

Total Worker Health® Case Study



WHO: City of Eugene, Oregon employing ~ 1,200 people ranging from firefighters and police to employees in parks, rec venues, libraries, public works and more.

WHAT: Desire to improve well-being of staff, while positively influencing health, safety and well-being of the community.

PROBLEM: Diverse needs and job hazards experienced by departments. Concerns about finances, chronic health concerns, trauma and mental health impacts on both staff and community members.

TWH SOLUTION: Comprehensive commitment to well-being, supported by top leadership: The Journey to “Be Well.”

NOTEWORTHY: Eugene was engaged in well-being initiatives even before the advent of TWH including the City Manager providing new employees copies of *Well-Being: The Five Essential Elements*.

Program or Initiative Components

First Year Effort

- This focused on an informal information-sharing campaign to create energy around TWH and communicate the value it could provide
- The risk team introduced TWH-related topics to the organization through a variety of communication channels
- implemented organization-wide “#wellbeingwednesday” communications

Movement Evolved Beyond Information Sharing

- Members of the executive team began sponsoring monthly well-being activities, initiatives, and programs.
- Sponsorship of monthly activities has now transitioned from the executive team to division managers
- By the end of the first year, employees had begun organizing around the opportunity to promote and invest in their journey to BeWell.

Initiative examples

- BeWell month sponsored by the finance director featured financial well-being and focused on using both personal and city credit cards (“Captain p-card”).
- BeWell committee began integrating the organization’s “competencies” into monthly programs
- Trauma informed practices instilled via departments. Example: Mindfulness room in library and consultant to planning staff, workshop for staff on assisting patrons and members of public who have experienced trauma, on-site access to Employee Assistance Program.

How to measure success? Key performance indicators

1. Employee surveys to gauge success and identify areas for improvement.
2. Track employer self-funded health plan experience to assist in evaluating and identifying targets and needs.
3. Staff turnover and recruitment measurements.