

# Healthy KC Mentor Guide and Directory



IN PARTNERSHIP WITH BLUE CROSS AND BLUE SHIELD OF KANSAS CITY

# Congratulations on taking the first step in your organization's wellbeing journey!

This guide is meant to help you put a process in place in order to continually improve your wellbeing plan for your employees. If further or specific assistance is needed, we recommend you reach out to a Healthy KC Mentor.

# Wellbeing Implementation Plan Overview:

## 1. Identify Current Plan

- a. Focus on the pillars
  - i. Personal Health Resources
  - ii. Psychosocial Work Environment
  - iii. Enterprise Community Involvement
  - iv. Work Environment
- b. In addition to the above pillars, take a holistic approach in the following areas of wellbeing:
  - i. Physical - Having good health and enough energy to get things done on a daily basis
  - ii. Mental - Your thoughts and feelings and how to cope with ups and downs of everyday life
  - iii. Social - having strong relationships and love in your life
  - iv. Financial - Effectively managing your economic life
  - v. Career - How you occupy your time or simply liking what you do every day
  - vi. Community - The sense of engagement you have with the area where you live
- c. List out any initiatives, programs, policies, and challenges you have done in each of the areas mentioned above.
- d. What have you done in the past/currently that has been successful? Not successful?
- e. Include Wellbeing in yearly company survey
  - i. It is recommended to have the survey done by a third party

- ii. When completing the survey, leadership has to communicate in a way that is inclusive of employees and allows them to feel part of the process
- iii. Do not incent employees to complete the survey
- iv. Do not deploy a survey if you don't plan to both communicate the results and do something productive with the results
- v. Explicitly link any change and improvement efforts to survey feedback
- vi. Don't over-survey employees. Our recommendation is no more than twice per year.
- vii. Ask what they are interested in, what they'd like to change, and how willing they are to take action this year

## **2. Analyze Data**

- a. After getting data back, outline what are areas that would be beneficial to focus on during the year
- b. Include HR data such as turnover, employee referrals, demographics, sick days, disability claims, etc.

## **3. Strategic Planning Alongside Stakeholders**

- a. Using information on what you currently have available alongside employee needs, begin to structure out your year
- b. Set goals according to organizational needs
  - i. Develop a mission/purpose statement that helps guide wellbeing efforts and initiatives
- c. Stakeholders are individuals who are leaders in both title and actions.

- i. Great way to establish who will be your champions of wellbeing among employees

#### **4. Leadership Alignment**

- a. Being able to communicate what the plan is to leadership, why it is important, and any expectations of them.
- b. Enhance self-awareness
- c. Build effective thinking skills
- d. Develop and foster quality relationships so others can grow
- e. Grow the organization

#### **5. Create Supportive Work Environment through Design-Built Environment**

- a. Effective communication
- b. Look at what you're currently offering to your employees from a health standpoint within the organization
  - i. Ergonomics
  - ii. Healthy vending
  - iii. Tobacco free workspaces
  - iv. Easy access to water
  - v. Well lit stairs and walking trails
  - vi. At-home work stations and possible sit/stand desks
  - vii. Natural light
  - viii. "Green" initiatives
- c. Create a wellbeing team

#### **6. Foster Internal Change Behaviors & Reward/Recognition**

- a. Promote healthcare consumerism
  - i. Making better decisions regarding seeking care

- ii. Being an advocate for your own quality care
  - iii. Leverage available resources (EAP, health plan resources, website resources, etc.)
- b. Utilize reward-based programs wisely
- c. Recognize employee efforts within 7 days, and possibly again afterwards as a featured communication
- d. Provide coaching for employees
- e. Participate in Healthy KC certification process to recognize organizational commitment to wellbeing

## **7. Implement Quality Programs, Initiatives, & Resources**

- a. Career - mentoring programs, training & development opportunities, employee recognition, career path planning
- b. Enterprise Community Involvement - Volunteer PTO benefit, company-sponsored charitable events, environmental/green initiatives, company-sponsored community help initiatives
- c. Work Environment - Natural lighting for workspace, energizing color schemes, home work station subsidization, decorating budget for employee workspace customization, green spaces and support (recycling bins, waste management, etc.)
- d. Financial - retirement plans, company-paid disability, financial budgeting programs and resources, bonus opportunities, emergency funds for employees
- e. Personal Health Resources - promote healthy lunch alternatives, healthy vending options, sending

healthy meal care packages, providing information around food struggles facing your demographic

- f. Psychosocial Work Environment – life purpose and resiliency workshops, mindfulness training, relaxation areas and time, Employee Assistance Programs (EAP), regular mental health days promoted, parenting seminars, webinars involving elder care, providing resources for childcare/teaching, flexible work hours, flexible work-at-home options
- g. Physical – wider variety of healthy food options, 100% coverage for preventative care, workshops on eating and positive body image, physical challenges, company sports teams reimbursement/sponsorship, standing/walking meetings, steps challenges, participating in corporate challenge
- h. Social – adoption assistance, communication classes, PTO, maternity/paternity leave, social events/outings, nursing mother’s room/time, team outing budget
- i. Tobacco Cessation – Tobacco free workspace, Tobacco cessation support including subsidization, on-site NRT (Nicotine Replacement Therapy) options

## **8. Monitor Results and Continually Adjust**

- a. Use quality and timely evaluation to navigate your journey
- b. Communicate your wellbeing journey to employees, board members, and any other stakeholders
- c. Go back to step 1 and repeat yearly to continually improve and monitor results

# Mentor Guide Overview:

The goal of the Healthy KC Mentor Program/Guide is to help connect KC metro area employers who are striving to improve their health and wellness programs with local companies with a proven record of success in the health and wellness space; specifically, within the Healthy KC certification and these four pillars: Personal Health Resources, Psychosocial Work Environment, Enterprise Community Involvement, Work Environment.



## **What You Can Expect from a Healthy KC Mentor Company:**

- All mentor companies are Healthy KC certified at the platinum level from the most recent certification year.
- Mentor companies are committed to investing their time to aid in the support and development of the companies they are mentoring.
- Mentor companies will coach, empower and support their mentee companies by sharing information, knowledge, and resources.
- Mentor companies are committed to providing feedback, exchanging ideas, or problem solving with their mentees.

## **Steps for Connecting with a Mentor Company:**

1. Review the list of mentor companies from the Mentor Directory on page 11. The list is broken down by the pillar of health each mentor company scored highest in and by the size of the company. All mentor companies are Healthy KC Platinum certified and each score the highest marks allowed under the pillar they represent. Some companies are listed under multiple pillars of health, as they scored high in multiple areas.
2. Select a company to contact based on specific areas or pillars of health you're looking for guidance and counsel on.
3. Send email to point of contact listed for the company to arrange an initial meeting. Be sure to let them know the specific areas or pillars of health you are looking for their help in.

4. Once you have heard back from the company, you're ready to go.

The format and cadence of your mentor/mentee meeting(s), whether in-person, video conference, phone, email, are at your discretion. Prior, during, and after your meeting/conversation, we encourage:

- **DURING MEETING:** The mentor to share a brief overview of their company's health & wellness program, specific programs or initiatives their company focuses on under each of the five pillars of health, any ideas for tools or resources available to the mentee company, and if meeting in-person, provide mentee company with a tour (highlighting specifics related to your health & wellness program).
- **PRIOR/DURING MEETING:** The mentee to come prepared with targeted questions and a general idea of the take-aways you would like to leave the meeting/conversation with.
- **AFTER MEETING:** Both parties to email Healthy KC Mentor Committee Contact, to let them know 1) that the meeting took place, 2) what was the most/least beneficial part of the meeting, and 3) any ideas or suggestions for improvement.



# **Healthy KC Mentor Directory**

## PILLAR: PERSONAL HEALTH RESOURCES

MENTOR COMPANY	POINT OF CONTACT	EMPLOYEE COUNT
American Heart Association	Erin Gabert erin.gabert@heart.org	1-100
Co Culture	JT Galloway jt@coculturellc.com	1-100
Girls on the Run KC	Jamie Paget jamie.paget@gotrkc.org	1-100
Global Prairie	Kirsten Green kirsten.green@globalprairie.com	1-100
Pro Athlete Inc	Austin Hall ahall@proathleteinc.com	1-100
Kansas City University	Liz Zeller ezeller@kansascity.edu	101-500
CACU	Debra O'Bryan dobryan@cacu.com	501-1,000
National Association of Insurance Commissioners	Tiffany Snead tsnead@naic.org	501-1,000
AdventHealth	Lisa Underwood lisa.underwood@adventhealth.com	1,001-5,000
Blue Cross and Blud Shield of Kansas City	Michelle Carmichael michelle.carmichael@bluekc.com	1,001-5,000

GEHA	Ashlee Zeiler ashlee.zeiler@geha.com	1,001-5,000
Hallmark	Laura Battle laura.battle@hallmark.com	1,001-5,000
TVH Parts	Lucy DelSarto lucy.delsarto@tvh.com	1,001-5,000
Black & Veatch	Amber Matthias matthiasaj@bv.com	5,000+
Cerner	Caitlin Rexhaj caitlin.rexhaj@cerner.com	5,000+
Saint Luke's Health System	Megan Craven mcraven@saint-lukes.org	5,000+
Children's Mercy	Candice Gwin cgwin@cmh.edu	5000+

## PILLAR: PSYCHOSOCIAL WORK ENVIRONMENT

MENTOR COMPANY	POINT OF CONTACT	EMPLOYEE COUNT
Girls on the Run KC	Jamie Paget jamie.paget@gotrkc.org	1-100
Global Prairie	Kirsten Green kirsten.green@globalprairie.com	1-100
Gould Evans	Nina Jenkins nina.jenkins@gouldevans.com	1-100
Burns & McDonnell	Lauren Dunn lrdunn@burnsmcd.com	1,001-5,000
Dairy Farmers of America	Lee Dean ldean@dfamilk.com	5,000+

## PILLAR: ENTERPRISE COMMUNITY INVOLVEMENT

MENTOR COMPANY	POINT OF CONTACT	EMPLOYEE COUNT
Co Culture	JT Galloway jt@coculturellc.com	1-100
Girls on the Run KC	Jamie Paget jamie.paget@gotrkc.org	1-100
Global Prairie	Kirsten Green kirsten.green@globalprairie.com	1-100
Gould Evans	Nina Jenkins nina.jenkins@gouldevans.com	1-100
Burns & McDonnell	Lauren Dunn lrdunn@burnsmcd.com	1,001-5,000
Dairy Farmers of America	Lee Dean ldean@dfamilk.com	5,000+

## PILLAR: WORK ENVIRONMENT

MENTOR COMPANY	POINT OF CONTACT	EMPLOYEE COUNT
BNIM	Ruthie Harrison rharrison@bnim.com	1-100
Co Culture	JT Galloway jt@coculturellc.com	1-100
Global Prairie	Kirsten Green kirsten.green@globalprairie.com	1-100
Pro Athlete Inc	Austin Hall ahall@proathleteinc.com	1-100
Environmental Works	Caitie Chilson cchilson@environmentalworks.com	101-500
Kansas City University	Liz Zeller ezeller@kansascity.edu	101-500
CACU	Debra O'Bryan dobryan@cacu.com	501-1,000
National Association of Insurance Commissioners	Tiffany Snead tsnead@naic.org	501-1,000
AdventHealth	Lisa Underwood lisa.underwood@adventhealth.com	1,001-5,000
Blue Cross and Blue Shield of Kansas City	Michelle Carmichael michelle.carmichael@bluekc.com	1,001-5,000
GEHA	Ashlee Zeiler ashlee.zeiler@geha.com	1,001-5,000



Hallmark	Laura Battle laura.battle@hallmark.com	1,001-5,000
TVH Parts	Lucy DelSarto lucy.delsarto@tvh.com	1,001-5,000
Black & Veatch	Amber Matthias matthiasaj@bv.com	5,000+
Cerner	Caitlin Rexhaj caitlin.rexhaj@cerner.com	5,000+
Children's Mercy	Candice Gwin cgwin@cmh.edu	5,000+



