

# WELCOME



**UCI Wellness Ambassador**

**11:30 to 11:50 a.m. - Lunch & Networking**

# UCI Wellness Ambassador Quarterly Meeting

August 12, 2019

The logo for UCI Human Resources, featuring a stylized sunburst or starburst graphic behind the text.

**UCI** Human Resources





## UCI Wellness Ambassador

# Quarterly Meeting Agenda

11:30 to 11:50 am - Lunch & Networking

11:50 to 12:00 pm - *Welcome & Program Overview*

12:00 to 12:30 pm - UCI Staff Engagement

12:30 to 12:40 pm - Wellness Ambassador Updates

12:40 to 1:00 pm - Spotlights & Department Updates

**UCI** Human Resources

# UCI Wellness Strategy

**UCI's Strategic Plan includes creating a great work environment and culture:**

- 1) Strong Employee Engagement
- 2) Employer of Choice
- 3) Achieve Organizational Goals Through People

**UCI Human Resources Wellness Priority:**

Advance a culture of whole-person wellness for UCI employees.

# Advance a culture of whole-person wellness for UCI employees



# Wellness Ambassador Roles and Responsibilities



## Communication



## Drive Local Wellness Efforts

# Wellness Ambassador Tools & Resources

## Online

UCI HR Wellness Website – [hr.uci.edu/wellness](http://hr.uci.edu/wellness)

Ambassador Webpage - [sites.uci.edu/wellnessambassadors](http://sites.uci.edu/wellnessambassadors)

## Email

UCI Wellness Listserv Emails

Ambassador Listserv Email Updates

## In Person

Quarterly Ambassador Meetings 2019:

February

April

August

December

## Department Wellness Support

Contact your local UCI HR Wellness Team Member





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**UCI** Human Resources



# Employee Engagement on Campus



**UCI** Human Resources

# What is Employee Engagement?

A measurement of an employee's emotional commitment to an organization; it takes into account the amount of discretionary effort an employee expends on behalf of the organization.

# Engagement Drives Culture

Engagement is about the culture that we want. It is the exceptional experience we want to provide to our colleagues, patients, staff and community. Active engagement gets us there.

# Discretionary Effort



A little exercise on discretionary effort.

It's going above and beyond – not because you HAVE to, but because you WANT to.

# Why Engagement Matters

## WHY ENGAGEMENT MATTERS



**41%** less  
absenteeism



**70%** fewer  
safety incidents



**58%** fewer patient  
safety incidents



**17%** higher  
productivity



**10%** higher  
customer metrics



Lower Levels  
of stress



Lower Levels  
of anxiety and  
depression

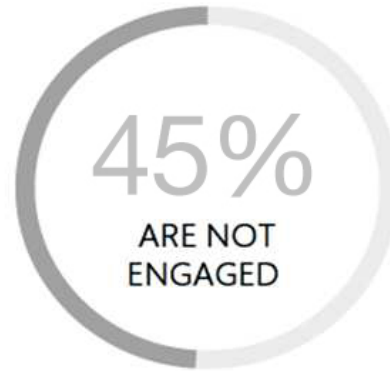


Lower Levels of  
bad cholesterol

# Three Types of Employees



These employees are loyal and **psychologically committed** to the company. They are more productive and more likely to stay with their company for at least one year.



These employees may be productive, but they are **not psychologically connected** to their company. They are more likely to miss workdays and more likely to leave.



These employees are physically present, but **psychologically absent**. They are unhappy with their work situation and insist on sharing this unhappiness with their colleagues.

# Our 2017 Engagement Baseline



**3.78**  
out of 5  
UCI Overall



**3.72**  
out of 5  
Medical Center



**3.84**  
out of 5  
Campus



**3.87**  
out of 5  
Health Sciences

**CURRENT**



**2**  
ENGAGED



**1**  
ACTIVELY  
DISENGAGED

**GOAL**



**5**  
ENGAGED



**1**  
ACTIVELY  
DISENGAGED

# What Have We Done Since 2017?



## We focused on our identified strengths & opportunities:

- Improve communication between leadership and employees
- Improve the way we handle change management
- Our pride in UCI in high
- Our teamwork within units is strong

## How we worked to improve staff engagement:

- Town Halls and Deep Dives
- ACHIEVE Goals
- Bright People, Brilliant Solutions
- Write On the Wall
- Dine with Leadership
- Meet the Chancellor's Cabinet
- Staff Service Awards
- Hospital Week
- Staff Appreciation Picnic
- Treat Cart



# UCI Engagement Ambassador Program

Does not mean what it did in 2017

Enterprisewide

Powered by staff

2-year commitment

Driving engagement throughout the year at the local level



# Campus Engagement Ambassadors

- **Promote & Champion** UCI engagement
- **Work** within their own units/departments
- **Support** and **participate** in engagement-related events throughout the year
- **Encourage** participation in recognition and engagement activities and programs
- **Initiate** local engagement activities

## Also asked to:

- **Attend** exclusive Engagement Ambassador events, trainings, and meetings
- **Commit** to serving a two-year term
- **Drive** a culture of engagement
- **Inspire** others to join



# EA & the 2019 Staff Engagement Survey



## The Staff Engagement Survey

A major part of employee engagement at UCI

It is the tool that gauges our engagement levels

The catalyst of our engagement initiatives over the next 2 years



## **2019 STAFF ENGAGEMENT SURVEY**

YOUR OPINION MATTERS. TAKE THE SURVEY.

# 80% PARTICIPATION

# Survey Benefits

## Provides an opportunity for staff to:

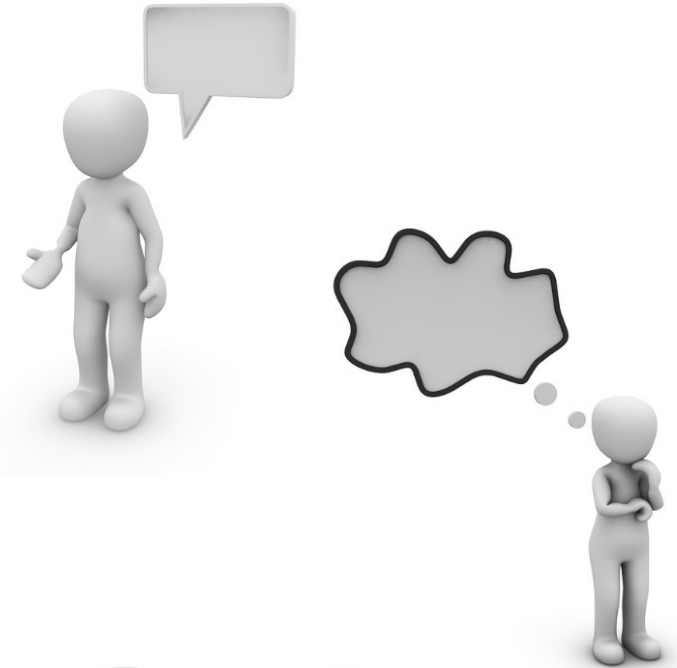
Voice their opinion and be heard

Feel valued because importance is put on understanding how they are feeling

Reflect on their level of engagement

Consider what is important to them to feel engaged in their role

Reflect on whether or not they are being developed & hopefully encourage conversations with their manager



# Closer look @ Survey Responsibilities

## Survey-specific

- Connect with people leaders
- Encourage Survey Participation
- Promote Survey Completion Opportunities
- Develop a local promotion strategy
- Answer questions
- Celebrate success



# Make Connections

## People leaders

- Help them inform their team members
- Talking points
- Letter template

## Influencers

- Wellness Ambassadors
- The department “networker”
- HR representative



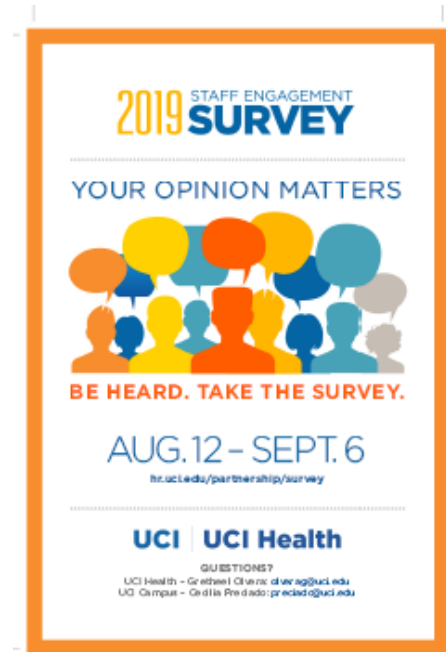
# Encourage Survey Participation

## Publicity Materials

- Postcards
  - Leader speaking points
- Posters
  - Common areas, exits, bathrooms

## Enhance the experience

- Ring pops = "I'm engaged!"
- Kit Kats = "Take a Break" Survey break
- Donuts = "Donut forget to take the survey!"





# Completion Opportunities

Survey Break (15 min.)



Staff Appreciation Picnic



# Develop a Strategy

## What works locally

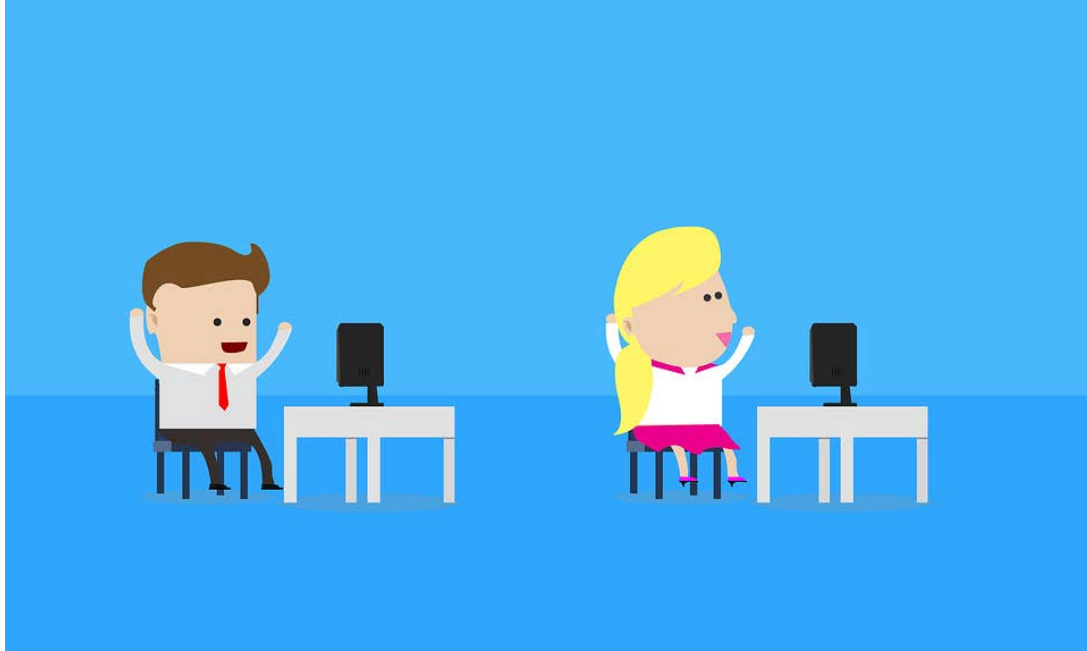
- Visiting team meetings
- Speaking at upcoming department retreats
- Hosting an info session

## Inspiration

- Treat cart visits by upper leadership
- Food incentives
- Visual completion tracking



# Celebrate Success



Recognize success

Take pictures

Share the story to inspire others

Be proud of your work!

# Resources

Ambassador Folders

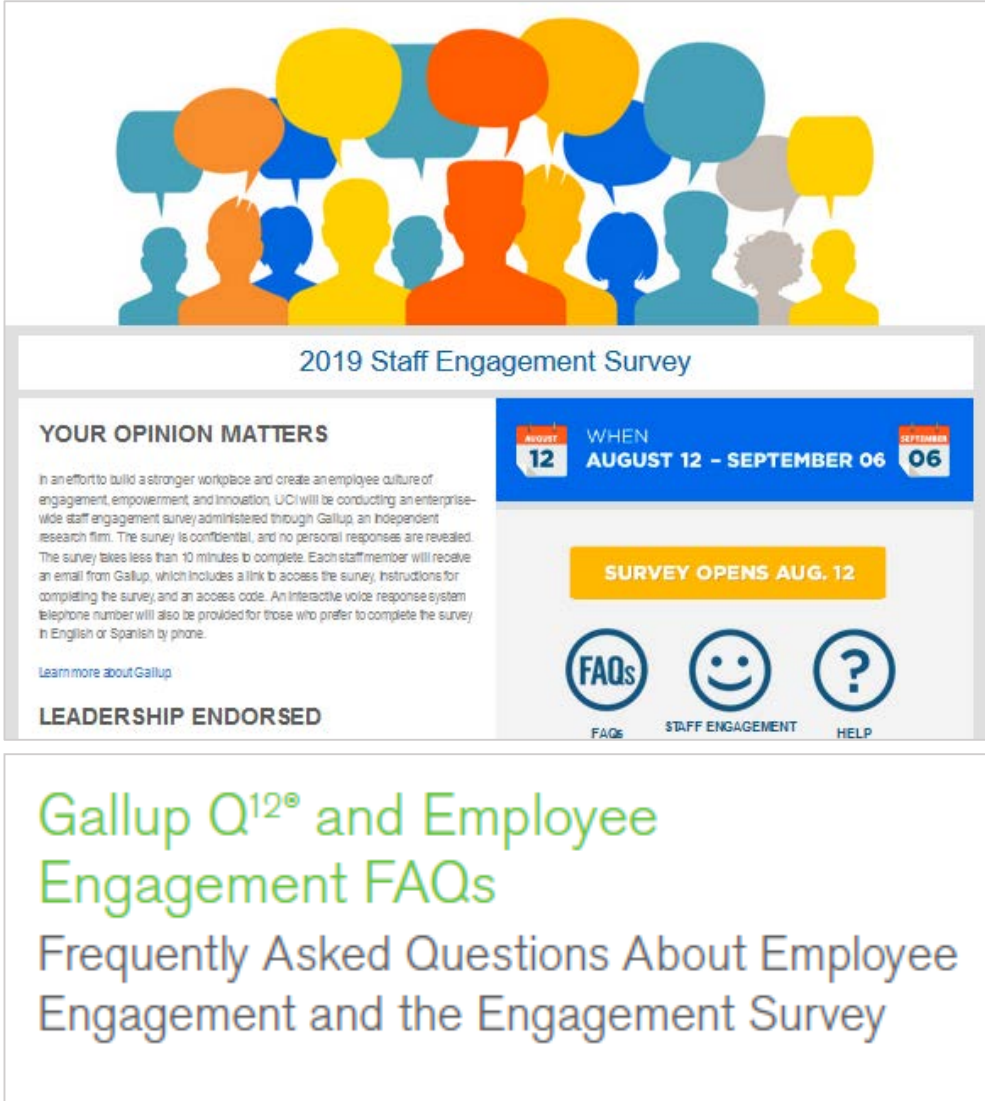
Gallup Guidance Materials

Publicity Materials

- Flyers & postcards available digitally
- Available in Spanish

UCI Staff Engagement Survey Website

- FAQ's, Ambassador Toolkit
- Ambassador List- **Help us grow!**



The image shows a banner for the 2019 Staff Engagement Survey. At the top, there is a graphic of diverse human silhouettes in various colors (blue, orange, yellow, grey) with colorful speech bubbles above them. Below the graphic, the text reads "2019 Staff Engagement Survey". Underneath, there is a section titled "YOUR OPINION MATTERS" with a sub-header "WHEN AUGUST 12 - SEPTEMBER 06". The main text describes the survey's purpose: "In an effort to build a stronger workplace and create an employee culture of engagement, empowerment, and innovation, UCI will be conducting an enterprise-wide staff engagement survey administered through Gallup, an independent research firm. The survey is confidential, and no personal responses are revealed. The survey takes less than 10 minutes to complete. Each staff member will receive an email from Gallup, which includes a link to access the survey, instructions for completing the survey, and an access code. An interactive voice response system telephone number will also be provided for those who prefer to complete the survey in English or Spanish by phone." Below this text is a yellow button that says "SURVEY OPENS AUG. 12". At the bottom of the banner, there are three circular icons: "FAQs" (with a question mark), "STAFF ENGAGEMENT" (with a smiley face), and "HELP" (with a question mark). The text "LEADERSHIP ENDORSED" is visible on the left side of the banner.

2019 Staff Engagement Survey

**YOUR OPINION MATTERS**

WHEN **AUGUST 12** - **SEPTEMBER 06**

In an effort to build a stronger workplace and create an employee culture of engagement, empowerment, and innovation, UCI will be conducting an enterprise-wide staff engagement survey administered through Gallup, an independent research firm. The survey is confidential, and no personal responses are revealed. The survey takes less than 10 minutes to complete. Each staff member will receive an email from Gallup, which includes a link to access the survey, instructions for completing the survey, and an access code. An interactive voice response system telephone number will also be provided for those who prefer to complete the survey in English or Spanish by phone.

**SURVEY OPENS AUG. 12**

FAQs STAFF ENGAGEMENT HELP

LEADERSHIP ENDORSED

**Gallup Q<sup>12</sup>® and Employee Engagement FAQs**

Frequently Asked Questions About Employee Engagement and the Engagement Survey

# Questions?





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**UCI** Human Resources

# Wellness Updates

## Health Risk Factors: UCI Campus Employee Data – 2018 Kaiser

Measure	Your results, Q2 2016 <sup>1</sup>	Your results, Q2 2018 <sup>1</sup>	Regional average	Industry average	National comparative data
Adult weight (body mass index)	62.8%	63.9%	74.9%	70.1%	68.7% <sup>3</sup>
Childhood weight	0.0%	0.0%	38.6%	57.8%	31.7% <sup>3</sup>
Exercise <sup>2</sup>	57.0%	56.5%	65.6%	63.0%	51.0% <sup>4</sup>
Prediabetes <sup>2</sup>	35.7%	26.8% 	31.6%	28.5%	37.0% <sup>4</sup>
Diabetes <sup>2</sup>	8.9%	6.1%	11.7%	8.7%	12.3% <sup>4</sup>
Cholesterol	32.8%	32.0%	32.5%	35.7%	31.7% <sup>5</sup>
Blood pressure	5.7%	6.8%	8.7%	7.7%	33.3% <sup>6</sup>
Smoking rates	4.3%	4.3%	8.6%	5.2%	19.0% <sup>7</sup>



# Wellness Updates

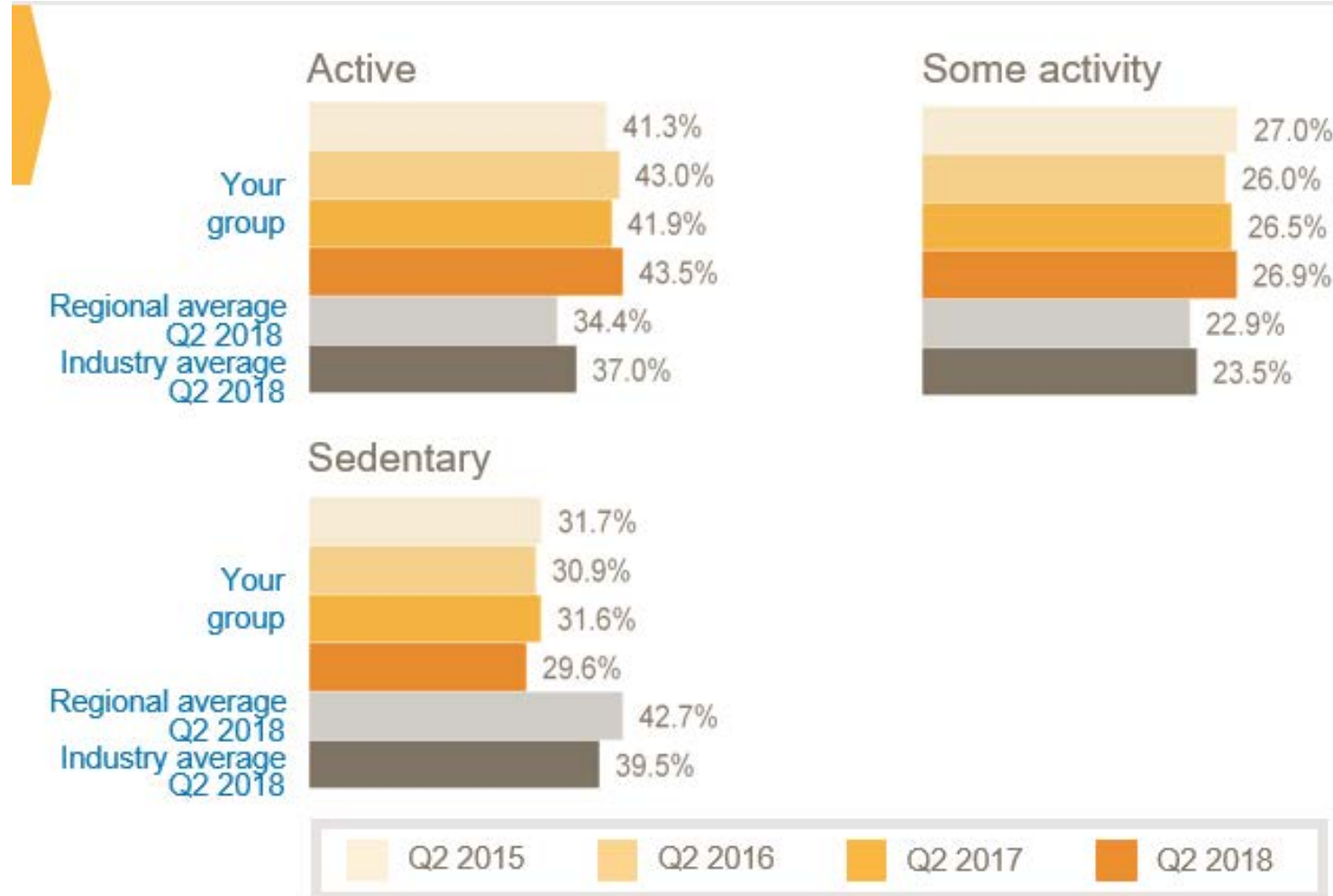
## Weight





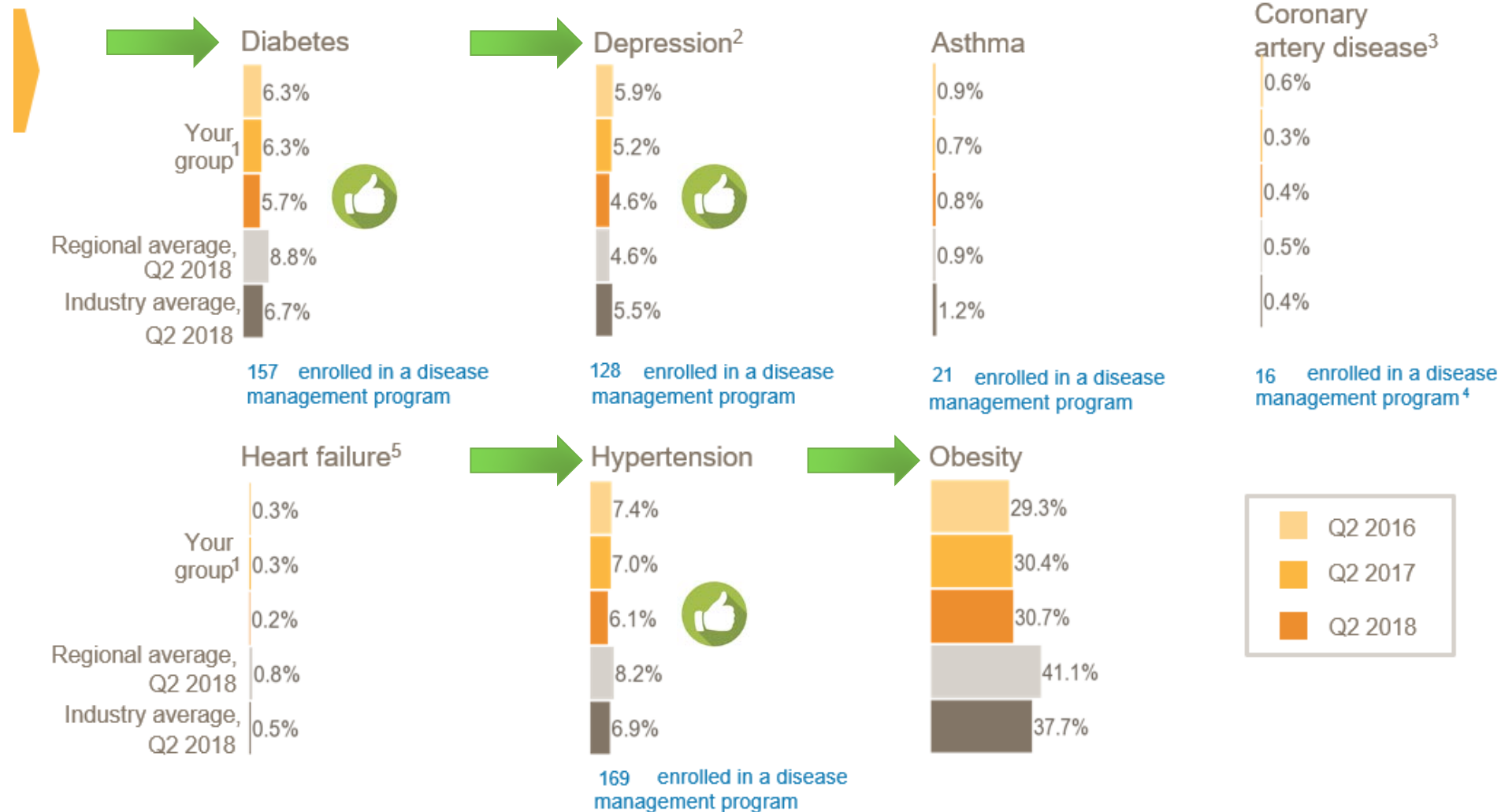
# Wellness Updates

## Physical Activity



# Wellness Updates

## Chronic Conditions: UCI Campus Employee Data – 2018 Kaiser



# Wellness Updates

## EAP Usage: UCI Data – 2018/19 ComPsych

**15%** Overall usage of the GuidanceResources program

### TOP ISSUES

#### **EAP:**

**33%** Psychological & Stress

**14%** Partner/Relationship

#### **FinancialConnect®:**

**20%** Income Tax Issues

**20%** Retirement Planning

#### **LegalConnect®:**

**19%** Landlord/Tenant

**14%** Divorce/Separation

#### **FamilySource®:**

**42%** Eldercare

**17%** Child Care: Infant/Toddler

# Wellness Updates

- Largest Campus UC Walks/Fair
  - Over 943 walkers and 2,100 total participants
  - 13, 1 –mile walks lead by UCI Leaders, Athletes, and Campus Reps
- 2019 Summer Staff Volleyball League set participation records!
- UCI Lactation Program Approved
  - Lactation room mapping, improvements, and expansion
- UCI Healthy Vending Policy Implemented by Fall
- Summer Fit Squad and Self-Defense Series run through 9/13
  - One-Day Self Defense Class at the UCI Medical Center: 8/24
- Webinar: From Couch to 5K: 8/21
- Employee Assistance Program Updates
  - New Burnout/Work-Life Balance Toolkit Available from EAP
  - EAP Trainings Available By Request
- WW: ends 8/29, starts 9/5 (\$) 
  - Contact WA: Chris Taylor, [cntaylor@uci.edu](mailto:cntaylor@uci.edu)



# Wellness Updates

## Coming This Fall

- **New\*** Mental Health First Aid Training for campus HR professionals: 9/10
- **New\*** Food as Medicine Series: TBD
- **New\*** Healthy Holiday Challenge: 11/18/19 – 1/10/20
- **New\*** Walker Tracker 'Challenge' Tool Pilot: TBD
- **New\*** UCI Chief Wellness Officer
- Flu Shot Clinic @ OE Fair: TBD
- Expanded/Extended Onsite UCI DPP Program
- Updated Wellness Website and Listserv for Employees



# Engagement Updates

- 2019 UCI Staff Engagement Survey: August 12 - Sept 6
  - <http://hr.uci.edu/partnership/survey/>
  - Survey Break – August 16 (3:00 – 3:15 p.m.)
- Upcoming Campus Engagement Opportunities
  - Staff Picnic – August 22
  - Meet the Chancellor's Cabinet – October
- Staff Service Awards Program
  - Gifts distributed to departments by August 30
  - Pictures will be posted soon
  - New Program Idea Campaign – Launches August 22
- UCI Campus Engagement Ambassador Nominations – Ongoing





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 Human Resources

"I would like to see more  
**campus-wide walking  
events and groups."**







“More **program toolkits** and maybe a **listserve** to communicate and collaborate with other wellness ambassadors with questions, ideas.”



“I would love more information and resources to help promote the **catastrophic leave program** to my co-workers.”

“I would love to **hear**  
**what other departments**  
**are doing”**



# Department Wellness Updates



# Next Steps

**Announce your role**

**Establish your communication channels**

**Assess and plan:** Start thinking of ways you can engage your leadership and co-workers to incorporate wellness into your unit or department

**Set a goal:** Set a goal for yourself as a wellness ambassador and communicate it to your supervisor. If you are using ACHIEVE, be sure enter and mark it as an engagement goal

**Complete The 2019 UCI Wellness Ambassador Mid-Year Check-in**

**Take/Support/Promote the 2019 UCI Staff Engagement Survey**



We're here to  
**help.**

**UCI** HR | Wellness  
Empower People Success



[hr.uci.edu/wellness](https://hr.uci.edu/wellness)

[sites.uci.edu/wellnessambassadors](https://sites.uci.edu/wellnessambassadors)

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