

# Health & Wellness

## Value. Choice. Engagement.

USNH

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## The NH Purchasers Group on Health launches the NH Hospital Scorecard

The NH Purchasers Group on Health has created the New Hampshire Hospital Scorecard in response to the need for more information about the cost and quality of health care in New Hampshire. As one of the four largest public entities in New Hampshire, the University System of New Hampshire wanted to highlight the quality and cost of care in our state, while also working to improve quality where lacking.

The NH Hospital Scorecard is our first attempt to highlight the quality of care at our hospitals and to get the public and organizations that provide medical care talking about what can be done together to improve quality and cost. Below is a partial view of the scorecard.

For the complete New Hampshire Hospital Scorecard, visit [www.nhghscorecard.org](http://www.nhghscorecard.org)

### Talk to your pharmacist about generic alternatives

In our last newsletter, we showed how a modest increase in the use of generic drugs by Harvard Pilgrim members could save the USNH more than \$500,000 per year. You may have also received a letter at home from Harvard Pilgrim about generic alternatives for your medications.

Generics are just as safe as brand names. The Food and Drug Administration mandates that all generics have exactly the same chemical make-up as the brands they copy. Did you know that in every state the pharmacist can substitute for a generic without having to ask a doctor's permission? However, pharmacists must ask you first. Talk it over with your pharmacist and take the generic. For more information on generics, visit Consumer Reports at [www.consumerreports.org/health/best-buy-drugs/index.htm](http://www.consumerreports.org/health/best-buy-drugs/index.htm)

New Hampshire Hospital Scorecard June 2009	Best*		Worse → Better		Lower → Higher	
	Patient Experience	Patient Safety	Select Clinical Quality	Cost Index		
<b>MARY HITCHCOCK MEMORIAL HOSPITAL</b> One Medical Center Drive, Lebanon 03756	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★★	
<b>CONCORD HOSPITAL</b> 250 Pleasant Street, Concord 03301	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★	
<b>WENTWORTH-DOUGLASS HOSPITAL</b> 789 Central Avenue, Dover 03820	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★	
<b>CATHOLIC MEDICAL CENTER</b> 100 McGregor Street, Manchester 03102	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★★	
<b>MONADNOCK COMMUNITY HOSPITAL</b> 452 Old Street Road, Peterborough 03458	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★	
<b>SOUTHERN NH MEDICAL CENTER</b> 8 Prospect Street, Nashua 03061	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★	
<b>EXETER HOSPITAL INC</b> 5 Alumni Drive, Exeter 03833	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★★★★	
<b>ALICE PECK DAY MEMORIAL HOSPITAL</b> 125 Mascoma Street, Lebanon 03766	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★	
<b>LITTLETON REGIONAL HOSPITAL</b> 800 St. Johnsbury Road, Littleton 03561	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★★	
<b>ST JOSEPH HOSPITAL</b> 172 Kinsley Street, Nashua 03061	Overall Recommend	National Survey	Heart Attack Heart Failure	Pneumonia Surgical Infection	★★	



# One Department Rallies Around Each Other

## in support of healthy lifestyles.

**A**n employee submitted a story via the USNH Health and Wellness website under, "Tell us your Health and Wellness Story." The department requested anonymity, so I will share the story without identifying the group.

It began when one member of the department joined Weight Watchers and started to lose a noticeable number of pounds. Others joined Weight Watchers at Work and, informally, they began to talk about recipes and the exercise programs they used. Soon, other department members embarked on the Harvard Pilgrim Gym program, which is free to faculty or staff that have HP medical coverage and work-out at least eight times a month. Other colleagues began using the Harvard Pilgrim activity cards to keep track of their exercise programs while earning rewards. Most of the department participated in one or more of the following USNH Health & Wellness programs: Healthy Returns, StressEraser, LifeLine Screening and/or created supportive partner-

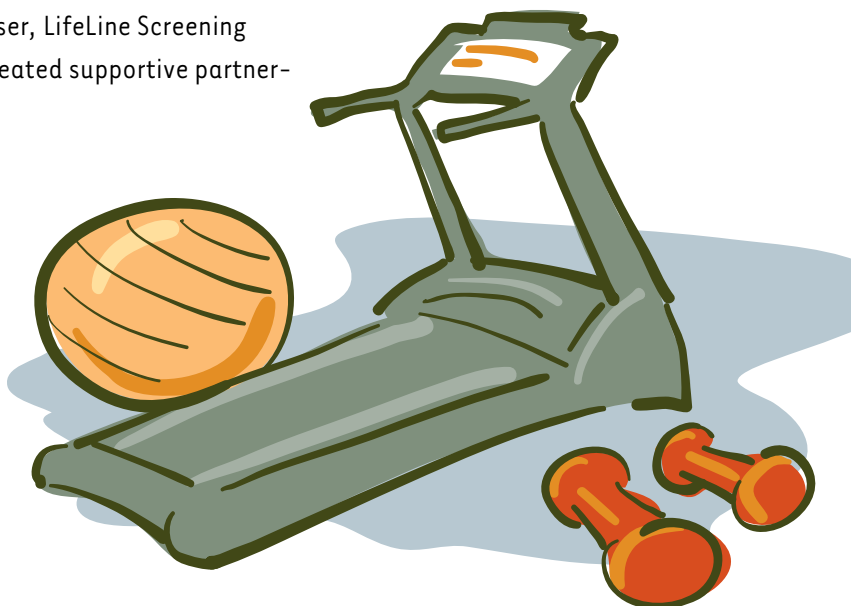
ships with Wellness Coaches from APS Healthcare, the USNH Employee Assistance Program Provider. Every individual in the 20-person office participated in some form of health or wellness activity beginning January 1, 2009. Individuals not participating in the formal Weight Watchers at Work program were also shedding pounds by balancing food intake with exercise. The office was in a process of quiet transformation as the group did not speak about the individual behavioral changes taking place until around the third month. An informal support network evolved as people shared ideas supporting one another as they engaged in a new wellness lifestyle. **Close to 400 pounds was lost** among employees in this department. Since then people have registered to participate in one of the campus walking programs and received a pedometer and walking log to help them track their progress.

Every department within USNH has the opportunity to create its own supportive network. Since we all spend one-third of our time at work, why not spend it supporting each other in healthy lifestyles?

Changes may include programs such as Weight Watchers at Work or Wellness Coaching. Identifying risk factors is the first step in making significant changes in one's health. Healthy food choices, a regular exercise program, reducing stress and not smoking are four important lifestyle choices that create healthy bodies. Regular check-ups are also important.

I encourage you to engage in a wellness lifestyle. The benefits of feeling better, looking better and creating a healthier you are the end results.

– **Nancy Puglisi, Ph.D.**  
USNH Director of  
Organizational Wellness



## Tell Us Your Health & Wellness Story...

Have a tip you'd like to share? A story that would inspire others? Made a lifestyle change? Send us a few lines describing your experience, tips, or thoughts on what health and wellness means for you. Go to [www.usnh.edu/hr/health-wellness/share.html](http://www.usnh.edu/hr/health-wellness/share.html) to share your Health & Wellness Story.

# Simple Steps to Feel and Look Your Best

**N**ow is a great time to focus on renewing your commitment to improving your health and fitness. Here are some simple actions you can take to help you feel and look your best:

## Eat, Drink...

- ▶ Eat at least five servings of fruits and vegetables each day.
- ▶ Include fiber in your diet. Aim for at least 20 to 35 grams per day.
- ▶ Eliminate trans fats, also known as hydrogenated oils, in your diet.
- ▶ Eat foods rich in omega 3 fatty acids such as walnuts, salmon, and flax seeds.
- ▶ Limit foods and beverages with sugar listed as one of the first two ingredients. Sugar is sometimes listed as corn syrup, dextrose, or fructose.
- ▶ Replace white bread, rice, and pasta with 100% whole grain alternatives.

## And...

- ▶ Increase physical activity to 30 minutes a day. (Don't forget for those with HP Coverage you can earn rewards for working out via the Wellness Connection Program)
- ▶ Follow a strength training routine (e.g. exercise bands, weights) 2-3 times a week.
- ▶ Add an activity by taking the stairs instead of the elevator, parking at the far end of the lot, and walking over to talk to a coworker instead of calling or using e-mail.
- ▶ Remember to include stretching in your exercise routine.

## Be Merry!...

Learn to say "no" to excessive demands on your time.

- ▶ Maintain a support system of family and friends.
- ▶ Take time to do something you enjoy daily.
- ▶ Learn a relaxation technique such as meditation.
- ▶ Get 7 to 8 hours of sleep per night.

## Prevent skin cancer with sun safety strategies.

**I**t is a good time to remember that the best way to prevent skin cancer is to protect yourself from the sun.

Unfortunately, though, the rate of new skin cancer cases continues to rise each year. Melanoma, the most deadly form of skin cancer, can spread rapidly. It's important to follow preventative measures and to know what to look for in order to prevent skin cancer from developing.

The most common sites for skin cancer are on the head, neck and torso. You're at greater risk for skin cancer if you have fair skin that freckles or burns easily. The good news is that skin cancer can be highly curable and easily preventable if detected early.

## What steps can I take to protect myself?

- ▶ Protect yourself when possible; avoid direct sunlight between 10 a.m. and 3 p.m.
- ▶ Wear protective clothing such as a broad-brimmed hat and a long-sleeved shirt when working or relaxing outside.
- ▶ Apply a sunscreen lotion with a sun protection factor (SPF) of 15 or higher 30 minutes before going outside.
- ▶ Reapply sunscreen every two hours and after swimming or sweating.
- ▶ Avoid sun lamps and tanning booths.
- ▶ Do a complete self-examination of your skin at least once a month. Be sure to have someone check the areas you can't see such as your back and scalp.

## What do I look for when I check my skin?

Early detection is critical when it comes to skin cancer. A cancerous growth is irregular in shape, unlike a mole which is round and symmetrical. If the border is jagged, not clearly defined, notched or indistinct, it's suspicious. A mole or sore six millimeters or larger (about the size of a pencil eraser) is abnormal.

If you have a sore or mole that bears one or more of these features or have any questions with regard to skin abnormality, contact your primary care doctor.

## Where can I find out more about sun safety and skin cancer?

National Cancer Institute  
[www.cancer.gov](http://www.cancer.gov)

Skin Cancer Foundation  
[www.skincancer.org](http://www.skincancer.org)

# Healthy Returns Results



This spring marked the third Healthy Returns Program session. New participants set goals, while returning participants measured their progress. Goals were focused on five areas – Blood Pressure Control, Weight Management, Cholesterol Management, Glucose Management and Smoking Cessation. New this spring, Healthy Returns program participants will receive Wellness Coaching to help achieve their new or ongoing goals through APS, the USNH Employee Assistance Program vendor, and through Harvard Pilgrim’s nurse care manager.

## Quick facts about the Spring 2009 Healthy Returns program:

- ▶ Total number of participants: 888
- ▶ Participating locations: Dunlap Center, University of New Hampshire, Plymouth State University, Granite State College, Keene State College and UNH Manchester
- ▶ Health areas targeted: blood pressure, body mass index, cholesterol, glucose and tobacco use
- ▶ Number of returning participants who met their health goals: 589

## Wellness Coaching Program

USNH, in partnership with APS Healthcare, launched a new Wellness Coaching Program January 1, 2009 as part of the Employee Assistance Program to keep employees feeling on top of their game. We want employees to feel good physically and mentally. USNH/APS provides individualized wellness coaching to help employees learn how to improve their health and quality of life. Wellness coaching typically addresses such goals as tobacco cessation, weight, stress management and nutritional counseling. Wellness Coaching includes a personal wellness coach – a professional nurse, a dietician, and/or a counselor. The coach works directly with an employee to provide support, education, resources and information.

## Why should you enroll in Wellness Coaching?

- ▶ APS Healthcare has a team of nurses, dietitians and counselors who can help you learn how to improve your health and quality of life.
- ▶ APS Healthcare helps you find answers to your health questions and resources in your community.
- ▶ APS Healthcare helps you focus on lifestyle behavior changes.

## After you enroll, your Wellness Coach will...

- ▶ Assess your health care and resource needs.
- ▶ Follow up with you at agreed upon times.
- ▶ Help answer your questions related to lifestyle behavior changes.
- ▶ Help you improve your health and quality of life.

## To Enroll, Call APS Healthcare

1-800-424-1749 or visit the website: [www.apshelplink.com](http://www.apshelplink.com)

Access code: **USNH**



## Summary: Healthy Returns Results

Goal Area – Set in Fall 2008	Number that Set and Reached Healthy Goal
Cholesterol	80 out of 130
Blood Pressure	96 out of 121
Glucose	25 out of 26
Healthy BMI	44 out of 111
Weight Loss*	336 out of 496
Stopped Smoking	8 out of 19

\*Total Weight Loss = 1,994 lbs with the highest individual weight loss of 52 lbs.



## Weight Watchers At Work & Campus Walking Programs


This past year three campuses engaged in Weight Watchers at Work. As a result of the Healthy Returns program offered in the Fall of 2008, 74 people became motivated to join WW and lose weight (with an average weight loss of 17 lbs). Faculty and staff from the University of New Hampshire, Plymouth State University and the Chancellor's Offices participated in Weight Watchers at Work. Granite State College encouraged employees to use the Weight Watchers program online or participate in other Weight Watchers meetings offered throughout the state. Keene

State College participated in the Keene Health Challenge with other city organizations. The USNH Health and Wellness program provided log books and pedometers as the campuses created their own walking programs. This spring over 300 people walked in three campus organized programs and in Concord to support Governor Lynch's challenge to "Get Active".

All of the campuses have accepted the challenge that began at the University System of New Hampshire in 1982 to lead healthier lifestyles. Today our mission of "**Value, Choice and Engagement**" is to support faculty and staff members as they begin or continue to create healthier lives.

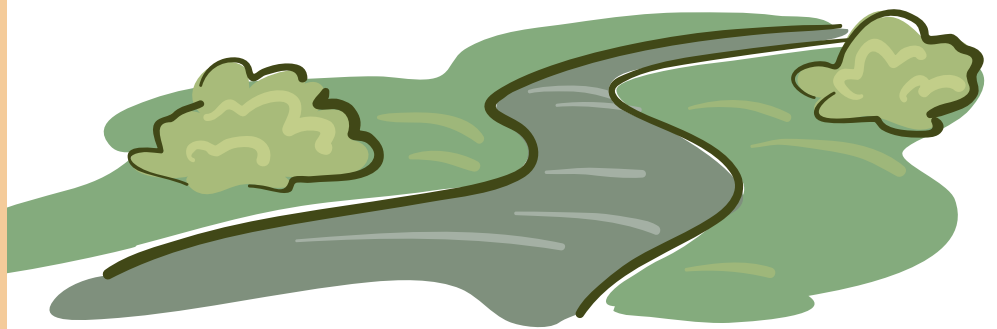
Visit our website for more information:  
[www.usnh.edu/hr/health-wellness](http://www.usnh.edu/hr/health-wellness)

## Fall 2009 Healthy Returns Program Dates/Locations

	
Location	Date
Dunlap Center	Oct 20
UNH	Oct 21
GSC	Oct 22
UNH-M	Oct 26
UNH	Oct 28
PSU	Oct 29
KSC	Oct 30

### Healthy Returns Spring 2009 Nintendo Wii Raffle Prize Winners!

- ▶ Dottie Bauer – KSC
- ▶ Wendy Burnham – PSU
- ▶ Lauren Dews – USNH
- ▶ Mike Toepfer – UNH



## A Harvard Pilgrim Nurse Care Manager

is nearby when needed.

Harvard Pilgrim's nurse care managers, as part of the *Prepared for Care* program, help you and your family navigate the sometimes complicated world of health care. If you are enrolled in HP, you are eligible to utilize this service. Whether you need decision support for a test or treatment, have chronic medical conditions or are

scheduled for a specific surgery, nurse care managers help to ensure you have what you need to reduce complications and keep you in the best health possible. Every member who could benefit from the personal support of a dedicated nurse care manager has access to one simply by calling Member Services.

### How to contact the Nurse Care Manager

- ▶ Our *Prepared for Care* nurse care manager: **Judy Asci**, R.N., M.S.N.
- ▶ Call **(888) 888-4742**, Monday-Friday, 8:30 a.m. to 5:00 p.m.
- ▶ Dial **ext. 69512** or say "**USNH.**"
- ▶ If you leave a message for the nurse care manager before 4:00 p.m., Monday through Friday, you will receive a return phone call by the end of business that day.

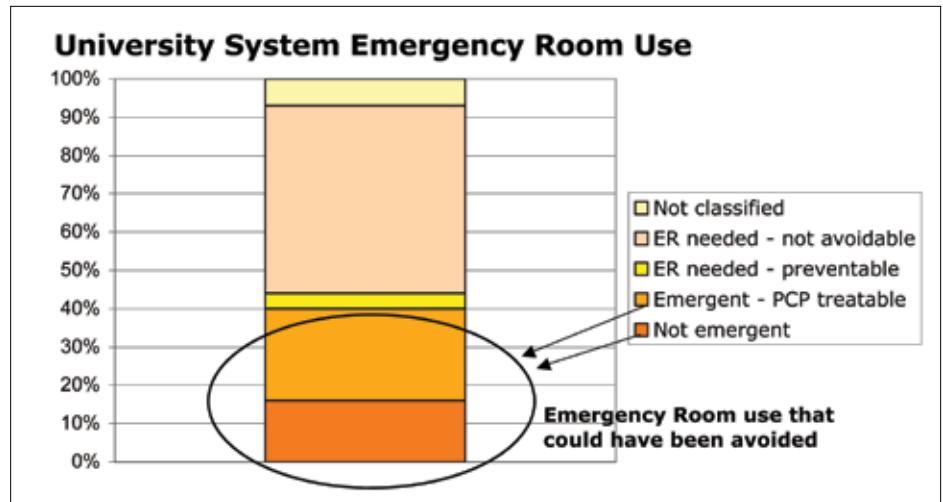
# Using the Emergency Room Wisely

**A** recent study by Harvard Pilgrim Health Care found that 16% of our emergency room use was for non-emergent reasons and 24% was emergent, but could have been more appropriately treated by a primary care physician. **If these services had been treated by a primary care physician or through self-care (i.e., WEB MD and other resources), the USNH would have saved nearly \$400,000 in unnecessary costs.**

Care in an emergency room is the most expensive type of care. Save yourself not only money, but the time and stress of waiting in the emergency room. If you feel you have a life-threatening condition, call 911.

If you aren't sure, call your PCP to be directed where to go for care. In addition, you can use the health library option at [www.usnh.edu/hr/health-wellness/manage-health.html](http://www.usnh.edu/hr/health-wellness/manage-health.html), clicking onto "Symptom Checker."

## Choosing wisely can improve your quality of life!



## USNH Health & Wellness Factoids

Number	Program/Benefit	Brief Description
888	Faculty and staff participated in the <b>Spring 2009 Healthy Returns Program.</b>	Biometric screenings to detect 5 potential problem areas.
1,378	Individuals with <b>Fitness Club Memberships*</b> .	Eligible for up to \$500 benefit per year (payable to participating health clubs) for a health club membership.
140	Individuals used the <b>Health Education Benefit*</b> .	Reimbursement for taking courses (i.e., Weight Watchers) to learn health and wellness techniques.
335	Individuals received <b>Rewards for working out*</b> . The total rewards made to this group were 1,814.	Receive rewards (i.e., gift cards) for being active!
188	Individuals participated in the <b>Life Line Screening Program.</b>	Noninvasive tests to detect risk factors for stroke, aneurysms, and heart disease.
1,317	HP subscribers have <b>HP Connect Accounts</b> ▶ <b>217 dependents have HP Connect Accounts.</b>	Round the clock online access to plan information and personal health records information.
679	Employees participated in the USNH Health & Wellness <b>Stress Eraser Program.</b>	Biofeedback tool that helps cultivate emotional balance and develop mental fitness.

\* You are eligible to participate in the Club Membership, Health Education and Member Rewards programs if you are a USNH subscriber with Harvard Pilgrim Health Care of New England. Visit our website <http://www.usnh.edu/hr/health-wellness/get-active.html> for more information about the Wellness Connection program benefits.

# WELLPAC Committee (Wellness – Promotion, Activity, Commitment)

The USNH WELLPAC Committee was formed in April of 2008 with the intention to “foster a vibrant, healthy climate as a means to create healthier lifestyles, while decreasing the risk of disease and health care expenses for the individual and USNH.”

Wellness teams are important as they are the leaders who communicate the need for wellness lifestyles throughout the organization. Goals include improving the faculty and staff members’ well-being, enhancing their quality of life, creating a stronger sense of community, increasing participation in wellness programs/ activities and expanded awareness of healthy lifestyle behaviors and the subsequent benefits. The members of WELLPAC and the campus wellness teams serve as leaders who communicate the need for healthy lifestyles

throughout the University System. As wellness ambassadors they work to promote, support, publicize and implement System-wide and campus-wide health and wellness initiatives.



**Front Row:** Stacey Silva, UNH-M; Susan Strogon, USNH; Beth Dalzell, GSC; Nancy Puglisi, USNH; Maggie Hyndman, USNH;  
**Back Row:** Debbie Wood, USNH; Chris VanHorn, UNH; Susan Poole, USNH; Lauren Dews, USNH; Chuck Bagley, GSC; Karen Crawford, KSC; Karen Schaffner, PSU.

# What is the Employee Assistance Program (EAP)?

The Employee Assistance Program is a confidential, professional support service and referral program administered by APS Healthcare for the University System of New Hampshire. It is designed to assist you and your family members cope with a wide range of personal and work-related problems such as: **Stress/Anxiety, Parenting, Aging,**

## **Grief, Finances, and Depression.**

The EAP has been established to help you resolve personal problems in their early stages. Participants and their eligible dependents have access to six (6) sessions at no charge. Services are available 24 hours a day, 7 days a week. EAP professionals will provide you with a comprehensive assessment and con-

sultation and will act as your advocate to coordinate appropriate treatment for you and your eligible dependents. Your decision to use the EAP benefit is voluntary and confidential. To schedule an appointment, simply call **1-800-424-1749**.

