celebrated 10 years at the new Dan Abraham Healthy Living Center. So many of our members shared heart-warming stories of why the Center experience is so special. Based on their input and suggestions, we introduced many enhancements including upgrades to the physical space, expanded service offerings, new equipment and programs. We are grateful for the wonderful partnership between Mayo Clinic and Mr. Dan Abraham and remain inspired by the life-changing stories that are started and fostered at the Center.

The broader employee well-being strategy is in full swing, and we continue to forge ahead across all sites. We formed teams to review existing material and created new content across the well-being domains (physical, emotional, work-life integration, meaning in work, social, and financial). Well-being team members represent the entire institution. Site-based representatives listen to employees’ well-being needs and develop programs, challenges and resources to meet them. The team welcomes new Well-Being Champions — colleagues who volunteer to increase the awareness of health and well-being among co-workers. The Employee Well-Being team also created the Well-Being intranet site, which centralizes well-being resources from across Mayo Clinic. Here employees can find information about the 12 Habits for Well-Being, the Well-Being Champion Program, contests and challenges, classes, and other resources designed to help and inspire them. In this report, you will learn more about those efforts in addition to the outcomes of several new programs we piloted this year.

In 2018, we will have the results from the All Staff Satisfaction survey to help us align our work even better with employee needs. We look forward to continuing to provide new opportunities to improve the health and well-being of Mayo Clinic staff.

Our members and employees encourage us with their steadfast focus on self-care, personal growth and development, and support for their colleagues.

In health & happiness,

Paul Limburg, M.D., Medical Director

Beth Riley, Director, Dan Abraham Healthy Living Center
As we continue to encourage healthy lifestyle habits, this wouldn’t be possible without the generous contributions from Mr. Dan Abraham. This year we celebrated the 10-year anniversary of the facility! We invited all members and eligible members to join us for a day filled with various activities. A poster board was also available for people to share their gratitude for all the wonderful things Mr. Dan Abraham has provided. It was a fun event to reflect on the accomplishments this facility has seen over the years in regards to programming, equipment, and the overall member experience.
Well-being is the active state of pursuing our full human potential and thriving in both personal and professional domains.

The strategy
The Employee Well-Being Team, created as a result of feedback gathered in the 2016 All Staff Pulse Survey, demonstrates Mayo’s investment in employees’ well-being across the enterprise. The goal is to inspire and cultivate engagement by employees that will support them in reaching their full potential in both personal and professional areas of well-being.

Why focus on employees’ well-being?
Mayo Clinic cares about its employees, not only while they are at work, but for who they are as a whole person. Employees need to feel that support in all domains of their life. There are many domains of well-being that make up a person and employee: the meaning in their work, work-life integration, their physical, emotional, financial and social well-being. Their work and personal well-being go hand-in-hand in achieving happiness. Healthy and happy employees enable Mayo Clinic to be the #1 health care provider and a top employer of choice.

Sustaining an engaged employee culture
- **Well-Being website**: This newly developed website is comprised of well-being resources from across the enterprise into one, central location ([http://intranet.mayo.edu/charlie/well-being/](http://intranet.mayo.edu/charlie/well-being/)).
- **Well-Being Champions**: The champions play a vital role in supporting Mayo Clinic’s mission to promote lifestyle improvements that support good health and improve quality of life.
- **Workforce Learning**: Educational courses designed to enhance employees’ well-being and resilience at work and at home.
- **Enterprise challenges**: These challenges keep employees engaged with tasks to help them remain mindful of various domain-related information.

Voice of the employee
To meet the needs of the employees, the Well-Being Team worked with the Sirota Staff Committee to include additional questions about well-being that represent each of the domains in the 2017 All Staff Survey. This will serve as our baseline measurement tool for the team to align content and resources based upon employee feedback.
PUTTING INTO PRACTICE

To put well-being initiatives into practice and foster employee engagement, various campaigns were introduced. The campaigns highlighted below represent a holistic, innovative approach to well-being.

Well-Being with a Purpose

More than 2,400 Mayo Clinic employees participated in the Well-Being with a Purpose campaign, achieving goals to get physically active and secure $50,000 to support practice and research for our patients. Mike and Cathy Schultz of Kansas City, Missouri, are grateful patient benefactors who funded the launch of this campaign. In this campaign, employees were encouraged to sign up and choose from different patient stories, each representing a different area: Rob from Neuroscience, Sandy from Oncology, Kieran from Cardiovascular, Joseph from Transplant and a General Fund.

During the 4-week campaign, employees logged a total of 1.933 million minutes of physical activity via a new mobile app and burned more than 10.916 million calories. It was a great way for employees to get active while giving back to patients.

“Very cool that someone is donating money based on us taking care of our wellness. Anyone can benefit from this.” ~ Employee

Mystery Challenge

More than 3,000 Mayo Clinic employees participated in the Mystery Challenge. This campaign provided one challenge per day throughout the month of September. Each challenge was in relation to one of the six domains of well-being: physical, social, emotional, financial, meaning in work and work-life integration. The challenges were created to improve the well-being of the employees and could be applicable at work or home. Here are a few comments received about the challenge from participants:

“Thank you for providing this opportunity to staff. It was a reminder of how much Mayo Clinic cares about it’s employees and their well-being. Very well done!” ~ Employee

“These challenges were thought-provoking in many ways. One of my favorites was to check with local internet providers for savings on your bill, I am now paying $62 a month less with more channels.” ~ Employee

“I am so grateful to work for a company that is concerned with my quality of life not just at work, but outside of work as well.” ~ Employee
INTEGRATING ACROSS THE ENTERPRISE

This year, rather than having each region create their individual initiatives and content for their employees, the team came together to work as one. This allowed the regions to take inventory of what was being done, what was working and the feedback their employees were sharing in regards to well-being; thus creating an opportunity to integrate various programs across the enterprise.

Establishing an Enterprise Well-Being Website

A new website was established to bring the regions together. The Well-Being website is a one-stop resource for all employees to gather information for maintaining their health and well-being. This website hosts content for the Well-Being Champions, educational and course work opportunities, a Supervisor ToolKit to help support supervisors with wellness efforts in their work area, and a database of audio, video, and printed resources that anyone can utilize at work.

Well-Being Representatives for Each Region

To ensure all employees were represented, no matter their region, the team identified well-being representatives that could help run the Well-Being Champions program, region-based initiatives and provide support to the employees’ well-being needs. This allows the region representatives to collaborate together to produce the best content and campaigns to engage employees.
**INTEGRATING ACROSS THE ENTERPRISE**

**Workforce Learning**

Educational courses were developed to help employees with stress and burnout. These courses focus on the meaning in work and the work-life integration domains. Four classes were created including: Stress Management And Resilience Training (SMART), Practicing Gratitude, Mindfulness in Medicine, and Finding Purpose in Your Work. These classes were held in Minnesota and Wisconsin regions and will be expanding across the enterprise in 2018. New classes are also being created to support all six domains of well-being.

**Standardization with Branding**

A visual representation was created to highlight the integration of all the regions. The new look was designed by Mayo Clinic’s Human Resources (HR) creative media team. This look utilizes various elements within HR’s brand such as colors, font types, and stylistic photos. This brand standardization creates a voice of consistency within the website, emails, newsletters and resources.

**ROLE MODEL MOTIVATOR CHAMPION**

The primary roles of a Well-Being Champion include:
- Motivating others while being a role model for leading a healthy lifestyle
- Promoting employee well-being through active engagement with colleagues
- Creating and maintaining a “Well-Being Space” within their work area to share communications regarding well-being activities
- Attending scheduled Well-Being Champion meetings to help determine best strategies for offering program services to employees

What are the qualifications to be a Well-Being Champion?
- Obtaining your supervisor's support to participate
- Committing 1-5 hours of work time per month
- Communicating effectively and consistently within your work area(s)

Ready to get started? Visit [http://intranet.mayo.edu/charlie/well-being/](http://intranet.mayo.edu/charlie/well-being/) and select “Well-Being Champion” to complete your self-nomination form. It's that simple!

1 in 3 Mayo employees reported they were guided to new or improved lifestyle habits as a result of their champion (American Journal of Health Behavior, 2016)

Brandon, Well-Being Champion

"...the goal of a Well-Being Champion is to inspire and coordinate constructive change, providing programs that support a lifestyle change, and consistently model the behaviors that various wellness programs seek to impart."

"Intranet.mayo.edu/charlie/well-being/"
Nearly 6,000 total participants in the Well-Being With a Purpose Campaign and Mystery Challenge

38% increase in well-being champions across the enterprise

A four principle approach introduced to DAHLC members: Compassion, Respect, Safety, Privacy

36,540 visits to the well-being website

25% lower health care costs for frequent users+

8 DAHLC staff presented at a conference

1,243 employees signed up for a Workforce Learning course

992,990 visits by DAHLC members

+In 2016, frequent* users enjoyed 25% lower health care costs and a 14% lower Body Mass Index than infrequent** users, despite being about the same age and having about the same number of health conditions. The trends in this cross-sectional study have persisted over _ years and are statistically significant.

*frequent= ~14 DAHLC visits per month on average
**infrequent= ~1 DAHLC visit per month on average

FUN FACTS

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