

**Report on the 2006**  
**King County Health Reform Initiative**  
**Surveys of Employees and Covered Spouses/Partners**

January 8, 2007

*Prepared for:*  
King County Health Reform Initiative

*Prepared by:*  
Mary V. McGuire  
3507 NE 43<sup>rd</sup> Street  
Seattle, WA 98105-5618  
206-709-3998  
[maryvmcguire@att.net](mailto:maryvmcguire@att.net)

## Table of Contents

Executive Summary .....	i
Introduction.....	1
Part I. Employee Survey .....	1
Information Objectives .....	1
Methods.....	2
Results.....	3
Overall Results: Wellness Assessment and Individual Action Plan.....	3
Overall Results: Resources for Employees.....	4
Overall Results: Information about KCHRI .....	6
Overall Results: Health Risks and Healthy Behaviors .....	9
Overall Results: Health Care Practices .....	12
Overall Results: Health Care Provider.....	14
Employee Characteristics.....	15
Employee Results by Gender.....	17
Employee Results by Type of Individual Action Plan.....	22
Key Findings and Conclusions .....	25
Part II. Spouse/Partner Survey.....	27
Information Objectives .....	27
Methods.....	27
Results.....	28
Overall Results: Wellness Assessment and Individual Action Plan.....	28
Overall Results: Information about KCHRI .....	29
Overall Results: Health Risks and Healthy Behaviors .....	31
Overall Results: Health Care Practices .....	33
Overall Results: Health Care Provider.....	35
Overall Results: Gender.....	36
Spouse/Partner Results by Gender.....	36
Spouse/Partner Results by Type of Individual Action Plan.....	38
Key Findings and Conclusions .....	40
Part III. Comparison of Employee and Spouse/Partner Survey Results.....	41
Wellness Assessment and Individual Action Plan.....	42
Usefulness of Sources of Information.....	44
Health Risks and Healthy Behaviors .....	45
Health Care Practices .....	45
Health Care Providers .....	47
Key Findings and Conclusions .....	48
Appendix	
Questionnaires	
Email Messages and Cover Letters	
Verbatim Responses to Open-ended Questions	

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**Executive Summary**

January 8, 2007

As part of the ongoing evaluation of the King County Health Reform Initiative (KCHRI), King County employees and insured spouses/partners were surveyed during August and September 2006 to gain a better understanding of their opinions of and experiences with the initiative's programs and policies.

A total of 444 employees and 500 spouses/partners participated in the surveys. Employees were surveyed online or through interoffice mail, and spouses/partners were interviewed by telephone.

The questionnaires used in the surveys focused on employees' and spouses/partners' opinions of and experiences with the KCHRI wellness assessment and individual action plans, different methods of obtaining information about the KCHRI, health risks and healthy behaviors, as well as proactively seeking and obtaining health care services. The employee questionnaire examined most of these issues in more detail than the spouse/partner questionnaire.

**Key Findings and Conclusions**

**Wellness Assessment and Individual Action Plan.** As expected given overall participation rates, most employees and spouses/partners participating in the surveys said that they had completed the wellness assessment and were participating in or had completed individual action plans. The majority of employees and spouses/partners who participated in individual action plans report that there are benefits to plan participation: Six in ten employees and two thirds of spouses/partners participating in individual plans said that participation "definitely" or "probably" helped them "build or maintain healthy habits."

**Information about KCHRI.** The *Health Matters* newsletter reaches more employees (98%) and spouses/partners (88%) than other KCHRI sources of information about ways to reduce personal health risks and maintain healthy behaviors (e.g., KCHRI Web page, global email messages). In addition, employees and spouses/partners rated the newsletter more useful than other sources of information about ways to reduce personal health risks and healthy behaviors.

Employees, who were asked about the effectiveness of communication channels, rated US mail to home as the most effective way to receive information about the KCHRI (relatively more effective than email at work, KCHRI Web page, bulletin boards at work, in-person presentations, DVD video presentations, Internet-streamed video presentations,

and podcasts). However, all eight communication channels were rated “extremely effective” by some employees and “not at all effective” by others.

These results suggest that the KCHRI should continue to use a variety of communication methods to reach employees, and the *Health Matters* newsletter should continue to be mailed home to reach both employees and spouses/partners.

**Health Risks and Healthy Behaviors.** When asked their level of agreement with statements about health risks and healthy behaviors, both employees and spouses/partners said that they agree more strongly with statements about their understanding and knowledge of health risks (e.g., “I know what to do to maintain healthy behaviors,”) than with statements about actually engaging in healthy behaviors (e.g., “It is easier to reduce my personal health risks now than it was a year ago.”) Nevertheless, four in ten employees and half of spouses/partners said that they “agree” or “strongly agree” with the statement, “It is easier to reduce my personal health risks now than it was a year ago.”

**Health Care Practices.** Of nine proactive behaviors, both employees and spouses/partners said that they most frequently “actively participate (e.g., ask questions and make suggestions) with [their] health care provider when making decisions that affect [their] health” (employees 40% “all the time”; spouses/partners 65% “all the time”). Both groups also said that they least often “take notes during the visit to be sure to remember important facts for later reference” (employees 6% “all the time”; spouses/partners 22% “all the time”). There appear to be opportunities to educate and motivate employees to engage more frequently in proactive behaviors when seeking and receiving health care services.

**Differences between Men and Women.** Women who participated in the survey, both employees and spouses/partners, responded to a number of questions significantly differently from men by rating the items more favorably, agreeing more strongly with statements, or saying that they engage in activities more frequently. These results suggest that it may be easier to reach women than men through the KCHRI Web page and that women may require less education about health risks and proactive health care practices than men.

**Differences based on Type of Individual Action Plan.** Employees whose individual action plan involved an activity log and employees whose plan involved taking calls from a health coach differed significantly on several items relating to opinions of health risks and healthy behaviors.

- Employees taking calls from a health coach agreed more strongly than employees filling out an activity log that, “It is easier to reduce my personal health risks now than it was a year ago.”
- Employees filling out an activity log agreed more strongly than those taking calls from a health coach with most of the other items about health risks and healthy behaviors, including the statements, “I make healthy choices about what to eat,”

“I exercise regularly,” and I use stairs (rather than an elevator or escalator) when I can.”

Differences between spouses/partners whose individual action plan involved an activity log and those whose plan involved taking calls from a health coach were not significant.

**Differences between Employees and Spouses/Partners.** Employees and spouses/partners who participated in the surveys differed significantly on two key characteristics:

- Spouses/partners participating in the survey were predominantly women (83%), while about half of the employees participating in the survey were women (53%); and
- A higher percentage of spouse/partners (63%) than employees (47%) participating in the survey said that their individual action plan included taking calls from a health coach, which likely indicates higher risk.

Such differences between the two groups may contribute to differences in responses of the two groups on other survey items. However, to the extent that the two groups reflect the views of all employees and spouses/partners, the surveys suggest the following conclusions and observations:

- As might be expected, global email messages are more effective in reaching employees than spouses/partners and are a more useful source of information about ways to reduce health risks and maintain healthy behaviors for employees than for spouses/partners.
- Spouses/partners said that they agree more strongly than employees with statements about health risks and healthy behaviors, including, “It is easier to reduce my personal health risks now than it was a year ago.” Spouses/partners may need less education about health risks and healthy behaviors than employees.
- Spouses/partners also said that they engage more frequently than employees in all nine proactive behaviors when seeking and receiving health care services. Spouses/partners may need less education and motivation than employees to engage in proactive behaviors when seeking and receiving health care services.

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## **Introduction**

As part of the evaluation of the King County Health Reform Initiative (KCHRI), King County employees and insured spouses/partners were surveyed during August and September 2006. The surveys were designed to assess employees' and insured spouses/partners' opinions of and experiences with the KCHRI.

Part I of this report describes the research objectives, methods, results, and key findings and conclusions of the employee survey; Part II describes the research objectives, methods, results, and key findings and conclusions of the spouse/partner survey; and Part III compares the results of the employee survey and the spouse/partner survey. The appendix includes copies of the questionnaires, email messages and cover letter sent to employees about the survey, and verbatim responses to the open-ended survey questions. Tables detailing all responses to the surveys are available separately.

## **Part I. Employee Survey**

### **Information Objectives**

The information objectives of the employee survey included assessing the following:

- Employees' opinions of and experiences with the KCHRI wellness assessment and individual action plan;
- Employees' awareness of KCHRI resources that are available to them to help reduce personal health risks and maintain or increase healthy behaviors, including the Healthy Workplace Funding Initiative;
- Employees' opinions of the usefulness and effectiveness of different methods of obtaining information about the KCHRI;
- Employees' opinions of health risks and healthy behaviors, including opinions concerning healthy diet, exercise, and tobacco;
- The frequency with which employees engage in proactive behaviors when seeking and obtaining health care services, and
- Employees' satisfaction with and decisions relating to their health care providers.

## **Methods**

In late August and early September 2006, a stratified random sample of employees was surveyed on-line with an option to complete the questionnaire on paper. Eight percent of non-represented employees and eight percent or at least one employee in each bargaining unit were randomly selected from lists of all employees to be asked to participate in the KCHRI survey. Thus, one or more randomly selected employees from each bargaining unit as well as a random sample of non-represented employees were invited to participate in the survey.

A total of 1,100 employees were selected using these procedures; 761 of these employees had email addresses and 349 had no email addresses. The survey procedures were as follows:

- On August 22, 2006, a global email message was sent to all employees describing plans for the KCHRI employee survey.
- On August 24, 2006, an email message was sent to the 761 employees in the stratified random sample with email addresses. The email message invited employees to participate in the survey by completing the survey online, with an option to complete a paper copy of the questionnaire.
- Also on August 24, 2006, paper copies of the questionnaire with cover letters were sent through interoffice mail to the work addresses of the 341 employees without email addresses. The cover letter asked employees to complete and return the questionnaire through interoffice mail, with an option to complete the survey online.
- On September 5, a reminder email message was sent to the 761 employees with email addresses, reminding them of the survey and asking them to complete the survey if they had not yet done so.

Copies of the email messages and cover letter sent to employees are included in the appendix.

By September 13, 2006, a total of 444 employees had participated in the KCHRI survey, 40 percent of the employees asked to participate in the survey. Three hundred fifty two employees completed the survey on-line, and 92 employees returned paper copies of the questionnaire.

The questionnaire used in the survey was designed to gather information relating to evaluation indicators identified in the KCHRI Measurement and Evaluation and Design (prepared by Clegg and Associates, Inc., September 1, 2005). When possible, the 2006 questionnaire also built on questions asked in the 2004 employee survey conducted by Mercer. The 2006 employee survey questionnaire was developed with the input and approval of KCHRI staff. A copy of the questionnaire is included in the appendix.

## **Limitations**

If the 444 survey participants comprise a random sample of all 13,580 county employees, the maximum margin of error would be expected to be less than  $\pm 4.6$  percent at the 95 percent confidence interval ( $p < .05$ ).

## **Results**

Employee survey results are presented below for each of the information objectives of the survey. Overall results for all employees are discussed first, followed by comparisons of employees' responses based on gender (male vs. female) and type of individual action plan (filling out an activity log vs. taking calls from a health coach).

Results are based on the number of employees answering each question, which was typically less than 444. Base sizes are noted in the charts and tables below (e.g.,  $N=394$ ).

### **Overall Results: Wellness Assessment and Individual Action Plan**

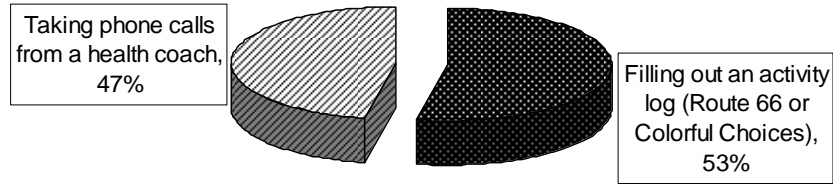
As was the case for all employees, the vast majority of employees who participated in the KCHRI survey said that they completed the wellness assessment and that they were participating in or had completed an individual action plan as part of the KCHRI:

- Ninety seven percent of the 437 employees answering the question said that they completed the wellness assessment;
- Similarly, 95 percent of the 409 employees answering the question (typically employees who said they had completed the wellness assessment), said that they were participating in or had completed an individual action plan.

Slightly more employees said that their individual action plan involved “filling out an activity log (Route 66 or Colorful Choices)” (53%) than said the plan included “taking phone calls from a health coach” (47%). The next chart shows these results.

### What did your individual action plan involve?

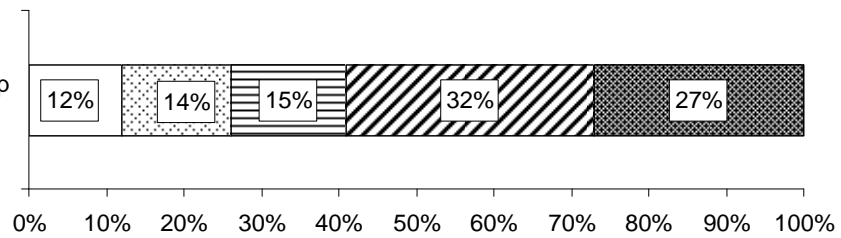
(N=394)



About one fourth of the employees said that participating in an individual action plan “definitely” helped them build or maintain healthy habits, and almost one third said that participation “probably” helped them build or maintain healthy habits. Twelve percent of employees said that participating in an individual action plan “definitely [did] not” help them build or maintain healthy habits. These results are shown in the next chart.

### Consequences of Individual Action Plan

Did participating in an individual action plan help you build or maintain healthy habits? (N=401)



Definitely not  
  Probably not  
  Maybe or maybe not  
  Probably  
  Definitely

### Overall Results: Resources for Employees

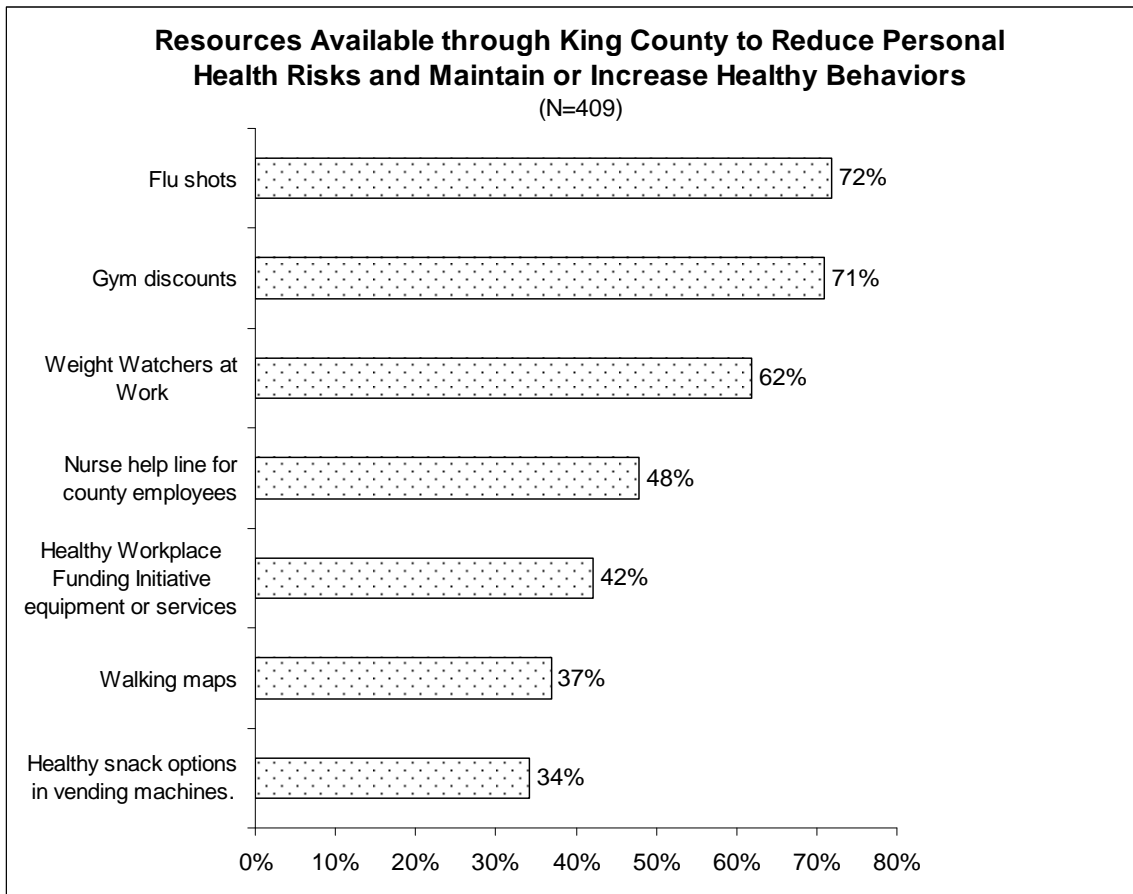
Employees were asked the following question:

“What resources are available to you through King County to reduce personal health risks and maintain or increase healthy behaviors? *Please check all that apply.*”

- Weight Watchers at Work
- Gym discounts
- Walking maps
- Healthy Workplace Funding Initiative equipment or services

- Nurse help line for county employees
- Flu shots
- Healthy snack options in vending machines
- Other. Please specify.”

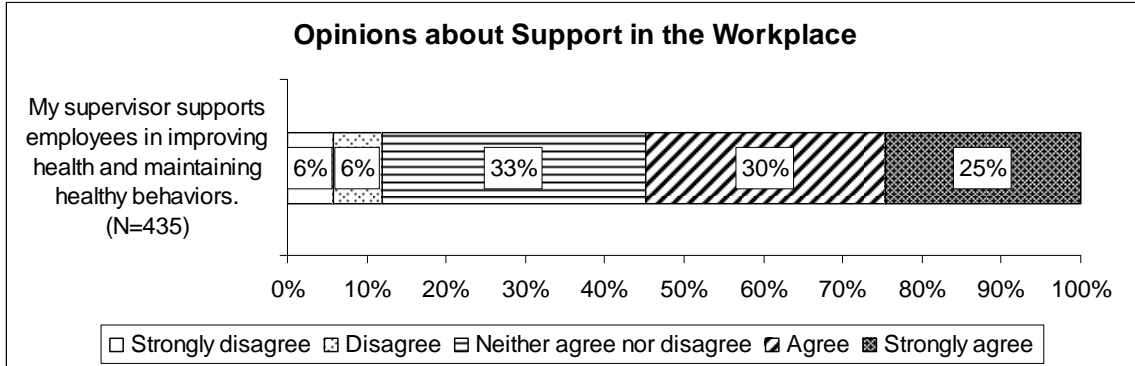
As the next chart shows, flu shots (72%) and gym discounts (71%) were checked most often by employees, followed by Weight Watchers at Work (62%). Between one third and one half of the employees were aware that the other resources to reduce personal health risks and maintain or increase healthy behaviors were available to them through King County.



All 409 employees who answered the question about the resources available through King County also wrote a response to indicate “other” resources that are available to reduce personal health risks and maintain or increase healthy behaviors. Employees identified a wide variety of other resources, ranging from “on-site gyms” to “healthy incentives competition.” The verbatim responses to this question are included in the appendix.

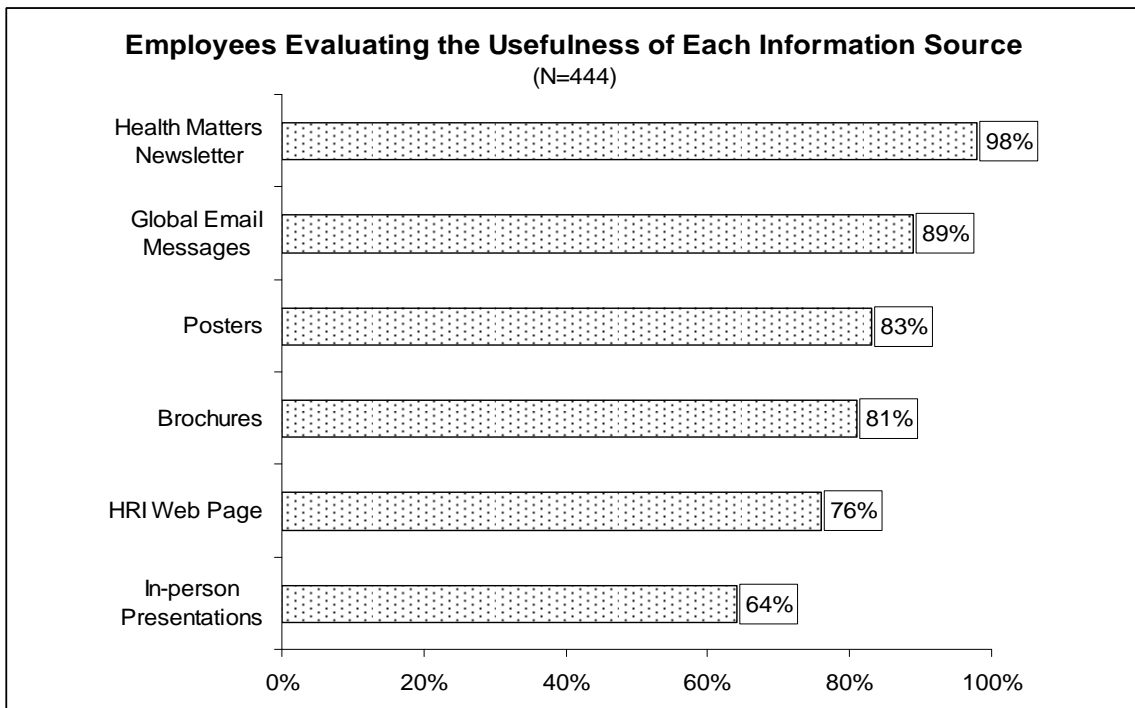
Over half of the employees said that they “agree” or “strongly agree” with the statement, “My supervisor supports employees in improving health and maintaining healthy

behaviors.” Six percent of the employees said that they “disagree,” and six percent “strongly disagree” with the statement, as shown in the next chart.



**Overall Results: Information about KCHRI**

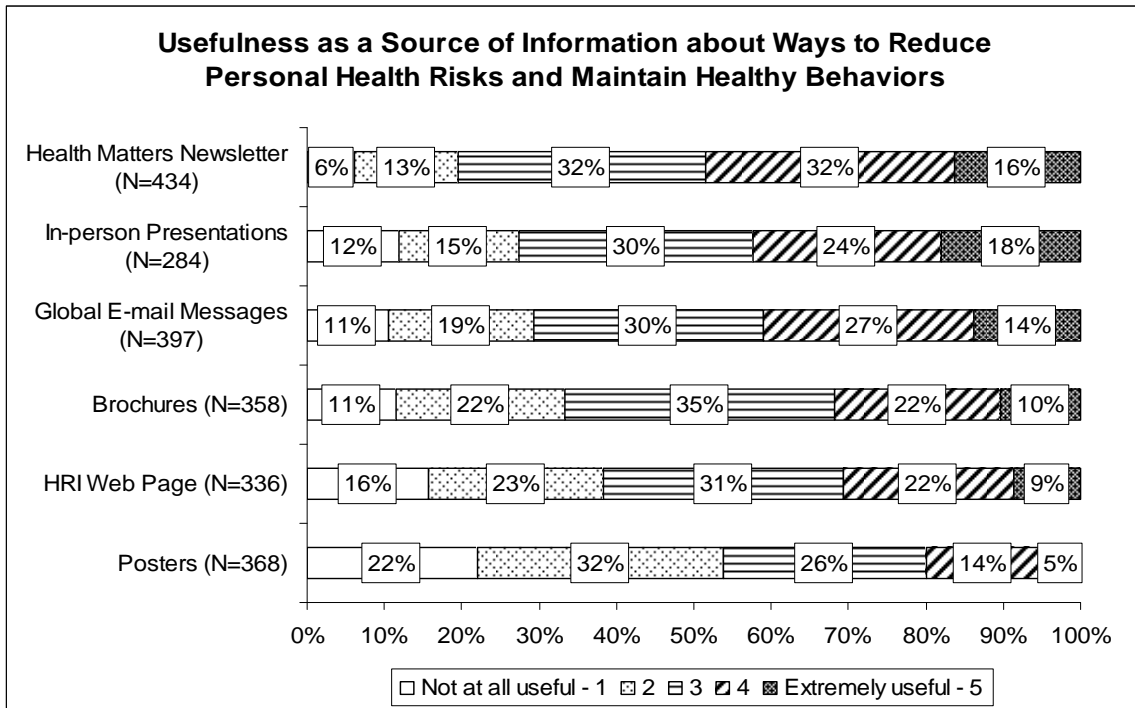
When asked to rate how useful each of six methods used by KCHRI to communicate with employees is “as a source of information about ways to reduce personal health risks and maintain healthy behaviors,” some employees said that they “have not seen/received” one or more of the communications methods. Only a few employees said that they “have not seen/received” the *Health Matters* newsletter, and almost all employees rated the usefulness of the newsletter. However, a higher percentage of employees had not seen/received and did not rate the other communication methods. As might be expected, in-person presentations, which are likely to reach fewer employees, were rated by the smallest number of employees (64%). The following chart shows the percentage of employees rating each method of communication.



The *Health Matters* newsletter was rated highest and posters were rated lowest in usefulness as a “source of information about ways to reduce personal health risks and maintain healthy behaviors:”

- Almost half (48%) of employees rated the newsletter either a 4 or a 5 on a five-point scale where 5 means “extremely useful.”
- In-person presentations and global email messages were each rated a 4 or a 5 (“extremely useful”) on the five-point scale by four in ten employees.
- Brochures and the KCHRI Web page were rated a 4 or a 5 (“extremely useful”) by about three in ten employees.
- More employees rated posters a 1, meaning “not at all useful,” than rated them a 4 or a 5 (“extremely useful”) combined (22% vs. 19%).

The ratings of the usefulness of each information source are shown in the next chart. Percentages do not always total 100 in this and subsequent charts due to rounding.



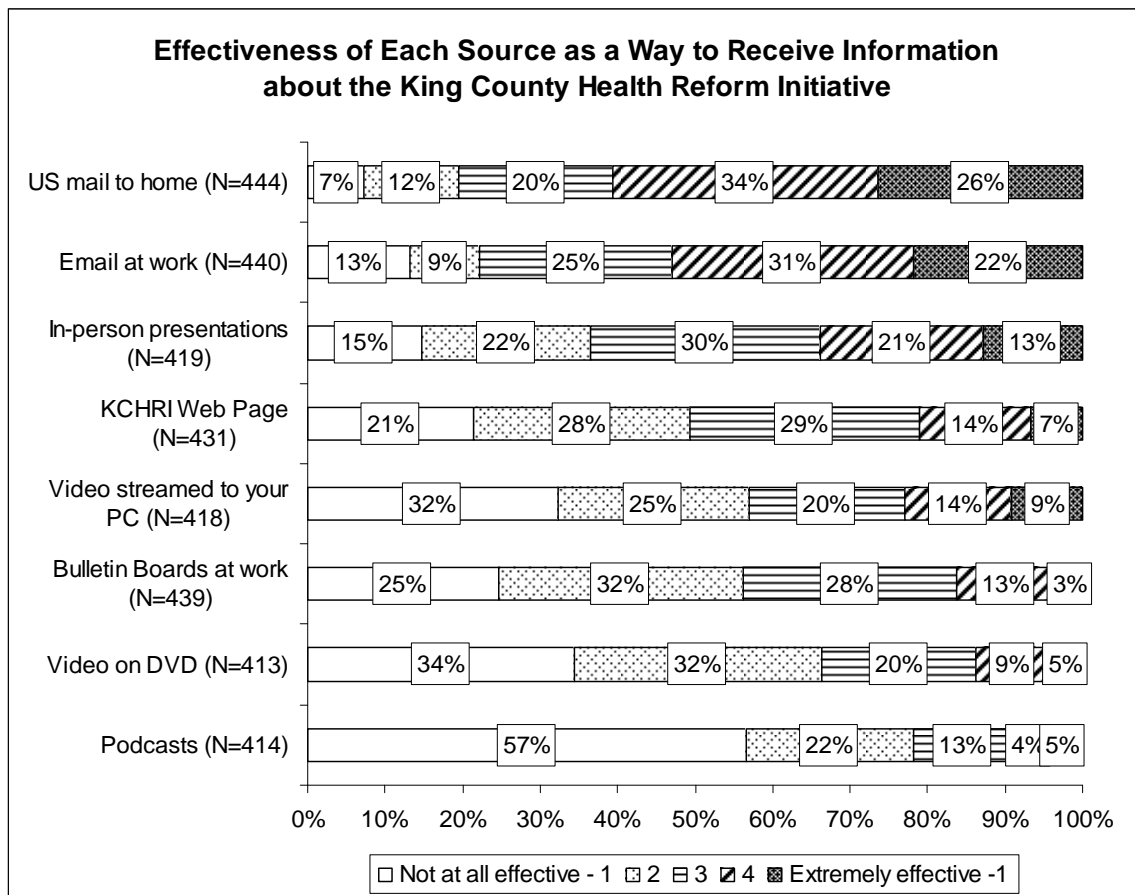
Employees also rated how effective each of eight different communications methods is “as a way to receive information about the King County Health Reform Initiative.” All eight methods were rated “not at all effective” and “extremely effective” by some employees.

- US mail to home was rated most effective on the five-point scale where 5 means “extremely effective” and 1 means “not at all effective”: Six in ten employees

rated US mail to home a 4 or a 5 (“extremely effective”), and only seven percent rated it a 1 (“not at all effective”).

- Email at work was rated 4 or a 5, where 5 means “extremely effective,” by half of the employees and 1 (“not at all effective”) by 13 percent of employees.
- In person presentations were rated 4 or 5 (“extremely effective”) by one third of the employees, and 1 (“not at all effective”) by 15 percent of employees.
- The KCHRI Web page, video streamed on your computer, bulletin boards at work, and video on DVD were rated 1, or “not at all effective,” by at least as many employees (21% to 34%) as rated them 4 or 5 (“extremely effective”) combined (14% to 21%).
- Podcasts were rated “not at all effective” by 57 percent of the employees.

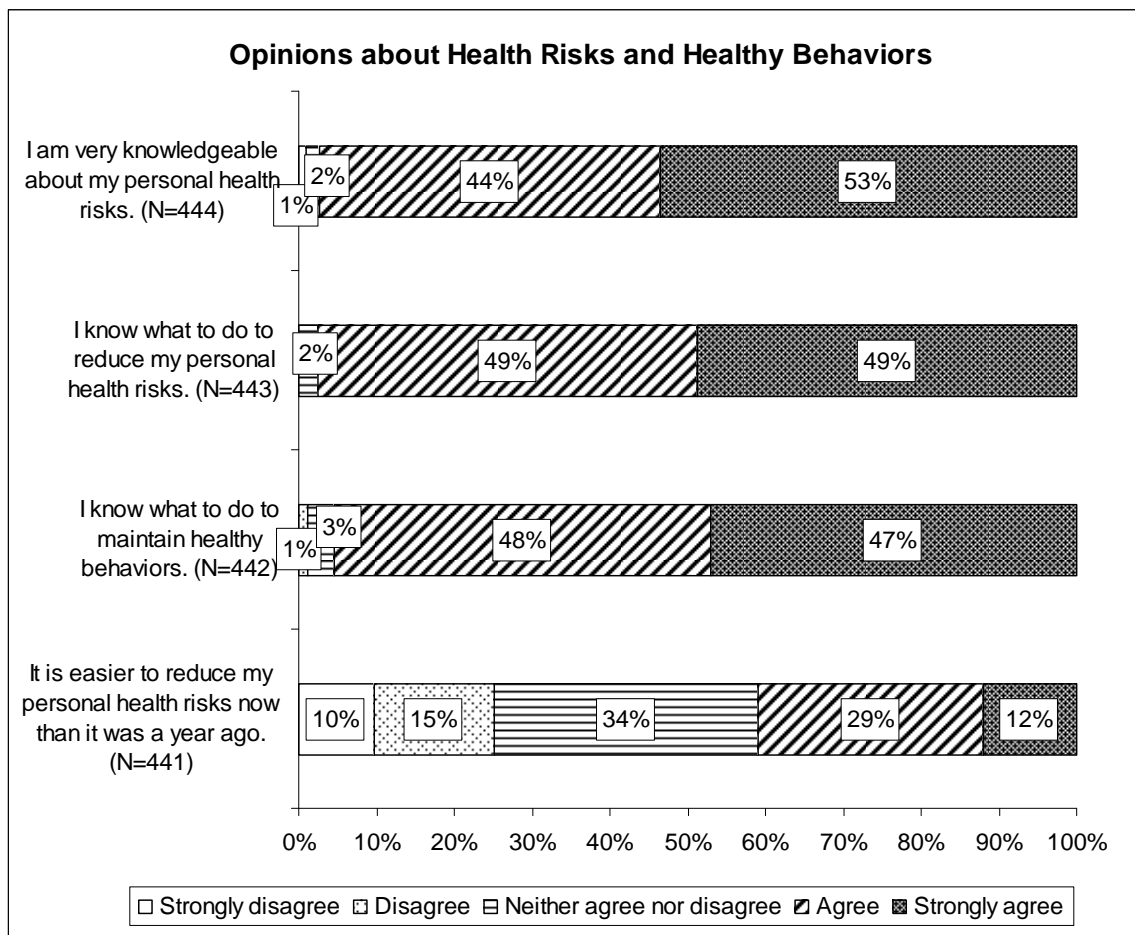
These results are shown in the next chart.



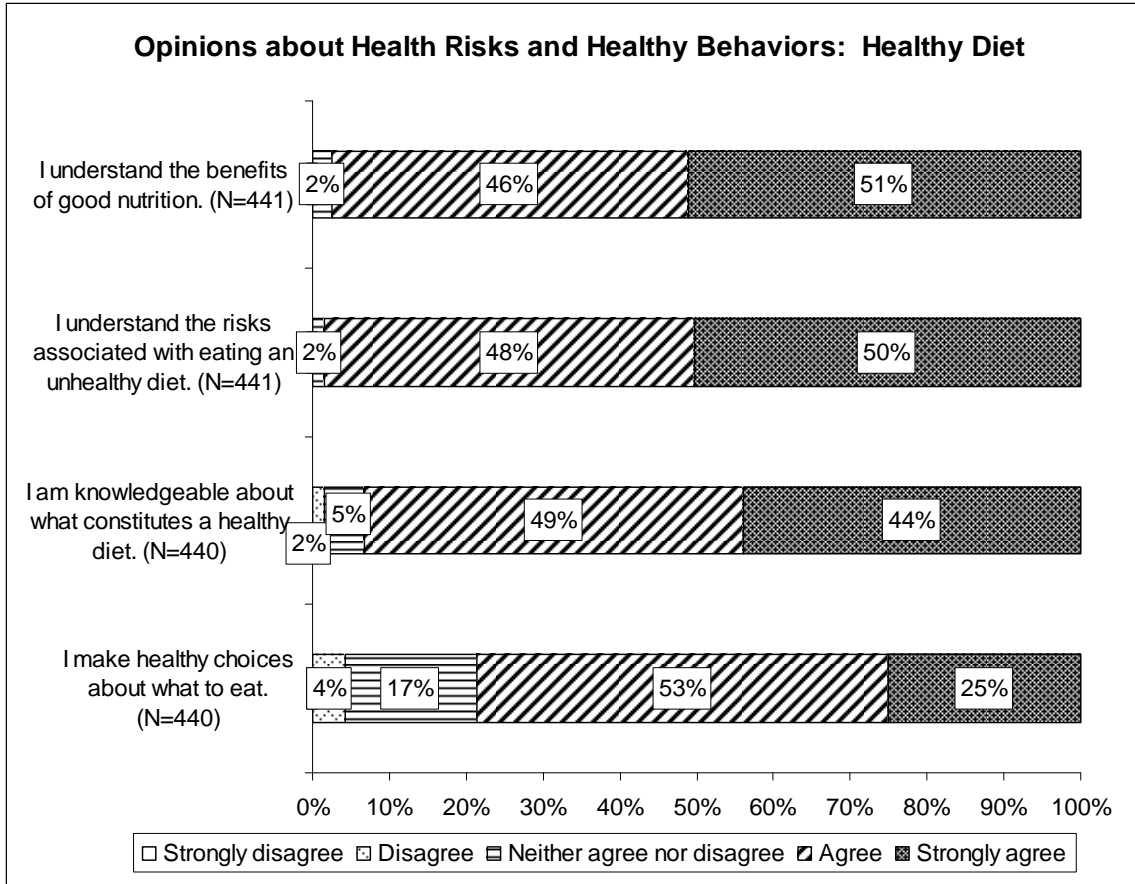
## Overall Results: Health Risks and Healthy Behaviors

Employees were asked to indicate their level of agreement with a series of statements about health risks and healthy behaviors in general and with respect to diet, physical activity and exercise, and tobacco.

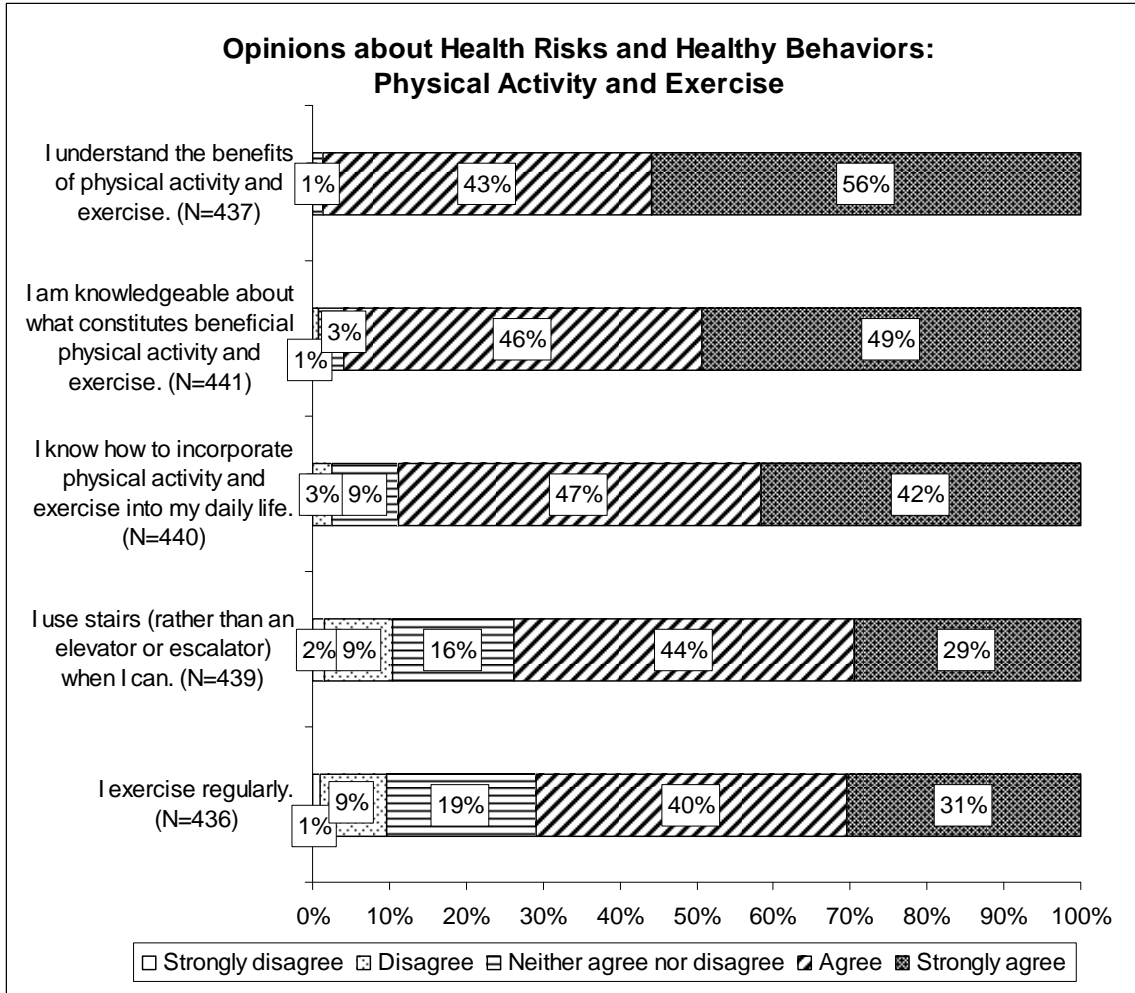
As the next chart shows, about half of the employees said that they “strongly agree” with three statements: “I am very knowledgeable about my personal health risks,” “I know what to do to reduce my personal health risks,” and “I know what to do to maintain healthy behaviors.” Twelve percent of employees said that they “strongly agree,” and almost as many (10%) “strongly disagree,” that, “It is easier to reduce my personal health risks now than it was a year ago.”



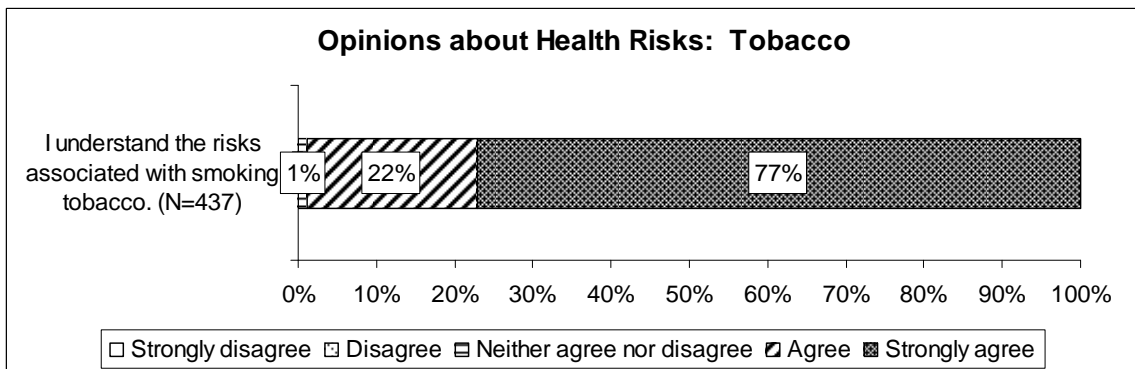
Half of the employees “strongly agree” with two statements relating to diet: “I understand the benefits of good nutrition,” and “I understand the risks associated with eating an unhealthy diet.” Forty four percent of employees “strongly agree” with the statement, “I am knowledgeable about what constitutes a healthy diet,” and 25 percent of employees said that they “strongly agree” with the statement, “I make healthy choices about what to eat.” These results are shown in the next chart.



Over half (56%) of employees said that they “strongly agree” with the statement, “I understand the benefits of physical activity and exercise.” Half of the employees “strongly agree” with the statement, “I am knowledgeable about what constitutes beneficial physical activity and exercise.” Four in ten employees “strongly agree” with the statement, “I know how to incorporate physical activity and exercise into my daily life.” Three in ten employees “strongly agree” with the statements, “I use stairs (rather than an elevator or escalator) when I can,” and “I exercise regularly.”



Over three fourths of the employees said that they “strongly agree” with the statement, “I understand the risks associated with smoking tobacco.”



Employees also were asked, “What would help you better manage your personal health risks and maintain healthy behaviors?” Employees described a wide variety of things that would be helpful, including “better food/drink choices at work,” “self motivation,”

and “time.” Employees’ verbatim responses to this question are included in the appendix.

### **Overall Results: Health Care Practices**

Some employees said “never” and some said “all the time” when asked how frequently they engage in each of nine proactive behaviors when seeking and obtaining health care services. The two behaviors in which employees were most likely to engage are as follows:

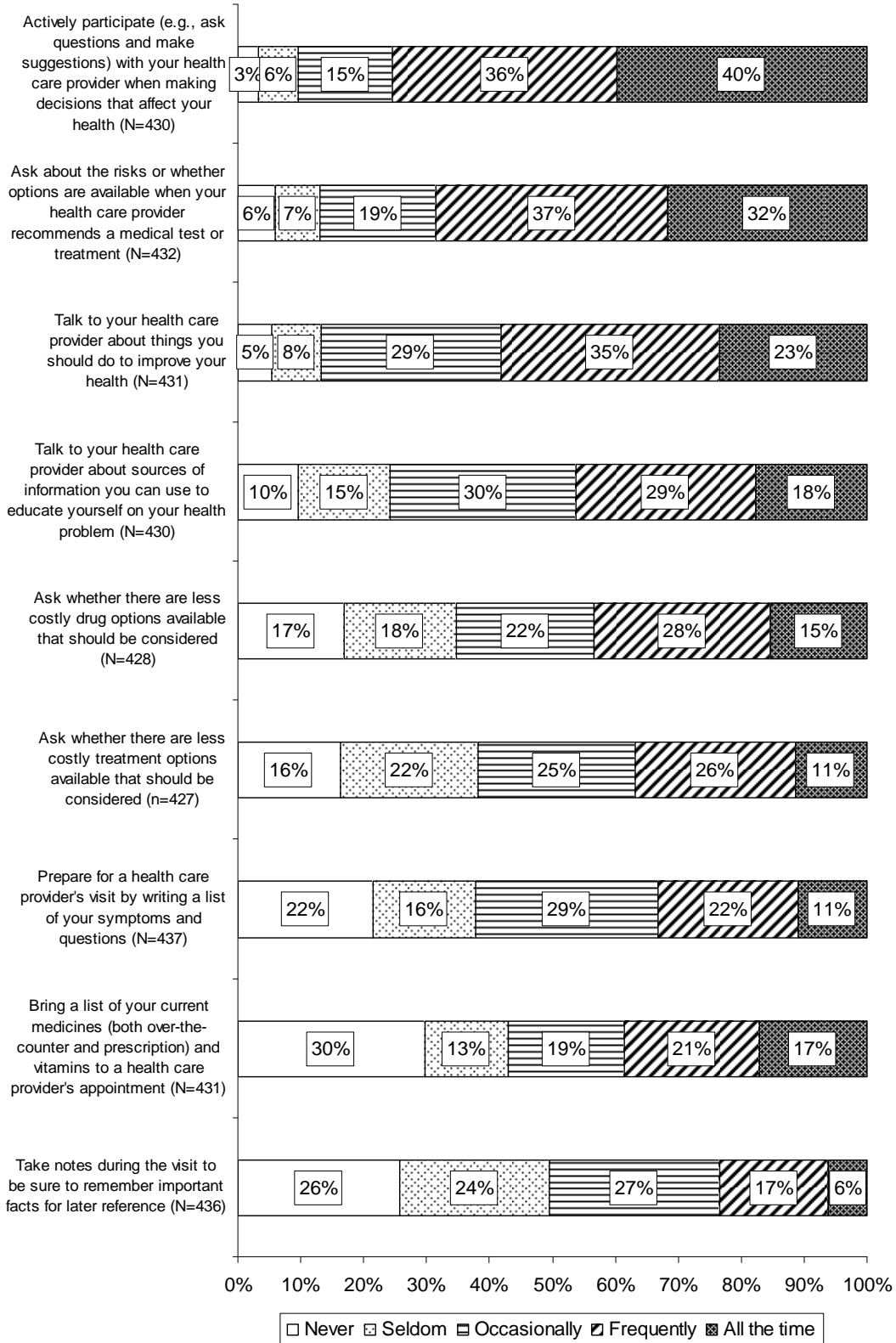
- “Actively participate (e.g., ask questions and make suggestions) with your health care provider when making decisions that affect your health” (40% “All the time”; 3% “Never”)
- “Ask about the risks or whether options are available when your health care provider recommends a medical test or treatment” (32% “All the time”; 6% “Never”)

Employees were least likely to engage in the following three behaviors:

- “Prepare for a health care provider’s visit by writing a list of your symptoms and questions” (11% “All the time”; 22% “Never”)
- “Bring a list of your current medicines (both over-the-counter and prescription) and vitamins to a health care provider’s appointment” (17% “All the time”; 30% “Never”)
- “Take notes during the visit to be sure to remember important facts for later reference” (6% “All the time”; 26% “Never”)

The frequencies with which employees said that they engage in each of the nine behaviors are shown in the next chart.

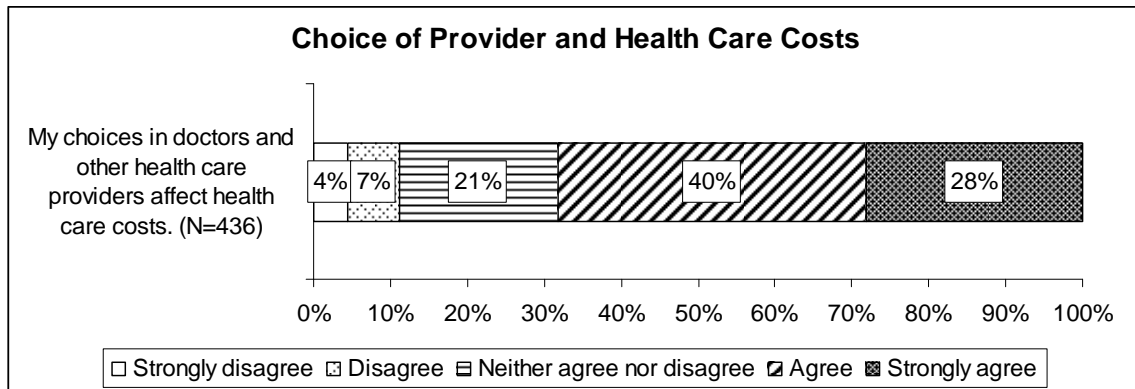
### Health Care Practices



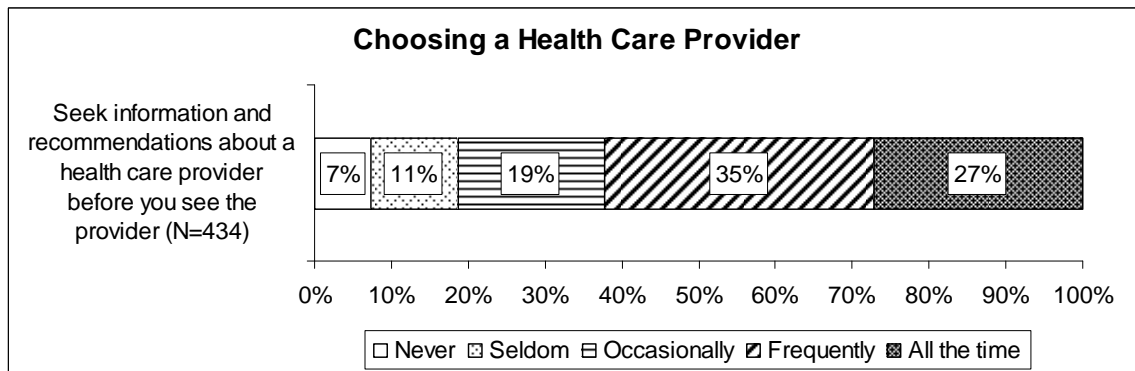
## Overall Results: Health Care Provider

Several items in the survey explored employees' opinions and practices related to choosing a health care provider.

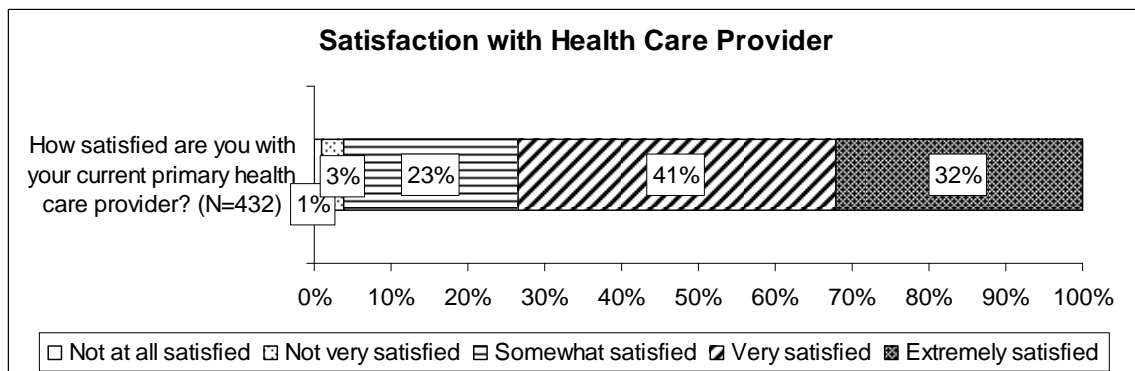
Two thirds of employees (68%) said that they “agree” or “strongly agree” with the statement, “My choices in doctors and other health care providers affect health care costs,” as shown in the next chart.



One fourth of the employees said that they “seek information and recommendations about a health care provider before [they] see the provider . . . all the time.”

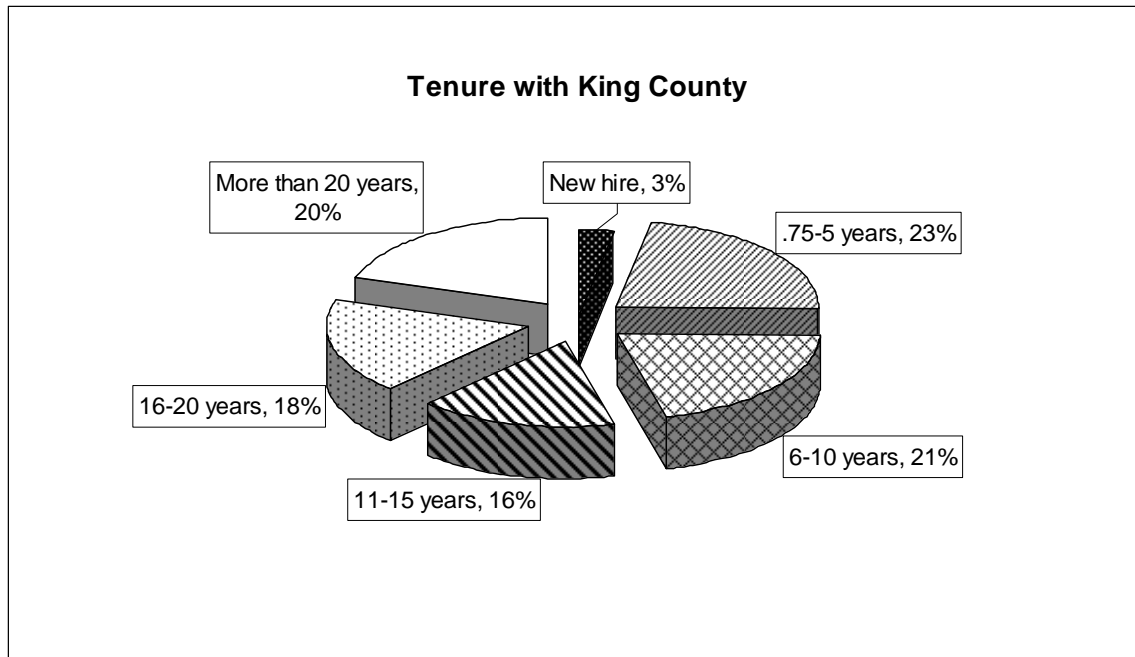


Almost three fourths (73%) of employees said that they are “very satisfied” or “extremely satisfied” with their current primary health care provider, as shown in the next chart.

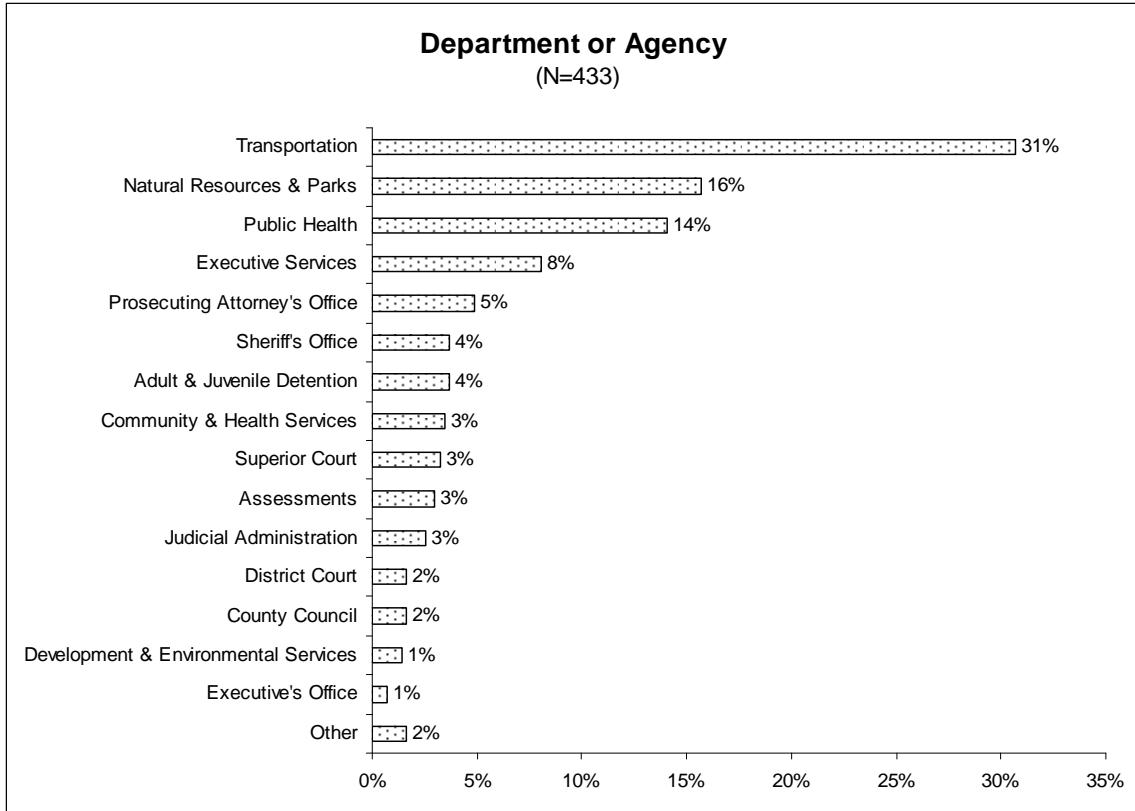


## Employee Characteristics

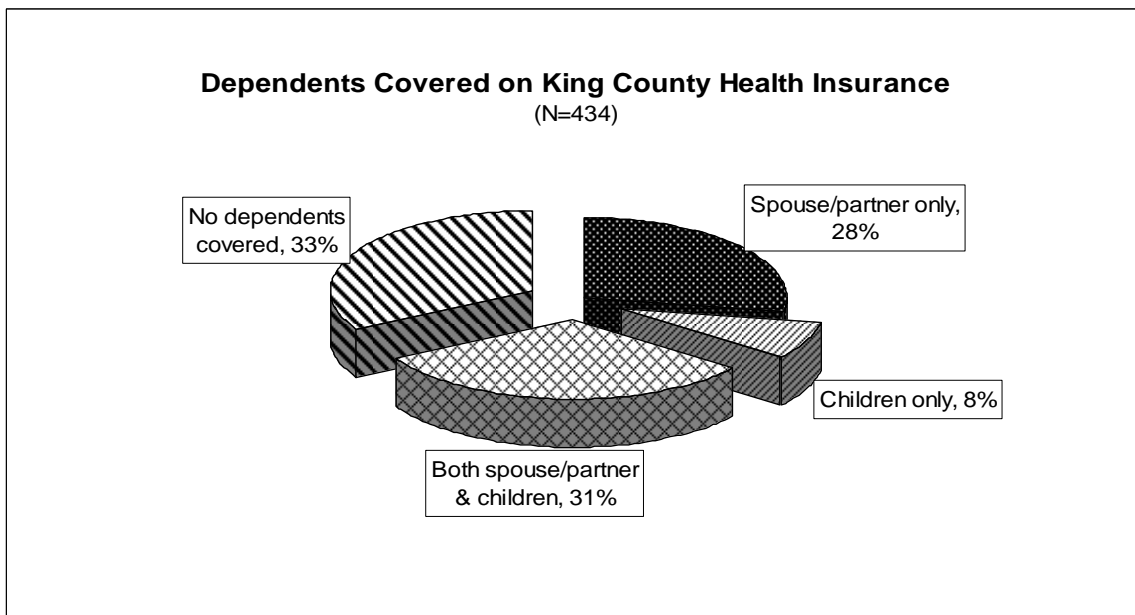
Employees participating in the survey have tenure with King County that ranges from less than one to more than 20 years. As shown in the next chart, employees are fairly evenly divided across most categories of tenure: three-fourths to five years (23%), six to 10 years (21%), 11 to 15 years (16%), 16 to 20 years (18%), and more than 20 years (20%). Three percent of the employees participating in the survey were hired after January 1, 2006 (“new hires”).



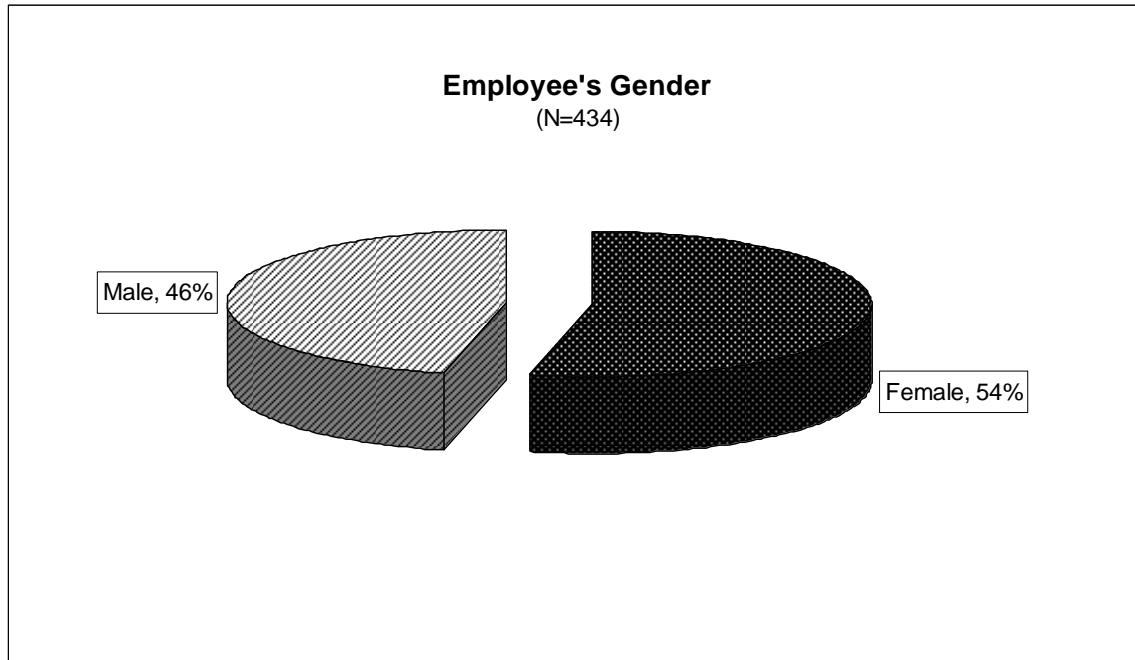
Survey participants represented all King County departments, as shown in the next chart. As might be expected given the size of the departments overall, survey participants were most likely to work in Transportation (31%), Natural Resources and Parks (16%), and Public Health (14%). Employees who said that they worked in “other” departments explained that they worked in DCFM, DCHS, OIRM, Human Service (dislocated worker program), Judicial Administration, and as a court reporter.



Approximately equal numbers of employees participating in the survey had no dependents covered on their King County health insurance (33%), had their spouses/partners covered (28%) or had both their spouse/partner and children covered (31%). Eight percent of employees said that the only dependents covered on their health insurance were their children. These results are shown in the next chart.



As the next chart shows, just over half of the employees participating in the survey were women (54%). However, only 41 percent of all King County employees are women. Therefore, survey participants include a significantly higher proportion of women than the population of King County employees.



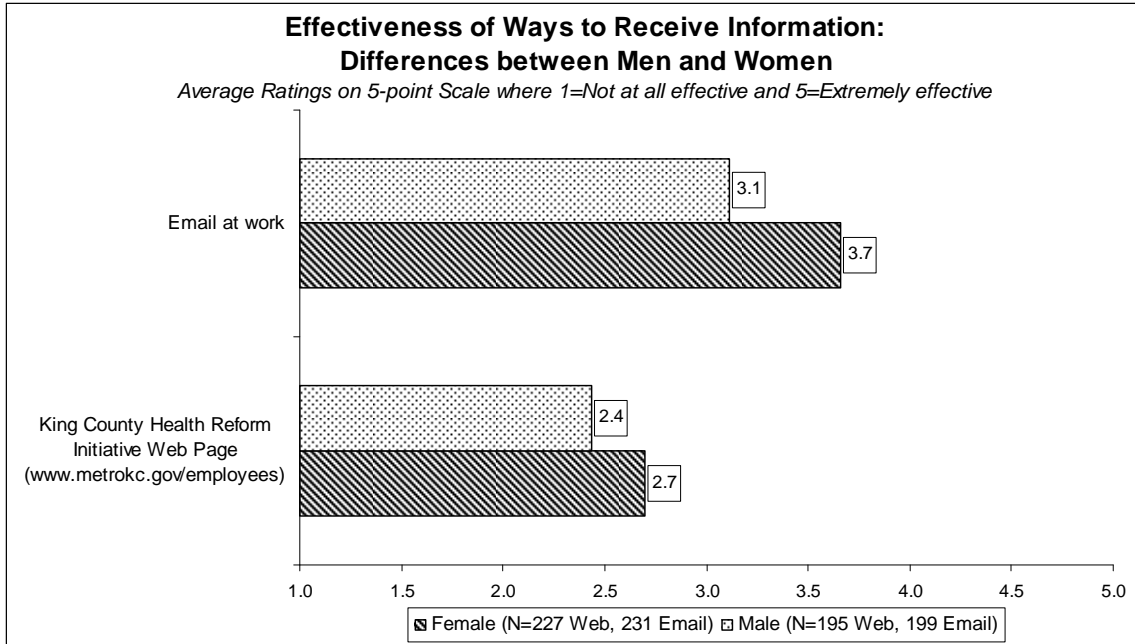
### Employee Results by Gender

The responses of men and women participating in the employee survey were compared and tested to see if differences in responses were statistically significant.<sup>1</sup> Responses differed significantly on a number of items, which are discussed below.

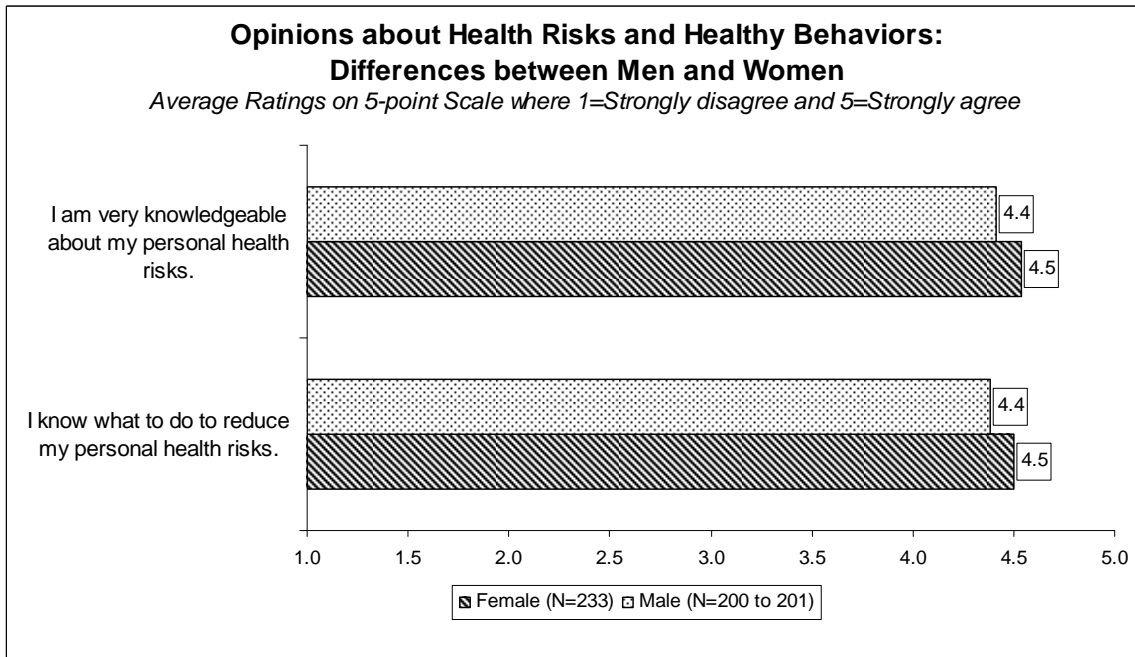
Two of the eight communications methods were rated significantly more effective “as a way to receive information about the King County Health Reform Initiative” by women than by men: Email at work and the Health Reform Initiative Web page. Average ratings of the effectiveness of these communication methods are shown in the next chart.

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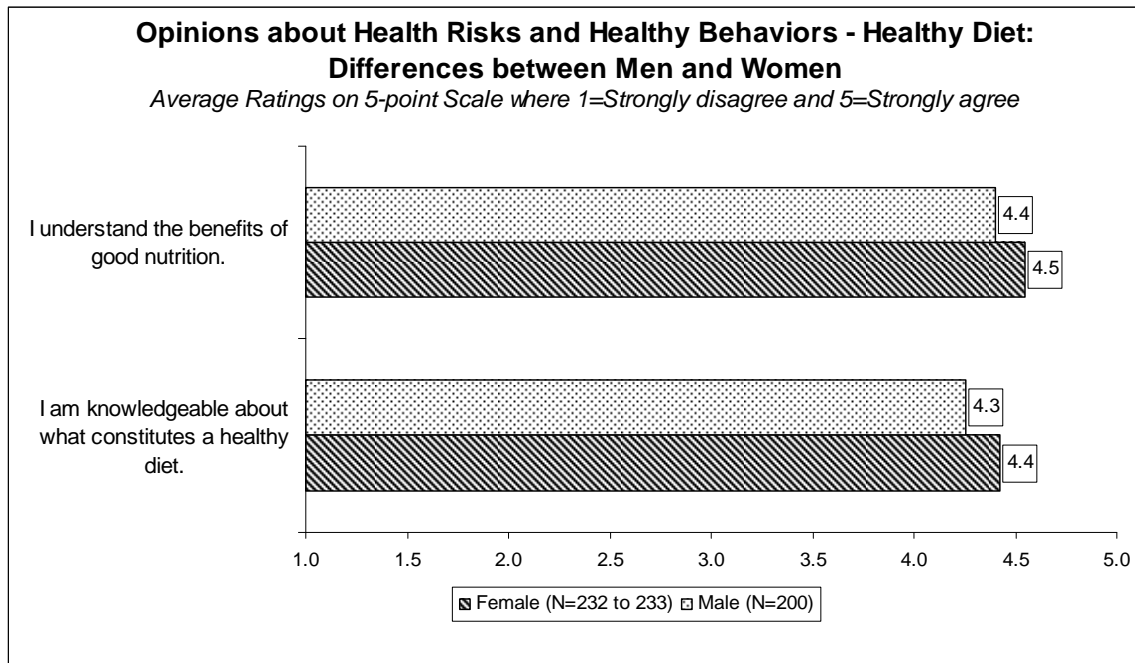
<sup>1</sup> Results were compared using a chi-square test or t-test for independent samples and considered statistically significant if the probability of the result occurring by chance was less than five percent ( $p < .05$ , 95% confidence). *SPSS 14.0 for Windows*. Release 14.0.2 (17 Mar 2006).



Women and men differed significantly on their level of agreement with four statements about health risks and healthy behaviors. Women agreed more strongly than men with two general statements: “I am very knowledgeable about my personal health risks,” and “I know what to do to reduce my personal health risks,” as shown in the next chart.



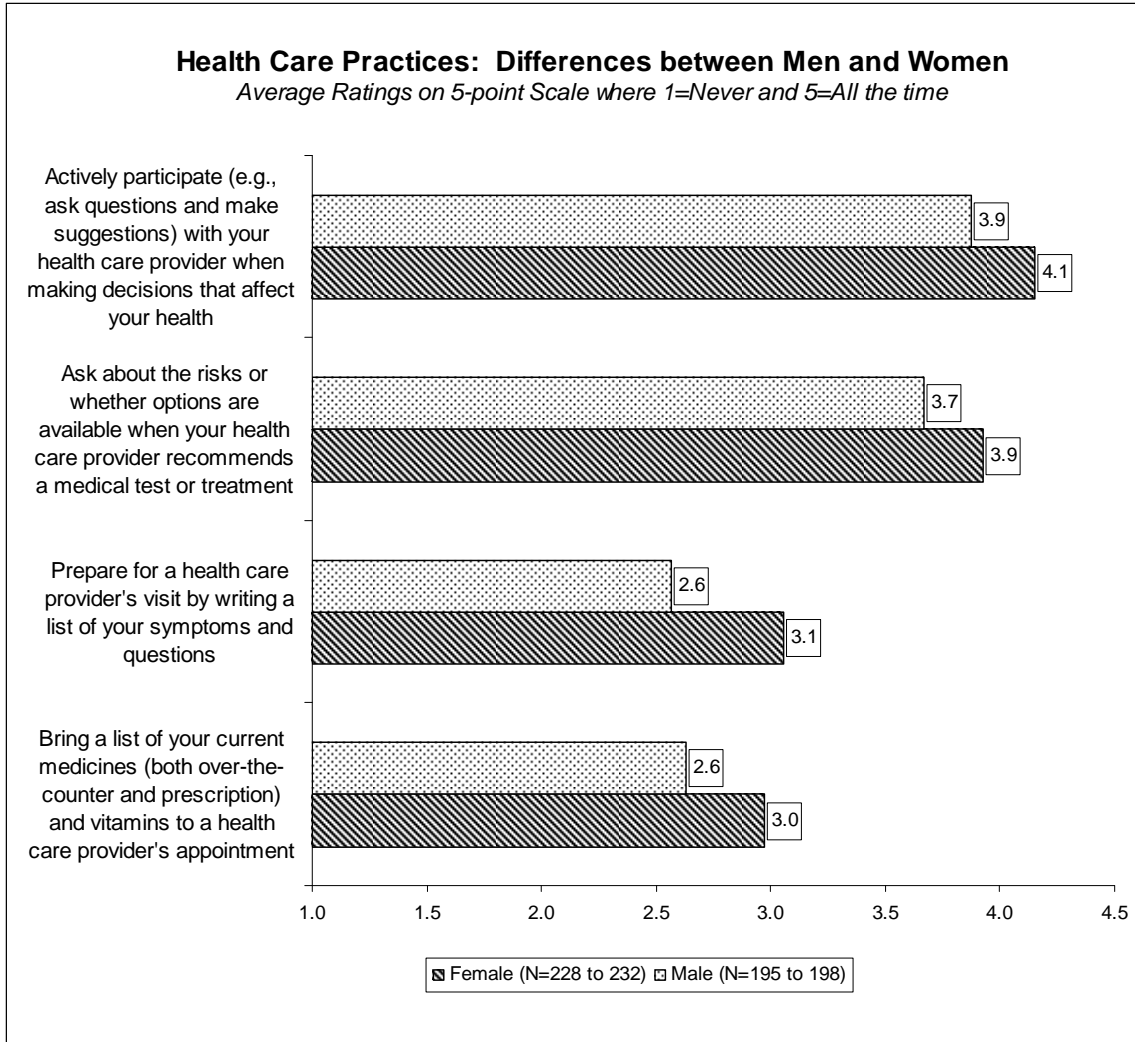
Women also agreed significantly more strongly than men with two statements about healthy diet: “I understand the benefits of good nutrition,” and “I am knowledgeable about what constitutes a healthy diet.”



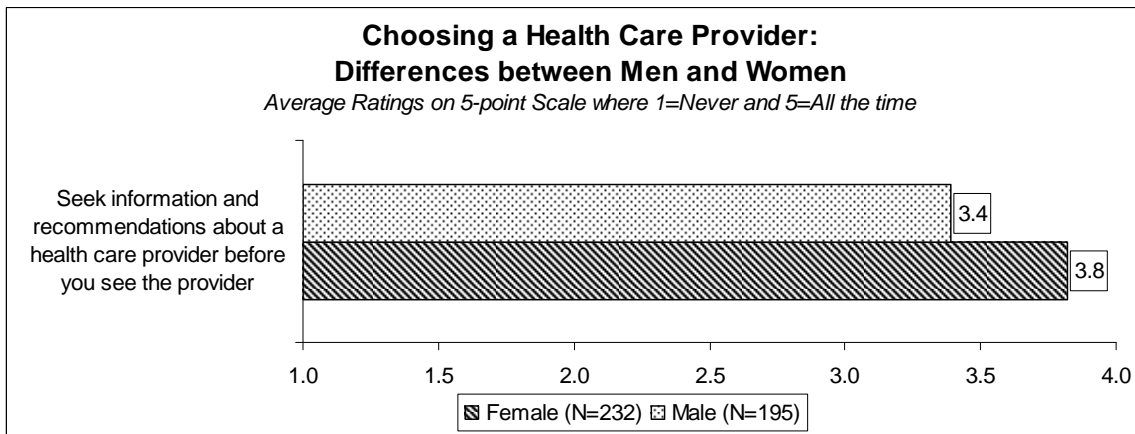
Women said that they engage significantly more frequently than men in four proactive behaviors when seeking and obtaining health care services:

- “Actively participate (e.g., ask questions and make suggestions) with your health care provider when making decisions that affect your health,”
- “Ask about the risks or whether options are available when your health care provider recommends a medical test or treatment,”
- “Prepare for a health care provider’s visit by writing a list of your symptoms and questions,” and
- “Bring a list of your current medicines (both over-the-counter and prescription) and vitamins to a health care provider’s appointment.”

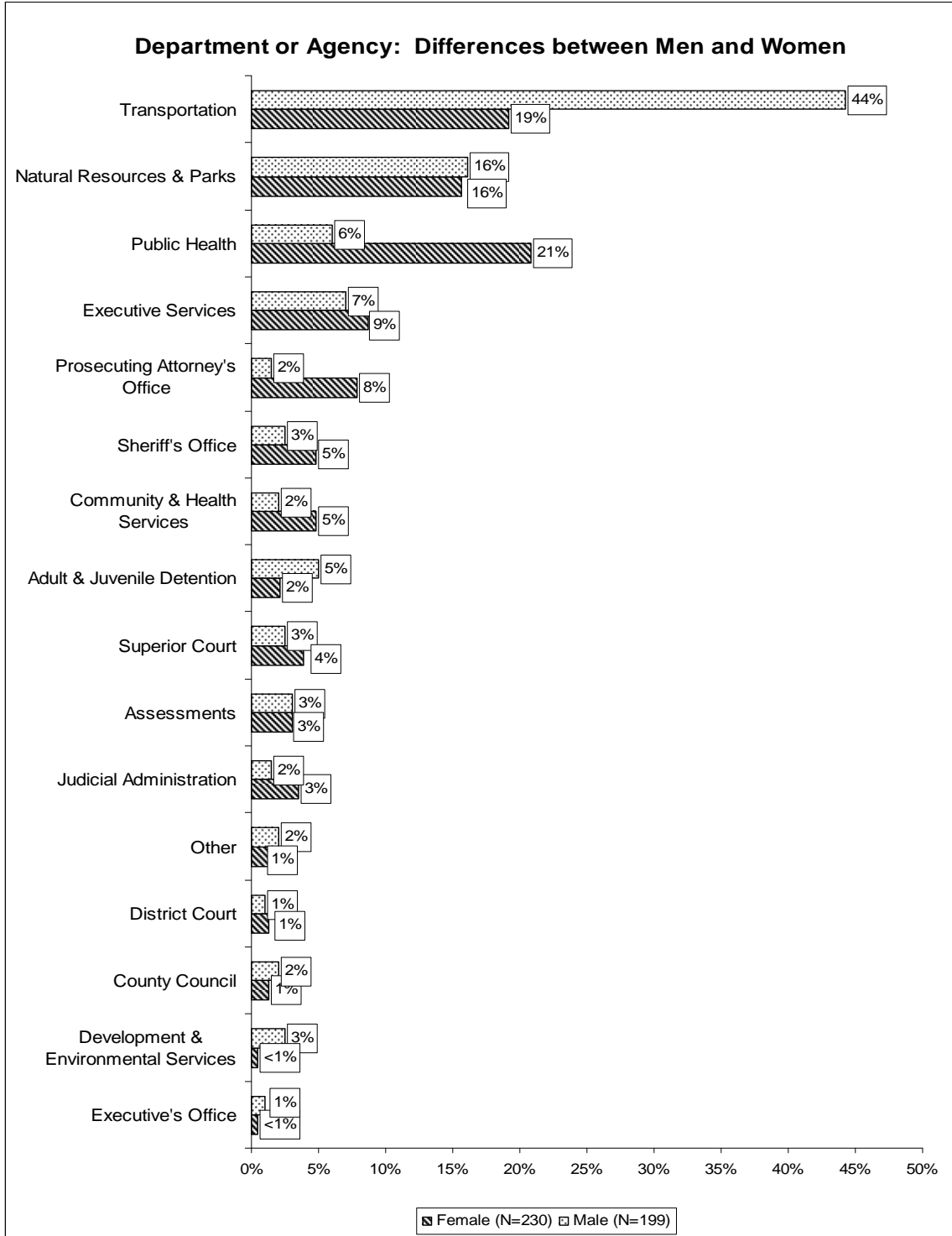
Average responses to these items are shown in the next chart.



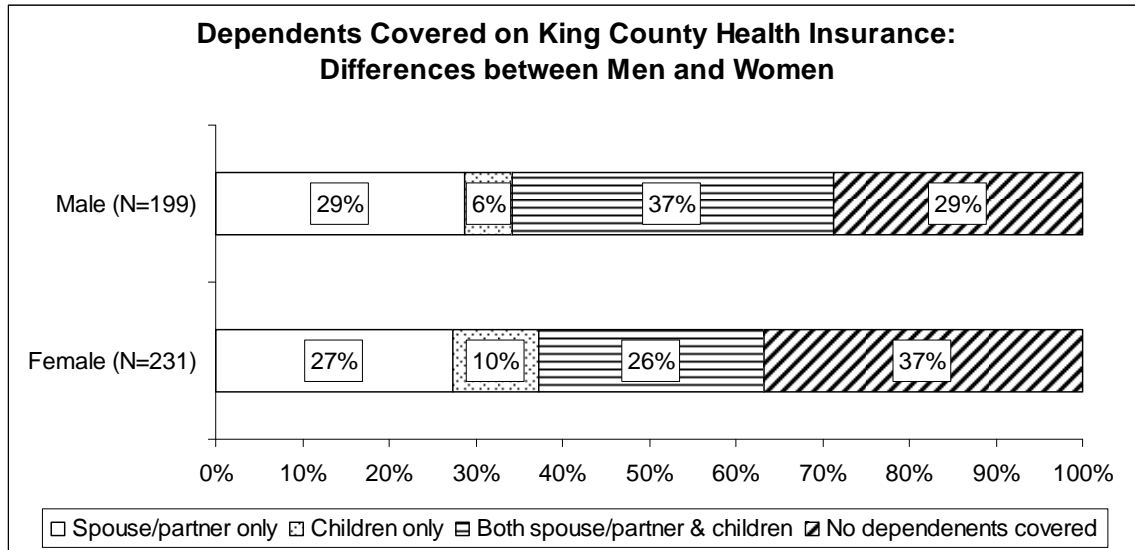
Women said that they “seek information and recommendations about a health care provider before [they] see the provider” significantly more frequently than men, as shown in the next chart.



The proportion male and female survey respondents working in King County departments differed significantly. The biggest differences were in Transportation (44% of male respondents and 19% of female respondents) and Public Health (6% of male respondents and 21% of female respondents). The percentages of male and female respondents working in each department are shown in the next chart.



Significantly more women (37%) than men (29%) said that they have no dependents covered on their King County Health Insurance, and more men (37%) than women (26%) said that they have both a spouse/partner and children covered, as shown in the next chart.



### Employee Results by Type of Individual Action Plan

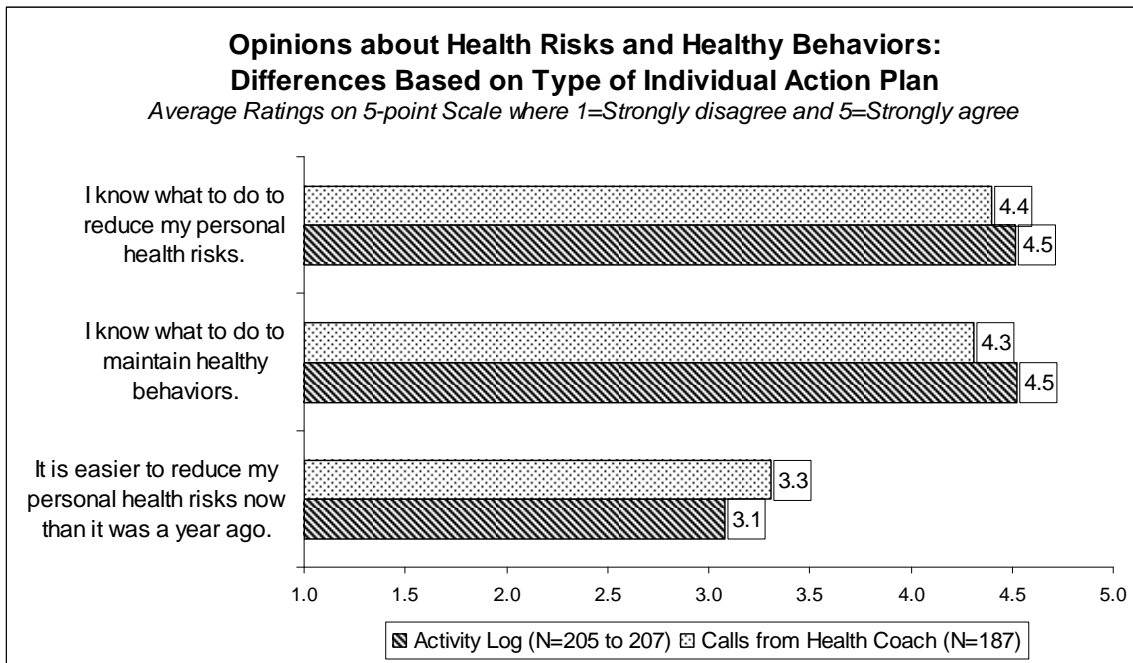
In addition to testing for differences in the survey responses of men and women, the responses of employees who were completing (or had completed) individual action plans were compared to see if there were differences between employees whose action plan consisted of an activity log (Route 66 or Colorful Choices) and employees whose action plan included taking calls from a health coach (typically employees with higher levels of risk). Responses of these two groups of employees differed significantly on several of the items relating to opinions of health risks and healthy behaviors, which are discussed below.

Employees whose individual action plan involved completing an activity log agreed more strongly than employees taking calls from health coaches with two statements about health risks and health behaviors in general:

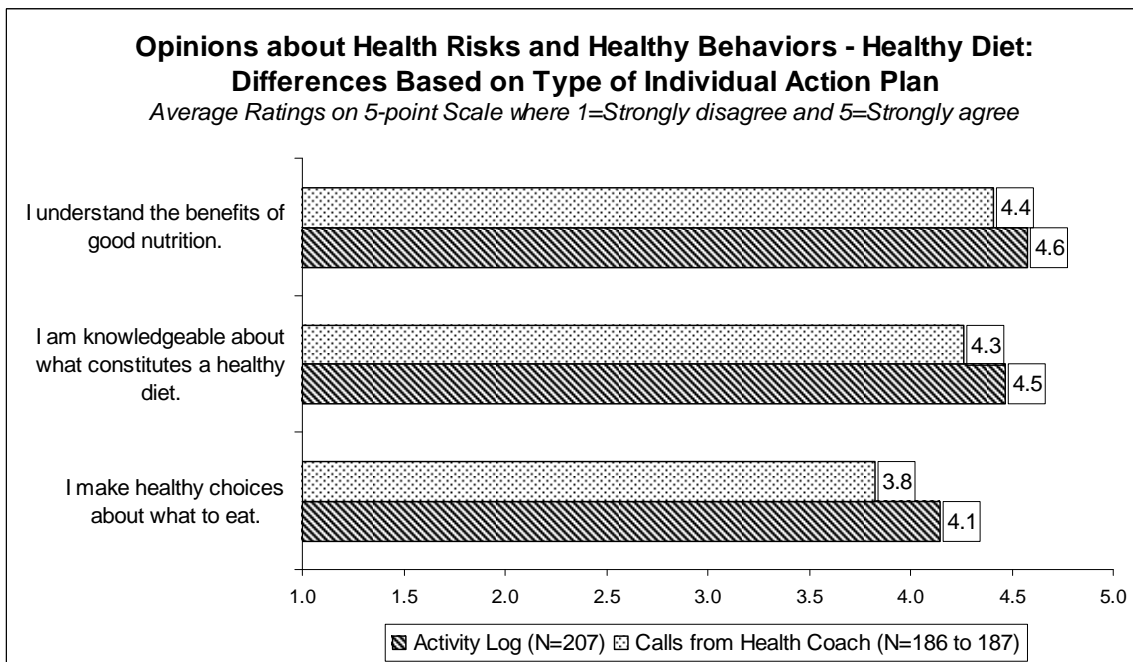
- “I know what to do to reduce my personal health risks;” and
- “I know what to do to maintain healthy behaviors.”

Employees taking calls from health coaches agreed more strongly than employees completing activity logs that “It is easier to reduce my personal health risks now than it was a year ago.”

These results are shown in the next chart.



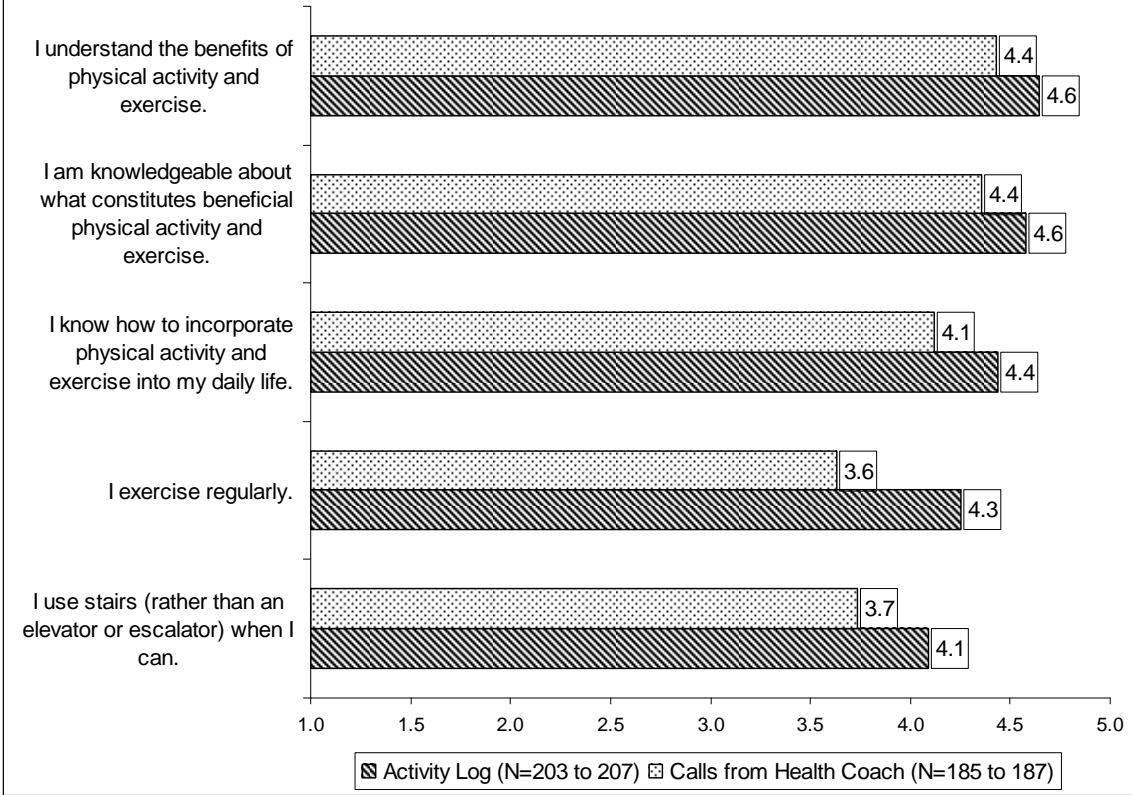
Employees completing activity logs agreed significantly more strongly than employees taking calls from health coaches with three statements about healthy diet, all five statements about physical activity and exercise, and the statement about tobacco. These results are shown in the next three charts.



**Opinions about Health Risks and Healthy Behaviors - Physical Activity and Exercise:**

**Differences Based on Type of Individual Action Plan**

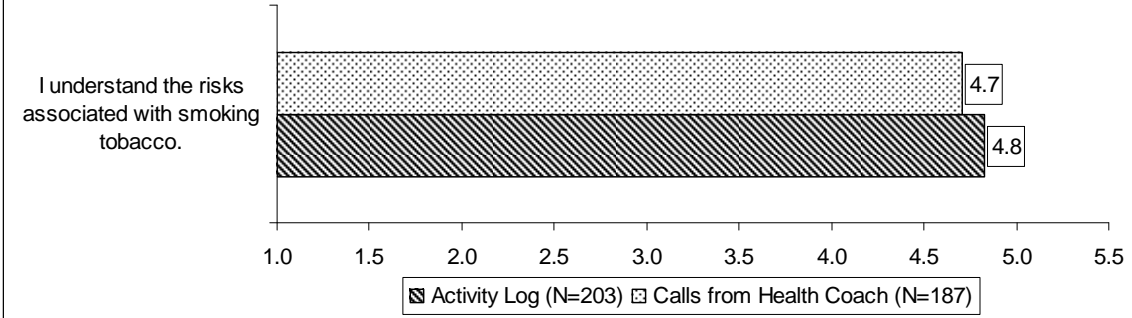
Average Ratings on 5-point Scale where 1=Strongly disagree and 5=Strongly agree



**Opinions about Health Risks - Tobacco:**

**Differences Based on Type of Individual Action Plan**

Average Ratings on 5-point Scale where 1=Strongly disagree and 5=Strongly agree



## **Key Findings and Conclusions**

Employees participating in the 2006 KCHRI survey include a higher percentage of women than is found in the population of King County employees. Accordingly, survey results may not apply to all employees and should be interpreted with some caution. However, 444 of the randomly selected employees participated in the survey, and their responses suggest the following key findings and conclusions:

**Wellness Assessment and Individual Action Plan.** As expected, participation in the wellness assessment and individual action plans was high among employees participating in the KCHRI survey. Employees participating in the individual action plans indicated some positive benefits of the plan: **Fifty nine percent of employees participating in an individual action plan said that participation “definitely” or “probably” helped them build or maintain healthy habits.**

**Resources for Employees.** While seven in ten employees were aware that flu shots and gym discounts are available to them “through King County to reduce personal health risks and maintain or increase healthy behaviors,” awareness of other resources available to employees ranged from 34% (healthy snacks options in vending machines) to 62% (Weight Watchers at Work). These results suggest that awareness of resources could be higher.

**Information about KCHRI.** Of six information sources, the *Health Matters* newsletter reaches the greatest number of employees (98%) and was rated highest in usefulness “as a source of information about ways to reduce personal health risks and maintain healthy behaviors.” Each of eight communication methods was rated “extremely effective” by some employees and “not at all effective” by others as a way to receive information about the KCHRI. US mail to home was rated most effective and podcasts least effective. These results suggest that KCHRI should continue to use a variety of communication methods to reach employees, including the *Health Matters* newsletter mailed to home.

**Health Risks and Healthy Behaviors.** When asked their level of agreement with statements about health risks and healthy behaviors, employees said that they agree more strongly with statements about their understanding and knowledge of health risks (e.g., “I understand the benefits of good nutrition”) than with statements about actually engaging in healthy behaviors (e.g., “I make healthy choices about what to eat.”) Nevertheless, over half of the employees said that they “agree” or “strongly agree” with most statements about engaging in healthy behaviors, and **four in ten employees said that they “agree” or “strongly agree” with the statement, “It is easier to reduce my personal health risks now than it was a year ago.”**

**Health Care Practices.** Employees said that they more frequently “actively participate . . . with [their] health care provider when making decisions that affect [their] health” and less frequently prepare for a visit by listing questions and symptoms, bring a list of medications, and take notes during a visit with a health care provider.

**Differences between Men and Women.** Women participating in the survey responded to a number of questions differently from men by rating the items more favorably, agreeing more strongly with statements, and saying that they engage in activities more frequently. These findings suggest that it may be easier to reach women through email and the KCHRI Web page (women rated these more effective than men did as ways to receive information about KCHRI) and that women may need less education about health risks and proactive health care practices than men (women agree more strongly than men with several statements about health risks and reported that they engage in four proactive behaviors when seeking and receiving health care more often than men).

**Differences Based on Type of Individual Action Plan.** Employees whose individual action plan involved an activity log and employees whose plan involved taking calls from a health coach differed on several items relating to opinions of health risks and healthy behaviors.

- Employees taking calls from a health coach agreed more strongly than employees filling out an activity log that, “It is easier to reduce my personal health risks now than it was a year ago.”
- Employees filling out an activity log agreed more strongly than those taking calls from a health coach with most of the other items about health risks and healthy behaviors, including the statements, “I make healthy choices about what to eat,” “I exercise regularly,” and “I use stairs (rather than an elevator or escalator) when I can.” KCHRI may want to consider these differences when changing or developing new guidelines for individual action plans.

## **Part II. Spouse/Partner Survey**

### **Information Objectives**

The information objectives of the spouse/partner survey included assessing the following:

- Spouses/partners' opinions of and experiences with the KCHRI wellness assessment and individual action plan;
- Spouses/partners' opinions of the usefulness of selected sources of information about ways to reduce personal health risks and maintain healthy behaviors;
- Spouses/partners' opinions of health risks and healthy behaviors;
- The frequency with which spouses/partners engage in proactive behaviors when seeking and obtaining health care services, and
- Spouses/partners' satisfaction with and decisions relating to their health care providers.

### **Methods**

Between September 7 and September 19, 2006, 500 spouses/partners of King County employees who are covered under the employees' King County health insurance were interviewed by telephone. Interviews lasted about ten to 12 minutes.

While the County has names of 6,623 spouses/partners who are covered on employees' health insurance, only 2,518 spouses/partners have telephone numbers included on the County list. Interviewers attempted to call all of these numbers at least once to ask spouses/partners to participate in the survey, although some numbers were bad (incorrect, disconnected, fax lines) and many spouse/partners could not be reached, were not available to participate, or declined to participate.<sup>2</sup>

The spouse/partner questionnaire was based on the questionnaire used in the employee survey. Accordingly, the spouse/partner questionnaire was designed to gather information relating to evaluation indicators identified in the KCHRI Measurement and Evaluation and Design (prepared by Clegg and Associates, Inc., September 1, 2005). The spouse/partner questionnaire also built on some questions asked in the 2004 employee survey conducted by Mercer. The spouse/partner questionnaire was developed with the

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<sup>2</sup> Of the 2,518 spouses/partners with telephone numbers, 400 had bad telephone number listings, 937 could not be reached (no answer, answering machine/voice mail, busy signal), 335 were not available to participate, and 264 declined to participate or to complete the interview. In addition, 30 spouses/partners were unable to participate due to language barriers, and 52 on the list were disqualified because they said that they were not covered by their spouses/partners' King County health insurance.

input and approval of KCHRI staff. A copy of the questionnaire is included in the appendix.

### **Limitations**

If the 500 survey participants comprise a random sample of all 6,623 insured spouse/partners, the maximum margin of error would be expected to be less than  $\pm 4.4$  percent at the 95 percent confidence interval ( $p < .05$ ).

### **Results**

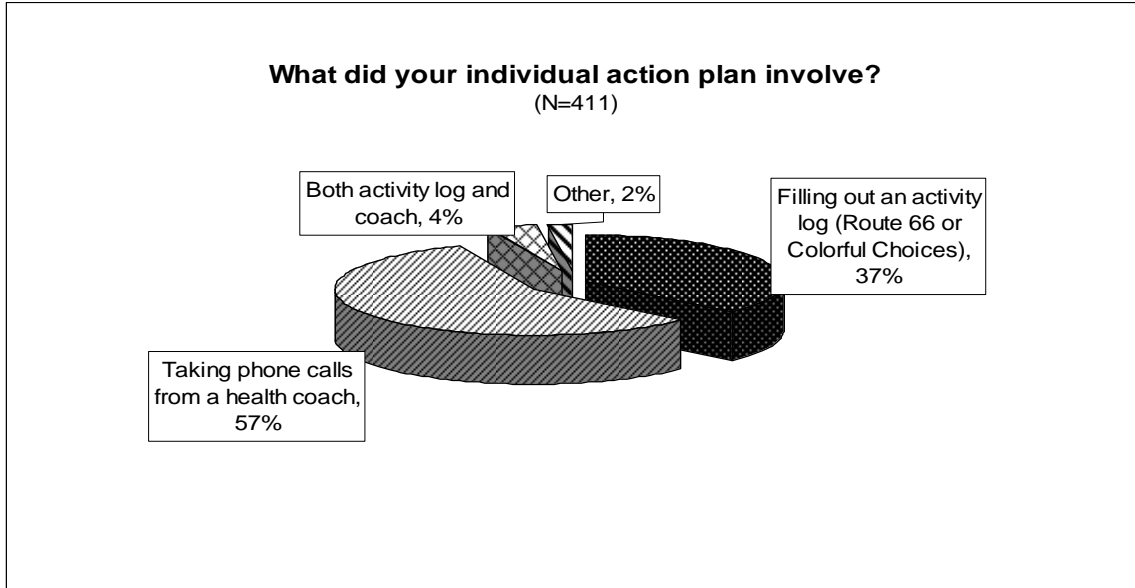
Spouse/partner survey results are presented below for each of the information objectives of the survey. The results for all spouses/partners are presented first, followed by discussions of comparisons of the responses of spouses/partners based on gender (male vs. female) and type of individual action plan (filling out an activity log vs. taking calls from a health coach).

Results are based on the number of employees answering each question, which often was less than 500. Base sizes are shown in the charts and tables below (e.g.,  $N=500$ ).

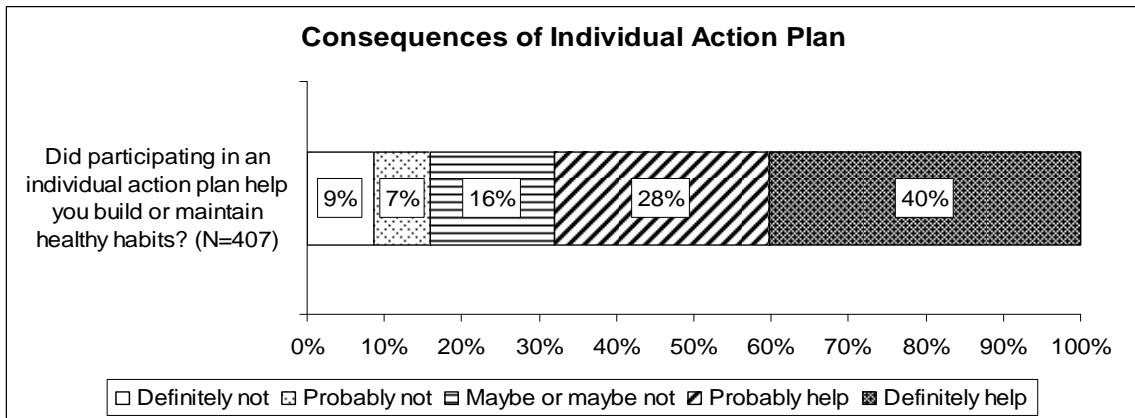
### **Overall Results: Wellness Assessment and Individual Action Plan**

Most spouses/partners (94% of 484 answering this question) said that they completed and returned the wellness assessment earlier this year. Eighty nine percent of the 468 spouses/partners answering the question (typically those who had completed a wellness assessment) said that they were participating in or had completed an individual action plan.

Spouses/partners who said that they were participating in or had completed an individual action were asked what the plan involved. Thirty seven percent said that the plan involved filling out an activity log (Route 66 or Colorful Choices), 57 percent said the plan involved taking calls from a health coach, four percent said it involved both a log and taking calls from a health coach, and two percent said that it involved something else. These results are shown in the next chart.

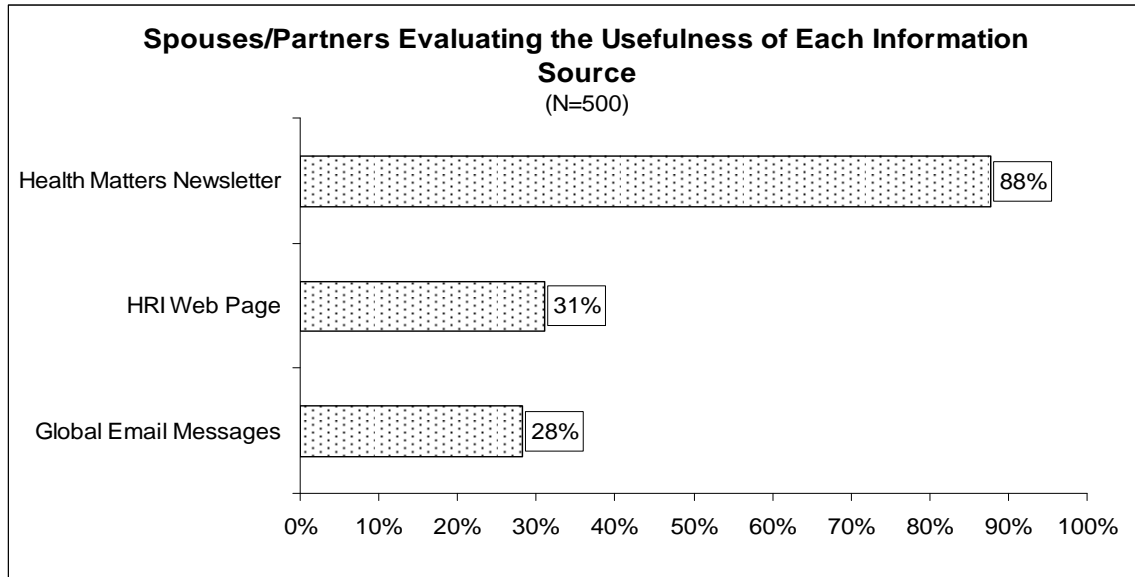


Four in ten of the spouses/partners participating in an individual action plan said that participation “definitely” helped them build or maintain healthy habits, and 28 percent said that participation “probably” helped build or maintain healthy habits. Nine percent said that participating in the plan “definitely [did] not” help build or maintain healthy habits, as shown in the next chart.



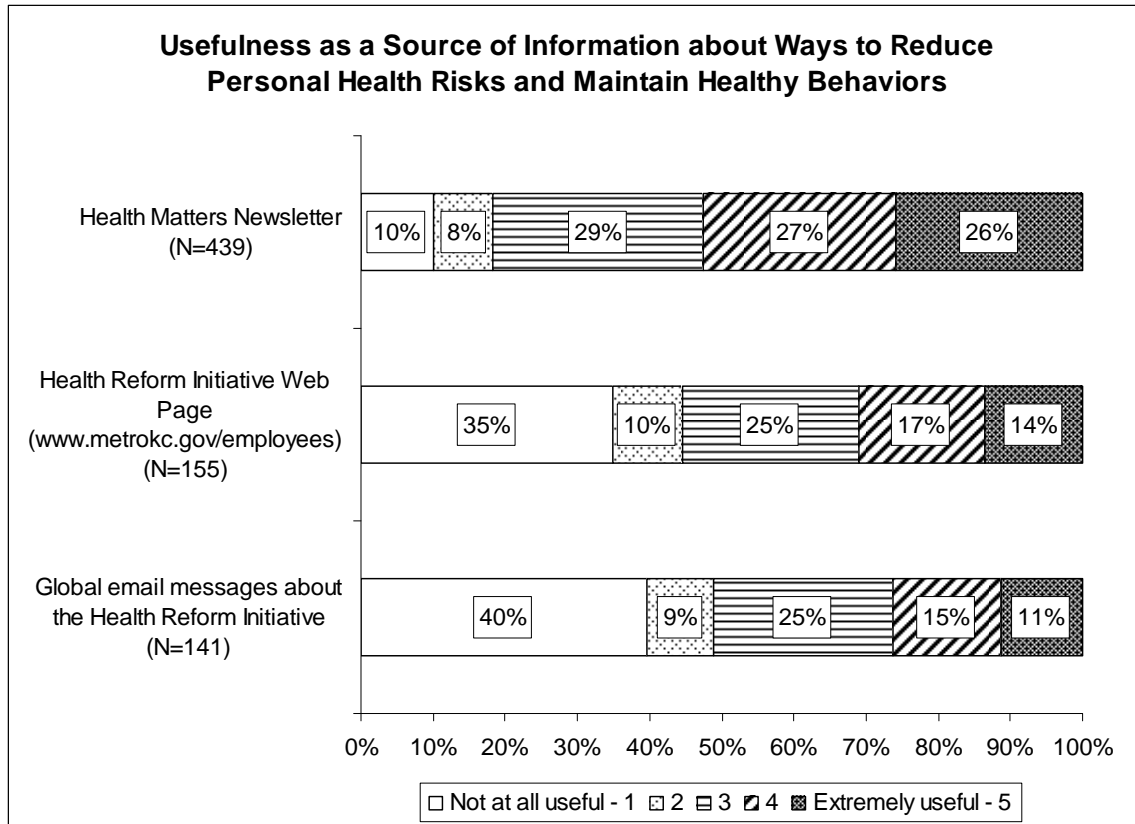
**Overall Results: Information about KCHRI**

When asked to rate how useful each of three KCHRI communication methods is “as a source of information about ways to reduce personal health risks and maintain healthy behaviors,” some spouses/partners said that they “have not seen or received” one or more of the communication methods. As a result, only some of the spouses/partners surveyed rated the usefulness of the *Health Matters* newsletter (88%), HRI Web page (31%), and global email messages (28%). These results are shown in the next chart.



The *Health Matters* newsletter was rated more useful than the Web page or global email messages as “a source of information about ways to reduce personal health risks and maintain healthy behaviors.”

- The *Health Matters* newsletter was rated a 4 or a 5 on the five-point scale where 5 means “extremely useful” by over half of the spouses/partners, while only 10 percent rated the newsletter a 1 on the scale, where 1 means “not at all useful.”
- The Health Reform Initiative Web page was rated a 4 or a 5 (“extremely useful”) by 31% of spouses/partners, and 35 percent rated the page 1 (“not at all useful”).
- Global email messages were rated a 4 or a 5 (“extremely useful”) by 26 percent of spouses/partners, and 40% rated global email messages 1 (“not at all useful”).

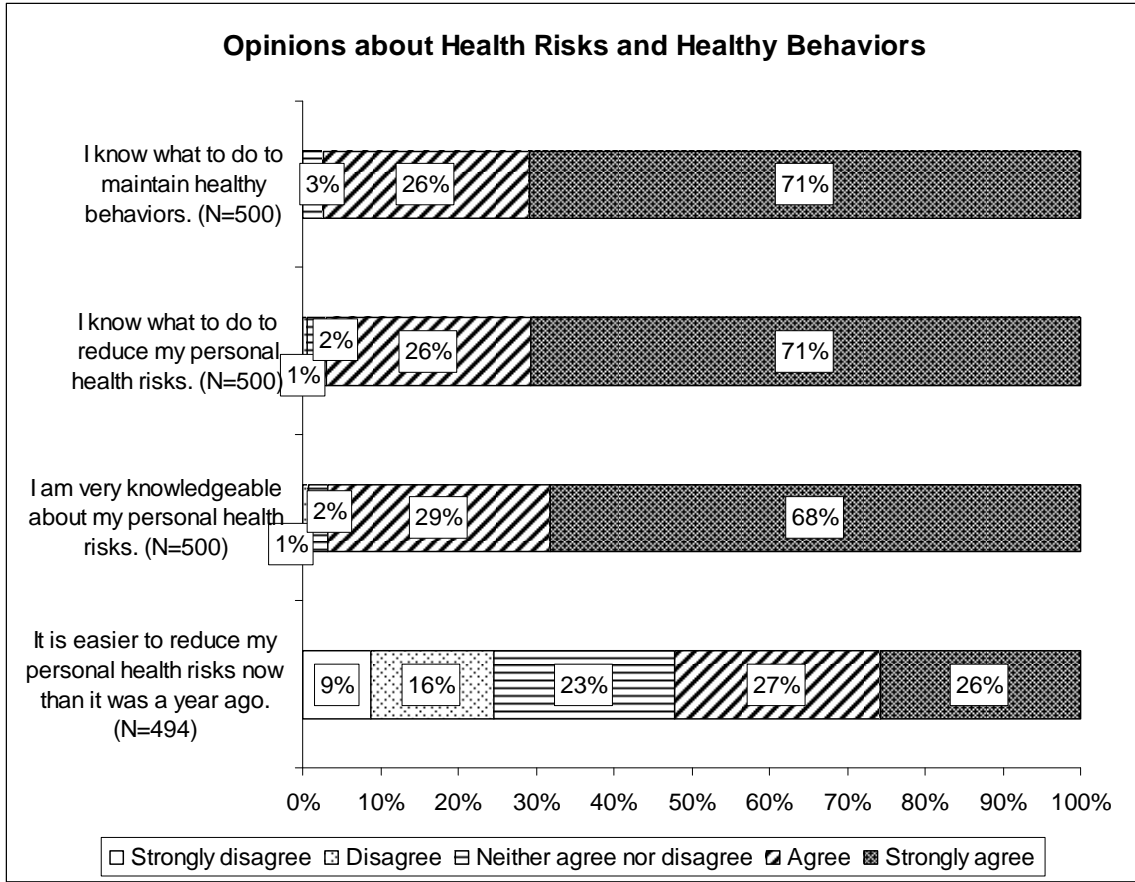


**Overall Results: Health Risks and Healthy Behaviors**

Over two thirds of spouses/partners said that they “strongly agree” with three statements about health risks and healthy behaviors:

- “I know what to do to maintain healthy behaviors,”
- “I know what to do to reduce my personal health risks,” and
- “I am very knowledgeable about my personal health risks.”

Over half of the spouses/partners said that they “agree” or “strongly agree” that “it is easier to reduce my personal health risks now than it was a year ago.” These results are shown in the next chart.



Spouses/partners were asked, “What else would help you better manage your personal health risks and maintain healthy behaviors?” The following table summarizes the most frequent answers to this question, which ranged from eating more healthfully to receiving newsletters and brochures. The four most common answers to this question were eating well, exercising more, and having will power or self control, as well as the answer that the spouse/partner knows what to do and does not need help from King County.

Percentages total more than 100 in the following table because some spouses/partners gave more than one answer to the question.

**What would help you better manage your personal health risks  
and maintain healthy behaviors?**

(N=496)

Eating healthy/healthier, balanced diet	16%
Exercising more	16%
Know what to do, do not need help from King County	16%
Self control, my own determination, will power	14%
Time, time management	8%
Awareness, more information, education (general)	7%
Access to gym, free or discounted gym, childcare at gym	6%
Personal health coaches, calls were helpful	5%
Stress reduction, more free/me time	5%
Lower costs for health insurance, deductibles, cover supplements/vitamins, naturopathy, preventive care, etc.	5%
Outside push, chef, trainer, coach, groups, etc.	4%
Keeping a log of diet and activities, personal action plan	3%
Regular doctor visits, checkups	3%
Less work, work fewer hours	3%
Newsletters, brochures with tips and ideas	3%
Other	7%
Don't know	9%

**Overall Results: Health Care Practices**

As did employees, some spouses/partners said “never” and some said “all the time” when asked how frequently they engage in each of nine proactive behaviors when seeking and obtaining health care services. The three behaviors in which spouses/partners were most likely to engage are as follows:

- “Actively participate (e.g., ask questions and make suggestions) with your health care provider when making decisions that affect your health” (65% “All the time”; 4% “Never”)
- “Ask about the risks or whether options are available when your health care provider recommends a medical test or treatment” (60% “All the time”; 7% “Never”)
- “Talk to your health care provide about things you should do to improve your health” (49% “All the time”; 8% “Never”)

Spouses/partners were least likely to engage in the following behavior:

- “Take notes during the visit to be sure to remember important facts for later reference” (22% “All the time”; 35% “Never”)

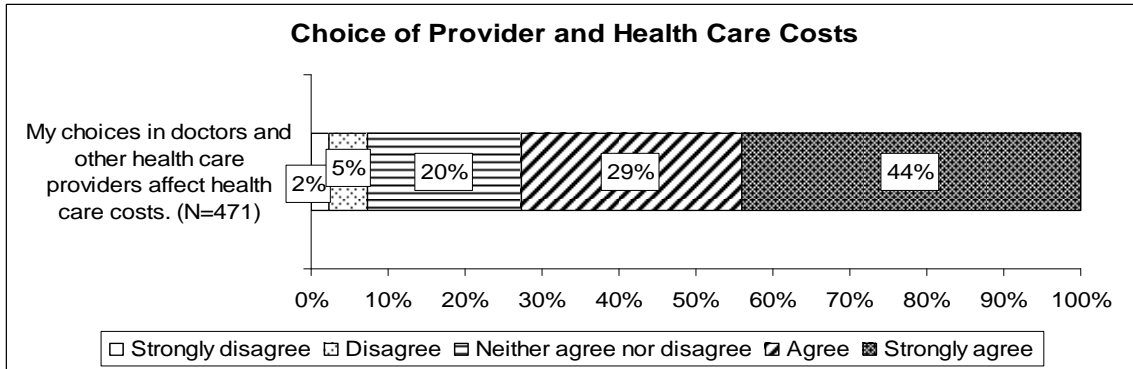
Between 31 and 45 percent of the spouses/partners said that they engaged in the other behaviors “all the time,” and between 13% and 32% said that they “never” engage in the

other behaviors. The frequencies with which spouses/partners said that they engage in each of the nine behaviors are shown in the next chart.

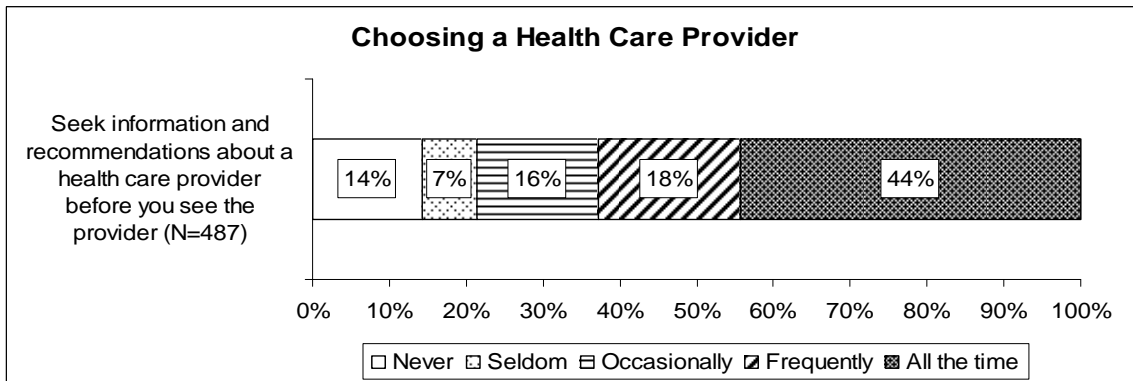


## Overall Results: Health Care Provider

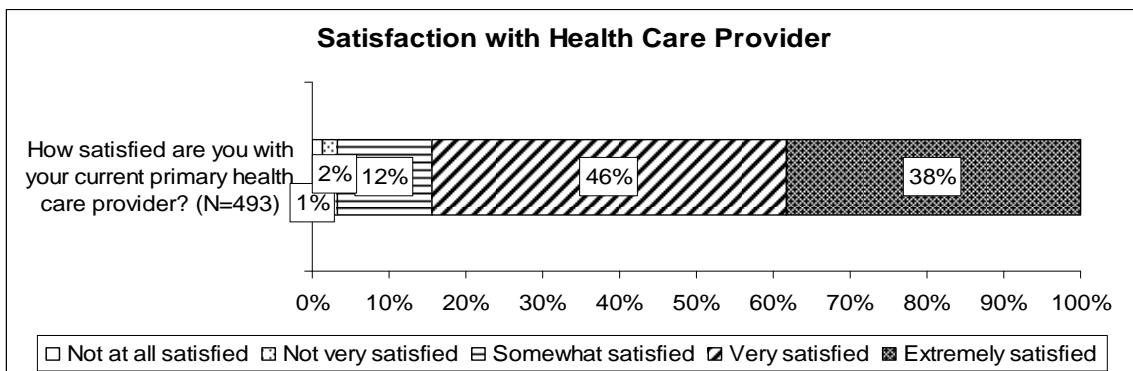
Almost three fourths of spouses/partners said that they “agree” or “strongly agree” with the statement, “My choices in doctors and health care providers affect health care costs,” as shown in the next chart.



Forty four percent of spouses/partners said that they “seek information and recommendations about a health care provider before [they] see the provider . . . all the time.”

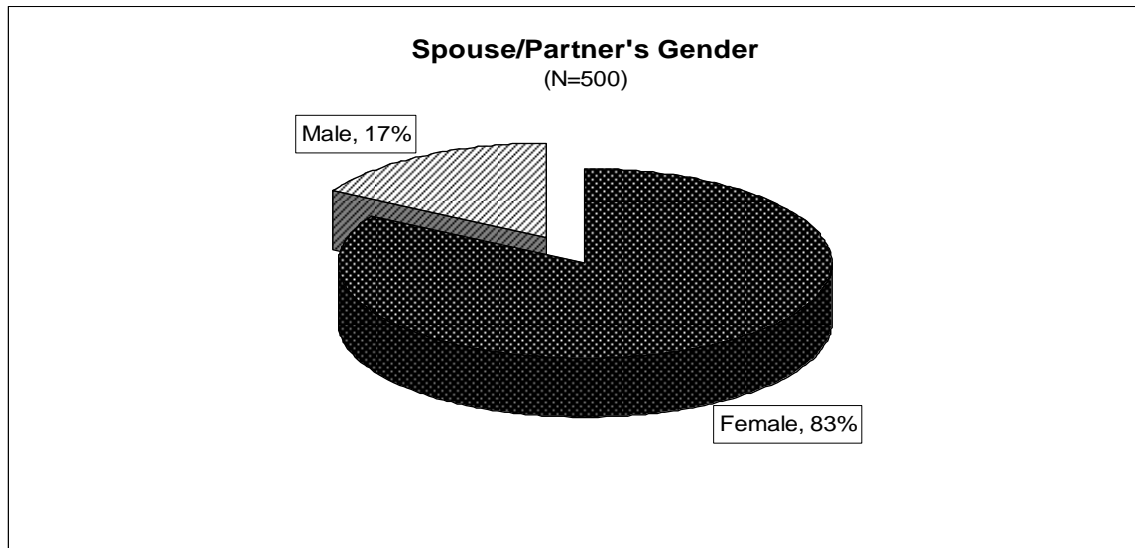


Eighty four percent of spouses/partners said that they are “very satisfied” or “extremely satisfied” with their current primary health care provider, as shown in the next chart.



## Overall Results: Gender

The majority of spouses/partners participating in the survey were women (83%), as shown in the next chart.



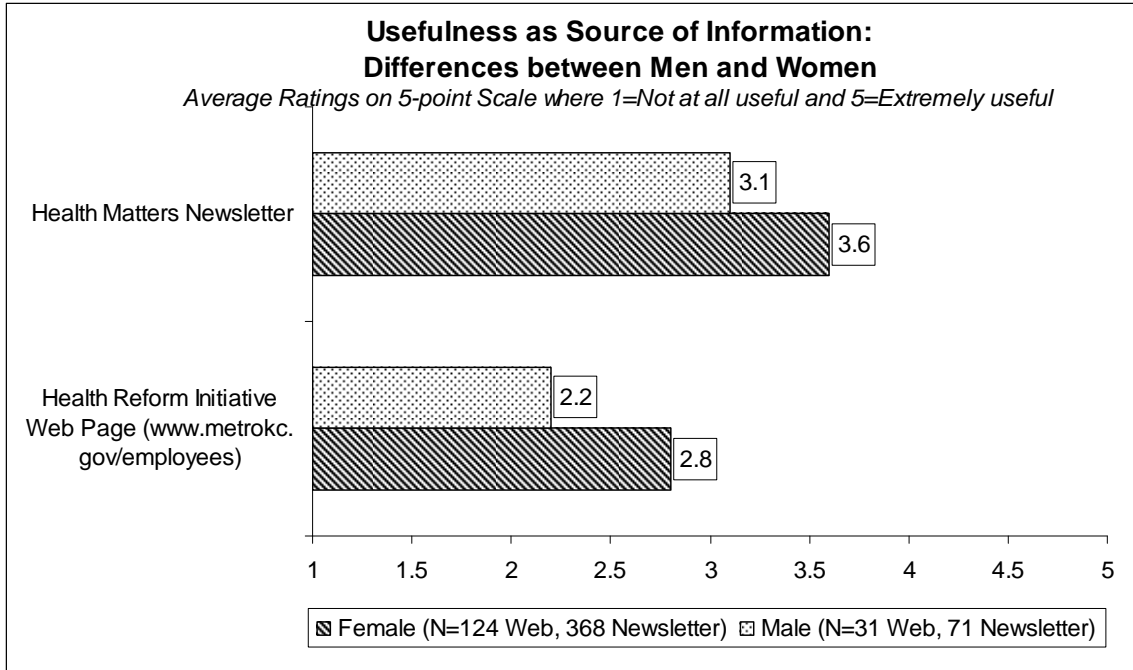
## Spouse/Partner Results by Gender

The responses of men and women participating in the spouse/partner survey were compared and tested to see if differences in responses were statistically significant.<sup>3</sup> Responses differed significantly on ratings of a number of items, which are discussed below.

The *Health Matters* newsletter and KCHRI Web page were rated significantly more useful by women than by men as sources “of information about ways to reduce personal health risks and maintain healthy behaviors. The average ratings of the usefulness of these information sources are shown in the next chart.

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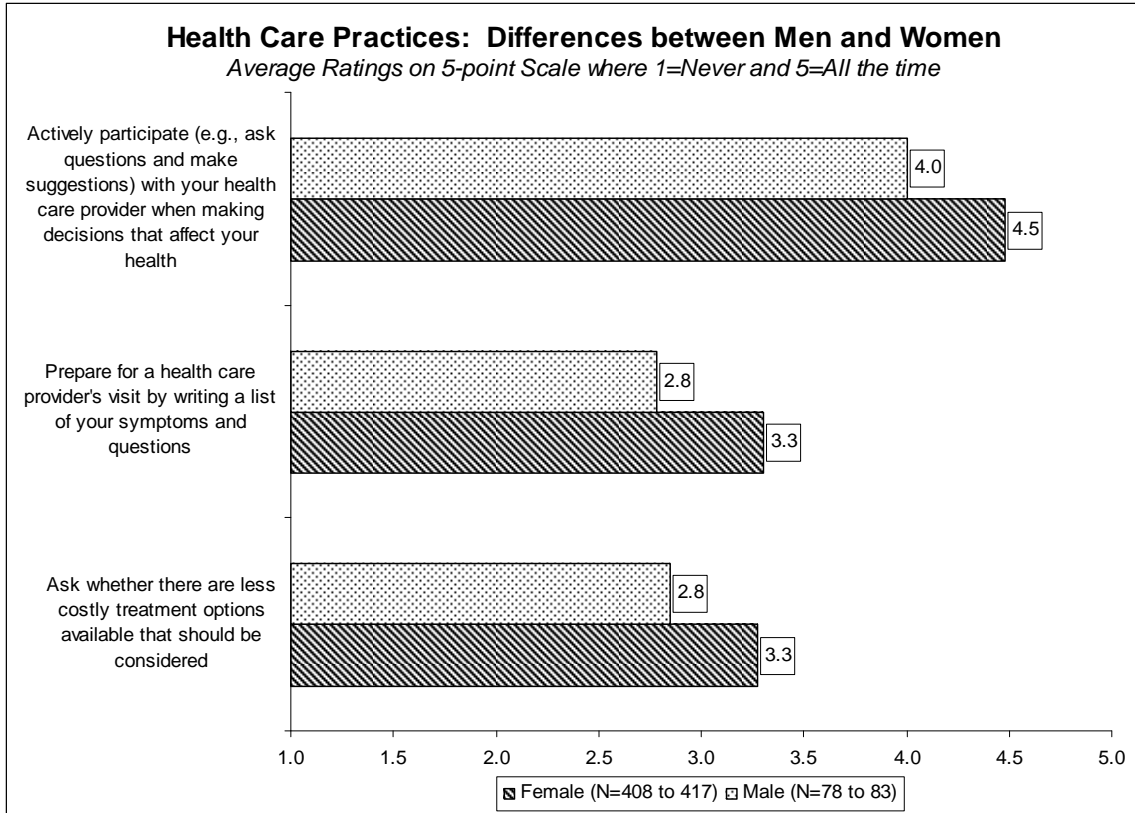
<sup>3</sup> Results were compared using a chi-square test or t-test for independent samples and considered statistically significant if the probability of the result occurring by chance was less than five percent ( $p < .05$ , 95% confidence). *SPSS 14.0 for Windows*. Release 14.0.2 (17 Mar 2006).



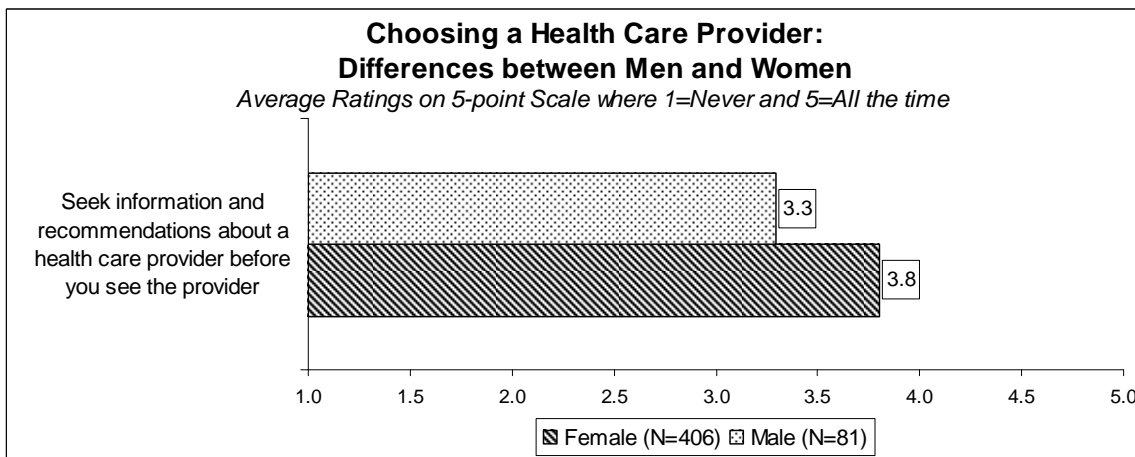
Women said that they engaged in three proactive behaviors significantly more frequently than men when seeking and obtaining health care services:

- “Actively participate (e.g., ask questions and make suggestions) with your health care provider when making decisions that affect your health,”
- “Prepare for a health care provider’s visit by writing a list of your symptoms and questions,” and
- “Ask whether there are less costly treatment options available that should be considered.”

Average responses for men and women on these items are shown in the next chart.



Women also said that they “seek information and recommendations about a health care provider before [they] see the provider” significantly more often than men, as shown in the next chart.



### Spouse/Partner Results by Type of Individual Action Plan

In addition to testing for differences in the survey responses of men and women, the responses of spouses/partners who were completing (or had completed) individual action plans were compared to see if there were differences between spouses/partners whose

action plan consisted of an activity log (Route 66 or Colorful Choices) and spouse/partners whose action plan included taking calls from a health coach (typically spouse/partners with higher levels of risk). Differences in the responses of these two groups of spouse/partners were not statistically significant.

## **Key Findings and Conclusions**

The key findings and conclusions from the survey of spouses/partners are as follows:

**Wellness Assessment and Individual Action Plan.** As was the case with employees, participation in the wellness assessment and individual action plans was high among spouses/partners responding to the KCHRI survey. In addition, **two thirds of spouses/partners said that participating in an individual action plan “definitely” or “probably” helped them build or maintain healthy habits.**

**Information about KCHRI.** Of three information sources, the *Health Matters* newsletter reaches the greatest number of spouses/partners (88%) and was rated highest in usefulness “as a source of information about ways to reduce personal health risks and maintain healthy behaviors.” Far fewer spouses/partners have seen the KCHRI Web page or global email messages. These results suggest that KCHRI should continue to use the *Health Matters* newsletter to target spouses/partners.

**Health Risks and Healthy Behaviors.** When asked their level of agreement with statements about health risks and healthy behaviors, spouses/partners said that they agree more strongly with statements about their understanding and knowledge of health risks (e.g., “I know what to do to maintain healthy behaviors”) than with the statement about actually engaging in healthy behaviors (e.g., “It is easier to reduce my personal health risks now than it was a year ago.”) However, **half of the spouses/partners said that they “agree” or “strongly agree” with the statement, “It is easier to reduce my personal health risks now than it was a year ago.”**

**Health Care Practices.** Spouses/partners said that, of nine proactive behaviors, they more frequently “actively participate . . . with [their] health care provider when making decisions that affect [their] health” and less frequently “take notes during the visit to be sure to remember important facts for later reference.”

**Differences between Men and Women.** Female spouses/partners participating in the survey responded to a number of questions differently from men by rating the items more favorably and saying that they engage in activities more frequently. These findings suggest that it may be easier to reach women through the *Health Matters* newsletter and the KCHRI Web page (women rated these more useful than men did as sources of information about reducing health risks and maintaining healthy behaviors) and that women may need less education about proactive health care practices than men (women reported that they engage in three proactive behaviors when seeking and receiving health care more often than men).

### **Part III. Comparison of Employee and Spouse/Partner Survey Results**

Both employees and insured spouse/partners were asked questions about the following topics:

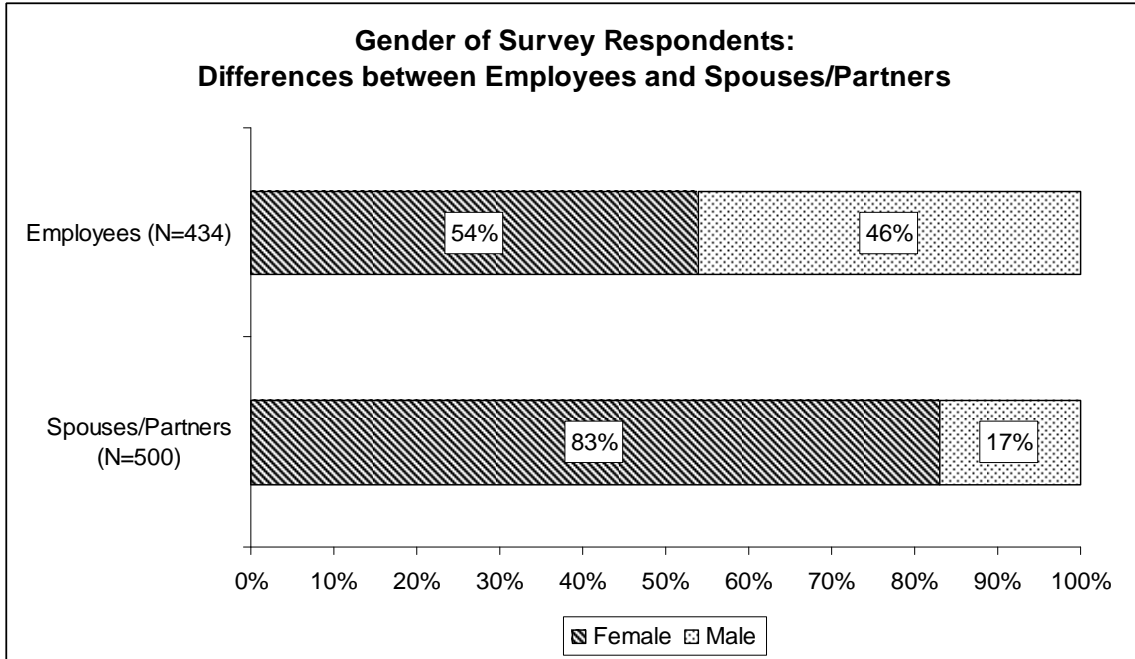
- Wellness assessment and individual action plan,
- Usefulness of sources of information about ways to reduce personal health risks and maintain healthy behaviors,
- Opinions about health risks and healthy behaviors,
- Proactive behaviors when seeking and obtaining health care services, and
- Health care providers.

For all questions that were the same on the employee and spouse/partner surveys, the responses of employees and spouse/partners were compared and tested to see if differences between the two groups were statistically significant.<sup>4</sup> Statistical testing showed that employees and spouse/partners differed significantly on at least one question in each area addressed by both surveys.

In addition, employees and spouses/partners differed in that significantly more of the spouses/partners (83%) than employees (54%) participating in the survey were women, as shown in the next chart.

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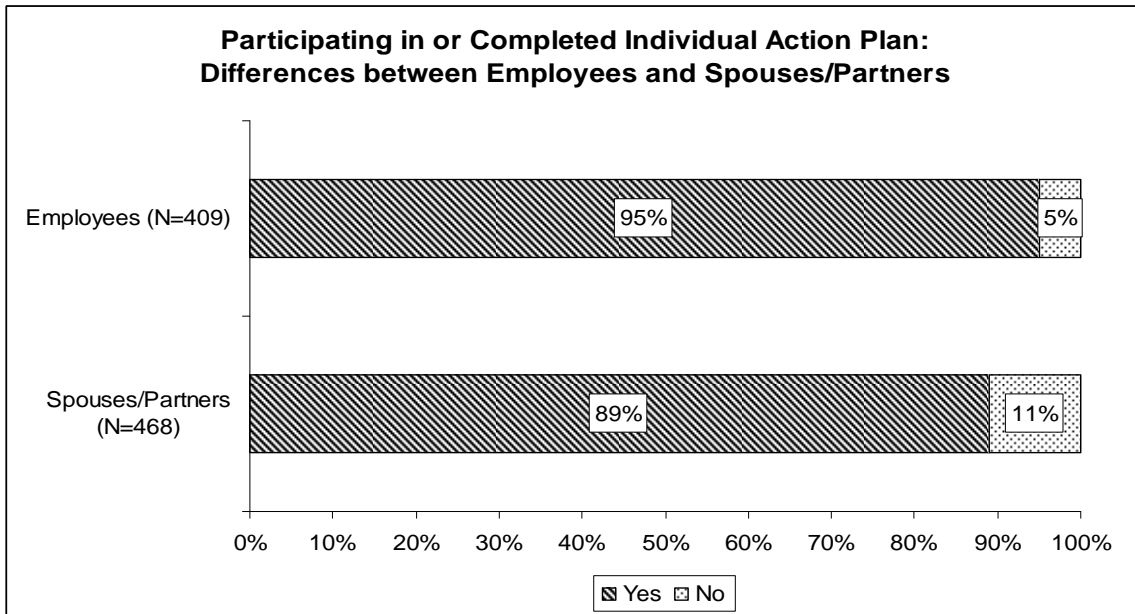
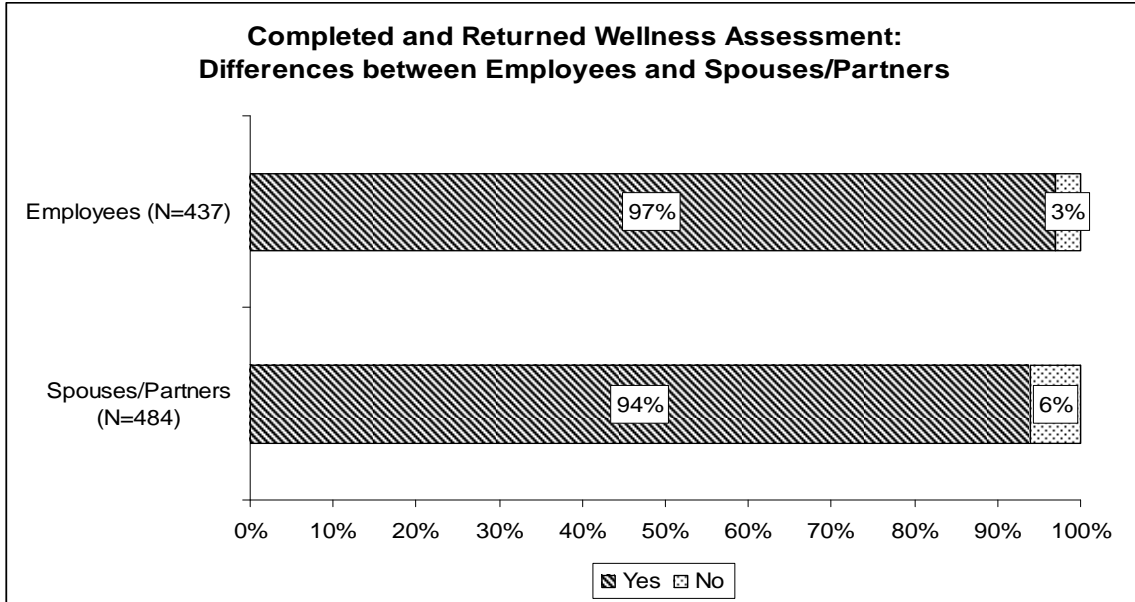
<sup>4</sup> Results were compared using a chi-square test or t-test for independent samples and considered statistically significant if the probability of the result occurring by chance was less than five percent ( $p < .05$ , 95% confidence). *SPSS 14.0 for Windows*. Release 14.0.2 (17 Mar 2006).



The significant differences between employees and spouses/partners for each of the areas addressed in both surveys are discussed below.

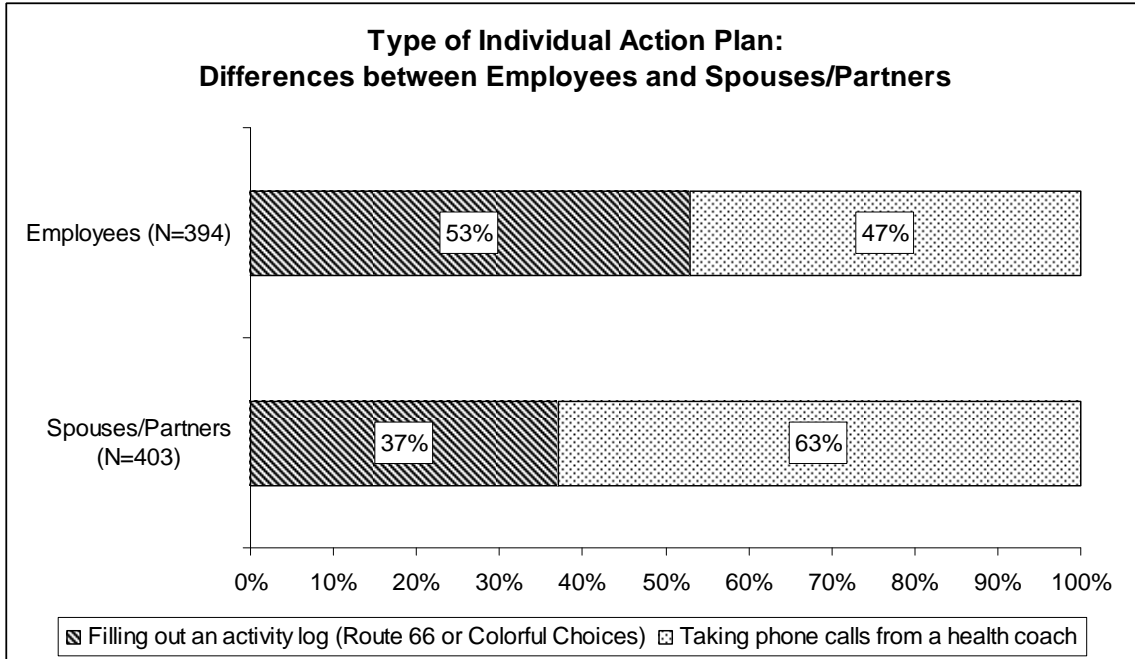
**Wellness Assessment and Individual Action Plan**

The majority of both employees and spouses/partners said that they completed the wellness assessment earlier this year and that they are participating in or having completed an individual action plan. The proportion of employees completing the wellness assessment and participating in an individual action plan was even higher than the proportion of spouses/partners doing so. These significant differences are shown in the next two charts.

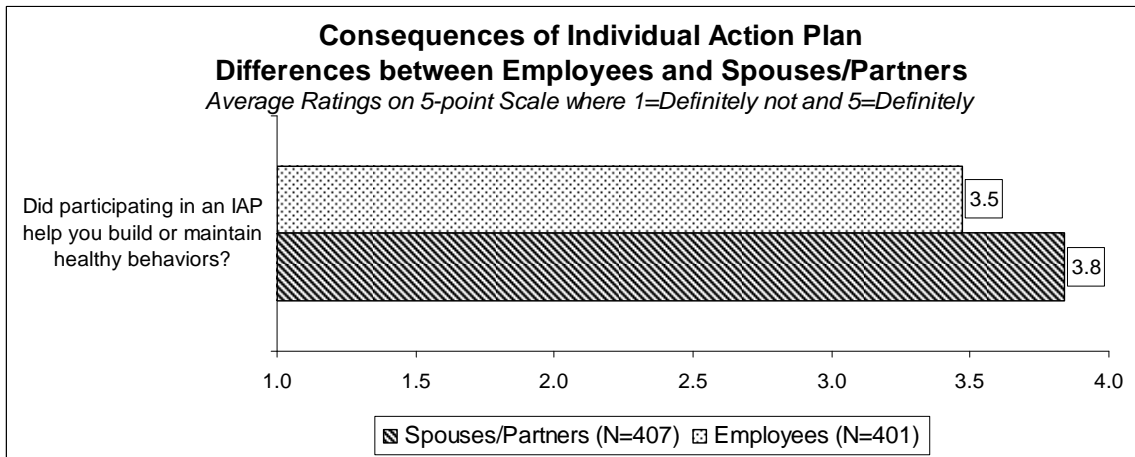


Significantly more spouses/partners (63%) than employees (47%) said that their individual action plan included taking phone calls from a health coach, as shown in the next chart.<sup>5</sup>

<sup>5</sup> In order to compare employees and spouses/partners on this question, some of the spouses/partners' responses to the question were recoded as follows: The 17 spouses/partners who said that their individual action plan involved "both activity log and health coach" were treated as "taking phone calls from a health coach," and the eight spouses/partners who said their individual action plan involved something else ("other") were treated as "don't know" and dropped from the analysis.

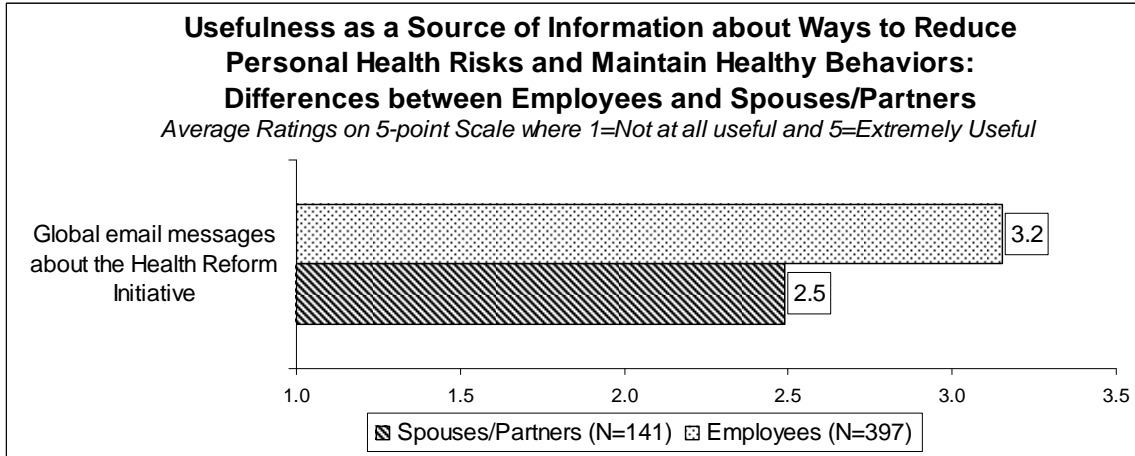


More spouses/partners (40%) than employees (27%) said that participating in an individual action plan “definitely” helped build or maintain healthy behaviors. The average ratings on this item for employees and spouses/partners are shown in the next chart.



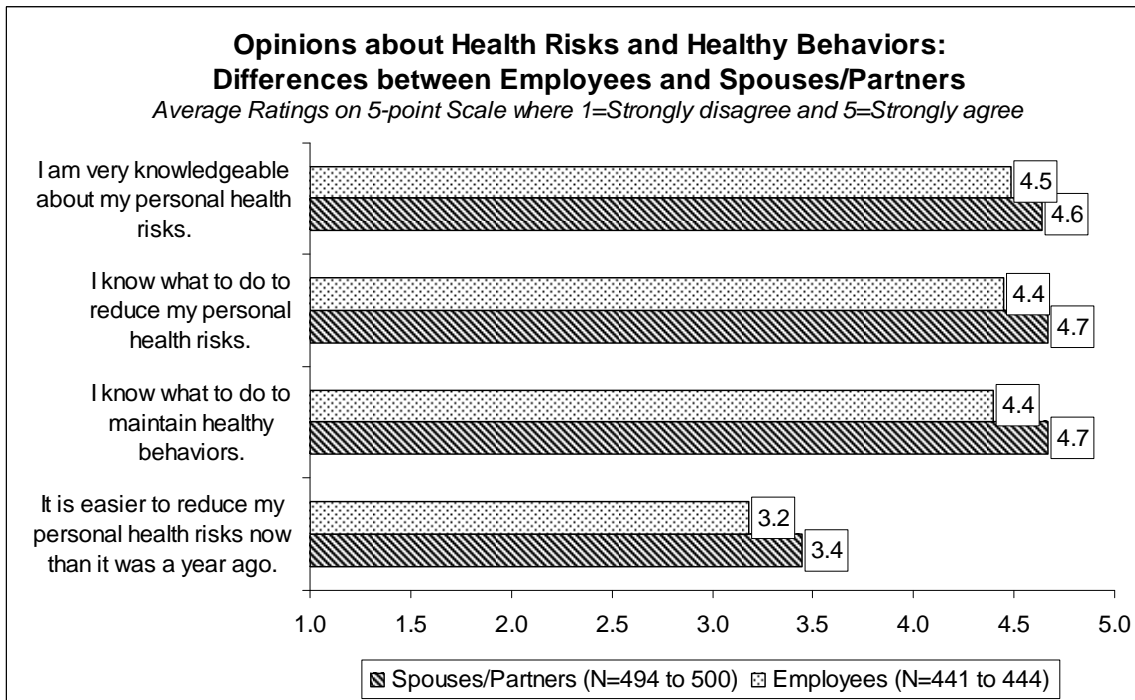
### Usefulness of Sources of Information

A higher percentage of employees (89%) than spouses/partners (28%) had seen or received global email messages and rated their usefulness as a source of information about ways to reduce personal health risks and maintain healthy behaviors. In addition, employees rated global email messages significantly more useful than did spouses/partners. Average ratings of usefulness are shown in the next chart.



### Health Risks and Healthy Behaviors

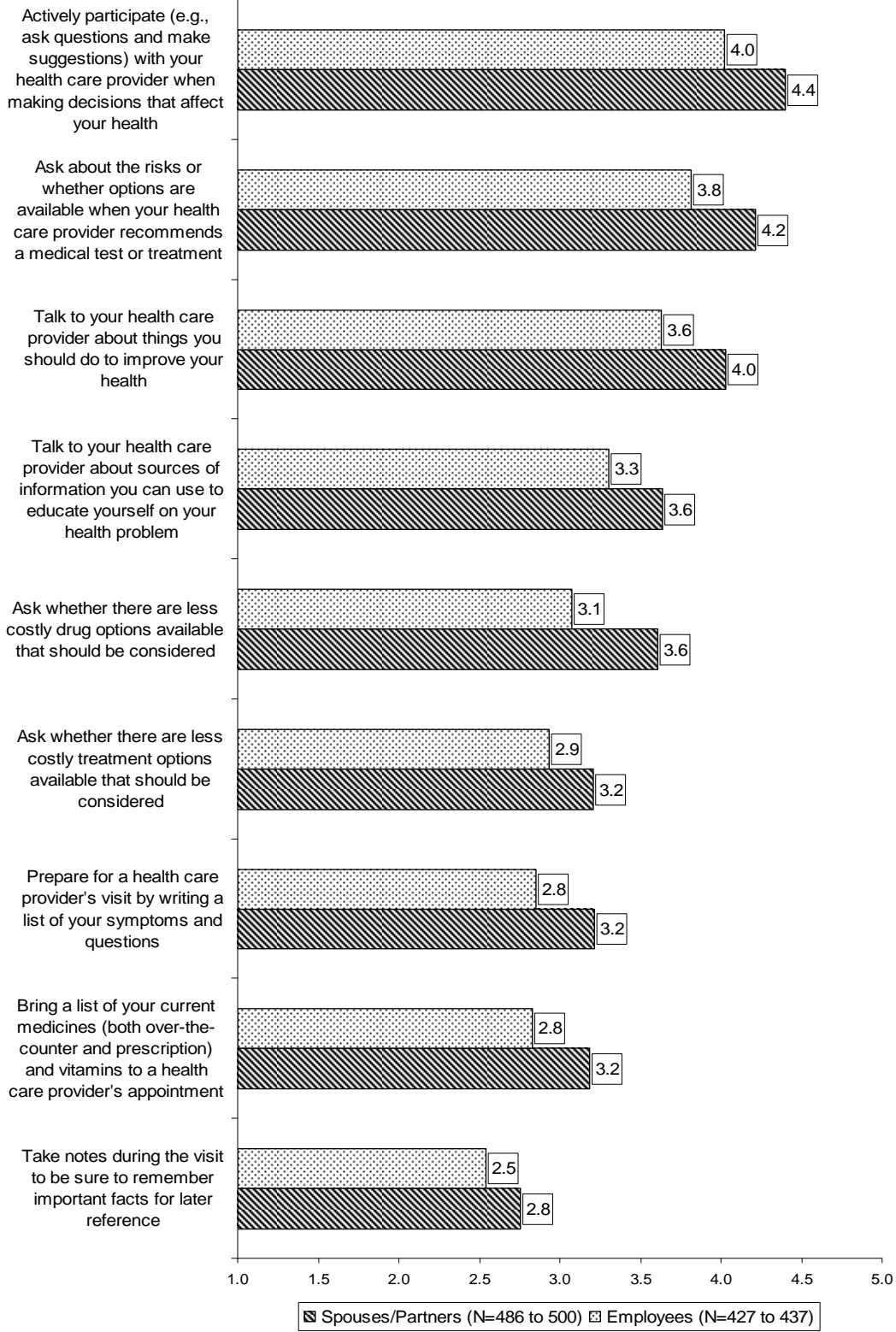
Spouses/partners agreed more strongly than employees with all four statements about health risks and healthy behaviors, as shown in the next chart.



### Health Care Practices

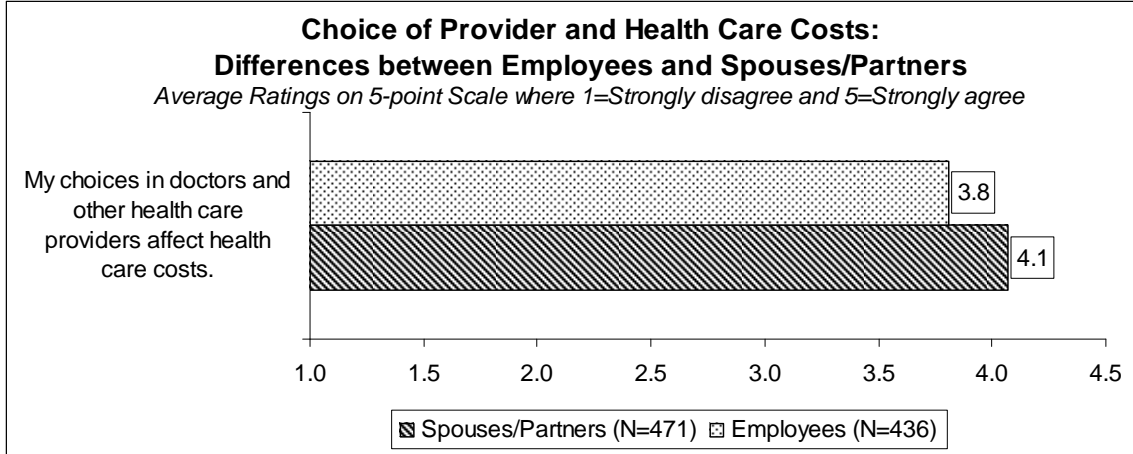
Spouses/partners said that they engage more frequently than employees in all nine proactive behaviors when seeking and receiving health care services. Average ratings of the frequency of all nine behaviors are shown in the next chart.

**Health Care Practices:  
Differences between Employees and Spouses/Partners**  
*Average Ratings on 5-point Scale where 1=Never and 5=All the time*

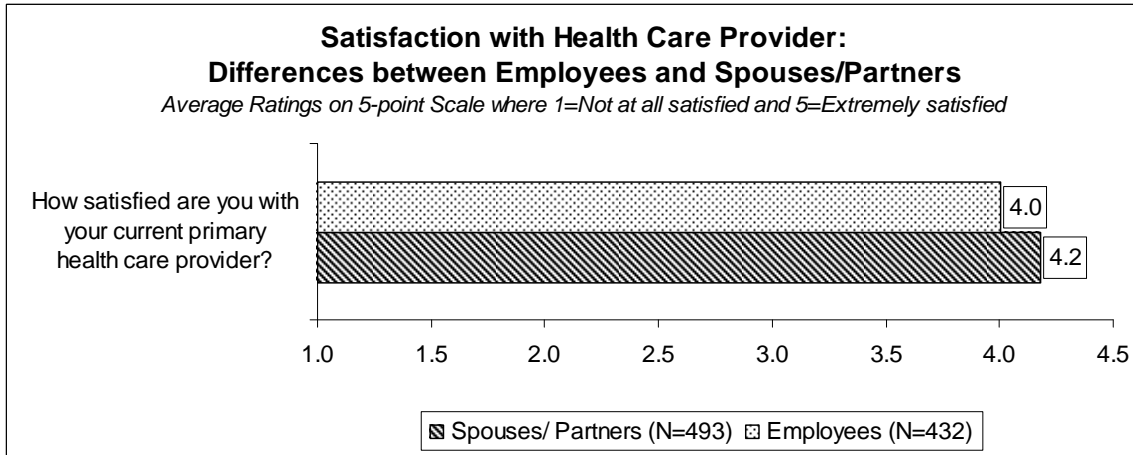


## Health Care Providers

Spouses/partners agreed more strongly than employees that, “My choices in doctors and other health care providers affect health care costs,” as shown in the next chart.



Spouses/partners indicated that they were significantly more satisfied than employees with their primary health care providers.



## **Key Findings and Conclusions**

Employees and spouses/partners participating in the surveys differ from one another in terms of the composition of the groups: Spouses/partners participating in the survey were predominantly women (83%), while about half of the employees participating in the survey were women (53%). In addition, a higher percentage of spouse/partners (63%) than employees (47%) participating in the survey said that their individual action plan included taking calls from a health coach, which likely indicates higher risk.

Such differences between the two groups may contribute to differences in responses of the two groups on other survey items. However, to the extent that the two groups reflect the views of all employees and spouses/partners, the surveys suggest the following conclusions and observations:

- **As might be expected, global email messages are more effective in reaching employees than spouses/partners and are a more useful source of information about ways to reduce health risks and maintain healthy behaviors for employees than for spouses/partners.**
- **Spouses/partners said that they agree more strongly than employees with statements about health risks and healthy behaviors, including, “It is easier to reduce my personal health risks now than it was a year ago.”** Spouses/partners may need less education about health risks and healthy behaviors than employees.
- **Spouses/partners also said that they engage more frequently than employees in all nine proactive behaviors when seeking and receiving health care services.** Spouses/partners may need less education and motivation than employees to engage in proactive behaviors when seeking and receiving health care services.

**Appendix**

**Questionnaires**

**Email Messages and Cover Letters**

**Verbatim Responses to Open-ended Questions**

# King County Health Reform Initiative 2006 Employee Survey



**King County**

**Please complete the following questions about the King County Health Reform Initiative by checking the box that best reflects your opinion or by writing in your answers to the question. All responses will be anonymous and confidential. Results will be reported in aggregate only and will be used to assess and improve the King County Health Reform Initiative.**

1. Please rate how useful each of the following is as a source of information about ways to reduce personal health risks and maintain healthy behaviors. *Please rate each source using a 5-point scale, where 5 means “Extremely useful,” and 1 means “Not at all useful.”*

	Not at all useful (1)	2	3	4	Extremely Useful (5)	Have not seen/ received
Health Matters Newsletter	1	2	3	4	5	9
Health Reform Initiative Web Page ( <a href="http://www.metrokc.gov/employees">www.metrokc.gov/employees</a> )	1	2	3	4	5	9
Global email messages about the Health Reform Initiative	1	2	3	4	5	9
In-person presentations	1	2	3	4	5	9
Brochures	1	2	3	4	5	9
Posters	1	2	3	4	5	9

2. How effective is each of the following as a way to receive information about the King County Health Reform Initiative? *Please use a 5-point scale, where 5 means “Extremely effective,” and 1 means “Not at all effective.”*

	Not at all effective (1)	2	3	4	Extremely effective (5)
US mail to home	1	2	3	4	5
Email at work	1	2	3	4	5
King County Health Reform Initiative Web Page ( <a href="http://www.metrokc.gov/employees">www.metrokc.gov/employees</a> )	1	2	3	4	5
Bulletin boards at work	1	2	3	4	5
In-person presentations	1	2	3	4	5
Video presentations available on DVD	1	2	3	4	5
Video presentations streamed on the Internet to view on your PC	1	2	3	4	5
Podcasts (audio presentations you can download onto your PC or MP3 player)	1	2	3	4	5

3. What resources are available to you through King County to reduce personal health risks and maintain or increase healthy behaviors? *Please check all that apply.*
- Weight Watchers at Work
  - Gym Discounts
  - Walking maps
  - Healthy Workplace Funding Initiative equipment or services
  - Nurse help line for county employees
  - Flu shots
  - Healthy snack options in vending machines
  - Other. Please specify. \_\_\_\_\_

***Please check the boxes below that best reflect your opinions concerning each of the following statements about health risks and healthy behaviors.***

4. I am very knowledgeable about my personal health risks.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
5. I know what to do to reduce my personal health risks.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
6. I know what to do to maintain healthy behaviors.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
7. My choices in doctors and other health care providers affect health care costs.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
8. It is easier to reduce my personal health risks now than it was a year ago.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
9. I understand the risks associated with eating an unhealthy diet.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
10. I am knowledgeable about what constitutes a healthy diet.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
11. I understand the benefits of good nutrition.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
12. I make healthy choices about what to eat.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree
13. I am knowledgeable about what constitutes beneficial physical activity and exercise.
- Strongly Disagree     Disagree     Neither agree nor disagree     Agree     Strongly Agree



**Please check the boxes below that best reflect how often you engage in the following practices.**

21. How often do you do each of the following:

	Never	Seldom	Occasionally	Frequently	All the time
Prepare for a health care provider's visit by writing a list of your symptoms and questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Take notes during the visit to be sure to remember important facts for later reference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bring a list of your current medicines (both over-the-counter and prescription) and vitamins to a health care provider's appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask about the risks or whether options are available when your health care provider recommends a medical test or treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask whether there are less costly <b>treatment</b> options available that should be considered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask whether there are less costly <b>drug</b> options available that should be considered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk to your health care provider about sources of information you can use to educate yourself on your health problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk to your health care provider about things you should do to improve your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Actively participate (e.g., ask questions and make suggestions) with your health care provider when making decisions that affect your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seek information and recommendations about a health care provider before you see the provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. How satisfied are you with your current primary health care provider?

- Extremely satisfied     
 Very satisfied     
 Somewhat satisfied     
 Not very satisfied     
 Not at all satisfied

**Please complete the following questions so that we can aggregate your responses for analysis.**

23. Earlier this year, did you complete and return the wellness assessment questionnaire?

- Yes  
 No

24. Are you participating in or did you complete an individual action plan as part of the 2006 King County Health Reform Initiative?

- Yes
- No
- Does not apply/did not participate

25. What did your individual action plan involve? *Please check one.*

- Filling out an activity log (Route 66 or Colorful Choices)
- Taking phone calls from a health coach
- Does not apply/did not participate

26. Did participating in an individual action plan help you build or maintain healthy habits?

- Definitely
- Probably
- Maybe or maybe not
- Probably not
- Definitely not
- Does not apply/did not participate

27. How long have you worked for King County?

- New Hire – hired after January 1 of this year
- .75 - 5 years
- 6-10 years
- 11-15 years
- 16-20 years
- More than 20 years

28. In what department or agency do you work? *Please check only one.* (If you work with more than one, please check the department with which you are primarily associated.)

<input type="checkbox"/> Adult & Juvenile Detention	<input type="checkbox"/> Assessments	<input type="checkbox"/> Community & Health Services
<input type="checkbox"/> County Council	<input type="checkbox"/> Development & Environmental Services	<input type="checkbox"/> District Court
<input type="checkbox"/> Executive's Office	<input type="checkbox"/> Executive Services	<input type="checkbox"/> Judicial Administration
<input type="checkbox"/> Natural Resources & Parks	<input type="checkbox"/> Prosecuting Attorney's Office	<input type="checkbox"/> Public Health
<input type="checkbox"/> Sheriff's Office	<input type="checkbox"/> Superior Court	<input type="checkbox"/> Transportation
<input type="checkbox"/> Other. Please specify. _____		

29. Do you have any dependents who are covered on your King County health insurance?

- Yes, spouse or partner only
- Yes, children only
- Yes, both spouse/partner and children
- No, no dependents covered

30. What is your gender?

- Female
- Male

***Thank you very much for your time and opinions. Please send this survey to Health Matters, YES-ES-0500 in the envelope provided.***

## King County Health Reform Initiative 2006 Spouse/Partner Survey

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Name: \_\_\_\_\_

Interviewer: \_\_\_\_\_ Gender: Male 1

Female 2

Date: \_\_\_\_\_

Hello, this is \_\_\_\_\_ with \_\_\_\_\_, a research firm in King County. I am calling on behalf of the King County Health Reform Initiative as part of a research study. For this study I need to speak with [READ SPOUSE/PARTNER'S NAME]. Would that be you?

CONTINUE -- Yes 1

ASK TO SPEAK TO PERSON/FOR TIME TO CALL BACK -- No 2

ASK TO SPEAK TO PERSON/FOR TIME TO CALL BACK -- DK/REF 3

[REPEAT FIRST PARAGRAPH IF NECESSARY.] I am calling strictly for research purposes. Your answers will be completely anonymous and confidential and will be used by King County to assess and improve the Health Reform Initiative. I was given your name and number only. I have no other information about you, and your name and number will not be linked to your answers or used in any data analysis. This is not a sales call, and no sales calls or solicitations will result from this call.

*IF RESPONDENTS ASK: The Health Reform Initiative was started in 2005 to improve the health of King County employees and their families and to reduce the rising trend in health care costs. The Initiative is an integrated approach to improve access for employees and their families to tools and resources that promote health, provide incentives for health, and foster a healthy workplace. The Health Reform Initiative includes the Healthy Incentives<sup>SM</sup> Program, "Eat Smart, King County, Move More" programs, 24-hour nurseline, new quit tobacco benefits, and gym discounts..*

*Respondents can contact Barnaby Dow in King County, 206-684-2062, with questions or to verify that the survey is being conducted on behalf of King County.*

A. First, to confirm, are you covered on your spouse or partner's King County health insurance benefits?

CONTINUE - Yes 1

THANK & TERMINATE - No 2

THANK & TERMINATE - DK/REF 3

1. Please tell me how useful each of the following is as a source of information about ways to reduce personal health risks and maintain healthy behaviors. Using a 5-point scale, where 5 means "Extremely useful," and 1 means "Not at all useful," Would you say the \_\_\_\_\_ is a 5, "Extremely useful," a 1, "Not at all useful," or some number in between? READ AND ROTATE.

	Not at all useful (1)	2	3	4	Extremely Useful (5)	Have not seen/ received	DK/ REF
Health Matters Newsletter	1	2	3	4	5	8	9
Health Reform Initiative Web Page (www.metrokc.gov/employees)	1	2	3	4	5	8	9
Global email messages about the Health Reform Initiative	1	2	3	4	5	8	9

2. Earlier this year, did you complete and return the wellness assessment questionnaire?

Yes 1  
No 2  
DK/REF 3

3. Are you participating in or did you complete an individual action plan as part of the 2006 King County Health Reform Initiative?

CONTINUE -- Yes 1  
SKIP TO QUESTION 6 -- No 2  
SKIP TO QUESTION 6 -- DK/REF 3

4. Which of the following did your individual action plan involve? READ FIRST TWO OPTIONS ONLY.

Filling out an activity log (Route 66 or Colorful Choices), or 1  
Taking phone calls from a health coach 2  
\_\_\_\_\_ Please specify. Other 3  
DK/REF 4

5. Did participating in an individual action plan help you build or maintain healthy habits? Did it [READ LIST]:

Definitely help 5  
Probably help 4  
Maybe or maybe not help 3  
Probably not help, or 2  
Definitely not help build or maintain healthy habits 1  
DO NOT READ -- DK/REF 6

6. Now I'm going to read a list of statements about health risks and healthy behaviors. Please tell me whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with each statement. First, [READ STATEMENT]. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with this statement? READ AND ROTATE.

	Strongly disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly agree (5)	DK/ REF (6)
I am very knowledgeable about my personal health risks.	1	2	3	4	5	6
I know what to do to reduce my personal health risks.	1	2	3	4	5	6
I know what to do to maintain healthy behaviors.	1	2	3	4	5	6
My choices in doctors and other health care providers affect health care costs.	1	2	3	4	5	6
It is easier to reduce my personal health risks than it was a year ago.	1	2	3	4	5	6

7. What would help you better manage your personal health risks and maintain healthy behaviors? IF NECESSARY, PROBE: Is there anything that would make it easier for you to manage your personal health risks, or that would make it easier to maintain healthy behaviors?

8. I'm going to read a series of statements about health care practices. Please tell me how often you do each one. First, how often do you \_\_\_\_\_? Would you say you do that all the time, frequently, occasionally, seldom, or never? READ AND ROTATE.

	All the time	Frequently	Occasionally	Seldom	Never	DK/REF
Prepare for a health care provider's visit by writing a list of your symptoms and questions	5	4	3	2	1	6
Take notes during the visit to be sure to remember important facts for later reference	5	4	3	2	1	6
Bring a list of your current medicines (both over-the-counter and prescription) and vitamins to a health care provider's appointment	5	4	3	2	1	6
Ask about the risks or whether options are available when your health care provider recommends a medical test or treatment	5	4	3	2	1	6
Ask whether there are less costly <b>treatment</b> options available that should be considered	5	4	3	2	1	6
Ask whether there are less costly <b>drug</b> options available that should be considered	5	4	3	2	1	6
Talk to your health care provider about sources of information you can use to educate yourself on your health problem	5	4	3	2	1	6
Talk to your health care provider about things you should do to improve your health	5	4	3	2	1	6
Actively participate (e.g., ask questions and make suggestions) with your health care provider when making decisions that affect your health	5	4	3	2	1	6
Seek information and recommendations about a health care provider before you see the provider	5	4	3	2	1	6

9. How satisfied are you with your current primary health care provider? Would you say that you are [READ LIST]?

- Extremely satisfied 5
- Very satisfied 4
- Somewhat satisfied 3
- Not very satisfied, or 2
- Not at all satisfied 1
- DO NOT READ -- DK/REF 6

10. Thank you very much for your time and opinions. Your input will be extremely helpful to King County as it works to assess and improve the Health Reform Initiative.

11. Record gender (DO NOT ASK).

- Female
- Male

**Global e-mail announcement about the employee survey**

**From:** Kunkle, Bill  
**Sent:** Tuesday, August 22, 2006 5:07 PM  
**To:** ZZGrp, All King County E-Mail Users  
**Subject:** Employee survey about the Health Reform Initiative

Dear King County Employee,

We'd like to hear from you about King County's Health Reform Initiative.

Your opinions are vital to improving programs and services for county employees. Toward that end, King County has contracted with a consultant to conduct a survey of our Health Reform Initiative.

The questionnaire will be distributed to a random sample of 1,100 King County employees drawn from across our workforce. This unbiased technique will ensure that the survey reflects the county workforce in general. Selected employees will receive invitations to participate by e-mail, if available, or through interoffice mail.

So if you receive an invitation to the survey, we hope you'll say "Yes," and then take a few minutes to give us your thoughts. Your opinions and experiences are essential to the continued success of the initiative.

Selected employees will receive invitations to participate within the next two weeks. All responses will be evaluated by a third party contractor. The survey is secure, anonymous and voluntary. You may skip questions, if you wish.

If you have questions about the survey, please contact us, at [health.matters@metrokc.gov](mailto:health.matters@metrokc.gov).

If you do not receive an invitation to participate in the survey but would like to give feedback on the Health Reform Initiative, please e-mail us, at [health.matters@metrokc.gov](mailto:health.matters@metrokc.gov).

Thank you in advance for your participation and feedback.

Sincerely,

King County's Health Reform Initiative Team

**About the Health Reform Initiative**

The Health Reform Initiative was started in 2005 to improve the health of King County employees and their families, and reduce the rising trend in health care costs. The Initiative is an integrated approach to improve employee access to tools and resources that promote health, provide incentives for health, and foster a healthy workplace. The Health Reform Initiative includes the Healthy Incentives<sup>SM</sup> Program, the Healthy Workplace Funding Initiative, "Eat Smart, King County, Move More" programs, and the Live Well Challenge.

***Invitation to participate in the employee survey (sent August 24, 2006).***

----- Original Message -----

**From:** [Hughes, Caroline](#)

**Sent:** Thursday, August 24, 2006 10:02 AM

**Subject:** King County Health Reform Initiative Employee Survey

Dear King County Employee,

*We'd like to hear from you about King County's Health Reform Initiative.*

You have been randomly chosen to participate in the 2006 King County Health Reform Initiative survey. Please take a few minutes to complete the questionnaire by clicking on the following link by September 8, 2006:

<https://catalysttools.washington.edu/survey/?sid=25761&owner=kchealth>

Your opinions are vital for continued improvements and the ongoing success of the Health Reform Initiative. Please complete this survey so that we may include your input when assessing and planning improvements to the Initiative.

Your participation is voluntary and anonymous – your responses will not be linked to your name or any other identifying factor. You may skip questions, and you may stop at any point. The survey typically takes less than 10 minutes to complete.

The 2006 Health Reform Initiative Survey is a follow-up to the 2004 employee survey and part of ongoing measurement and evaluation of the Health Reform Initiative. King County has contracted with an independent consultant, Mary McGuire, to assist with and conduct the 2006 survey.

If you have questions about the survey or would like to receive a paper version of the questionnaire, please contact Sondra McCaw at 684-1208 or email the Health Matters team at [health.matters@metrokc.gov](mailto:health.matters@metrokc.gov).

Thank you in advance for your participation and feedback.

**About the Health Reform Initiative**

The Health Reform Initiative was started in 2005 to improve the health of King County employees and their families, and reduce the rising trend in health care costs. The Initiative is an integrated approach to improve employee access to tools and resources that promote health, provide incentives for health, and foster a healthy workplace. The Health Reform Initiative includes the Healthy Incentives<sup>SM</sup> Program, the Healthy Workplace Funding Initiative, “Eat Smart, King County, Move More” programs, and the Live Well Challenge.

Health Matters Team  
King County Human Resources Division  
400 Yesler Way, MS: YES-ES-0500  
Seattle, WA 98104-2683

## **Reminder about the employee survey**

-----Original Message-----

**From:** Sakumoto, Karleen

**Sent:** Tuesday, September 05, 2006 5:15 PM

**Subject:** HRI Employee Survey -- Reminder

Dear King County Employee,

The deadline is this Friday. We need your help. *Time is running out...* to participate in the 2006 King County Health Reform Initiative survey.

If you have already joined the scores of fellow employees who were randomly selected and have responded to the invitation, please accept our thanks.

If you haven't yet responded, please take a few minutes right now to click on and complete the following questionnaire by September 8th (Friday):

<https://catalysttools.washington.edu/survey/?sid=25761&owner=kchealth>

Your opinions are vital for continued improvements and the ongoing success of the Health Reform Initiative. Your participation is voluntary and anonymous – your responses will not be linked to your name or any other identifying factor. You may skip questions, and you may stop at any point. The survey typically takes less than 10 minutes to complete.

The 2006 Health Reform Initiative Survey is a follow-up to the 2004 employee survey and part of ongoing measurement and evaluation of the Health Reform Initiative. King County has contracted with an independent consultant, Mary McGuire, to assist with and conduct the 2006 survey.

If you have questions about the survey or would like to receive a paper version of the questionnaire, please contact Sondra McCaw at 684-1208 or email the Health Matters team at [health.matters@metrokc.gov](mailto:health.matters@metrokc.gov).

Thank you in advance for your participation and feedback.

Sincerely,

Health Matters Team  
King County Human Resources Division  
400 Yesler Way, MS: YES-ES-0500  
Seattle, WA 98104-2683

### **About the Health Reform Initiative**

The Health Reform Initiative was started in 2005 to improve the health of King County employees and their families, and reduce the rising trend in health care costs. The Initiative is an integrated approach to improve employee access to tools and resources that promote health, provide incentives for health, and foster a healthy workplace. The Health Reform Initiative includes the Healthy Incentives<sup>SM</sup> Program, the Healthy Workplace Funding Initiative, “Eat Smart, King County, Move More” programs, and the Live Well Challenge.

**Cover letter sent through interoffice mail**



King County Health Reform Initiative  
Human Resources Division  
YES-ES-0500  
August 24, 2006

Dear <name>

*We'd like to hear from you about King County's Health Reform Initiative.*

You have been randomly chosen to participate in the 2006 King County Health Reform Initiative survey. Please take a few minutes to complete the enclosed questionnaire.

Your opinions are vital for continued improvements and the ongoing success of the Health Reform Initiative. Please complete this survey so that we may include your input when assessing and planning improvements to the Initiative.

Your participation is voluntary and anonymous – your responses will not be linked to your name or any other identifying factor. You may skip questions, and you may stop at any point. The survey typically takes less than 15 minutes to complete.

The 2006 Health Reform Initiative Survey is a follow-up to the 2004 employee survey and part of ongoing measurement and evaluation of the Health Reform Initiative. King County has contracted with an independent consultant, Mary McGuire, to assist with and conduct the 2006 survey.

To participate in the survey, please complete the following questions and send your responses back in the envelope provided **by September 8, 2006**. Surveys received after that date may not be included in program evaluation.

This survey is also available online. If you have internet access and would prefer to complete the survey online, please go to  
<https://catalysttools.washington.edu/survey/?sid=25761&owner=khealth>.

If you have questions about the survey, please contact Sondra McCaw at 684-1208 or email the Health Matters team at [health.matters@metrokc.gov](mailto:health.matters@metrokc.gov).

Thank you in advance for your participation and feedback.

**About the Health Reform Initiative**

The Health Reform Initiative was started in 2005 to improve the health of King County employees and their families, and reduce the rising trend in health care costs. The Initiative is an integrated approach to improve employee access to tools and resources that promote health, provide incentives for health, and foster a healthy workplace. The Health Reform Initiative includes the Healthy Incentives<sup>SM</sup> Program, the Healthy Workplace Funding Initiative, “Eat Smart, King County, Move More” programs, and the Live Well Challenge.

## EMPLOYEE VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

<b>Q. 3 - Other resources available through King County to reduce personal health risks and maintain or increase healthy behaviors.</b>
A vending machine was added with a huge selection of unhealthy snacks; the &quot;healthy&quot; snacks are only less unhealthy. Our dept. was to have received \$25/employee for equipment or services but I'm not aware of how this was used.
actually there seems to be lots of talk and fluff, but very little of value. One could argue that the information is stress inducing rather than an assistance in decreasing personal health risks.
Bike parking and showers
bike room, locker room, showers
blood pressure checks at base
coaching calls
Commuter Bonus Plan (bike to work)
commuting vouchers (bicycling)
Exercise groups
exercise room
exersie room and equipment
filtered water machine in the office
great in house nutritionists!
great pilot classes in yoga and fitness
guidelines for healthy snacks at meetings
gym at metro bases, shower facilities, bike to work incentives
gym equip should be updated
Gym Equipment
gym in King Street Center
gym very helpful in King St Center
HEALTH GROUPS
Healthy Incentives Competition
Healthy Incentives Program
healthy snack package in lunchroom
How about Mandatory Yearly Physicals?
I use my Gym 5 times a week
in plant gym
increased awareness & motivation seen in coworkers
KSC has an exercise center in the building.
Live Well Challenge
Live Well Challenge
lockers/bike storage/showers and changing room
membership at 24hour fitness
metrofit
mutual motivation with work colleagues
Never used any of these options
New employee so not real familiar with everything yet
none
None
on-site excercise equipment

onsite gyms
pedometers
Puget Sound walk at plant
shower at work to encourage biking
suggestion box for increasing health awareness
viewing overweight managers in person
walk or bicycle coupon
walking support with coworkers
water cooler, through funding initiative
we were supposed to have \$700 through workplace funding for equipment/services, but we never got it.
weight room in building
weight room/exercise room
workout room
Workout room at KSC
you need some questions that require written answers to really get at the opinion of this program

<b>Q. 5 - What would help you better manage your personal health risks and maintain healthy behaviors?</b>
- Continued information.
- More time to exercise.
- Continued choice in health care providers -- through Aetna.
&quot;greater seniority&quot; to pick better metro driving schedule
100% juice could be available in vending machines, not power aides or juice blends that are high in sugar
a blood pressure cuff available at work
A cafe in the courthouse that serves healthy food, fresh salad bar, baked potato bar, fresh fruit, etc...
A gym in the courthouse open 24/7 for units like mine that are open 24/7.
A county policy that allows (encourages) people to combine their morning and afternoon break time with lunch time to allow enough time for a lunch-time work out; perhaps 3 days a week with supervisor approval.
A county policy that encourages work sites to have an exercise area with some machines (bike, rowing, stair, treadmill) and a video machine with aerobic or other exercise tapes.
Not allowing venting machines with high sugar/fat foods on county work sites. Restrict machines to have only fruits, nuts, and similar items.
Not having a different plan for moderate-high risk people (like me) compared to lower risk people (like all my coworkers); it was embarrassing when they talked about their route 66 and colorful choices that I wasn't included, and maybe those would have been more helpful than the coaching. Perhaps randomly assign high and low risk people to each.
Having kids that liked to go on walks and hikes with me (instead of making cakes or cookies)!
Having fruit and veggies around the office for treats.

A free health facility near home or work
A gym more conveniently located near my home, and or work.
A healthy cafe to eat at inside the Courthouse that offers a better selection of fresh salad and fruits and less junk and fast foods. like made to order salads and sandwiches. many people in this building eat downstairs and in their offices. Thanks
A higher level of medical coverage. Many of the better doctors will not accept my insurance through King County.
A little more time, of course. But mostly the inner motivation to make behavior changes, especially about food choices. I need to focus on nutrition vs convenience for myself and my family.
a lunch room or other space to relax and eat away from my desk
A more reasonable workload would allow me more time and energy to better manage my personal health risks and maintain healthy behaviors. Approximately three years ago the tasks assigned to another employee who worked 20 hours a week was reassigned, for the most part, to me without any reduction in my other responsibilities. Suggestions for how I might better manage in light of this would be appreciated.
A support group type experience at work. We are hoping to have a Weight Watchers group at work and I think they talk about food you eat as well as exercise. I have found them to be helpful in the past (at a group I attended years ago outside of work) and hope that in a supportive environment with co-workers I can learn healthy habits and maintain them.
A swimming pool in my back yard.
Access to equipment to prepare lunch at work
Acutally having time and energy after work to be able to exercise or cook a healthy meal. At this point I spend more time at work than anything else so i do not have the time to exercise.
Advice for the Graveyard shift worker, on sleep and eating times and ways to go about this.
Air ducting at work- filter growing hairs bad, needs to be cleaned and changed
more healthy resources available for all shifts
chemical use reduction, eg. aerosols at work
longer lunch time that allows you to eat and digest food
Alternative work schedules
An incentive or reward that would be mine after obtaining a significant goal (i.e. losing 50 lbs or some such)
An on-site gym, lockers and showers.
Stairwells that are unlocked
as a new full time operator, I have had difficulty maintaining my good habits (exercise especially) since being "on the board" meaning I don't know my schedule for the following day with 2 pm each day.
At King Street Center (KSC) we have an excellent workout space, with lockers. But... the showers stalls (3) are very small (the men's), and changing area is miniscule! This actually discourages me from longer and more frequent workouts. This a tough one to solve!
The space is already designed/built/in-place; mayhe shrink
the sink area a bit and expand the shower area?
At least 6 to 8 hours of sleep, good diet and regular exercise.
At this point I think that any gaps in my ongoing quest for health are my own fault. My health care coverage allows me to affordably receive any preventative care I need, I own a treadmill for at-home exercise, and I know how to cook.

Availability of healthy snacks to purchase in my building. Exercise classes offered at my building (KSC).
Awaiting remodel, hopefully some exercise equipment is part of the plan. Having readily available equipment helps continue physical fitness plans during break times.
be a little more flexible with hourly employees. Let them have a little extra time (like salaried employees do) to exercise and take advantage of lunch time exercises classes (they usually run over a bit and hourly employees need to take vacation or work extra time whereas salaried employees seem to just do it)
Be able to join a gym closer to the new location where I now work. Need to cancel the other one I am not using.
be self motivated to do it on a regular daily basis
Better benefits for exercise facility (be able to take the credit to any gym we want), better showers at work, better healthy lunch options in the vicinity of office.
Better food / drink choices at work.
better food choices prepared by the jail cooks
Better food more affordable and available.
Better gym discounts and more gym options. I would use a gym more if it was free or subsidized at a higher rate.
better gym equipment- elliptical trainer, pilates class
Better personal discipline. The county is doing an amazing job of generating awareness and enthusiasm around improving health. I am anxious to see how the intermediate and long term results will look.
Better/safer/more bike lanes in Seattle and Bellevue. No cell phone use by auto drivers.
by exercise and eat healthy food
By keeping informed of information regarding those issues.
Cedar Hills Employees work around a lot of hazardous stuff, it would be nice if we could get something like the downtown employees have "a place to work out". It doesn't have to be fancy, but somethings to use to do a little exercise during our breaks or on our lunch, maybe even before and after shifts. I think this would be a positive for both employees and our employer and would probably even help the morale at cedar hills
Coaching and support to stop wsmoking would have been helpful. I expected this after completing the Wellness Assessment, but was offered "Health Choices" or "Route 66"; instead. I was able to quit on my own & found the Healthy Choices log tedious and unhelpful. All in all, this program has been a waste of time and effort for me.
company support sports tournament or exercise. discount coupon for fitness center and exercise equipment a website with extensive info on how each part of the body works and the aging process, early problem warning signs, if one knew how and what his body needs to work best, then one can pay attention and change his habits to best suit his body
Constant positive reinforcement and messages. Other people modeling good behavior and attitudes. Meaningful (to me) incentives/rewards.
Continued involvement in the Weight Watchers at Work Program
continuing on with the healthy incentives program yearly for all participants.
Continuing with my Weight Watchers program which I started even before the Health Reform Initiative.
continue to walk during the noon hour.
Decent hours
Decrease work by 1/2 hour/day and maintain the same salary.
discipline

Discourage unhealthy snacks at meetings. Remove vending machines from 5th floor in Exchange building. Individualize "healthy incentives"; The company hired (Harris) did a poor job of communicating and exhibited incompetence in other ways.
Disinfecting hand gels and wipes at work station
Don't know.
eat efficiently
Encouragement to keep doing good and eating healthy.
EVERYONE KNOWS HOW TO REDUCE THEIR HEALTH RISK. IT'S A MATTER OF WHERE AN INDIVIDUAL IS ON THE BEHAVIOR CHANGE MODEL. MORE INFO ABOUT THE STAGES OF CHANGE MIGHT MOTIVATED SOME EMPLOYEES TO LOOK AT THE BEHAVIORS THAT PUT THEM AT RISK. THE NEED TO KNOW THAT PEOPLE DO RELAPS WHEN TRYING TO CHANGE A BEHAVIOR. THEY NEED EMOTIONAL SUPPORT AND TO KNOW THAT IT'S OK AND TO KEEP TRYING.!
Excercise equipimnet at work for those of us "trapped" in control rooms etc.
exercise
exercise classes available in county buildings, such as yoga.
exercise daily
exercise eqip. at central and atlantic bases- there is none. Don't want to have to go to operations to do this- have used equip. at Ryerson- need a room like that at all bases.
-flu shots seem less avail. to group health members
- healthy snack options are very poor in vending machines at central
Exercise Equipment on site
exercising regularly and eating right kinds of food
Fewer "rules" about using healthcare benefits, less invasion into personal life choices, using the funds dedicated to administering this questionable program to more healthful work place. For example: ergonomic work spaces; clean environment; ability to telecommute; an exercise/stretch room in the building.
Finding physicians who took a more wholistic approach to health care. For example, I have had a difficult time finding a physician who specializes in elder care and recommends ways for my mom to have better health. They can treat specific symptoms, but not help her correct chronic conditions.
Flexible work hours to help schedule in daily work-outs.
Food counseling
Question 10. My wife and I only received one phone call for counseling/coaching. What gives with that? I guess I am lucky we received the silver rating. What a joke.
food quality on the market.
healthy food cost
health reform drives people crazy.. what about mental health?
free gym membership
reduce cost weight loss program
cash bonus for weight loss
free or discounted personal trainer help, private showers and dressing areas, gym discounts, personal trainer discounts, better choices in vending machines and bake sales

Fresh air in the jail. Annual training in areas which are likely to cause injury or expose the individual to contagious diseases. Such topics would include, PAPR training that includes actually using the equipment, use of force training for dealing with violent suspects and jail inmates, survive air pack/scott air pack training for fire response in the jail. Basically get a realistic training budget...
Get back into a regular exercise routine ---starting to do so. Check food portion and list what I eat each day so that I have a better overview of my eating habits. Lastly, check for emotional eating. Involve others to assist me whenever possible
getting out of work early enough to catch a bus to get home or to my exercise gym
good breaks at work using a variety of equipment on job
Good influences outside of work.
gym discounts
Gym membership discounts
Gym monthly fee rates are very high. Some gyms do offer reduced monthly fee rate for King County employees. Further reductions would help.
Have a nutritionist help me plan meals, have someone help me to locate forms of exercise that are very low-impact on all weight bearing joints (like water exercise or a sit down exercise program).
Have use of full gym at work.
Having work out facility on site !
Having a block of time to dedicate to this endeavor.
Having a county facility to work out in.
Having a gym convenient to go to on my lunch.
Having a King County spouse who would agree to exercise, eat right -at home and at work- and be a "partner" and not sabotage my efforts. He has no incentive to get off of pharmaceuticals and end the misery his prescription drugs are causing him. I have NO intention of taking prescription drugs nor OTCs. I am working with a physical therapist who is helping me with the back/hip/knee pain I've had for decades. Since we are no longer encouraged to see a physician for annual physicals...I've got to take care of myself any way I can. (After 13 years of AETNA paying for annual physicals, I had to pay for my own this year) How are we monitor cholesterol/ blood pressure/ sugar levels? My husband needs to see his doctor every 3 months to see if the drugs he's taking is killing his liver and kidneys and giving him horrific side effects!
having a partner who also wanted to lose weight. someone to walk with, workout with, discuss progress or lapses.
Having a spouse, being single it's easy to get off course when eating and preparing meals.
Having a supportive group that I am part of it.
Having more time between commuting and working down time. There are only a few hours a day to get everything you need done.
health professionals at work. Yoga classes at work
Healthier food choices at work.
Healthier snack options. On the rare occasion that food is provided, it would be great to see more fresh fruits and veggies.
Healthy behaviors include proper exercise and diet, but they do not end there. Little has been mentioned in this program about how large a factor stress can be in your overall health. Especially for those of us in transportation. An emphasis on relaxation and total body health is needed. Many employees do not even know that massage therapy, acupuncture, and chiropractic care are covered by our health plans
Healthy snack vending machines at the King Street Center that are easily accessible to all staff in the building.
More lockers for the gym downstairs.
Healthy snacks in vending machines

HEALTHY SNACKS?
I am currently swamped with work. This is my biggest health risk. I try to eat healthy and exercise regularly, but more and more I find myself too exhausted to exercise by the time I get home.
I am doing all I can right now. I do exercise, and diet.
I am doing okay, so I can't think of anything else that may help.
I am doing pretty well, but it is very difficult in my job to take lunch breaks. I tend to work from 8:30 - 5:00 or 6 without any break.
I am not a particularly motivated or goal oriented person, therefore it would take some strong incentive to motivate me to change my present behaviors.
I am working toward a better diet by changing my eating habits. More options toward that goal would help.
I believe in and approve of the intent of the healthy incentives program. However, the vendor hired by the County did nothing to improve my health or my ability to improve my health. The vendor has no credibility with me or with any of the 100 plus co-workers with whom I have had impromptu conversations. The vendor experience was futile, frustrating and a total waste of time. They failed to call when they agree to, they failed to keep their own staff, interviews were done by the person who answered the main phone line, and most importantly, THEY GAVE ADVICE THAT, if followed, WOULD HAVE BEEN DANGEROUSLY DETREMENTAL to my health. I am very disappointed in the agency that determined that this vendor was "qualified" to undertake this program.
Employer approved, paid time, for exercising. Having free time to exercise is a problem. 2-3 hours a week during working hours would help tremendously.
I cannot think of anything more than what is being done already.
I can't think of any additional items over what is already being provided.
I did already without this nonsense, high cost, waste of time fat bus driver program. company running this program has failed horribly in its communication with king co. employees!
I don't need my work managing my health! I have been an athlete my whole life and lead a healthy lifestyle. I've always incorporated exercise and proper diet into my life, I see my doctor regularly and ask his advice if I have any concerns. Though I'm sure your program is beneficial to the obese and overweight people who work for the county, I don't believe you should be involved in my private life. While I don't need the coaching, I can see where it might be beneficial to people less educated and motivated but for me it's a waste of my time and I feel very invaded by someone coaching me who knows less than I do about staying in shape.
I feel that it has to be a personal choice, not an employer mandate. This takes too much time and money from the workplace and violates my private information.
I have not found the Healthy Initiative program affecting my health outcomes and have very strong negative feelings about the program. I feel that it has given KC employees and supervisors an opportunity, venue and implicit approval to judge and subtly and not so subtly discriminate against individuals that are overweight.
I just started with the county and I am not sure what all there is to offer. It would help to have presentations in the office to address this in more detail, because it can be too busy at work to spend individual time reading e-mails, listening to CDs etc. Presentations as a group would also help co-workers support each other. Plus I don't know much about eating healthy or exercising; I haven't talked to anybody yet because I am new, so a pamphlet I can hang on my wall at work may help.

<p>I need regular, on-going motivation, like interesting books or links to particularly interesting web articles. A page-a-day desk calendar with pithy thoughts and suggestions. I am a reader by nature, not a doer. Motivation to "do" needs to be timely and urgent, like a pop-up e-mail "lunch choices" reminder that hits my PC at 11:30. I need a better, bigger and more attractive lunch room environment so I can bring a lunch, stored in a clean and bigger refrigerator. So I don't need to sit at my desk 8 hours straight if I want to eat a healthy lunch, or sit in a small, windowless and fairly uncomfortable lunchroom. These options discourage healthy eating when fast food environments are more friendly and compelling. The Assessor has a good one for their employees on the 7th floor; why can't small agencies get one, perhaps consolidated for all employees? So we can get there without having to go through someone's workspace especially if they don't know us? Lunch is my main meal of the day, often my only meal. If you want me to eat better you have to meet me halfway by providing a decent, clean, attractive space to spend a valuable hour of my time. Maybe stock it with a few healthy living magazine subscriptions. Nice nature photos on the wall. Things that make people want to go somewhere after work and walk or play outside instead of parking in front of the TV all night. The County would make an excellent investment in their employees health by providing some better lunchrooms. You have a lot of outdoor space on the second floor terrace. Maybe some of that could be redesigned for an all weather lunch room.</p>
<p>i need to make the time to exercise regularly. home and work schedules and responsibilities often interfere. for about 1/2 the year (spring through fall) I ride a bike to/from work, which i really enjoy. During the winter I don't ride and have trouble finding the time to incorporate an alternate form of exercise into my daily routine.</p>
<p>I never received a letter about the daily report. My computer wasn't working. Now I'm stuck paying a higher copay when I live, eat, play, exercise in a most healthy way. That sucks- not to mention those of us with active healthy lives have little time for that</p>
<p>I regularly work over my 8 hour schedule by 1 to 2 hours. With a long commute, this creates little time during the week to properly exercise. Work volume is such that I cannot regulate it well. Being able to stay closer to an 8 hour day would be helpful.</p>
<p>I seek nothing else. I do consider the educational materials provided to be a good thing. I consider the health survey and resulting phone calls to be extremely invasive and unpleasant. I take personal responsibility and always have for my health. There was nothing new here.</p>
<p>I think I do a pretty job. Although I could use a few more vegetables during the week.</p>
<p>I think I have it pretty good already. I have plenty of sick leave available and an extremely generous health and dental insurance, which I take full advantage of.</p>
<p>I think it would be nice if the county had something like the ediets program- where it helps you shop for healthy food- you can also track exercise, track weight loss, count calories etc...</p>
<p>I think the team competition thing is great, unfortunately, due to work load issues, I signed up too late. Also, found the two classes offered through incentive fund were fantastic and gave me the options to work out consistently. Now that they are past, I need to figure out how to get to the gym anyway.</p>
<p>I think this is a wonderful concept and fully support it. However, I am appalled at the implementation by Harris! They have been more of a discentive to make change than anything. It is not even laughable any more. More \$ put toward employee incentives and less to Harris.</p>
<p>I was given inaccurate information, that I had to participate in colorful choices and talk to a health coach. You wasted a lot of county time by having me do both - I came out with gold but resented having to track everything I ate as well as working out. You need to provide correct consistent answers and not insist on such time consuming programs such as colorful choices</p>
<p>I work in a building that locks stairway doors between floors. I really wish I could use the stairs for walking between floors but I'd get locked in the stairway</p>
<p>I would just like to point out that many times the programs that the county puts together does not take into consideration their employees that work nights. Such as the weight watchers - this was mainly something that people who worked during the day were able to take advantage of.</p>

<p>i would like to participate in the healthy incentive program for metro drivers. my original form was lost. i'm on my 20th week of a healthier eating lifestyle change and have lost 35 lbs. I have gone in person to the benefits office- they directed me to harris health trends- they directed me back to KC benefits- they directed me to KC website, for appeals form. I couldn't locate appeals form, but wrote in comments about my situation 8-20-06 ... no reply.. can you help me? Darold Andersen, transit driver #3643, (206) 632-2080</p>
<p>I would like to see more available gyms with substantial discounts. For example, Gold's Gym discount is only available in Bothell. There is a Gold's Gym in Redmond only 5 minutes (walking) from where I live. I would go there if the fee waa discounted where I could afford to go.</p>
<p>if all other co-workers maintain and give extra effort in improving healthy behavior- less stree at work would be very beneficial for all</p>
<p>If health insurance covered annual checkups 100% and also covered elective genetic screening so that people can see if they are at risk for certain diseases or ailments such heart disease and take preventive action.</p>
<p>If I didn't commute to and from the Olympia area (three to four hours each day on average), I would have more time to exercise and plan and prepare a more healthy diet.</p>
<p>IF I HAD ALL THE TIME IN THE WORLD</p>
<p>If I hated chocolate.</p>
<p>Stress management- stress tends to be a trigger for overeating or working later, longer, etc.</p>
<p>Power nap space- to allow a space to take a break and rest for a lunch or break period- especially when getting headaches from computer/ stress at work.</p>
<p>if we could combine breaks and lunch to get enough exercise time at work site</p>
<p>if we could join a health club but at this time we can not afford it. We do not have the opportunity to do this at work</p>
<p>I'm already extremely active, but would love to see some county-sponsored sports leagues/teams (softball, basketball, etc.).</p>
<p>I'm doing a daily route of excercising after I get off work. Including my family helps.</p>
<p>In addition to food and nutrition information in the newsletter, provide access to a Registered Dietician or Nutritionist that can examine your current eating habits and help with meal planning so I can loose weight at an appropriate rate and maintain proper nutrition while excercising and getting in better shape. I am currently training to run a Marathon.</p>
<p>In the very least, more options for those who are in south King County. Most options, as far as gym discounts are concerned, are found in the northend, which doesn't help me or have me in mind at all.</p>
<p>Increased gym discounts, or discounts on exercise equipment</p>
<p>information about differnt diseases, such as hypertension, colotis</p>
<p>information...keeping and providing info via webpages like Puget Sound Fresh. May provide a list of helathy choice restaurants around different work areas.</p>
<p>Invest in consulting with a personal trainer to inhance my workout regimen.</p>

It would help me if the county would not reduce benefits in the guise of "helping me". By setting this gold/ silver / bronze status the county has effectively lowered my coverage and made me pay more. I was told that I would be contacted with a chance to upgrade from silver to gold but was never contacted. I am VERY busy doing the work of the county and did not have time to hunt down someone to help me do their job. I also did not appreciate the added stress to an already stressful job.

So now I gave up personal information (which is none of your business) in order to have my benefits cut! I am at a silver level because I was not contacted as I was supposed to be. I will now be avoiding the doctor more as to keep my finances in order.

Thank you for reducing my health care. (please note sarcasm)

Just to have the ENERGY.

Keep membership discounts for using my gym, Sound Mind Body, which I use 4 days/wk (And pay \$700/yr for.)

King County should question the benefit of having so much food AT WORK! Do we need to have candy jars, even "healthy Costco snacks"? Someone should question the need for all the potlucks with unlimited amounts of food. Food at work represents the biggest pitfall for me - its everywhere. 20-30 years ago in offices, this amount of food was never present. I think its contributing to the obesity problem in this country. (Okay, thanks for the vent and allowing me to soapbox).

Last fall there were signs posted at east base: flu shots- 2 pm- wednesday so I went and waited in line for 15 minutes and when i got to the front of the line was told "sorry this is for cign, you are group health, we cannot give you a flu shot, even if you pay for it.

there wasn't anything on the signs that would have let me know i wasn't eligible

Less stress at work from my supervisor and manager

Less stress at work, and a less exploiting office manager would help resist the impulse to indulge in "comfort food".

Less stress at work.

Less stress at work.

Less stress in the workplace due to an overload of work and a terrible supervisor.

less stress on job, more time between trips (recovery time), provide more restrooms. Some routes have NO bathrooms or handwashing facilities

less stress!! Lots of stress now because of the talk of closing North and Northshore!

less stress, more competent supervisors

Less time at work and more vacation time.

Lessening my case load so I could more consistently take a lunch hour and use that time to walk outside.

Let health care paper works and records requirements so I can have more time to do excise!!!!!!!!!!!!

Management to encourage employees who are sick to stay home until they are well.

Medical evaluation of family history and/or genetic risk factors with recommendations for change as appropriate.

More assistance in understanding dietary information and in meal planning.

More complete kitchen-like equipment at the transit operator bases to include effective hygiene equipment such as a dishwasher.

More days off to fishing and golfing.

More discipline to stick with my diet.

more exercise, better eating habits

More flexibility to have a longer lunch.

more flexible work hours and a secure, functional locker and shower room at work.

<p>More free and easy to join groups at work (weight watchers, walking groups, a lunch club, etc.) that could be done at least partially on work time. Especially a discount (at least) for WW groups.</p> <p>Also, if health coaches (from Harris Health Trends) could be better trained that would be helpful. Motivational interviewing techniques are the only research-proven technique for affecting behavior change in a brief phone-based setting (hence the tobacco quit line's design, among others). However, the coaches utilized none of these techniques.</p>
<p>More free time. Between work, exercising and maintaining a house I do not have the time or interest in spending a lot of time preparing food. I eat fairly healthy but I would do better if I had the time.</p>
<p>more gym discounts</p>
<p>More gym discounts outside of King County to include Snohomish County and Pierce County.</p> <p>Also give employees and incentive to exercise daily like extra comp time or monetary incentives.</p>
<p>More healthy food options. Better food preparation areas (we have a group filthy refrigerator, few places to eat, inadequate lunchroom facilities)</p>
<p>More on site exercise such as stretching twice a day to benefit muscle and joints.</p>
<p>More personal support, such as a personal trainer. The coaching phone calls are very helpful, but not enough.</p>
<p>More personal time - less work stress</p>
<p>more sleep. I work graveyard so that won't happen for a while</p>
<p>more stringent self-discipline</p>
<p>More time available for meal preparation or just making more time for it. Not too interested in cooking on work days.</p>
<p>More time in my day</p>
<p>More time in the day! The challenge is finding the time to exercise.</p>
<p>more time off</p>
<p>More time to better serve our clients and to do my rated tasks well and less time required to participate in meetings and read/respond to e-mail.</p> <p>Otherwise I am pretty satisfied with commuter bonus points to bike to work, staff kitchen/lunchroom equipment making it easier and safer to prepare and store healthy food like fresh fruits and vegetables as well as yogurt, and a nearby park in which to take quick walk at lunch or breaks.</p>
<p>More time to workout. Maybe a meal planning that is quick and tastes good with a shopping list for 2 people or 4 people. Could repeat every two weeks or so.</p>
<p>More time!</p>
<p>more user friendly employee web page to find doctors.</p> <p>* Note * While I filled out the Wellness Assessment earlier this year, almost immediately following, I took a 4 month leave of absence. I returned to work 7/5/06. I need to create the action plan for myself and work it. I want to. How can I do that at this point? Please advise. Thank you.</p>
<p>more will power</p>
<p>i just need to "do it";</p>
<p>my coworkers need to stop nagging me about smoking. this just makes me hide and isolate myself.</p>
<p>my employer making healthy suggestions but also stays out of my private life</p>
<p>My health is nobody's business</p>

My work hours do not allow me access to my doctors or dentist. The cost of insurance is so high I have to use the cheapest and they won't allow me to see my specialist I need to maintain my health.
New information
No more mandatory over time. I need my sleep to be healthy! eneednnno
None
Not sure right now.
not to be forced in gold, silver, and bronze categories. this is a bad plan
Nothing
nothing
Nothing
Nothing! I understand all that is needed and do not need to be supervised as if I did not comprehend the situation!!!
NOTHING, I MANAGE MYSELF
nothing, I'm doing great now, as i always have. I don't smoke. I exercise regularly and eat right. I don't need to reform anything health wise
nothing, working in the health field I am already very aware of the benefits of a healthy lifestyle and work hard to maintain it.
Nothing. I already do that and have always done it. Why not give King County employees reduced fees to King COunty Pools for lap swimming.
Nothing. I take very good care of my health. The Health Reform Initiatives nonetheless helped me increase my consumption of vegetables. I see my co-workers trying to live a more healthy lifestyle due to the Initiative. If this effort translates into better health (and lower health care costs), it will be very worthwhile!
on site exercise / changing - showers facility
income incentives
On-site fitness center.
Organized activities such as sports that provide opportunities for group participation.
overall I do very well at managing my health. I feel I'm lucky in that exercise has always been an important part of my lifestyle. My Challenge is weight management because I eat too much, though generally I eat well. Incentives are helpful, especially financial. Also personal contact (Weight Watchers or personal consulting) would likely have the most impact. I'm amazed by how few people take advantage of the assets we have, like the exercise room and the bicycle incentive program.
Perhaps more nutritional information would be helpful. Either via global E-mail or in the newsletter. Information on the real world food choices that one can make at lunch time in the local area (downtown) restaraunts and food courts. Maybe get each vendor in the food court of Columbia center to offer a healthy choice item for King County employees. (perhaps discounted)
Personal commitment.
Planning meals ahead to reduce temptation to pick up fast food or use already prepared foods.
Please provide accurate and up dated information concerning healthy maintainance physically and mentally.
postitive support from coworkers
PRESENTATION IN PERSON AND SUPPORT WOULD HELP.
Quality of the work enviroment
Quit trying to override the directions and plans provided by primary care medical team. If we have a plan from the doctor it should be accepted.
rather have my own equipment at home. Discount thru the county?

Rather than having certain gyms giving discounts, employees enrolling in a gym (which might not be one of the ones in your program) should either get a credit to their pay or get a voucher for a certain amount to be used at certain stores (like REI), just like those of us who get a \$20 voucher a month, if they use carpool/bus or bike to get to work for a certain percentage of their commuter trips to work.
reading and understanding food labels helped deter some processed foods that are bad
recognition by employer of the demands of my job and the absolute necessity for 15 minute recesses in the AM and PM with no exceptions
Reduce time sitting in front of a computer, now 7-8 hours per day. And if forced to sit to do my job, find me a healthier way to sit. I am now seeing pain doctors, orthopedic dr, Physical Therapist, saw a Chiropractor, exercise, and take pain pills due to severe low back pain caused by prolonged sitting. This has cost my insurance a couple thousand dollars since pain began in 2003. No one knows how to improve my office furniture ergonomically. Our safety officer wasn't any help, nor was my supervisor.
regular visits to the Doctor and on-going communication with the Health care expert.
Retire to reduce my stress level.
scheduling and convenience; i tend to rush eating and not prepare from scratch or get takeout, or drive instead of biking if i have activities after work.
see 15, 16, 17 above. have had both hips replaced and 4 knee surgeries
self motivation
Shorter work week.
Since there is no other opportunity in this questionnaire for opinions about the Harris Health Trends company, I will put my opinion here. The main recurring complaint from everyone I have spoken with is that the Harris Company is disorganized, inconsistent and difficult to reach by phone. While there is certainly a benefit to all employees in providing a structured method to maintaining and improving one's health, Harris Health Trends does not seem capable of providing any real meaningful structure. For many King County employees this has been a very frustrating experience. Their internal communication is extremely poor. They set phone appointments that they have difficulty keeping. Every King County employee was eagerly awaiting notification of the level he or she had attained as a result of participation in this program. The fact that Harris sent out these very important letters without including the level each person had reached during the program is truly indicative of the poor quality of service this company provides. Harris provided no oversight in the completion of these letters and made no attempt to fix the mistake once it was called to their attention. The phone lines to Harris were jammed for long periods of time following the receipt of these letters and staff there did not even seem to be aware of the errors. While many of us truly appreciate the efforts of the County to improve health and keep health care costs from spiraling out of control, we are dissatisfied with Harris Health Trends and believe that a more competent organization should be contracted with in the future. Thank you.
Some might find it helpful to have a place to lie down for 10 minutes, if they are jet lagged, were up all night with an infant etc. I realize this could be abused, but might be helpful for many.
The in-house flu shots, blood drives etc all very helpful, to avoid needing to take time off work. Are in-house doctor visits possible also? Optometrists?
Can we either strongly tax employees who are morbidly obese, or refuse to hire them, as some private companies are now doing with smokers?
Someone would have to pay me in actual \$\$\$ to make me bore myself doing repetitive exercises that bring on hot flashes and make me miserably uncomfortable.
Take all snack machines out of KC buildings (even though they now claim to contain some "healthy" snacks).
take away my depression

take the money you spend on health trends and put it to good use. Allow employees to join fitness centers and help with paying their dues. Make it worth their while.
taking more personal control
thats between my doctor and I- Big Brother please stay out
The best incentive for me would be keeping insurance co-payments low, covering preventative care at 100% for people that do maintain good behaviors. Brown bag discussions at locations that people other than King Street employees can attend. Weight Watchers on-line so that people that don't have plant access can participate. Being able to combine a break and lunch to have more time for a work-out, or be able to take an hour lunch, so you can exercise than eat too, right now it's one or the other.
The health coaches seem to be a better approach than merely fill out the color sheet and send it in. You have to tell someone why you are or not accomplishing what you are supposed to. I think it is more affective.
the phone calls that you receive during your goal settings helped me out a lot
There was only one attempt to contact me about my wellness assessment and I could not get anyone to talk to me when I tired to contact back. My wife had an individual who kept indicating that she was lying to him although she took the stuff seriously. What is needed are more professional acting personnel who are willing to listen to the people involved rather than berate them.
This has been a priority for 3 years and the health initiative has supported my efforts at work.
this is a difficult qesiton as i have to work long hrs. due to 2 kids in college and a home in need of constant repair- i'm single and have only my income. the ideal situation would be a regular schedule that I could work around
This program has helped to focus awareness but, in the end, it is the individual who must educate themselves.
My risk factors are minimal other than societal and or environmental which neither you nor I can do much about. Since I've always been a health professional &quot;minimalist&quot;, I have pretty much managed my health for the majority of my life only relying on professionals when I am unable to do for myself.
Time
Time allowed during the work day for exercise, that doesn't extend my day appreciably. I have small children and work full-time, which doesn't allow for much physical activity time without leaving them alone or with a sitter.
time during work day to exercise
Time management
Time off for going to gym or talking walks.
Regularly scheduled group activities one a month or quarter.
Providing exercise equipment to use at work site.
Time!
Time. I am very time poor. This causes stress and makes healthy choices more difficult. We have small children, one with complex medical problems and my husband and I both have full time, high stress jobs. I would love to get more exercise but would need a greatly reduced gym option with a quality childcare. A reduced workload would make it possible to take more vacation and flex my schedule so I could focus on stress reduction. The workload is increasing, everyone stressed out, and there is an increase in interpersonal conflict as a result. Its hard to take time to walk at lunch, which is really my only opportunity during the day to excercise. This situation makes it difficult to stay calm and maintain good mental and physical health.

To be able to use the stairs to go to my office (right now I can only use them to leave the building). I am not aware of any Gym discount. If there is such a thing then it needs to be enough of a discount to make a difference. At least 50%.
To be honest, I think I'm already doing all I can--I am incredibly aware of the importance of a healthy lifestyle, and have been for many, many years. I eat a very healthy diet, and exercise daily. I have for years.
To have improved support from management in regards to health programs, such as being co-operative about exercising during the work day, supporting carpool situations and daycares. An example would be to provide some flex time for someone to workout at lunch instead of after work when they couldn't due to child care, also to have consistency among groups and managers, one manager might be supportive at one jobsite but another maybe just the opposite. It's sad when you hear how another work group gets benefits from their management and you don't.
To improve my time management skills.
to meet quarter with a health care prof. or "health coach" to keep me on track! working with such an indiv. would be inciteful and beneficial for "tips and suggestions" on continuing health matters and gains in healthy lifestyle activities! this could be done easily at work-between bus runs or on days off!
treadmill and other cardio equip at work site could use them at break, lunch, and before/after shift starts
Weight Equipment Instruction available before/after work. Workout support groups.
Weight Watchers at work. Our worksite cannot provide the necessary 15 people that WW requires and there is no funding available for scholarships or payment for "ghost members". We are also not allowed to bring in people who do not work at the worksite.
Work time for exercise
yoga at work
cheaper and better access to health clubs
Yoga classes offered at work or discounts on yoga classes offered in the community. For those of us that already belong to a gym, we don't qualify for the discount. I think this is unfair. We should be able to get a discount on other exercise classes or activities.
You need to focus on those employees who are chronically not at work. Please leave the rest of us who are adults and do our jobs alone with your feel good programs.

## SPOUSE/PARTNER VERBATIM RESPONSES TO OPEN-ENDED QUESTION

<b>Q7 What would help you manage your personal health risks and maintain healthy behaviors?</b>
A complete body transplant (laughs) Nothing more to add.
A little more coordination between my health care provider and the education part.
A little more in my head to exercise and eat less.
A membership in an athletic club. King County should allow time and help facilities, give more options for personal fitness.
A personal chef and a trainer.
A type of person to person health counseling, like the health coach calls, but not over the phone.
A website that highlights your daily intake of how much food you have had, and managing my eating habits.
Adding a 24 hour nurse.
Affordable health care and the newsletters and help from outside sources.
Age reversal. Automated reminders on email or calls. A lese busy life.
Already do the necessary things to maintain health.
An actual prize.
An ongoing awareness to exercise and eat healthy.
As I get older its harder to maintain health risks, because certain things are hard.
Attending the local community rec. center, and seeing my naturopath frequently.
Attitude. (PR) My willingness...It's just me.
Be 20 years younger. Not having to deal with people from Ohio, he was not civil and was obnoxious as a health care coach.
Be more diligent about it. My health and doing what's good for my health.
Be re-born. Nothing.
Being able to quit work. (PR) No.
Better access to out of network resources. Same as above.
Better self-discipline. Nothing
Calls like this to nudge me in the right direction.
Can't say.
Can't think of anything. No.
Cheaper health foods.
Childcare for my 2 children, the County has Aetna, which is not contracted with the best breast care provider, and the healthy incentives program should be cleaned up due to some of the questions.
Commitment.
Continue to consult my physician, for one. Talking to the health coach was helpful, so continuing to contact her by phone and email.
Continue to do what I've been doing. Want swimming pool back.
Continue to eat healthy and exercise.
County butting out.
Deciding to eat proper foods. Nothing more to add.
Definitely having the monthly paper, because that is a good thing. I can't tell you what could be better. Maybe having the nurse line printed in the back of the paper, every time.
Diet and more exercise.
Different genetic make up, I have al lot of genetic defects that I inherited, so I have to maintain my health as best I can.
Different lifestyles (laughs). Just time, that's all
Discipline, sticking to my diet and exercise routine.

Dissolve all my problems and keep doing all the healthy things we are supposed to be doing, eating right and exercise.
DK, all established.
DK, No am pretty healthy, nope, nothing.
DK, Unsure of meaning.
Do what I do now. NO. Nothing.
Does everything needed. Money is the base factor.
Don't know
Don't know, can't think of anything.
Don't know, No.
Don't know. Can't think of anything.
Don't know. More Doctor emphasis, at a lower price. Don't know.
Don't know. No.
Don't know. Same as Above.
Don't know. Same as Above.
Dr. supervised medical programs. Pay for membership in a health club. Pay for people to attend.
Easier and faster health food options.
Eat better and do more exercises.
Eat healthy.
Eat healthy.
Eat well and exercise all the time
Eating healthier and exercise. Nothing.
Eating healthier, exercising. Bigger discounts on the gyms. Nothing.
Eating healthy food, and exercise.
Eating healthy. Try to have a little less stress. Nothing.
Eating less, nothing on my mind.
Enough time to play with no work. Nothing I can think of.
Everything I do is correct, like go to the gym and eat organic foods.
Everything that was bought in the store had nothing bad in it.
Exercise more, try to eat one more serving a day of fruits and or vegetables.
Exercise more. Nothing.
Exercise, eat good alleviate stress.
Exercise, eating healthy. Nothing.
Exercise, eating right, treat myself and get more rest. (A/E?) Nothing.
Exercising and already eat the correct way.
Exercising and eating healthy.
Exercising and keeping stress low.
Exercising more.
Exersize more frequently. No.
feel like we're doing a lot with the health care plan, and we do what we are supposed to do. Think we are maintaining a high level of health initiative.
Feeling better, I don't feel like exercises. Feeling better would help me do better.
Follow through and go to the doctors.
Following through in what I already do for my health.
Following through, having more time to follow through.
Food companies offering healthier foods.
Free member ship to a gym.
Free training equipment and a trainer.

Friendly reminders (PR) Not really.
Get a cure for MS, other than that, it's a moot point.
Get more motivated. (PR) I Don't know.
Get phone calls from a health coach.
Get rid of the insurance.
Getting information on new technology and break through treatments.
Give me 20 years back after 50, everything goes south.
Give me some. No.
Go for walks with my dog. I joined weight watchers, and I thought the health coach was good.
Good insurance. (PR) Nothing else.
Government paid health care.
Group Health team is good. The total health care that's been set up is much improved.
Groups, exercises if they are offered. Less invasive, different options for other health reasons. Nothing.
Gym discounts, reduce the monthly fees.
Have a kidney transplant, but I don't really know what else other than that.
Having a better schedule at home.
Having a child not involved in more activities, it would help to redo the activity log to help keep us on track.
Having a full time maid or a wife.
Having a less stressful job. Having someone to talk to like the health counselor, someone more accessible than a Doctor.
Having another hour per day. (PR) Not that I can think of.
having more commitment to it and having more convenient, healthy food available.
Having more time would help, that the main thing, having more time to exercise and eat right. (NE?) I don't think so, that is the main thing for me.
Having spousal support, and making sure I buy healthy foods.
Health coach calls were very effective. Nothing at this point, ask again though.
Health log book.
Healthy eating habits. Maintaining weight.
I already have a lot of awareness of health prevention.
I already maintain a healthy diet and exercise
I always have taken care of myself, and don't take pills or go to a regular Doctor. I just go to the Dr. for physicals.
I am doing all the right things already.
I am doing pretty good with what I have learned.
I am going to the Doctor and follow the newsletter.
I am on a program for 8 years. I dedicated to their program to keep me healthy.
I am pretty motivated because of certain inherited genes.
I can't answer that.
I can't do anything more, I get less active as I get older
I can't think of anything else, King County has helped a lot.
I can't think of anything right now.
I can't think of anything right now. No.
I can't think of anything right now. If I had a trainer.
I can't think of anything.
I can't think of anything.
I could help me in keeping care.
I do a pretty good job, I can't think of anything right now. It's mostly my own motivation.
I do everything I can to maintain my healthy habits and I feel as though the individual acting plan did not help whatsoever.

I do the right things already, as I always go online to find out what to do to keep healthy.
I don't have any unhealthy habits. I manage it myself.
I don't know, can't think of anything.
I don't know, I manage pretty well now. A higher standard of medical care.
I don't know, I'm all right.
I don't know, less stress.
I don't know.
I don't know. I guess exercise and make it a habit to exercise.
I don't know. NO.
I don't know. No.
I don't know. Nothing.
I don't believe so.
I don't do anything, eat better.
I don't have an answer to that.
I don't know (A/A) Good old discipline.
I don't know at the moment.
I don't know how to answer, we're pretty healthy, not at this moment.
I don't know, because I know what I should be doing. There is no plan that can tell me what I should or should not do, that is why I find this wellness stuff to be stupid.
I don't know, I don't think its something an outside source can do for me.
I don't know, I'm doing good right now. Having someone call was a good reminder. I didn't realize how much I back slid, until the test.
I don't know, nothing.
I don't know, we have been doing everything to maintain our health.
I don't know.
I don't know.
I don't know.
I don't know. (PR) Give coupons to join a gym.
I don't know. I am very health conscious already.
I don't know. I don't have any comments.
I don't know. I think the phone calls were helpful.
I don't know. If you knew the answers you would know what questions to ask.
I don't know. I've been reading these things, which I guess make it better. (referencing the newsletter.)
I don't know. No.
I don't know. No.
I don't know. No.
I don't know. No.
I don't know. Probably some health seminar training or lunch lectures.
I don't know? I don't smoke or drink, maybe exercise more.
I don't really know how to answer that question, but I think I'm doing well with the way things are now.
I don't really know how to answer that. I don't smoke, so I guess just taking steps to control my own weight.
I don't really need it. (PR) Free Access to a gym.
I don't think so, its things I do already.
I don't think so.
I don't think there is anything.
I exercise and eat healthy, due to the fact that my husband has a bad heart, and for many years, so therefore I live a healthy lifestyle because of him.
I exercise with my horses and eat right.
I exercise, I do a portion control, and I watch my diet.

I feel I am doing everything possible. No, nothing.
I go walking on my own, that's all
I guess continue what I'm doing. Seeing my Doctor on a regular basis, and staying up to speed with what's going on.
I guess having someone to hold me accountable. Other than that, nothing.
I guess just being more disciplined, because I have the knowledge, I just need to put it in proactive.
I guess just getting on the ball. (PR) Not really.
I guess more phone calls, the counselor type calls helped.
I have a problem with my feet and I like to walk as part of my exercise.
I have actually lost weight. I needed the push to start me up again.
I have joined a health club and I'm on a diet.
I have Multiplesclerorsis, so don't really know. (PR) Nope, I just try to learn as much as I can.
I have no comment at this time.
I have no comment on this.
I have no idea (PR) No.
I have no idea, I think I do a good job.
I have to go to my Doctor for a check up. I'm more into preventative medicine than anything, and I have to do my regular exercise.
I have to work, I think I have to act normal and just keep going. I just work hard and eat healthy and exercise.
I just have to not worry and get less stressful.
I just need to develop time management, so that I can fit in my exercise.
I just take the time out every day to take a walk when I can.
I keep to my diet, do a lot of walking and swimming. My Doctor said its good to take a steam and just sit in the Jacuzzi.
I like the newsletters, it's a reinforcement of healthy habits.
I liked the phone calls, they really helped.
I need not to procrastinate.
I need to diet.
I need to do it, I just can't have someone telling me what to do.
I need to exercise. Be more time efficient.
I really can't think of anything. Nothing.
I suppose if I exercise more, it I had more time. Nothing else to add.
I think access to trainers, personal trainers, would help to have it less costly. In an effort towards preventing and eliminating health risks.
I think I am doing everything I can.
I think I have very healthy habits already, so nothing too differently than what I already do.
I think if I could say one thing, I would want to do more healthy options. More blending of the natural treatments and the providers.
I think if you are aware of your personal health risks, you are able to manage them, old age does not help.
I think just continuing to see where I have to maintain my healthy behaviors, and be aware of the health risks. Making sure to do the diagnostics.
I think more information specific to the consequences of the health risks.
I think taking responsibility and following through on my plans. They talk about cost.
I think the program is fine how it is, it was useful. (PR) We're always looking for family friendly activities to do.
I think we're doing all we can right now.
I think what we're doing is working well. I wouldn't change or add anything.
I try to eat organically (PR) just continue with eating less.
I wish my Doctor had e-mail, and she doesn't. that all I can think of now.
I would go to the gym and work out.

I would imagine if they would be able to pay for health programs such as gyms and so on. It would help me maintain my health.
I would imagine, self motivation.
I would like to exercise more, but I have a bad knee, so I think I need surgery, and hopefully I could start to exercise again.
I would need a personal health coach here with me.
I would need to have my jaw wired and a chain on my refrigerator.
I would need to lose some weight, and exercise and eating healthy.
I wouldn't know, I'm doing all I can with the time and resources I have available.
If group health pays for a paid week long of Hawaiian vacation.
If healthier food was provided to the public. Just a healthy public environment in general.
If I did not have to work and have more time to exercise.
If I exersize and make better food choices.
If I had a lower deductible to doctors, so its hard to get basic questions answered in a timely way.
If I had a nutritionist.
If I was retired and had time to do what you should.
If included in health insurance is discounts to health clubs.
If kept more steady track of them.
If some one came and watched what I eat and made me exercise.
If somebody cold watch my kids while I go to the gym.
If someone would come and cook healthy food for me. Nothing.
If the coaches, were more available. Less cost. Having the coach without a hammer being held over my head.
If the insurance falls into naturopathic options. If the insurance paid for annual physicals.
If there was a program that focuses on my age specific group.
If they had a place you could go and do something. Gyms, that does it.
If they would have a really inexpensive or free health gym to go to like the meetings.
I'm a nurse, so nothing.
I'm doing already everything I can. (PR) Not really. I'm pretty happy with what I'm doing.
I'm doing great, as far as my knowledge. NO.
I'm eating healthier and exercising more, try less stress at work.
I'm having no trouble maintaining healthy habits.
I'm not sure.
I'm probably doing a good job. One on one way of speaking about nutrition and exercise, a more personal plan for health maintenance.
I'm still trying to lose weight, a and its hard. I need to eat healthier and less.
I'm very self-motivated, so nothing. (PR) Nothing.
Information and not forced affiliation.
Information like the newsletters.
Information on how to take care of myself better, and information on health care and treatment options that are available.
Informative packets in the mail, with contact information, websites and phone numbers, to inform me of what's good for me.
It is already easy for me to do these things.
It's a constant battle we are cutting down on the sugar intake, and not drinking as much.
It's a matter of personal decisions.
It's just a personal choice.
It's like giving myself a kick in the butt, a good portion is my job is walking all the time.

Its really the best thing is to exercise. Prevention is the key. Health care tends to treat the symptoms instead of preventative maintenance. If they would pay for healthy options like a gym instead of just treatment, people would be healthier.
Joining a gym maybe. I'm usually very healthy.
Just a personal desire for better health.
Just awareness. Awareness of health risks and how to be healthy, new information that is pertinent to my future.
Just be aware of our body, eat right, exercise, drink water, and see a Doctor regularly.
Just being more knowledgeable about health risks.
Just discipline. Myself, as best I can as far as eating habits go.
Just having more time to be able to maintain my healthy behaviors.
Just keep doing what I'm doing, I watch my diet and I don't drink or smoke.
Just keep working or whatever.
Just maintaining the habit of good eating and exercise. (PR) Nope.
Just personal motivation.
Just staying informed about health matters.
Just sticking to my healthy behaviors and my plan.
Just to eat healthy, exercise and live happy, that's all I need to do.
Just to stick to my health plan and keep doing what I'm doing.
Just trying to eat right, walking, lost weight, that sort of thing. Just keeping with that is working.
Keep a log everyday and write all the time.
Keep eating well and exercising and doing what the Doctor tells me about my nutrition.
Keep health care costs down.
Keep in mind the things I have to do like diet and exercise.
Keep on having a reminder to maintain healthy behaviors such as the health coach.
Keeping a journal has helped me and exercising, and making better choices in food.
Keeping active on the tread mill.
Less demands on my time (PR) Shorter commute, less multi-tasking.
Less work and less stress. More free time to myself.
Less work, time management.
Longer day to do everything.
Lose a little more weight, I'm on the right track, just need self--discipline.
Lower the prices of things we need.
Maintain my exercise regiment and continued good eating habits.
Make it so you can go to your doctor more than every four years.
Manage my time. The things that you send in the e-mails about food and exercise really help a lot.
Me, sticking to it. I don't think outside opinions were useless.
Membership at a gym. (PR) Greatly reduced fair at a gym. It's mostly just the exercise we need.
Membership to a gym would help, and maybe a personal trainer or coach. Has anybody said, "Have a Chef?"
More alternative medicines covered, and the supplements.
More discipline on my part in caring about my health.
More education on health, and how to maintain my health.
More Energy, more hours in a day. Magically remove junk food from my presence.
More exercise, healthy foods.
More exercise.
More free time to devote to exercise.
More free time to exercise, more of a structured plan I could stick to on a daily basis, and routine scheduling to follow eating, exercise , etc.
More free time. More time to be active and participate in more outdoor activities with the kids.

More goals.
More hours in the day. Nothing
More info on the options.
More leisure time. No.
More money for groceries in order to buy healthy foods.
More money. (PR) No.
More personal time. No, I know what I'm supposed to do and not, just more personal time.
More time and more money. Time being the biggest thing. That was it.
More time for exercise. I work on my diet, physical activity and time.
More time in the day with less to do.
More time in the day. (PR) Not really.
More time in the day. Nothing more.
More time to exercise. Plan meals.
More time to get the exercise done. I would like to. More time to prepare the food I need to be eating.
More time to maintain healthier eating habits.
More time to work on a healthier lifestyle, in other words, being less hectic.
More time. As far as your Doctor, I don't know. I don't have many health issues. Supplements should be covered by insurance.
More user friendly papers i.e. easy referral system, better read wording, simplified.
More will power. I would say better planning in food and activities. Sometimes it's hard to take the time for cooking the healthy meal instead of eating what's easy.
Much less record keeping, that's all I can think of.
Much more time during the day. And maybe, more affordable childcare and gyms that have childcare at them.
My own motivation.
My own personal attitude. Nothing.
My own regard for my own well being. Certificate to give incentive to participate in activities. Also, announcements of activities in the local area.
My personal knowledge about health.
Myself, personal goals. That I must set.
Myself. (self-control)
Myself. They were useless.
Networking (PR) Less stress.
Nice eating habits, exercising, and meditate. Nothing.
No Comment
No from KC. (PR) No.
No other recommendations. Nothing.
No there isn't anything at this time, working on it at this time.
No we are pretty healthy
No, because the Doctors did not take the insurance, and I hope this plan will be better.
No, cause I always do the right things now.
No, I am conscious of it myself and always eat right. Low sodium and exercise.
No, I can't think of anything.
No, I do all the right things already.
No, I pretty much know what to do.
No, It's a personal choice, health coach is very helpful, was there 24/7.
No, it's my self initiative. Nothing.
No, just put all that information in the healthy matters newsletter.
No, not really.
No, what I am doing right now is working.

No.
No.
No.
No.
No. (PR) NO.
No. (PR) NO.
Not a single thing.
Not buying cookies. Just personal discipline. Well, I'm an RN so I know already.
Not getting old (PR) just adjusting to age.
Not having a family of 5.
Not having to work so much.
Not making it a huge beaucroatic process in finding providers to go to.
Not really, it's up to the individual, we're pretty focused, you guys buy the equipment.
Not such high co pays, my own physical activities like walking , which I do on a regular basis.
Not sure what to do. Nothing.
Not that I can think of.
Not that I can think of.
Not that I know of.
Not to change what I am doing now.
Not working anymore.
Nothing (PR) Nope.
Nothing anybody else can do but me. I have the knowledge and information. Nothing.
Nothing at this point in time.
Nothing at this time.
Nothing else. (PR) Nothing.
Nothing I can think of.
Nothing more than what I am doing.
Nothing really no.
Nothing really, I think I'm doing fine.
Nothing really, I think I'm fairly healthy. It's always been a part of my routine.
Nothing really, I'm really healthy and usually don't have to go to the hospital.
Nothing really, not really, have healthy behaviors.
Nothing that I can think of.
Nothing, because I am involved in trying to maintain a healthy lifestyle.
Nothing, because I eat healthy and work out occasionally.
Nothing, because I eat right and exercise.
Nothing, I already have healthy behaviors.
Nothing, I think I'm doing good.
Nothing, I'm confident in myself.
Nothing, Im one of those people who tell other people how to be healthy.
Nothing.
Nothing.
Nothing.
Nothing.
Nothing.
Nothing.
Nothing.
Nothing.
Nothing. I do pretty much what I'm supposed to.



Right now we are doing just great.
Self-control. Nothing else to add.
Set your mind to it, to make the correct steps like watching what you eat, and exercise.
She has Chronic Fatigue Syndrome, and needs a specialized plan, takes a miracle cure, and a maid.
She wants more health care coverage. Affordably. No
Started eating better, more exercise.
Stay with the routine, I'm with now, going to the gym 3 times a week and watching what I eat.
Staying informed about what is out there.
Sticking to the program. Nothing.
Stronger will power, I guess. I'm aware what's wrong and I'm doing what I can to fix it.
Support groups.
Surgery.
Take a class in weight watchers. Nothing I want to get into.
Taking sugar off the market. Husband said would eat less sugar. Be more disciplined, work harder.
That I would not have to work so much and have less stress.
That part of the work day should be a walking class and pay me for it. It should be separate from the lunch hour.
The Acton plan is something I want to continue with. Keeping my diet and exercise more often.
The cost could go down is a real incentive that it won't go up, just go down.
The county is wasting money by hiring this company to supposedly lower the county's health care costs. The county should outlaw junk food.
The health coach should move in here, every time I reach for something she should slap my hand.
The healthy choices was not really helpful. Just education and time.
The news letters and tips.
The phone calls were helpful because it was good to have somebody check-in with you, and make an assessment of our health behaviors.
The phone calls, and health counselors are very encouraging.
There is nothing I need to do.
There's nothing I would change.
they could have a counter to keep track of all the fruits and vegetables you eat in a day.
They helped in your exercise. Helped in my cholesterol control.
They should have a better customer service line, where they don't leave you on hold for 1/2 an hour or more, or leave messages and make call backs.
they talked to me, which is better than filling out forms.
Time and scheduling.
Time. (PR) the barriers are usually time.
Time. All I need is more time.
Time. Time to exercise, little emails and on the website have quick healthy recipes. Cheap and easy healthy meal ideas.
To budget more time to take better care of myself. Same as above.
To eat the correct food, and if you can afford to go to a gym.
To exercise more and eat right, that's about it.
To just keep doing what I'm doing, eating right, exercising, and staying healthy.
To keep continuing with the regimen I am on" "More support from health care providers.
To keep on our diet, and read information on the health thing.
To quit smoking, eat healthier, more exercise. Nothing.
To reduce my weeks work load so I have more time to work-out.
Walking and exercising. Nothing.
We are fairly healthy and I am in the health care profession, so I know what to do.
We do eat healthy and exercise.

We know to exercise, we eat healthy, and eat a balanced diet.
Well as my mother is a nurse, and I have a lot of books on health at home, I am always eating healthy.
Well I just think as you get older you are more likely to have health problems.
Well, just keep it up with the health coaches, it helped me out a lot.
What we're trying to do, we're trying to put something together at home, home exercise. We've got two pieces now, and going for a third.
Will power. Right now, we're doing great.
Willpower. Not really, just sticking to it.
Writing stuff down on what I'm supposed to do every day. Reminders. Nothing.