Be Well UC
HEALTH SCREENING & ASSESSMENT FEEDBACK
FALL 2015

Thank you to all who participated in Step 1 of Be Well UC. We surveyed those complete by 11/30/15 and asked you to share your thoughts on your experience so far - here is what you’ve told us:

Assessment
When asked about your experience with the health assessment questionnaire - the ease of understanding, relevance of information and interest in taking in the future. We received a 4.1/5 ave. rating

Screening
Your feedback shared that many of you already knew your health status (which is great!).

Our lowest rated response: I learned something new about my personal health status: 3.6/5

Our highest rated response: staff was friendly: 4.65/5

452/961 Respondents
47%

Why?
"Regular health exams and tests can help find problems before they start. They also can help find problems early, when your chances for treatment and cure are better." www.cdc.gov/family/Checkup

DATA & CHARTS

Experience with Staff
Average Rating Overall is 4.4/5

Satisfaction with Screening Stations
Average Rating Overall is 4.3/5

Overall Experience
Average Rating: 4.2/5
Feedback about scheduling, registration and flow of traffic
Grateful for the opportunity to fit in as a walk-in
Need to be mindful of walk-ins due impact on those with scheduled appointments
Some confusion when waiting to move through stations - consider different arrangement with chairs
Appreciative of “last chance” communications
During congested times, have additional staff to speed up process

Feedback about screening stations
Coach helped me know where to start
All answers received were professional
Appreciated on-campus opportunity
Staff were kind, informative, respectful
Moved through stations quickly
Some felt rushed through
Overview was too vague
SMART goal coaching - positive/helpful

Consider options for additional privacy
Would like to see a fasting option included for glucose screening
Would appreciate full blood-work including LDL and triglycerides
Offer more in-depth opportunity at coaching station
Would like something other than BMI for body mass testing
Consider alternative options for coaching for those with healthy results
Require identification for those on staff to increase trust with participants
Would like someone to be able to answer specific diet questions
Provide detailed take-home information on specific tests completed
Would need additional time to create meaningful goals
Want tangible incentive to walk away with

ADDITIONAL FEEDBACK (for follow up)

Want additional health coaching opportunities on campus to review report and revise/revisit health goals
Wednesdays or Thursdays
Between 8am-2pm
30 minute appointments

- Would like more info about Rec Membership option and weekly classes available - had no idea we had yoga on campus!
- Need some better articulation between this program and the other existing wellness programs at Rec Center
- Want to have more 1:1 assistance on campus re: fitness and free time within Rec Center

- Would like to see some changes to the portal - hard to track points/can’t figure out how to review my progress
- Did not receive report (depending on order of completion - some did not receive email notification)
- Would like less clicks to find what I’m looking for & want to connect my tracking device (share info re: Q1 improvements)

- Having the option to see our provider was great!
- I love the accessibility of having this on campus.
- Screening/Assessment easy and worth effort.
- Would like a different method to submit provider form/confirmation submitted (i.e., we need to better communicate other options at top of form and where to check)

- Only did this for the incentive
- Was unaware I’d be taxed on benefit (i.e., we need to better communicate the requirement by law)
- Would like an option to add incentives to HSA
- Appreciate the incentive for doing things I’m already doing!

- Would like abbreviated summary of upcoming events to earn points
- Weekly or bi-monthly emails with reminders would be great
- Need to make the follow up from the screening sooner - forgot some feedback I would have otherwise had

So what’s next?
Health Coaching - we are reviewing best practices for offering some type of coaching on campus - including group sessions, 1:1, telephonic and web-based.

Web & Portal Improvements - Our website is constantly being reviewed for updates/changes to content. Our portal will connect to over 150 devices in Q1 of 2016 and is expecting an upgrade by Q4 of 2016 including a better user experience and improved mobile features.

Please visit www.uc.edu/hr/bewelluc to learn more about the program, and login to the portal at www.assethealth.com/bewelluc to start tracking your Step 2 points!

Have Questions? Email Wellness@uc.edu or contact your Wellness Coordinator, Ashley Varol at 513-556-3729