

Report on the 2008
King County Health Reform Initiative
Surveys of Employees and Spouses/Partners

February 11, 2009

Prepared for:
King County Health Reform Initiative

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Report on the 2008 King County Health Reform Initiative Surveys on Employees and Spartners

Executive Summary

February 11, 2009

As part of the evaluation of the King County Health Reform Initiative (KCHRI), two surveys were conducted during fall 2008: King County employees were surveyed on-line or through inter-office mail, and employees' spouses and domestic partners ("spartners") were surveyed by telephone. This was the third KCHRI employee survey; employees have been surveyed annually beginning in 2006. This was the second KCHRI spartner survey; spartners were surveyed for the first time two years previously, in 2006.

The 2008 surveys were designed to assess employees' and spartners' opinions of and experiences with the KCHRI. Research results will be used in evaluating the KCHRI and in developing KCHRI program improvements.

Key Findings and Conclusions: Employee Survey

Employees' Opinions of the KCHRI

Again this year, the employee survey results indicate that employees think that the KCHRI is "headed in the right direction" and that participation in the KCHRI is helpful to many of them.

Many of the employees' ratings of the initiative are holding steady or improving over time. Specifically, since 2007, employees' satisfaction with the Health Reform Initiative overall, Healthy Incentives, Wellness Programs, and the information provided by the KCHRI has increased significantly. In addition, over half of the employees (53%) said that participating in an individual action plan helped them build or maintain healthy habits.

However, fewer employees in 2008 than in the past agreed or strongly agreed that "It is easier to reduce my personal health risks now than it was a year ago," and "My supervisor supports employees in improving health and maintaining healthy behaviors."

- These results suggest that the KCHRI is having a positive impact and that employees' satisfaction with the program is growing, but KCHRI remains challenged with engaging and maintaining employee involvement in wellness as well as with improving employees' perceptions of supervisor support for involvement in wellness.

Interest in Information about Health-related Topics and Using On-line Tools

Employees indicated that they were more interested in receiving information about the quality and cost of health care (i.e., ratings of the quality of local hospitals and health

care providers, comparisons of the costs of medical treatment at different clinics and hospitals) than in more narrow health-related topics (e.g., children's health, stress management, and prescription drugs).

The majority of employees also indicated that they “definitely” or “probably” would use each of the on-line tools with health-related information that were mentioned in the survey.

- These results suggest that the KCHRI may want to place a high priority on increasing employees' awareness of the availability of information about the quality and cost of health care and how to access that information through on-line tools.

King County Health Insurance Plans and Primary Care Providers

Many employees indicated that they were satisfied with their King County health insurance plan, whether KingCareSM or Group Health. Over three-fourths of the employees rated their satisfaction with their plan a 4 or 5 on the five-point scale where 5 means “extremely satisfied.” Over 80 percent of the employees said that it is “not at all likely” that they will change health insurance plans during the next open enrollment period.

Similarly, 80 percent of employees rated their satisfaction with their primary health care providers a 4 or 5 on the five point scale where 5 means “extremely satisfied.” Two-thirds of employees said that it is “not at all likely” that they would change primary care providers during the next year.

Employees indicated that their control or involvement in decisions about their health care and the quality of health care services were extremely important in decisions about changing health care plans and choosing a health care provider. The two most important factors when choosing a health care provider were “Opportunity to be involved in decisions that affect your health care,” and “Quality of health care services.” The two factors most likely to motivate employees to change health insurance plans were “Being able to make your own choices about specialists without referrals from your provider” and “Receiving higher quality health care services.”

- These results suggest that the KCHRI should not expect much change in employees' enrollment in health insurance plans. In addition, the KCHRI may want to consider employees' top priorities (involvement in decisions and quality of health care services) in program planning and communications about health insurance and health care.

Key Findings and Conclusions: Spartner Survey

Spartners' Opinions of the KCHRI

Over 60 percent of spartners rated their satisfaction with the Health Reform Initiative overall, Healthy Incentives, and the information provided by the KCHRI a 4 or 5 on the five-point scale where 5 means “extremely satisfied. In fact, spartners’ satisfaction with the KCHRI was higher than employees. Similarly, spartners responded more positively than employees to items about the KCHRI helping reduce personal health risks and maintain healthy behaviors and about individual action plan participation helping build or maintain healthy habits.

However, as was the case with employees, fewer spartners in 2008 than in 2006 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 suggest that the KCHRI is viewed positively by and appears to benefit many spartners, but the KCHRI remains challenged with engaging and maintaining spartner involvement in wellness, as is the case with employees.

Receiving and Accessing Information about the KCHRI

Spartners rated U.S. mail delivered to their home and the Health Matters Newsletter as more effective ways to receive information about how to reduce personal health risks and maintain healthy behaviors than either email listserv messages or the KCHRI Web page.

Seventy percent of spartners said that they read or look through the Health Matters Newsletter every time or most of the time it comes out. However, most spartners (55%) have never used the KCHRI Web page. Furthermore, spartners said that were less likely to use on-line tools to access health-related information than employees.

- These results suggest that the KCHRI may face bigger hurdles in encouraging spartners to access health-related information on-line than is the case with employees. The KCHRI may want to consider using U.S. mail to communicate critical information, since it is more effective in reaching spartners than electronic communication at the present time.

Report on the 2008 King County Health Reform Initiative Surveys of Employees and Spouses/Partners

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Introduction

As part of the evaluation of the King County Health Reform Initiative (KCHRI), two surveys were conducted during fall 2008: King County employees were surveyed on-line or through inter-office mail, and employees' spouses and domestic partners ("spartners") were surveyed by telephone. This was the third KCHRI employee survey; employees have been surveyed annually beginning in 2006. This was the second KCHRI spartner survey; spartners were surveyed for the first time two years previously, in 2006.

The 2008 surveys were designed to assess employees' and spartners' opinions of and experiences with the KCHRI. Research results will be used in evaluating the KCHRI and in developing KCHRI program improvements.

This report describes the research objectives, methods, results, and conclusions of the employee and spartner surveys separately: Part I of the report discusses the 2008 employee survey, and Part II discusses the 2008 spartner survey. When survey items were the same in 2008 as in past employee or spartner surveys, results across surveys are compared and discussed along with the 2008 employee and spartner survey results. In addition, the survey items that were the same for employees and spartners are compared and discussed along with the spartner survey results, in Part II of the report.

The appendix includes copies of the questionnaires used in the survey, email messages and cover letter sent to employees about the survey, verbatim responses to the open-ended questions included the surveys, and the telephone sample survey disposition. Tables detailing all responses to the survey are available separately.

Part I. Employee Survey

Information Objectives

The information objectives of the 2008 KCHRI employee survey included assessing the following:

- Employees' opinions of the KCHRI, including employees' satisfaction with the program;
- Employees' interest in receiving information regarding selected health-related topics;
- Employees' opinions of the likelihood that they would use a variety of on-line, health-related tools;

- Employees' opinions of the likelihood that they would participate in a variety of KCHRI activities;
- Employees' opinions of their King County health insurance plans and considerations in decisions to change plans;
- Employees' opinions of their primary health care providers and considerations when choosing a primary health care provider; and
- Employees' opinions about the costs relating to their choices in health care providers.

Research Methods

A stratified random sample of 1,093 King County employees was surveyed on-line or through inter-office mail. The sample was formed by randomly selecting eight percent of non-represented employees and eight percent of each bargaining unit, or one employee in each unit, whichever was larger. Thus, at least one randomly selected employee from each bargaining unit and a random sample of non-represented employees were invited to participate in the survey. Of the employees selected to participate in the survey, 891 had email addresses and were surveyed on-line, and 202 had no email addresses and were surveyed through inter-office mail.

Neither an email address nor a mail stop could be identified for a limited of the employees included in the original sample. Additional employees were randomly selected to replace these employees.

The survey procedures were as follows:

- On October 1, 2008, a global email message was sent to all employees describing plans for the KCHRI employee survey.
- On October 7, 2008, an email message was sent to the 891 employees in the stratified random sample with email addresses. The email message invited employees to participate in the survey by completing the survey online.
- Also on October 7, 2008, paper copies of the questionnaire with cover letters were sent through interoffice mail to the work addresses of the 202 employees without email addresses. The cover letter asked employees to complete and return the questionnaire through inter-office mail, with an option to complete the survey online.
- On October 16, 22, and 28, follow-up email messages were sent to the 891 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 November 4, a total of 452 employees had participated in the KCHRI survey, 41 percent of the employees asked to participate in the survey. Three hundred ninety-eight employees completed the survey on-line, and 54 employees returned paper copies of the questionnaire.

The questionnaire used in the 2008 employee survey was designed to gather information that would be helpful in evaluating the KCHRI and guiding program improvements. Several questions asked in 2008 also were included in the 2006 and/or 2007 employee surveys so that results can be compared over time. As was the case with past surveys, the 2008 employee survey questionnaire was developed with the input and approval of KCHRI staff and was reviewed by the Joint Labor Management Insurance Committee. A copy of the questionnaire is included in the appendix.

Limitations

If the 452 survey participants comprise a random sample of the total population of 13,910 benefits-eligible county employees, the maximum margin of error would be expected to be ± 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 employee survey. When the questions included in the survey were the same in 2008 as in the past (2006 and/or 2007), the results for all surveys are presented and compared.

Results are based on the number of employees answering each question, which was typically less than 452 because not all employees answered every question. The number of employees answering each question is noted in the charts and tables below (e.g., $N=441$).

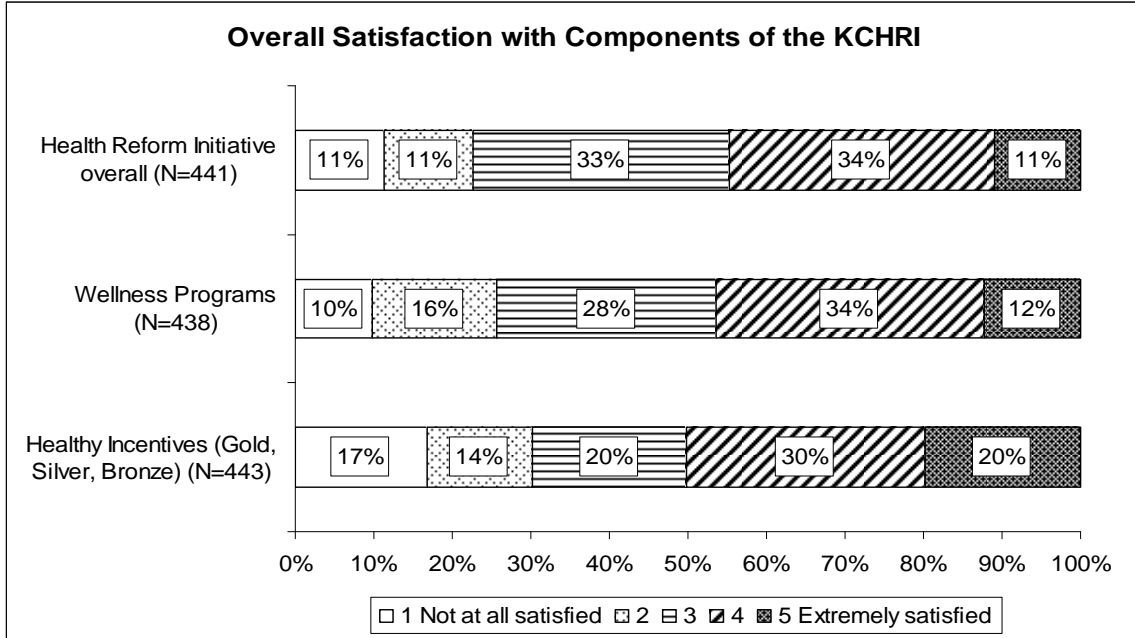
Employees' Opinions of the KCHRI

Several questions in the survey examined employees' opinions of the KCHRI, including their satisfaction with the initiative.

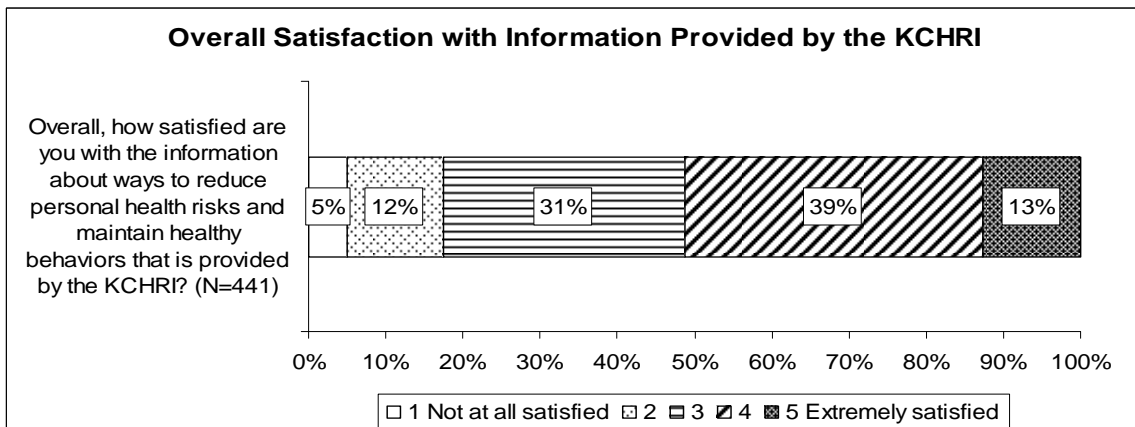
Employees used a five-point scale, where 1 means "not at all satisfied" and 5 means "extremely satisfied" to rate their satisfaction with three components of the KCHRI:

- Health Reform Initiative overall,
- Wellness Programs (Eat Smart, Move More, Stress Less, Weight Watchers at Work, etc.), and
- Healthy Incentives (Gold, Silver, Bronze).

Between 45 and 50 percent of the employees rated their satisfaction with the “Health Reform Initiative overall,” “Wellness Programs (Eat Smart, Move More, Stress Less, Weight Watchers at Work, etc.),” and “Healthy Incentives (Gold, Silver, Bronze)” a 4 or a 5 on the five-point scale where 5 means “extremely satisfied.” Eleven, ten, and 17 percent said that they were “not at all satisfied” with the Initiatives overall, wellness programs, and Healthy Incentives, respectively, as shown in the next chart. Percentages do not always total 100 in this and subsequent charts due to rounding.



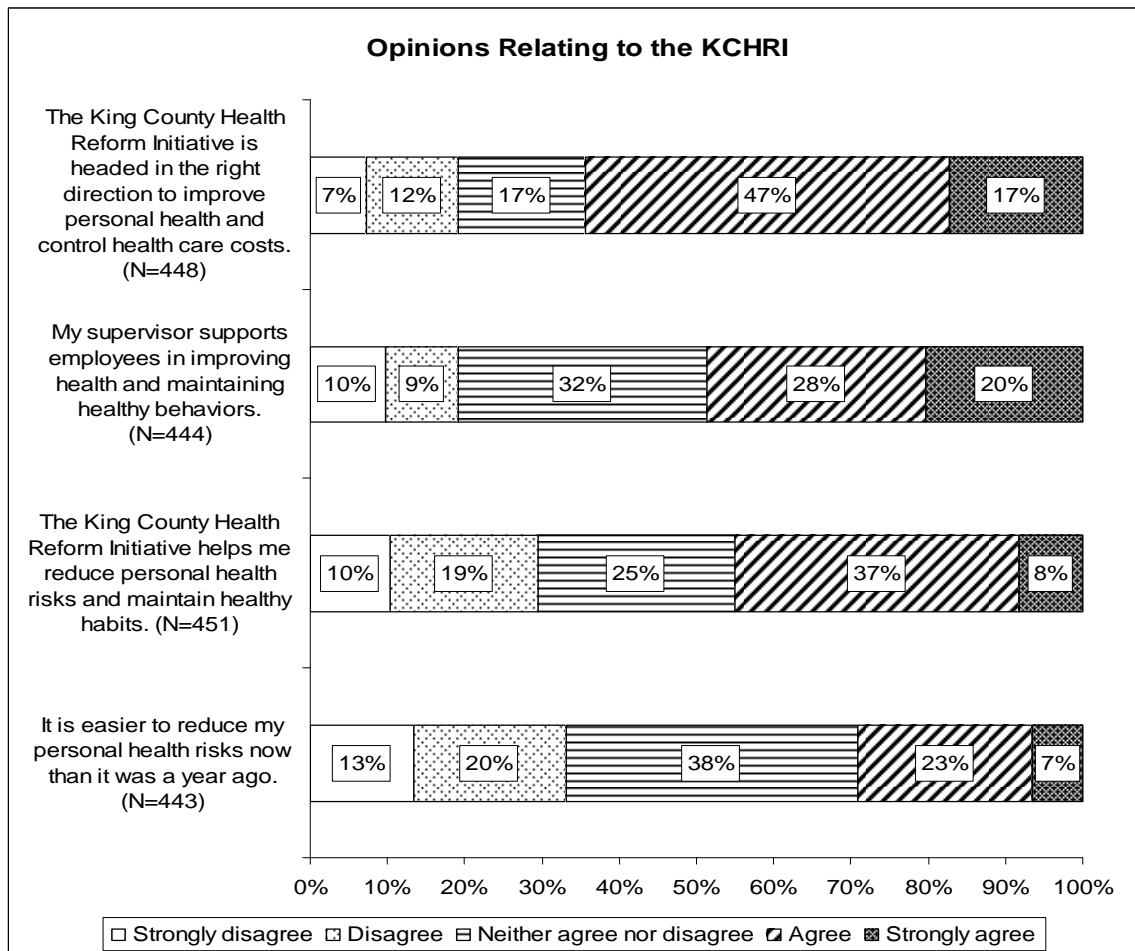
Fifty-two percent of the employees rated their overall satisfaction “with the information (newsletters, website, etc.) about ways to reduce personal health risks and maintain healthy behaviors that is provided by the King County Health Reform Initiative (Healthy Incentives + Wellness Programs)” a 4 or 5 on the five-point scale where 5 means “extremely satisfied.” Only five percent of the employees said that they were “not at all satisfied” with the information provided. These results are shown in the next table.



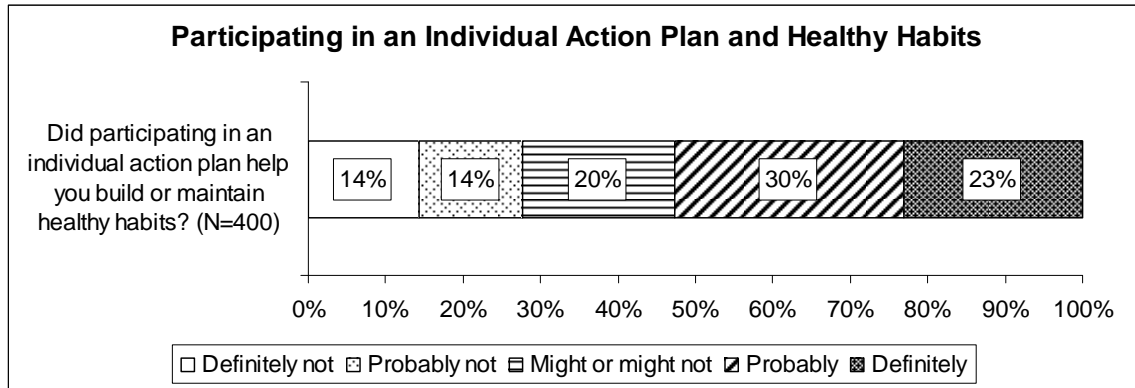
Employees were asked to indicate their level of agreement (“strongly agree,” “agree,” “neither agree nor disagree,” “disagree,” or “strongly disagree”) with four statements about the KCHRI, KCHRI program features, and healthy behaviors.

- Sixty-four percent of the employees said that they “agree” or “strongly agree” with the statement, “The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) is headed in the right direction to improve personal health and control health care costs.”
- Forty-eight and 45 percent of the employees said that they “agree” or “strongly agree” with the statements, “My supervisor supports employees in improving health and maintaining healthy behaviors,” and “The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) helps me reduce personal health risks and maintain healthy habits,” respectively.
- Thirty percent of the employees 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.



Employees were asked, “Did participating in an individual action plan help you build or maintain healthy habits?” Fifty-three percent of the employees said that participating in a plan “definitely” or “probably” helped them build or maintain healthy habits, as shown in the next chart.



Employees’ responses to this question about whether participating in an individual action plan helped build or maintain healthy habits were similar for employees participating in both types of individual action plans: filling out an activity log (Route 66, Colorful Choices, or Passport to Health) and taking phone calls from a health coach.

The items relating to the KCHRI that were the same in 2008 and 2006 and/or 2007 are shown in the next table. Several of these items changed significantly across surveys, as indicated in the table.¹

- Satisfaction with all three components of the KCHRI and with information provided by the KCHRI increased significantly between 2007 and 2008.
- Agreement with the statements, “My supervisor supports employees in improving health and maintaining healthy behaviors,” and “It is easier to reduce my personal health risks now than it was a year ago,” decreased significantly since 2006.

Agreement with the other two statements relating to the KCHRI did not change significantly across surveys (“The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) is headed in the right direction to improve personal health and control health care costs,” and “The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) helps me reduce personal health risks and maintain healthy habits.”) Similarly, responses to the question, “Did participating in an individual action plan help you build or maintain healthy habits,” did not change significantly across surveys, as shown in the next table.

¹ Responses to the survey were tested for significance using one-way analysis of variance (ANOVA), t-test for independent samples, and chi-square tests (SPSS 15.0 for Windows, Release 15.0.1.1, 3 Jul 2007). Results were considered statistically significant when the probability of that outcome occurring by chance was less than .05 (p<.05).

Opinions Relating to the KCHRI: 2006 to 2008
Average ratings on 5-point scale where 1 is low and 5 is high

Responses changed significantly	2006	2007	2008
Satisfaction with Health Reform Initiative overall		3.05	3.22
Satisfaction with Healthy Incentives (Gold, Silver, Bronze)		2.87	3.23
Satisfaction with Wellness Programs (Eat Smart, Move More, Stress Less, Weight Watchers at Work, Etc.)		3.06	3.23
Overall, how satisfied are you with the information about ways to reduce personal health risks and maintain healthy behaviors that is provided by the KCHRI?		3.10	3.41
My supervisor supports employees in improving health and maintaining healthy behaviors.	3.62	3.33	3.40
It is easier to reduce my personal health risks now than it was a year ago.	3.18	3.14	2.89
Responses did not change significantly			
The King County Health Reform Initiative is headed in the right direction to improve personal health and control health care costs.		3.44	3.55
The King County Health Reform Initiative helps me reduce personal health risks and maintain healthy habits.		3.16	3.13
Did participating in an individual action plan help you build or maintain healthy habits?	3.47	3.26	3.34

Interest in Receiving Information about Health-related Topics

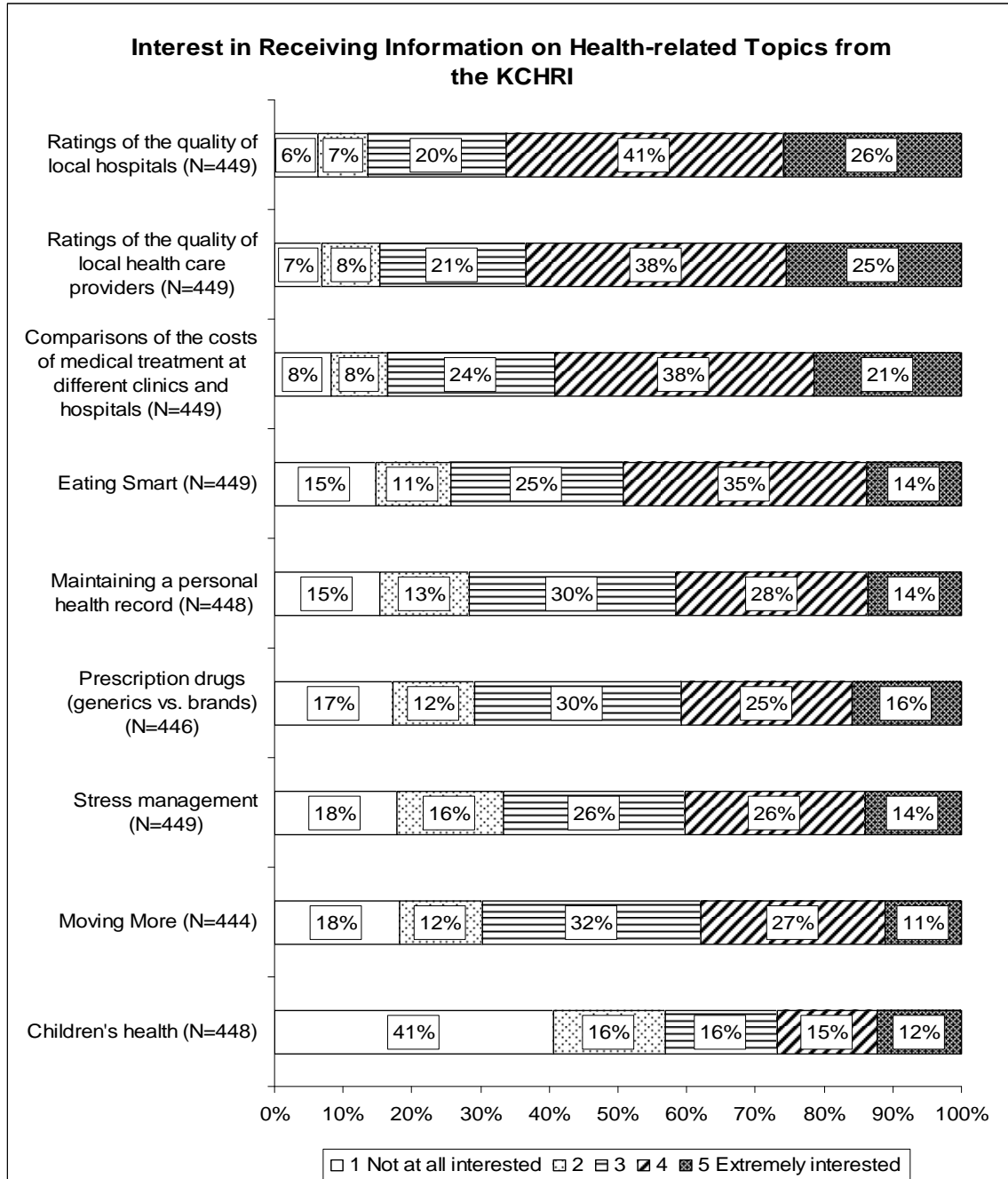
Employees were asked how interested they were “in receiving information from the King County Health Reform Initiative” about nine health-related topics and programs, shown in the next chart.

- “Ratings of the quality of local hospitals” and “Ratings of the quality of local health care providers” were of most interest to employees. About two-thirds of employees rated these topics a 4 or a 5 on a five-point scale where 5 means “extremely interested.”
- Employees were next most interested in “Comparisons of the costs of medical treatment at different clinics and hospitals,” with 59 percent of employees rating this topic a 4 or a 5 on the five-point scale where 5 means “extremely interested.”
- Forty-nine percent of the employees rated their interest in receiving information about “Eating Smart” a 4 or 5 on the scale where 5 means “extremely interested.”
- Between 39 and 42 percent of the employees rated their interest in information about maintaining a personal health record, prescription drugs, stress

management, and Moving More a 4 or 5 on the scale where 5 means “extremely interested.”

- Employees were least interested in receiving information about “Children’s Health.” Twenty-seven percent rated their interest a 4 or 5, where 5 means “extremely interested,” and 41 percent said they were “not at all interested” in information about children’s health.

These results are shown in the next chart.



Likelihood of Using On-line Tools

Employees were asked how likely they would be to use each of nine on-line tools, shown in the next chart, if they were available. Employees responded to this question by selecting one of the following five options: “Definitely not,” “Probably not,” “Might or might not,” “Probably,” and “Definitely.”

The majority of employees (between 57% and 76%) said that they “definitely” or “probably” would use each of the tools.

- Between 71 and 76 percent of the employees said that they “definitely” or “probably” would use an “On-line tool that provides information about treatments and care that are tailored to your particular health care needs and medical conditions,” “On-line tool that tells you how often patients experience complications in local area hospitals,” and “On-line tool that allows you to determine how often different clinics and hospitals follow procedures medical experts say work best.”
- Between 61 and 68 percent of the employees said that they “definitely” or “probably” would use five of the tools: “On-line personal health record that keeps track of your medical information (immunizations, prescriptions, health screenings, family medical history, etc.),” “On-line prescription service that allows you to order prescriptions and have them delivered to your home,” “On-line appointment scheduling,” “On-line tool that tells you how often local area hospitals perform procedures,” and “On-line cost-of-care tool that allows you to compare costs of medical treatment at different clinics and hospitals.”
- Fifty-seven percent of the employees said they “definitely” or “probably” would use the “Ability to email your health care provider.”

Employees’ judgments of how likely they would be to use each tool are shown in the next chart.

Likelihood of Using On-line Tools

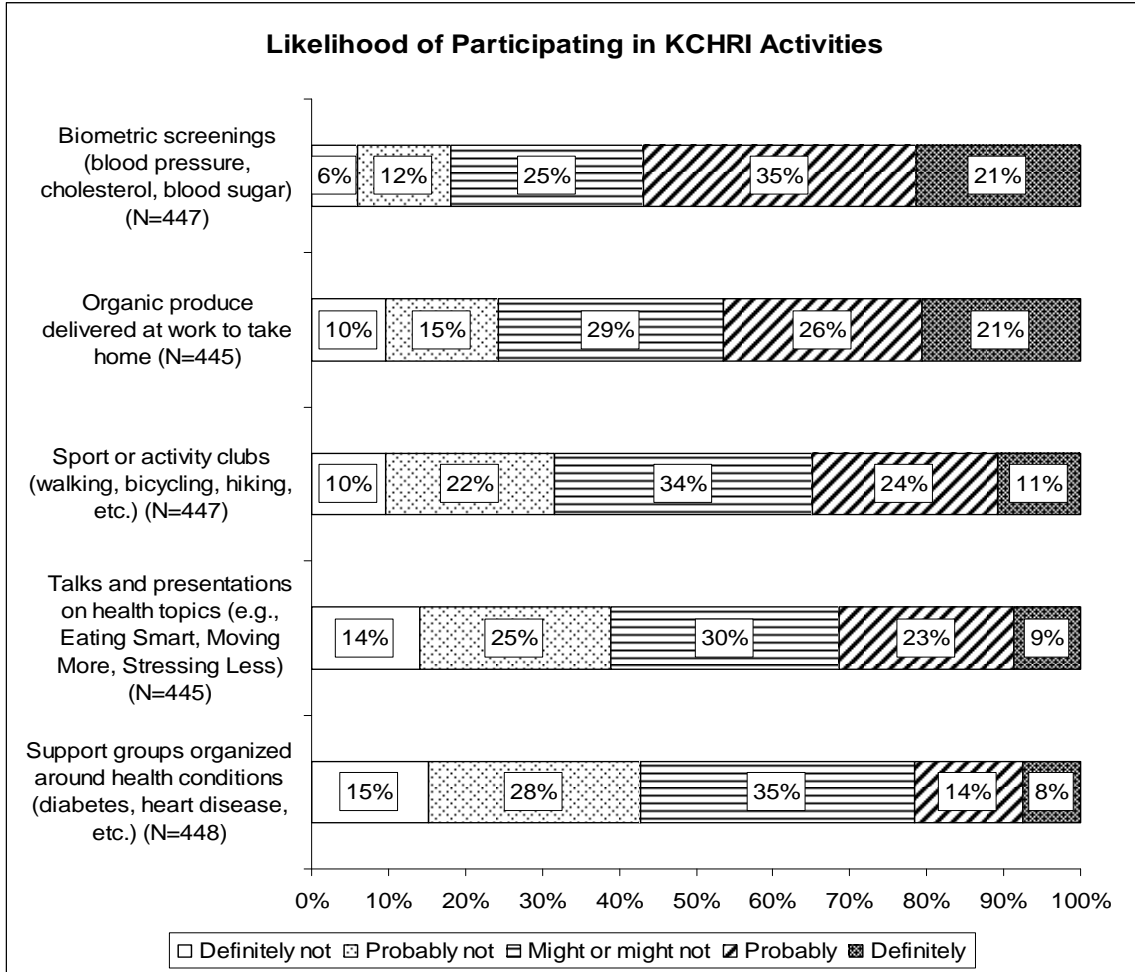


Likelihood of Participating in KCHRI Activities

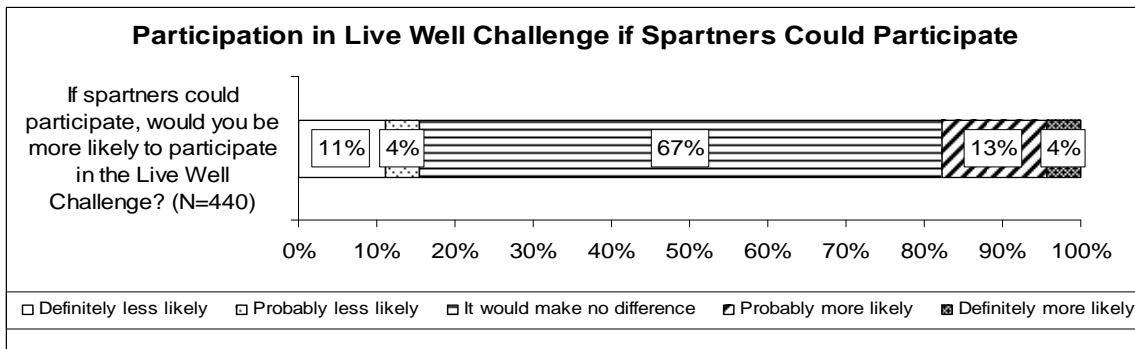
Employees were asked how likely they would be “to use or participate” in each of five programs “if the King County Health Reform Initiative were to make [them] available to help build or maintain healthy behaviors.”

- Employees said that they would be most likely to participate in “Biometric screenings (blood pressure, cholesterol, blood sugar),” with 56 percent of employees saying they “definitely” or “probably” would use these.
- Almost half of the employees said that they “definitely” or “probably” would participate in “Organic produce delivered at work to take home.”
- Thirty-five and 32 percent of employees said that they “definitely” or “probably” would participate in “Sport or activity clubs (walking, bicycling, hiking, etc.)” and “Talks and presentations on health topics (e.g., Eating Smart, Moving More, Stressing Less),” respectively.
- Twenty-two percent of employees said that they “definitely” or “probably” would participate in “Support groups organized around health conditions (diabetes, heart disease, etc.)”

These results are shown in the next chart.



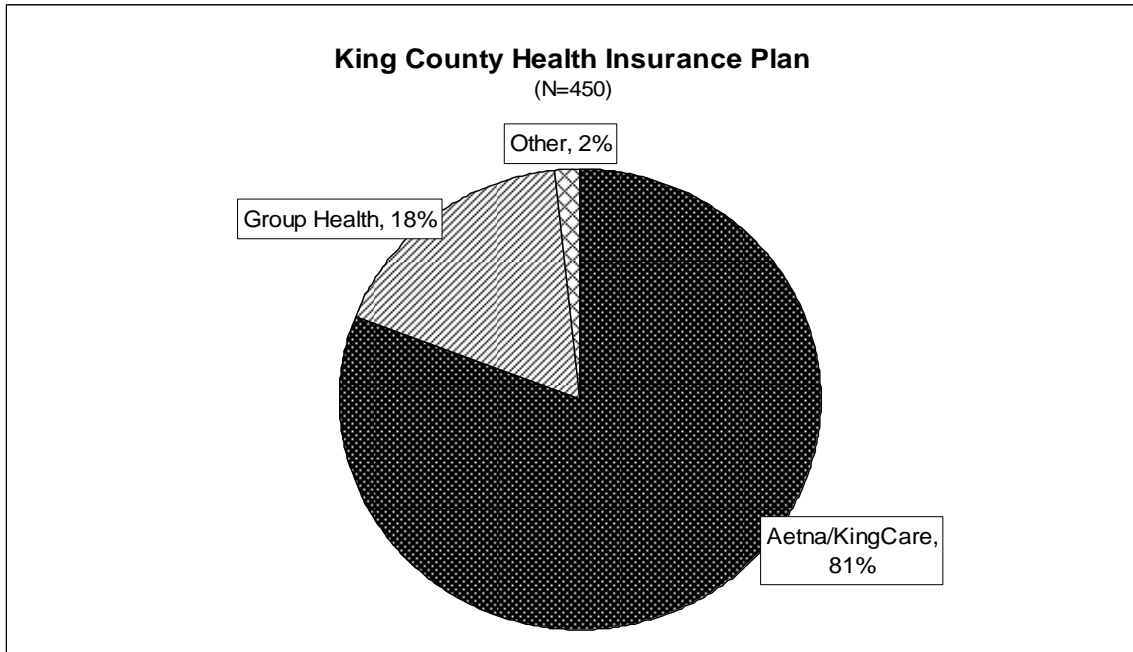
Employees were asked, “If spouses and partners could participate, would you be more likely to participate in the Live Well Challenge, the county-wide health challenge where people compete in teams and earn points for eating smart and moving more?” Some employees said they would be more likely (17% “definitely” or “probably more likely to participate”), and some employees said they would be less likely (15% “definitely” or “probably less likely to participate”), to participate in the challenge if spartners could participate, as shown in the next chart.



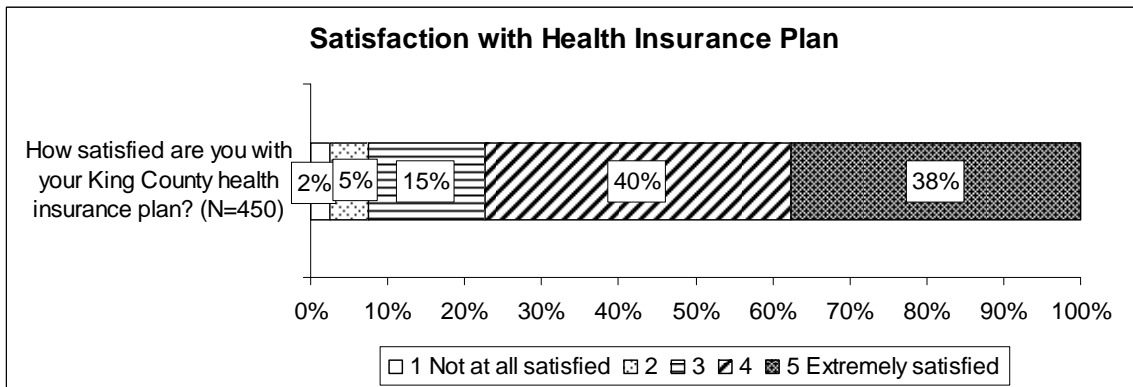
King County Health Insurance Plans

Employees were asked a series of questions about their King County health insurance plans, including the likelihood that they would change plans and what factors might motivate them to change plans.

First, 81 percent of the employees who participated in the survey said that they were enrolled in the Aetna/KingCareSM plan, and 18 percent said that they were enrolled in the Group Health plan. Two percent said that they had “other” King County health insurance, as shown in the next chart.

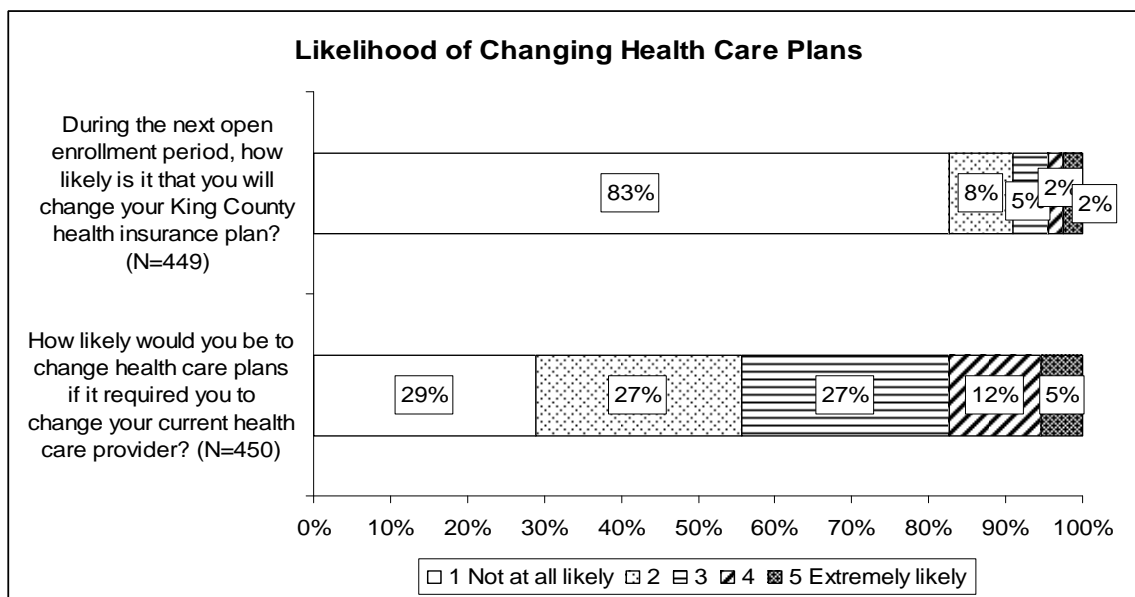


Seventy-eight percent of employees rated their satisfaction with their King County health insurance plan a 4 or a 5 on a five-point scale, where 5 means “extremely satisfied.” Satisfaction did not differ significantly for employees with Aetna/KingCareSM versus Group Health coverage.



Employees were asked two questions about the likelihood that they would change their health insurance plans. First, they were asked, “During the next open enrollment period, how likely is it that you will change your King County health insurance plan?” Later, after being asked about the extent to which a number of factors would motivate them to change health insurance plans, employees were asked, “How likely would you be to change health care plans if it required you to change your current health care provider?”

As might be expected given the high satisfaction with King County health insurance plans, 83 percent of the employees said that it was “not at all likely” that they would change plans during the next open enrollment period. Twenty-nine percent of the employees said that it was “not at all likely” that they would change “health care plans if it required you to change your current health care provider.” These results are shown in the next chart.



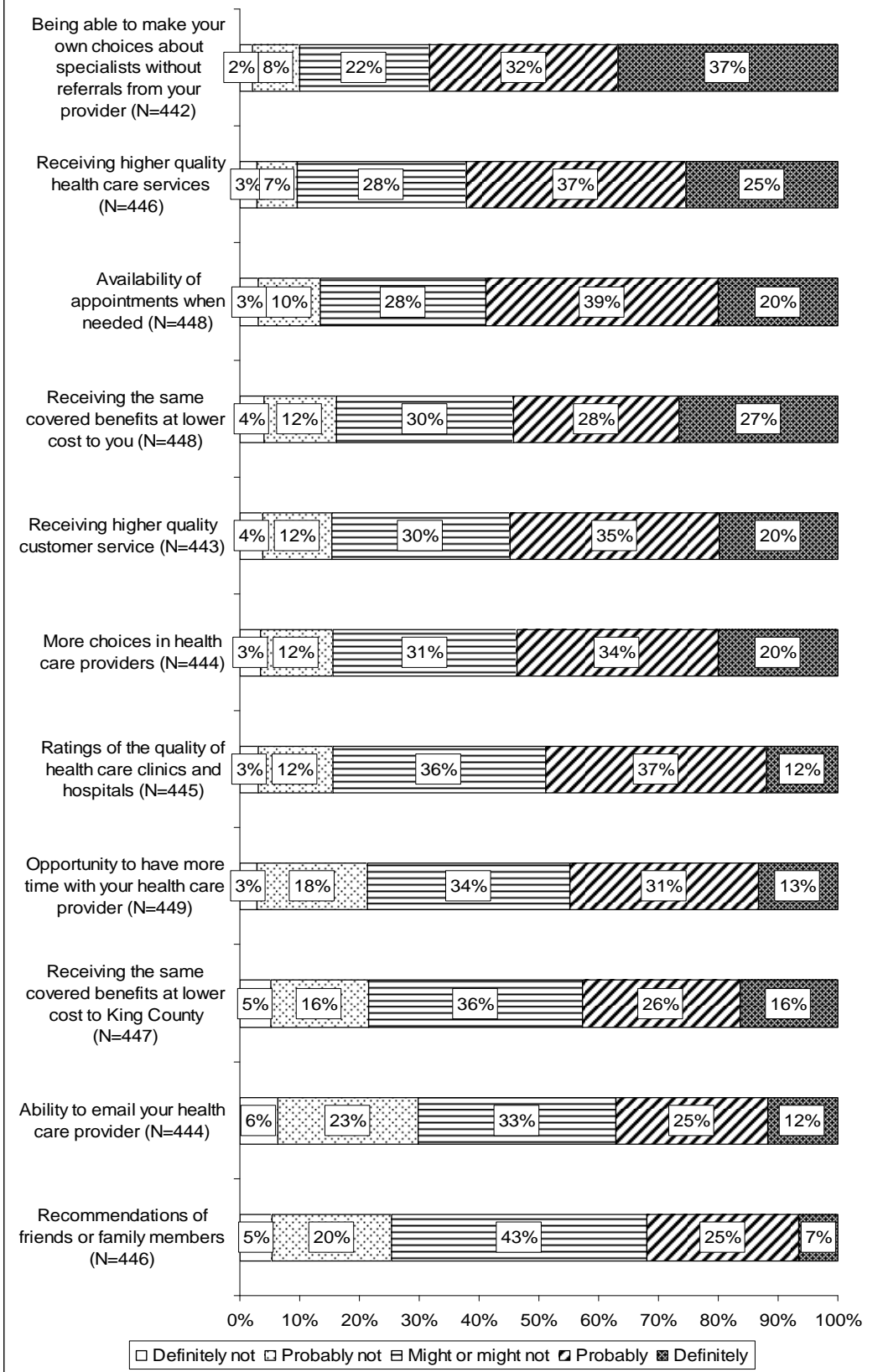
Employees were asked the extent to which each of 11 factors would motivate them to change their King County health insurance plan. The factors are shown in the next chart, along with employees’ ratings of the extent to which the factors would motivate them to change health insurance plans.

- “Being able to make your own choices about specialists without referrals from your provider” and “Receiving higher quality health care services (follow procedures medical experts say work best, quicker or more complete recovery, fewer side effects, etc.)” were rated highest; 69 and 62 percent of the employees, respectively, said these “definitely” or “probably” would motivate them to change their King County health insurance plan.
- Between 54 and 59 percent of the employees said that they “definitely” or “probably” would be motivated to change King County health insurance plans by the following four factors: “Availability of appointments when needed,” “Receiving the same covered benefits (tests, prescribed medication or therapy, etc.) at lower cost to you,” “Receiving higher quality customer service (ability to

reach provider when needed, courtesy of staff, etc.),” and “More choices in health care providers.”

- Between 42 and 49 percent of the employees said that they “definitely” or “probably” would be motivated to change health insurance plans by the following three factors: “Ratings of the quality of health care clinics and hospitals,” “Opportunity to have more time with your health care provider,” and “Receiving the same covered benefits (tests, prescribed medication or therapy, etc.) at lower cost to King County.”
- “Ability to email your health care provider” and “Recommendations of friends or family members” were rated lowest; 37 and 32 percent of employees, respectively, said these “definitely” or “probably” would motivate them to change their health insurance plan.
- Between 42 and 59 percent of the employees said that the other factors “definitely” or “probably” would motivate them to change health insurance plans, as shown in the next chart.

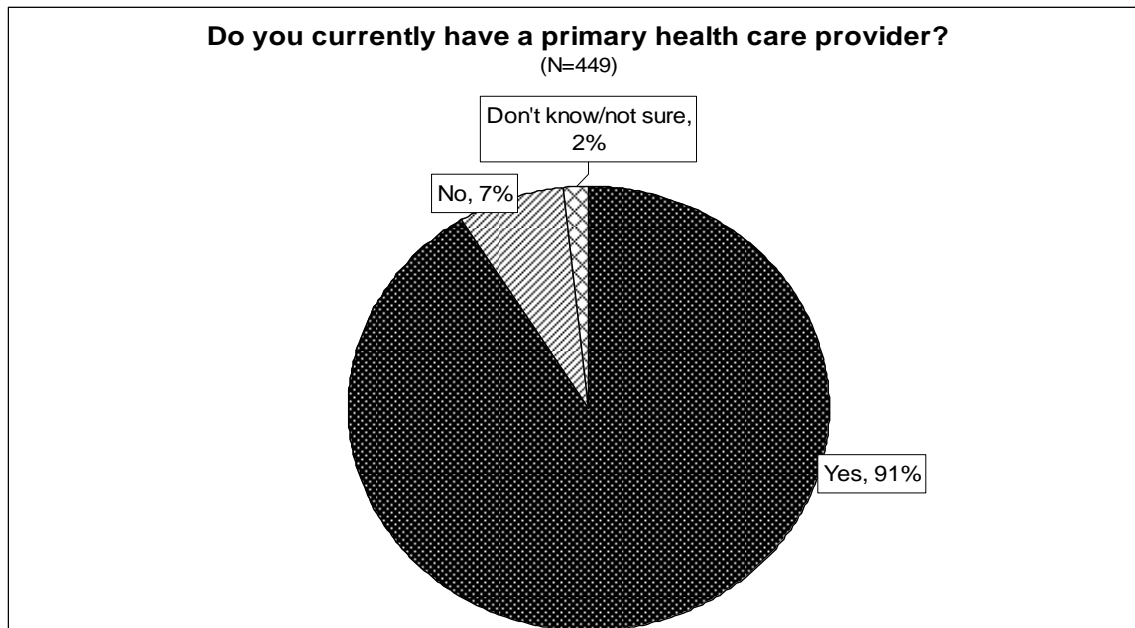
Extent to which Factors Would Motivate Employees to Change King County Health Insurance Plans



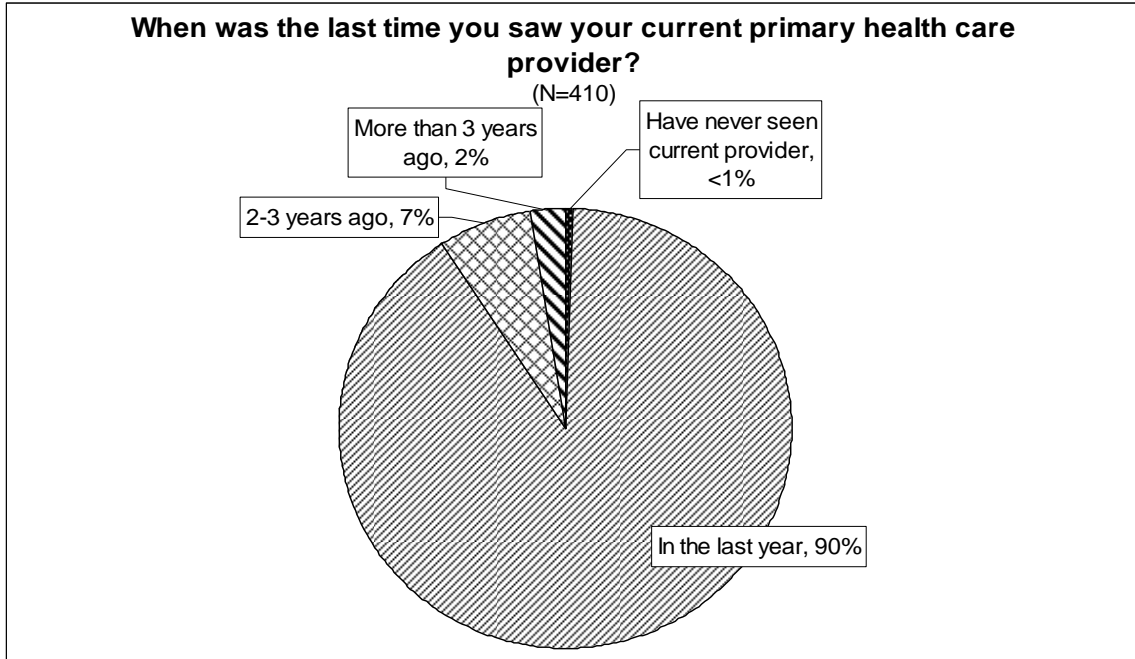
Primary Health Care Providers

Employees were asked a series of questions about their primary health care providers, including the likelihood that they would change health care providers and the importance of several factors when choosing a health care provider.

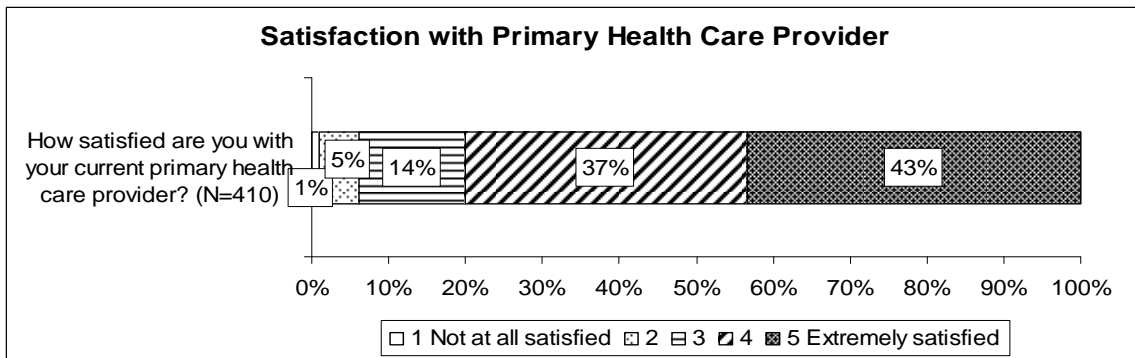
Most employees (91%) said that they “currently have a primary health care provider (a primary care physician or other provider).” Some employees (7%) said that they did not have a primary care provider, and a few (2%) weren’t sure if they had a primary care provider, as shown in the next chart.



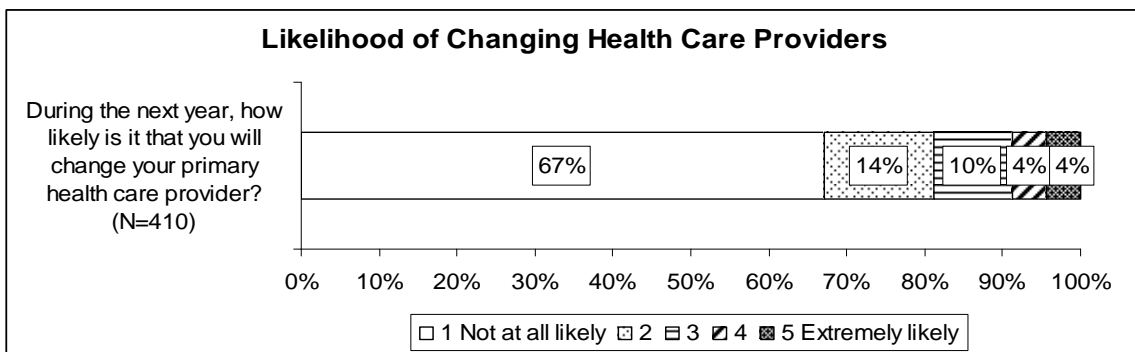
Most employees (90%) who have a primary health care provider said that they have seen the primary provider in the last year. Seven percent of the employees said that they last saw their primary health care provider two to three years ago, two percent saw their primary care provider more than three years ago, and less than one percent said that they have never seen their current primary health care provider. These results are shown in the next chart.



Eighty percent of the employees rated their satisfaction with their current primary health care provider a 4 or a 5 on the five-point scale where 5 means “extremely satisfied, as shown in the next chart.



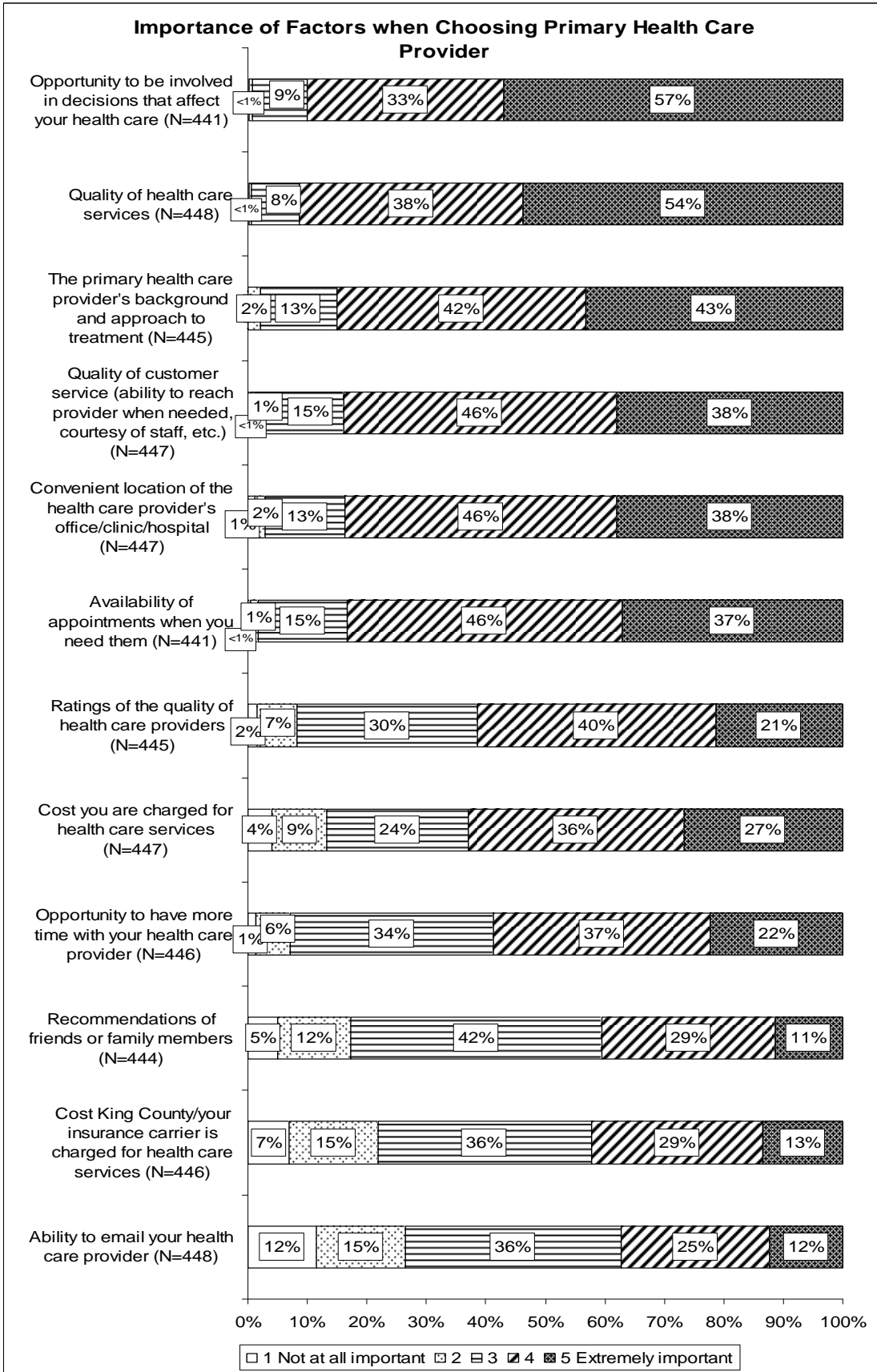
Two-thirds of the employees said that it was “not at all likely” that they will change primary health care providers in the next year, as shown in the next chart.



Employees were asked to indicate how important each of 12 factors is “when choosing who will be your primary health care provider.”

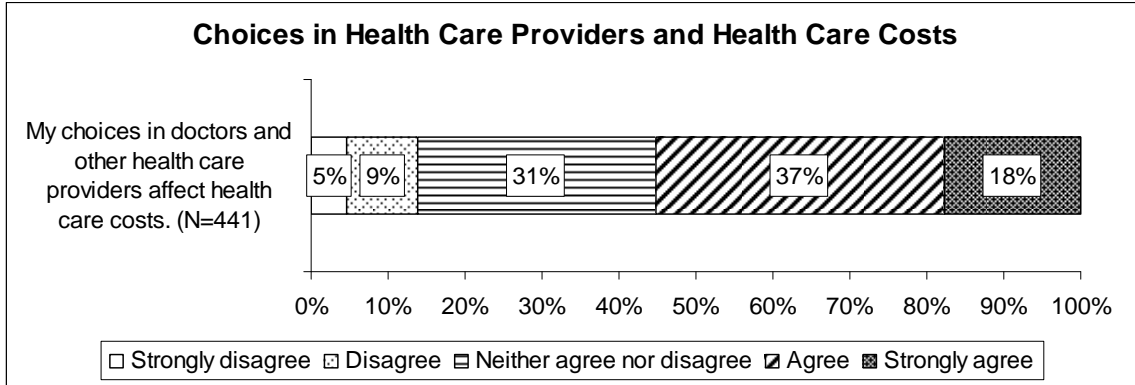
- The two factors that were rated most important when choosing a primary health care provider were “Opportunity to be involved in decisions that affect your health care,” and “Quality of health care services (follow procedures medical experts say work best, quick or complete recovery, few side effects, etc.)” Ninety and 92 percent of the employees, respectively, rated these items a 4 or 5 on the five-point scale where 5 means “extremely important.”
- Between 83 and 85 percent of the employees rated the following items a 4 or 5 on the five-point scale where 5 means “extremely important”: “The primary health care provider’s background and approach to treatment,” “Quality of customer service (able to reach provider when needed, courtesy of staff, etc.),” “Convenient location of the health care provider’s office/clinic/hospital,” and “Availability of appointments when you need them.”
- Between 59 and 63 percent of the employees rated the following three items a 4 or 5 on the five-point scale where 5 means “extremely important”: “Ratings of the quality of health care providers,” “Cost you are charged for health care services (appointments, tests, prescribed medication or therapy, etc.),” and “Opportunity to have more time with your health care provider.”
- Between 37 and 42 percent of the employees rated the following three items a 4 or 5 on the five-point scale where 5 means “extremely important”: “Recommendations of friends or family members,” “Cost King County/your insurance carrier is charged for health care services (appointments, tests, prescribed medication or therapy, etc.),” and “Ability to email your health care provider.”

These results are shown in the next chart.



Costs Relating to Choices in Health Care Providers

In order to gather baseline data relating to the proposed Choose Well program, participants in each employee survey were asked to indicate their level of agreement with the statement, “My choices in doctors and other health care providers affect health care costs.” In 2008, 55 percent of the employees said that they “agree” or “strongly agree” with this statement, and 14 percent said that they “disagree” or “strongly disagree,” as shown in the next chart.



Agreement with the statement, “My choices in doctors and other health care providers affect health care costs,” declined significantly across surveys, as shown in the next table.

Choice in Health Care Providers and Health Care Costs: 2006 to 2008
Average ratings on five-point scale where 1 is low (“strongly disagree”) and 5 is high (“strongly agree”)

Responses changed significantly	2006	2007	2008
My choices in doctors and other health care providers affect health care costs.	3.81	3.56	3.54

Employee Characteristics

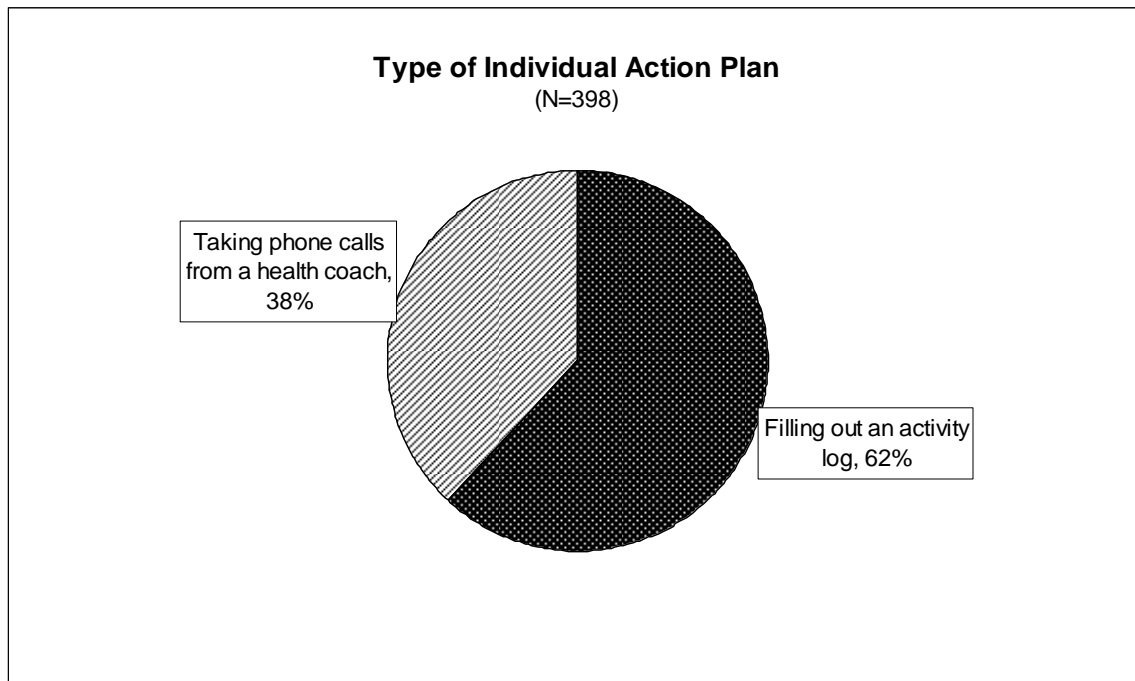
Employees were asked a series of background questions relating to KCHRI participation and their positions in King County. The responses to these questions are discussed below.

As was the case for all King County employees, the 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:

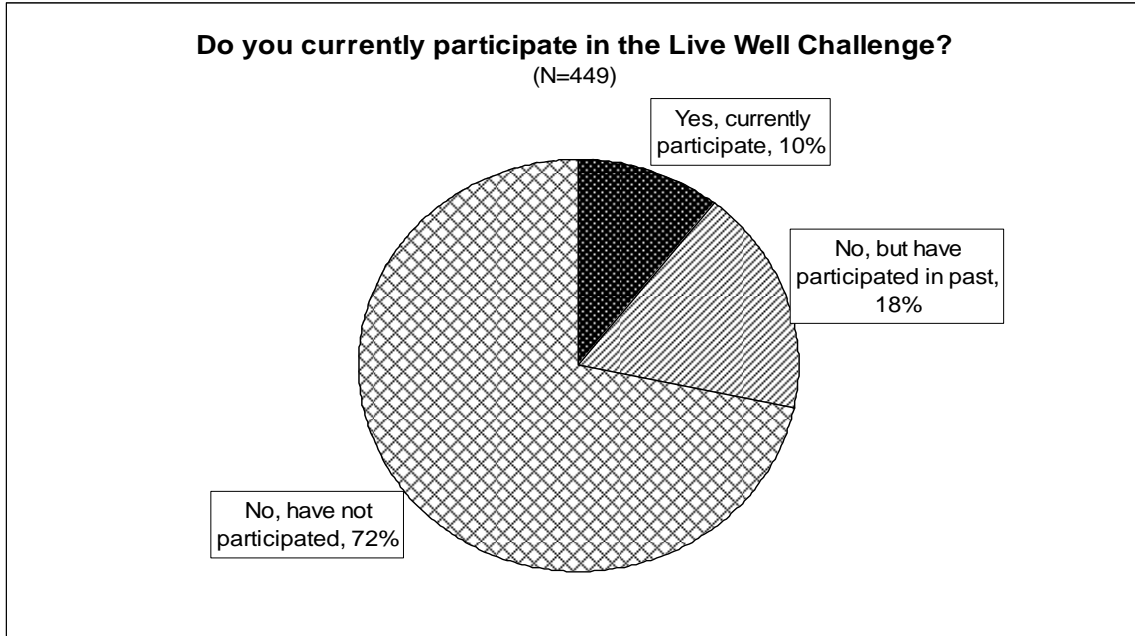
- Ninety-two percent of the 445 employees answering the question said that they completed the wellness assessment questionnaire earlier this year;
- Eighty-eight percent of the 448 employees answering the question said that they were participating in or had completed an individual action plan.

The proportion of employees who said they completed the wellness assessment has declined since 2006 (2006 – 97%; 2007 – 94%; 2008 – 92%), while the proportion who participated in or completed the individual action plan did not change across surveys.

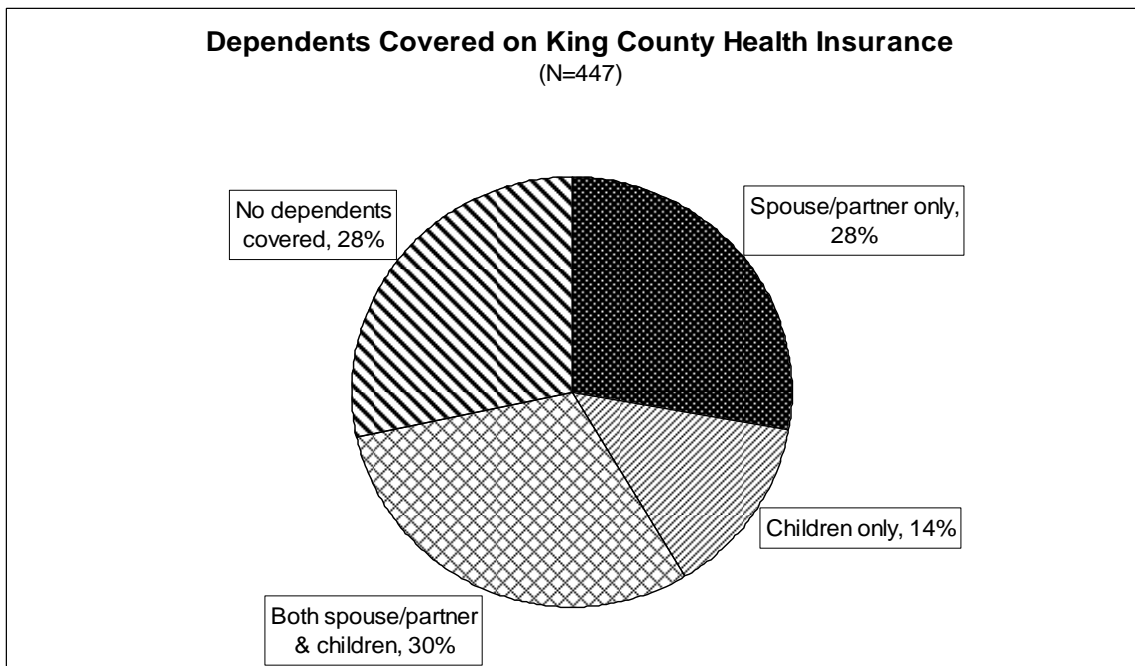
As shown in the next chart, 62 percent of the employees said that their individual action plan involved “filling out an activity log (Route 66, Colorful Choices, or Passport to Health).” The balance (38%) of employees said that their individual action plan involved “taking phone calls from a health coach.” This year, a higher percentage of survey respondents said that their individual action plan involved filling out an activity log than in 2006 or 2007 (2006 – 53%; 2007 – 53%; 2008 – 62%).



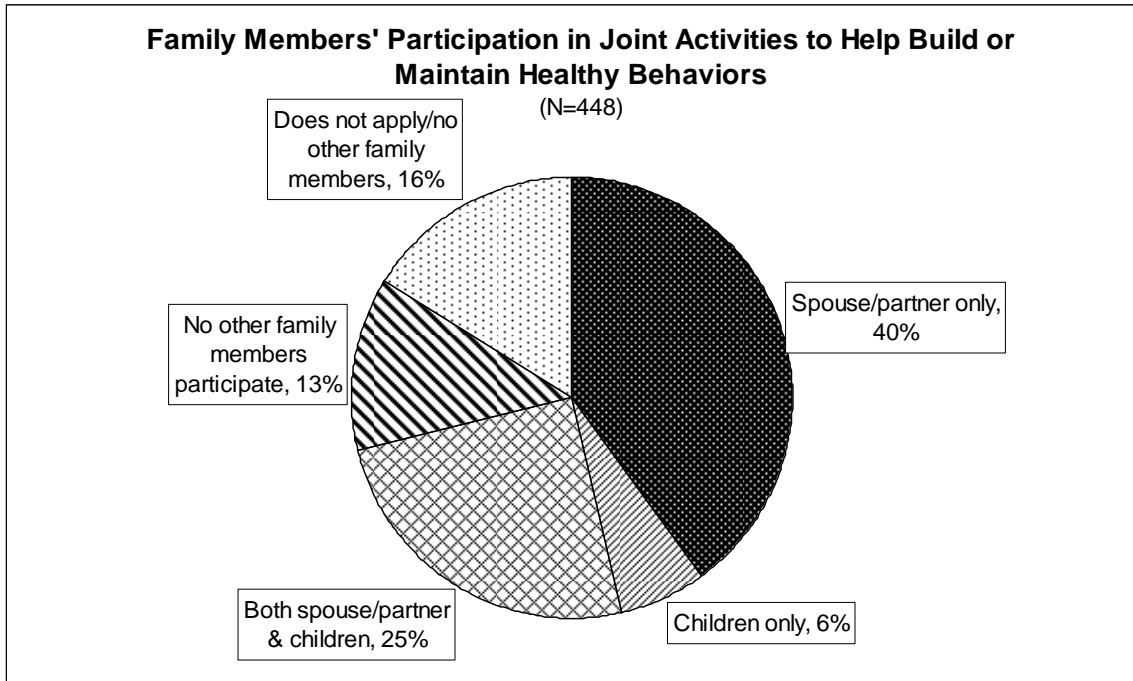
Ten percent of the employees said that they “currently participate in the Live Well Challenge, the county-wide health challenge where people compete in teams and earn points for eating smart and moving more.” Another 18 percent of the employees said that they have participated in the Live Well Challenge in the past, although they do not currently participate. The majority of employees (72%) said that they have not participated in the Live Well Challenge, as shown in the next chart.



As shown in the next chart, approximately equal numbers of employees participating in the survey had no dependents covered on their King County health insurance (28%), had only their spartners covered (28%), or had both their spartner and children covered (30%). Fourteen percent of employees said that the only dependents covered on their health insurance were their children. The responses to this question have changed across surveys, with the number of employees covering children only increasing (2006 – 8%; 2007 – 11%; 2008 – 14%) and the number with no dependents covered decreasing (2006 – 33%; 2007 – 36%; 2008 – 28%).



When asked the question, “Do other members of your family participate in joint activities to help build or maintain healthy behaviors,” 71 percent of the employees indicated that other family members did participate (40% spouse or partner only, 6% children only, and 25% both spouse/partner and children). These results are shown in the next chart.

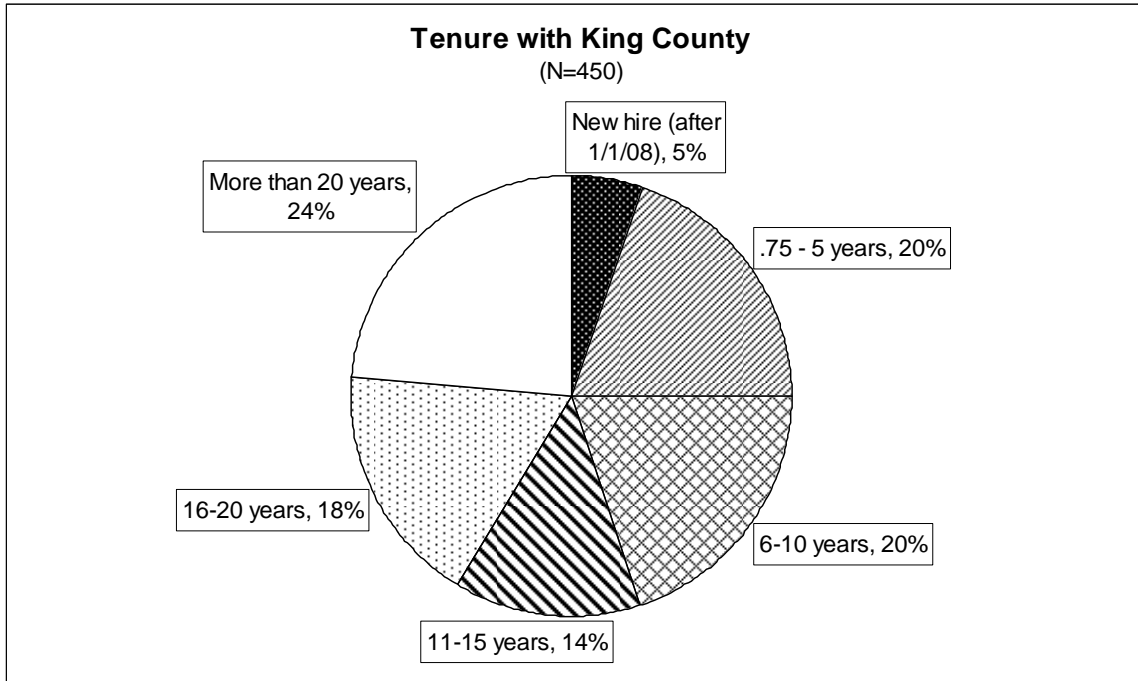


Employees indicated that they jointly engage in a variety of activities with family members, as shown in the following table. Employees’ explanations of the “other” activities in which they engage included talking, buying groceries together, gardening, and a variety of specific physical activities. A number of employees said that they engage in more than one type of joint activity with family members, which is why percentages in the following table total more than 100.

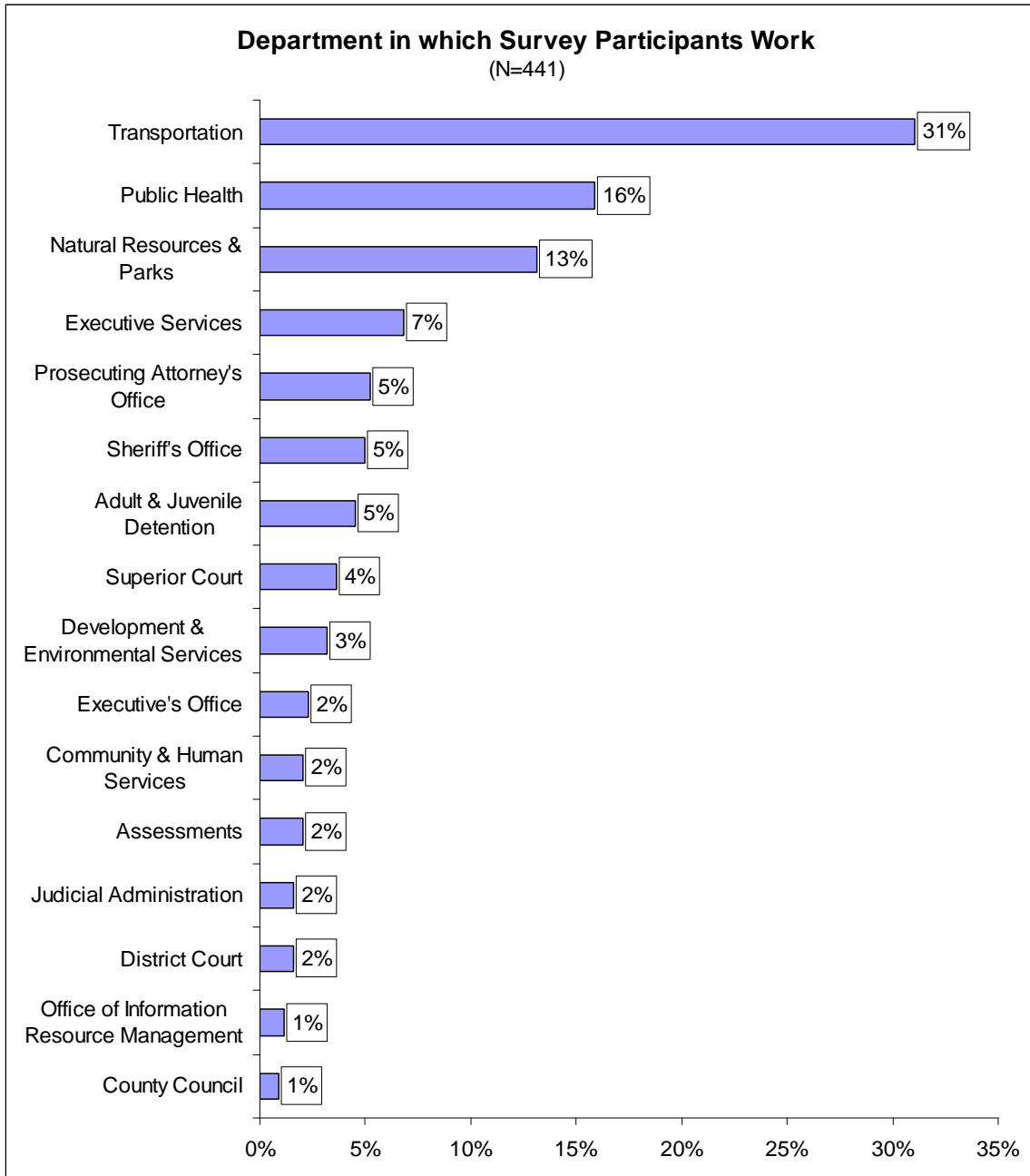
What activities do you do jointly with family members?
(N=320)

Participate in physical activities together	88%
Participate in diets, eat smart activities together	71%
Complete King County Individual Action Plan together	30%
Other	8%

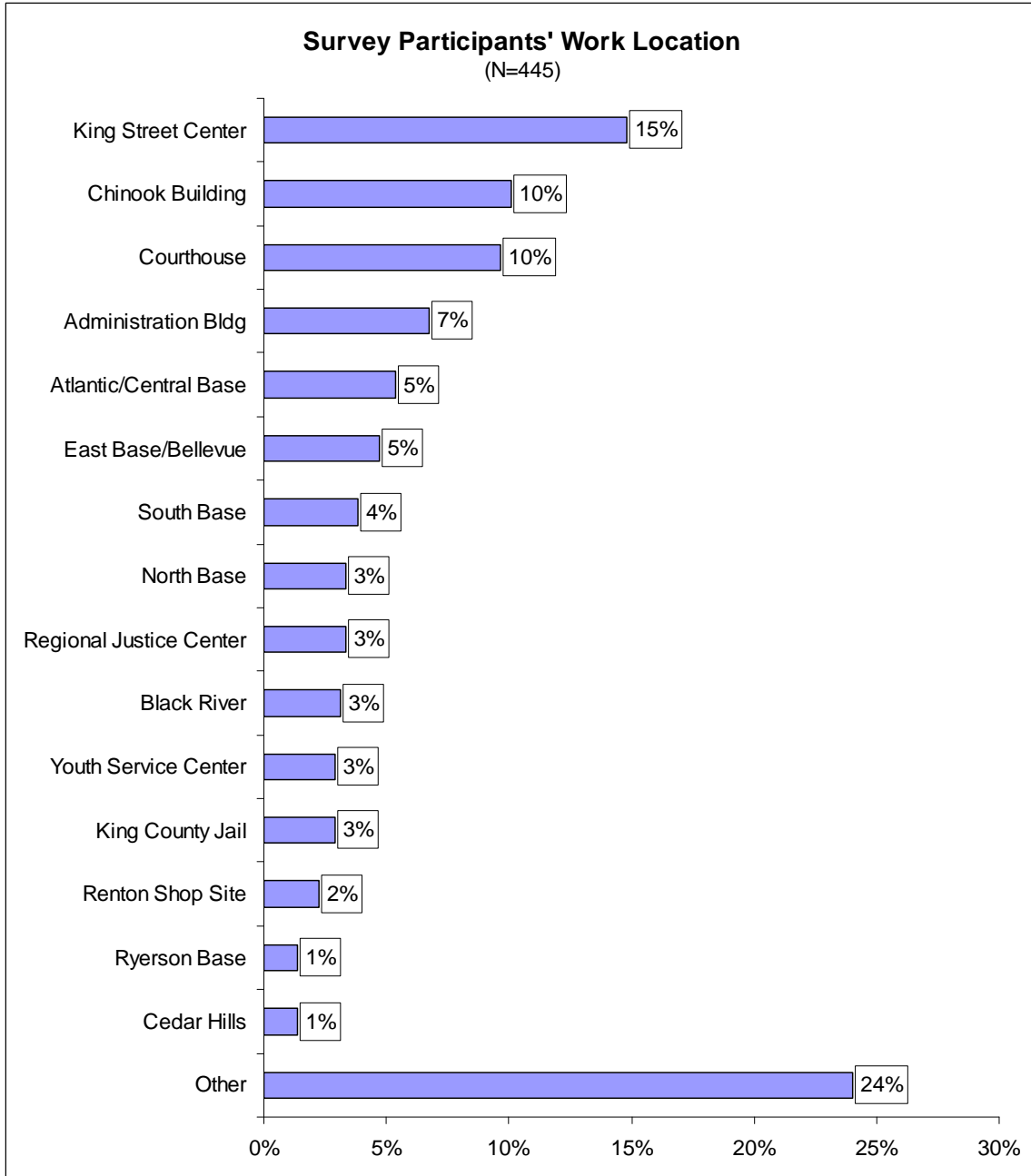
Five percent of the King County employees participating in the survey said that they were hired this year (“New hires”). Employees were fairly evenly divided across the other categories of tenure: three-fourths to five years (20%), six to 10 years (20%), 11 to 15 years (14%), 16 to 20 years (18%), and more than 20 years (24%), as shown in the next chart.



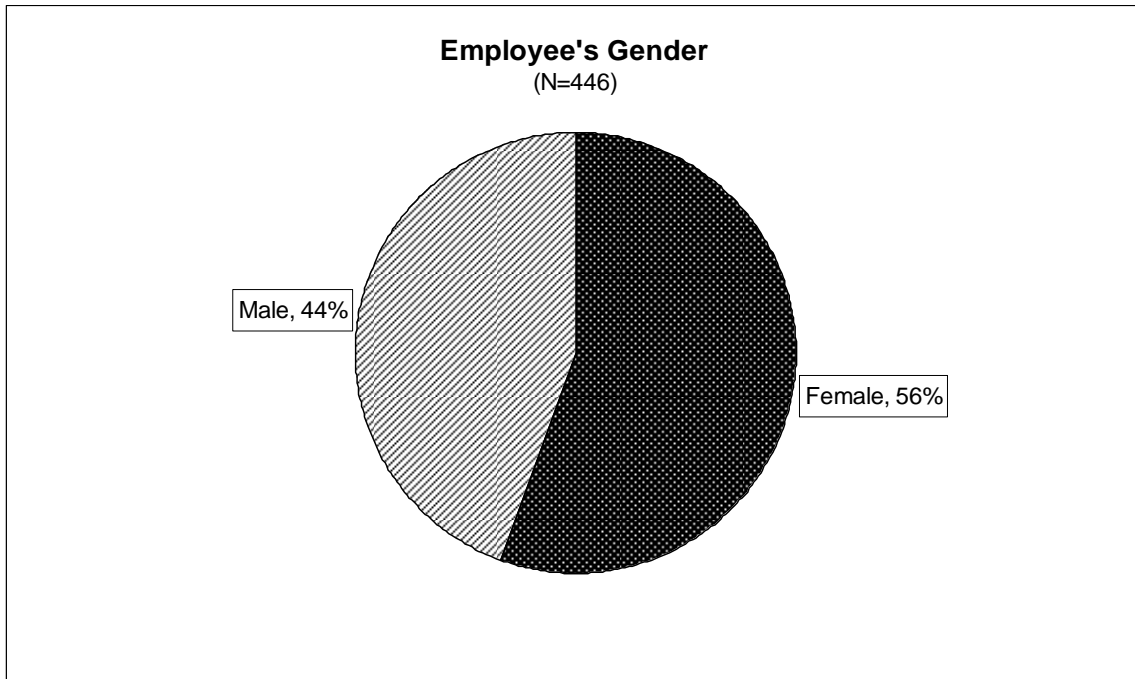
Employees who participated in the survey represented all King County departments. As might be expected given the size of the departments overall, survey participants were most likely to work in Transportation (31%), Public Health (16%), and Natural Resources and Parks (13%). The departments in which employees said they work are shown in the next chart.



Employees participating in the survey work in a variety of locations, but the single site with the greatest number of survey participants was King Street Center (15%), followed by the Chinook Building and the Courthouse (10% each). Survey participants' work locations are shown in the next chart.



As the next chart shows, just over half of the employees participating in the survey were women (56%). Since more men than women work for the county, women appear to be overrepresented in the survey sample, as was the case in 2006 and 2007.



Key Findings and Conclusions

As was the case in 2006 and 2007, a higher percentage of women participated in the 2007 KCHRI survey than is found in the population of King County employees. Therefore, survey results may not apply to all employees and should be interpreted cautiously. However, the responses of the 452 employees who participated in the survey suggest the following key findings and conclusions:

Employees' Opinions of the KCHRI

Again this year, the employee survey results indicate that employees think that the KCHRI is “headed in the right direction” and that the KCHRI has had positive impacts on many of them.

Many of the employees' ratings of the initiative are holding steady or improving over time. Specifically, since 2007, employees' satisfaction with the Health Reform Initiative overall, Healthy Incentives, Wellness Programs, and the information provided by the KCHRI has increased significantly. In addition, over half of the employees (53%) said that participating in an individual action plan helped them build or maintain healthy habits.

However, fewer employees in 2008 than in the past agree or strongly agree that “It is easier to reduce my personal health risks now than it was a year ago,” and “My supervisor supports employees in improving health and maintaining healthy behaviors.”

- These results suggest that the KCHRI is having a positive impact and that employees' satisfaction with the program is growing, but KCHRI remains challenged with engaging and maintaining employee involvement in wellness as well as with improving employees' perceptions of supervisor support for involvement in wellness.

Interest in Information about Health-related Topics and Using On-line Tools

Employees indicated that they were more interested in receiving information about the quality and cost of health care (i.e., ratings of the quality of local hospitals and health care providers, comparisons of the costs of medical treatment at different clinics and hospitals) than in more narrow health-related topics (e.g., children's health, stress management, and prescription drugs).

The majority of employees also indicated that they “definitely” or “probably” would use each of the on-line tools with health-related information that were mentioned in the survey.

- These results suggest that the KCHRI may want to place a high priority on increasing employees' awareness of the availability of information about the quality and cost of health care and how to access that information through on-line tools.

King County Health Insurance Plans and Primary Care Providers

Many employees indicated that they were satisfied with their King County health insurance plan, whether Aetna/KingCareSM or Group Health. Over three-fourths of the employees rated their satisfaction with their plan a 4 or 5 on the five-point scale where 5 means “extremely satisfied.” Over 80 percent of the employees said that it is “not at all likely” that they will change health insurance plans during the next open enrollment period.

Similarly, 80 percent of employees rated their satisfaction with their primary health care providers a 4 or 5 on the five point scale where 5 means “extremely satisfied.” Two-thirds of employees said that it is “not at all likely” that they would change primary care providers during the next year.

Employees indicated that their control or involvement in decisions about their health care and the quality of health care services were extremely important in decisions about changing health care plans and choosing a health care provider. The two most important factors when choosing a health care provider were “opportunity to be involved in decisions that affect your health care,” and “Quality of health care services.” The two factors most likely to motivate employees to change health insurance plans were “being able to make your own choices about specialists without referrals from your provider” and “Receiving higher quality health care services.”

- These results suggest that the KCHRI should not expect much change in employees’ enrollment in health insurance plans. In addition, the KCHRI may want to consider employees’ top priorities (involvement in decisions and quality of health care services) in program planning and communications about health insurance and health care.

Part II. Survey of Spouses and Partners

Information Objectives

The information objectives of the 2008 KCHRI survey of employees' spouses and domestic partners (spartners) included assessing the following:

- Spartners' opinions of the KCHRI, including employees' satisfaction with the program;
- Spartners' opinions of ways to receive information about the KCHRI and experience accessing the information;
- Spartners' opinions of the likelihood that they would use a variety of on-line, health-related tools;
- Spartners' opinions of the likelihood that they would participate in a variety of KCHRI activities; and
- Spartners' opinions about the costs relating to their choices in health care providers.

Research Methods

Between November 19 and 28, 2008, a telephone survey was conducted with 400 of King County employees' spouses and domestic partners (spartners) who were covered on the employees' county health insurance plans. Spartners were randomly selected from the list of all covered spartners. Detailed information about the survey sample disposition is included in the appendix.

The questionnaire used in the telephone interviews was designed to assess spartners' opinions of and experiences with the KCHRI. The questionnaire was developed with the input and approval of KCHRI staff. Interviews with spartners lasted 10 to 12 minutes. A copy of the questionnaire is included in the appendix.

Several questions included in the questionnaire were also included in the 2006 spartner survey and/or the 2008 employee survey, so that some of the responses of spartners and employees can be compared and some spartner results can be compared over time.

Limitations

If the 400 spartners who participated in the survey comprise a random sample of the total population of 7,632 insured spartners, the maximum margin of error would be expected to be ± 4.8 percent at the 95 percent confidence interval ($p < .05$).

Results

Spartner survey results are presented below for each of the information objectives of the spartner survey. When the questions included in the survey were the same as in the 2006 spartner survey or the 2008 employee survey, the results for both surveys are presented and compared (the 2006 and 2008 spartner surveys, or the 2008 spartner and employee surveys).

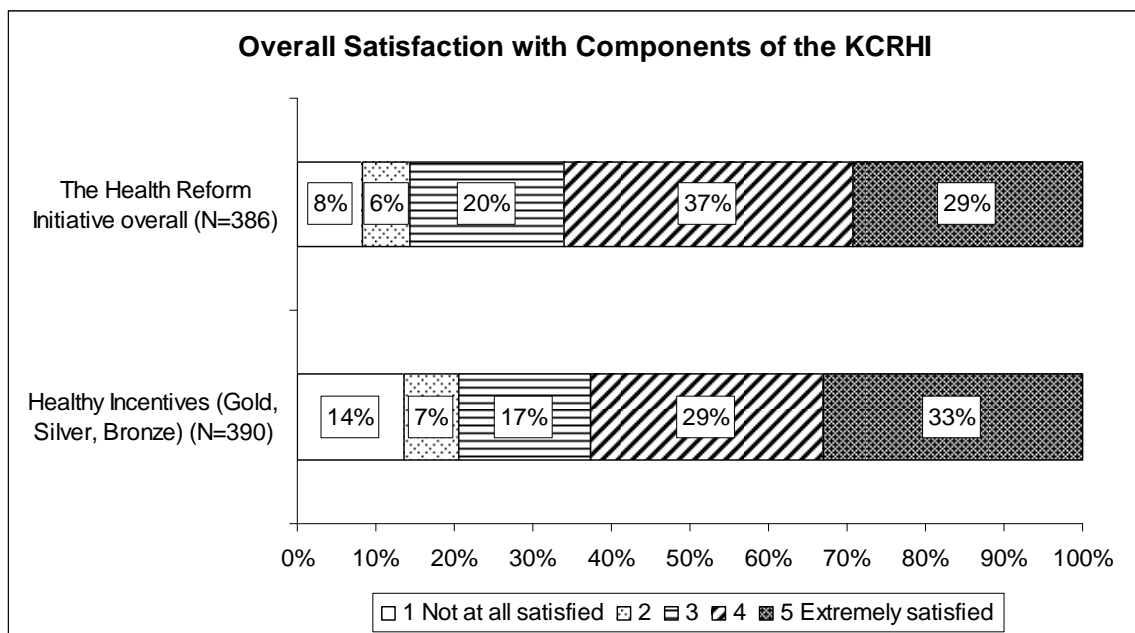
Results are based on the number of spartners answering each question, which was typically less than 400 because not all spartners answered every question. The number of spartners answering each question is noted in the charts and tables below (e.g., N=386).

Spartners' Opinions of the KCHRI

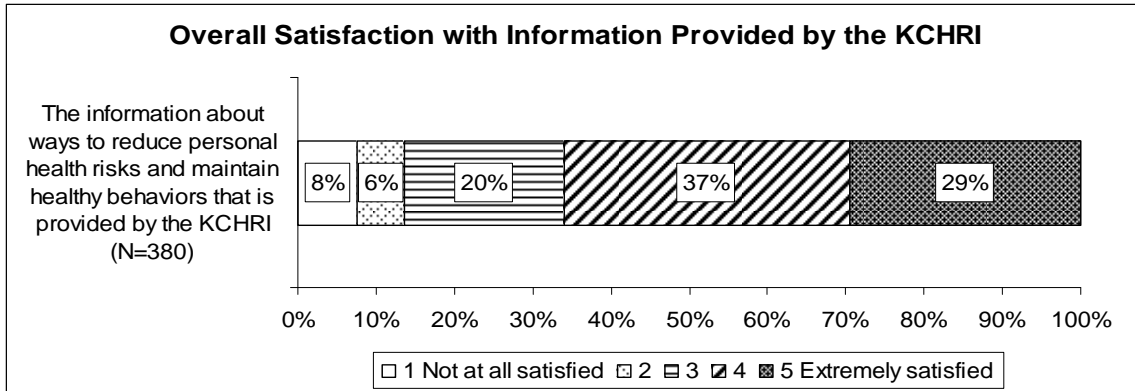
Several questions in the survey examined spartners' opinions of the KCHRI, including their satisfaction with the initiative.

Spartners used a five-point scale, where 1 means "not at all satisfied" and 5 means "extremely satisfied" to rate their satisfaction with the "Health Reform Initiative overall" and with "Healthy Incentives (Gold, Silver, Bronze)."

Sixty-six percent (two-thirds) of the spartners rated their satisfaction with "The Health Reform Initiative overall" a 4 or a 5 on the five-point scale where 5 means "extremely satisfied." Sixty-two percent of the spartners rated their satisfaction with "Healthy Incentives (Gold, Silver, Bronze)" a 4 or a 5 on the five-point scale where 5 means "extremely satisfied." These results are shown in the next chart.



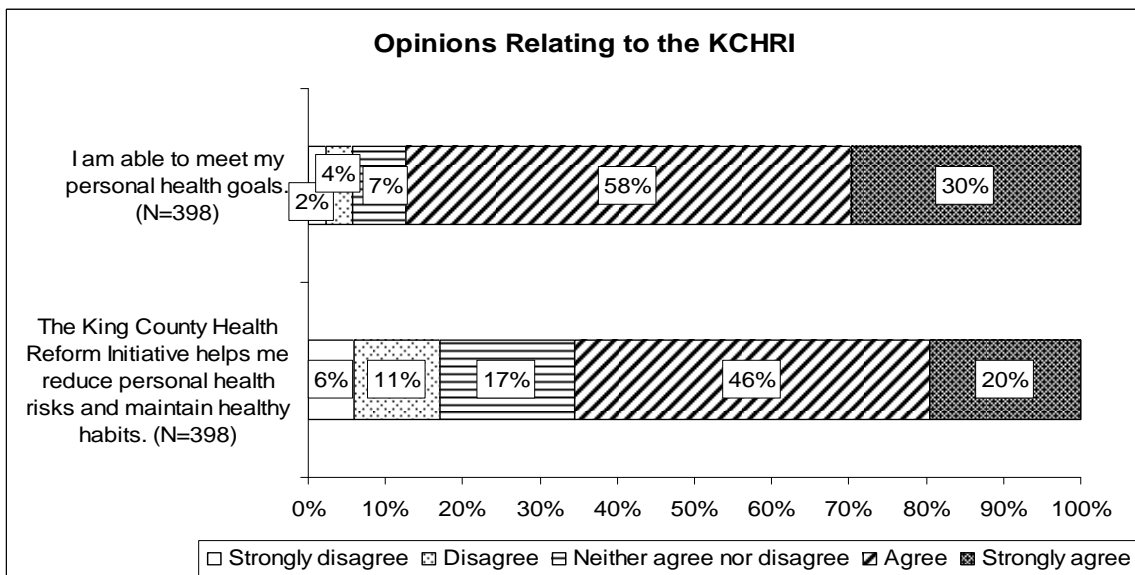
As shown in the next chart, 66 percent of spartners rated their overall satisfaction “with the information (newsletters, website, etc.) about ways to reduce personal health risks and maintain healthy behaviors that is provided by the King County Health Reform Initiative (Healthy Incentives + Wellness Programs)” a 4 or 5 on the five-point scale where 5 means “extremely satisfied.”



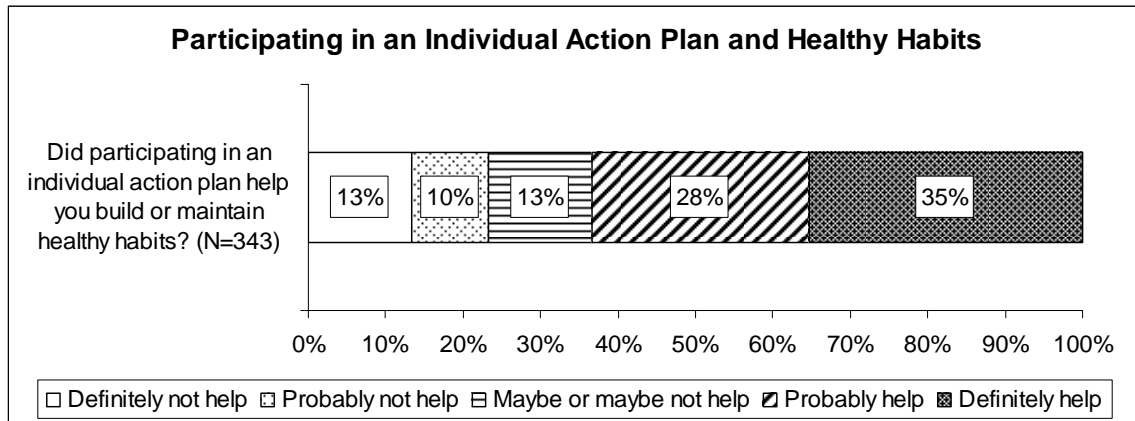
Spartners were asked to indicate their level of agreement (“strongly agree,” “agree,” “neither agree nor disagree,” “disagree,” or “strongly disagree”) with two statements about the KCHRI and healthy behaviors.

- Eighty-eight percent of the spartners said that they “agree” or “strongly agree” with the statement, “I am able to meet my personal health goals.”
- Sixty-six percent of the spartners said that they “agree” or “strongly agree” that “The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) helps me reduce personal health risks and maintain healthy habits.”

These results are shown in the next chart.



Spartners were asked, “Did participating in an individual action plan help you build or maintain healthy habits?” Sixty-three percent of the spartners said that participating in a plan “definitely” or “probably” helped, as shown in the next chart.



Spartners’ responses to this question about whether participating in an individual action plan helped build or maintain healthy habits were similar for both types of individual action plans: filling out an activity log (Route 66, Colorful Choices, or Passport to Health) and taking phone calls from a health coach.

The items relating to the KCHRI that were the same on the 2008 spartner and employee surveys are shown in the next table. Spartners’ responses on all five of these items were significantly higher (more positive) than employees’ responses.²

Opinions Relating to the KCHRI: Spartners vs. Employees

Average ratings on 5-point scale where 1 is low and 5 is high

Responses differ significantly	Spartners	Employees
The information (newsletters, website, etc.) about ways to reduce personal health risks and maintain healthy behaviors that is provided by the King County Health Reform Initiative (Healthy Incentives + Wellness Programs)	3.74	3.23
The Health Reform Initiative overall	3.73	3.22
Healthy Incentives (Gold, Silver, Bronze)	3.62	3.23
The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) helps me reduce personal health risks and maintain healthy habits.	3.62	3.13
Did participating in an individual action plan help you build or maintain healthy habits?	3.62	3.34

² Responses to the survey were tested for significance using a t-test for independent samples or a chi-square test (SPSS 15.0 for Windows, Release 15.0.1.1, 3 Jul 2007). Results were considered statistically significant when the probability of that outcome occurring by chance was less than .05 (p<.05).

One item relating to the KCHRI was the same on both the 2006 and 2008 spartner surveys. As the following table shows, spartner’s responses to the question, “Did participating in an individual action plan help you build or maintain healthy habits,” were less positive in 2008 than in 2006. A similar decline was noted in the employee surveys (discussed above).

Opinions Relating to the KCHRI: 2006 and 2008
Average ratings on 5-point scale where 1 is low and 5 is high

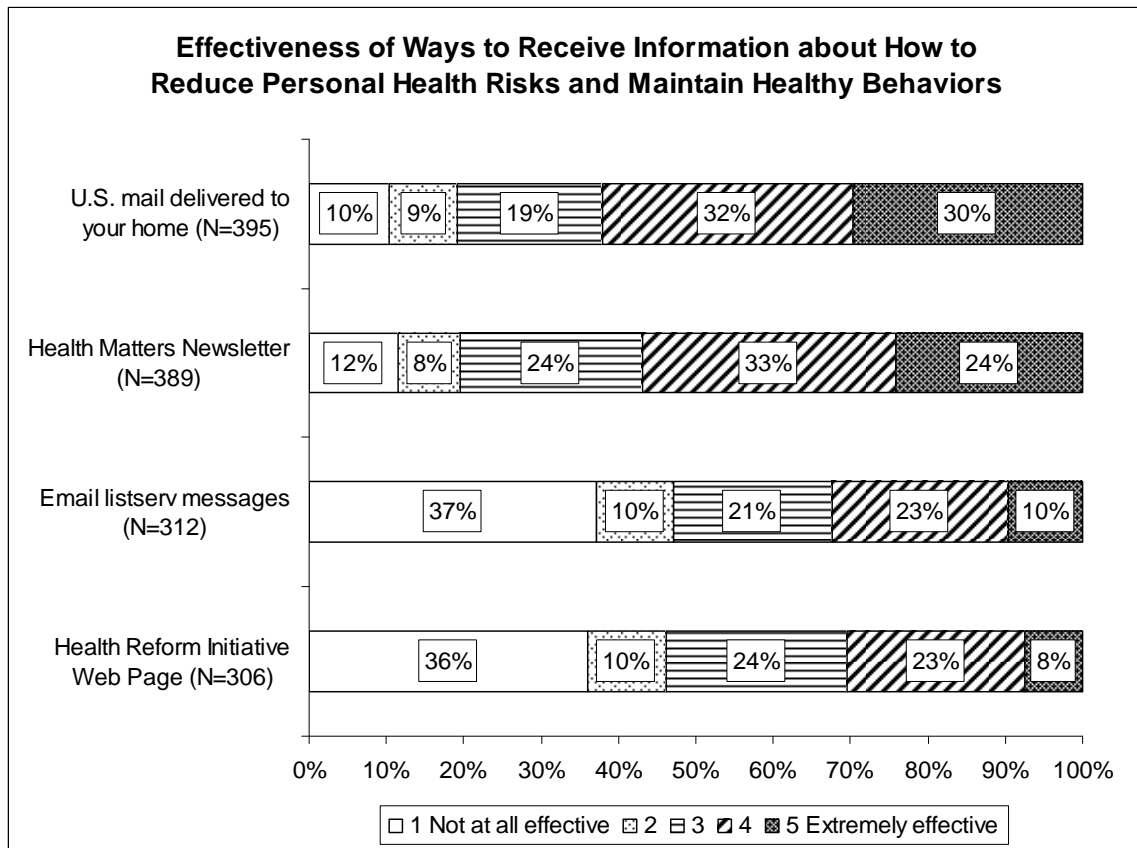
<i>Responses changed significantly</i>	2006	2008
Did participating in an individual action plan help you build or maintain healthy habits?	3.84	3.62

Receiving and Accessing Information about the KCHRI

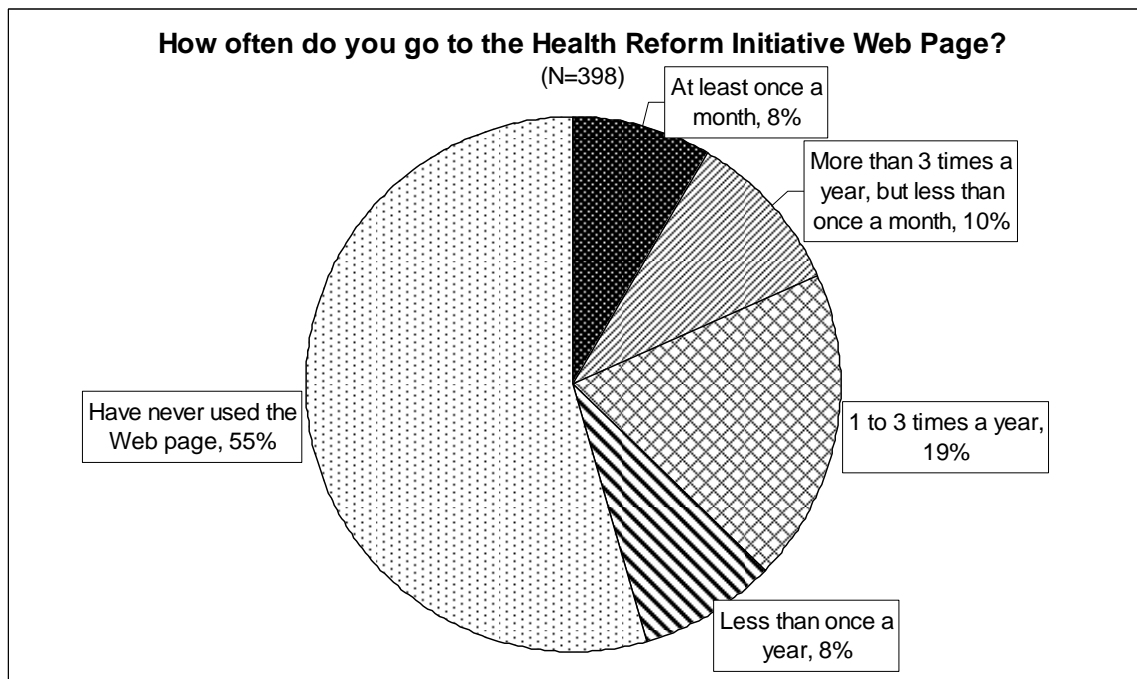
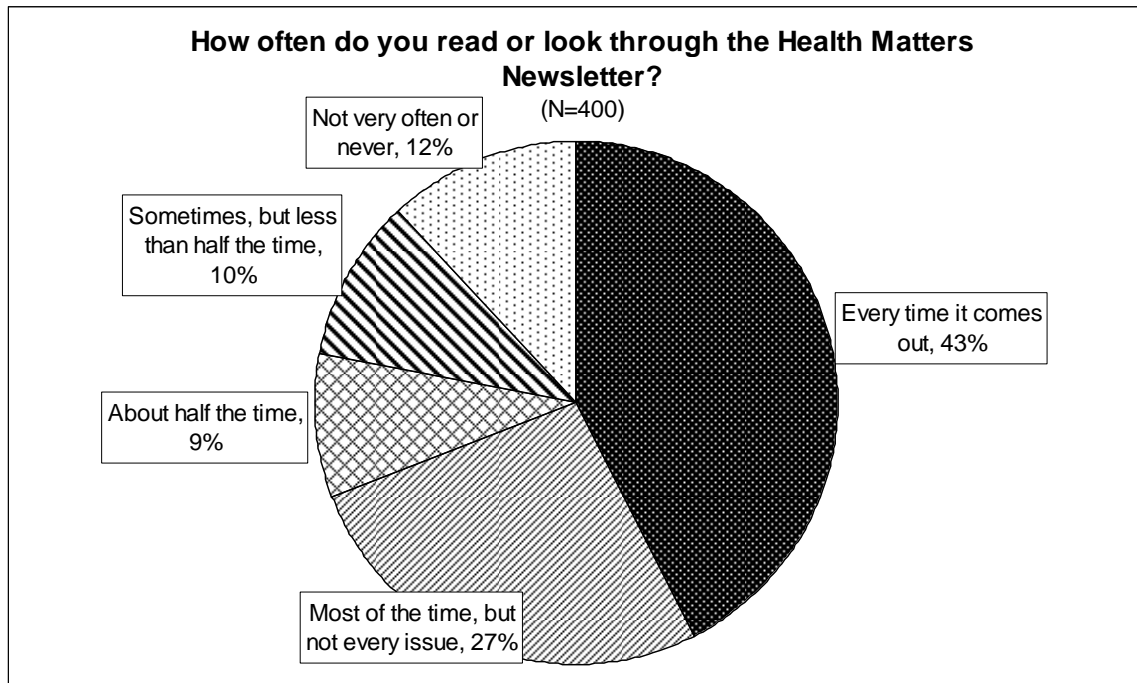
Spartners were asked to rate the effectiveness of four ways “to receive information about how to reduce personal health risks and maintain healthy behaviors.”

- “U.S. Mail delivered to your home” was rated most effective. Sixty-two percent of spartners rated this a 4 or a 5 on the five-point scale where 5 means “extremely effective.”
- “Health Matters Newsletter” was rated next most effective. Fifty-seven percent of spartners rated the newsletter a 4 or 5 on the five-point scale where 5 means “extremely effective.”
- “Email listserv messages” and the “Health Reform Initiative Web Page – the Focus on Employees page at www.metrokc.gov/employees” were rated least effective. Thirty-three and 31 percent of the spartners, respectively, rated these a 4 or a 5 on the five-point scale where 5 means “extremely effective.”

These results are shown in the next chart.



Spartners were asked how often they “read or look through the Health Matters Newsletter” and how often they go to “the Health Reform Initiative Web Page, which is called ‘Focus on Employees,’ to get information on health-related programs and benefits.” As the next two charts show, the majority of spartners read or look through the newsletter “every time it comes out” (43%) or “most of the time, but not every issue” (27%). On the other hand, most of the spartners (55%) said that they “Have never used the Web page.”



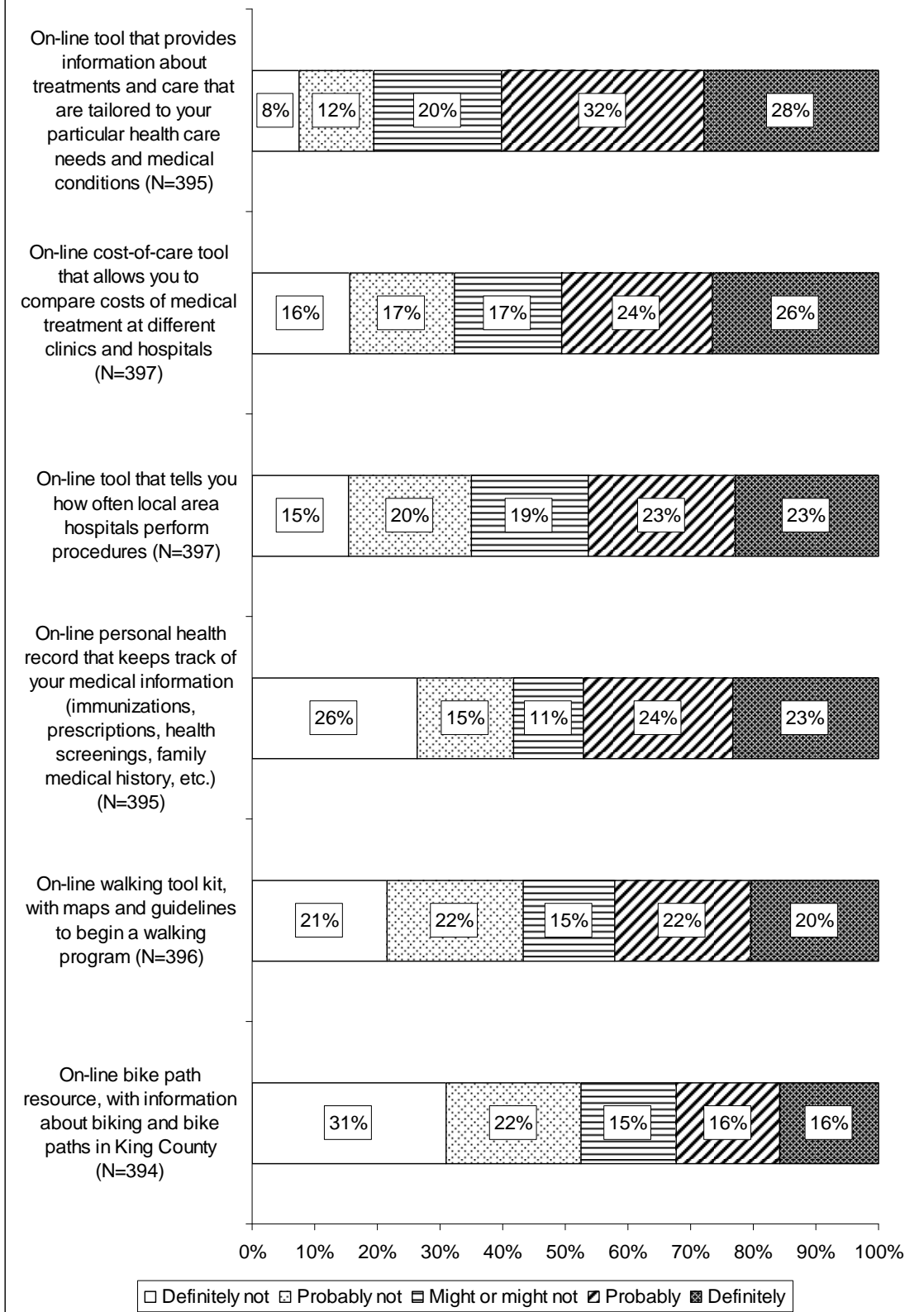
Likelihood of Using On-line Tools

Spartners were asked how likely they would be to use each of six on-line tools, shown in the next chart, if they were available. Spartners responded to this question by selecting one of the following five options: “Definitely not,” “Probably not,” “Might or might not,” “Probably,” and “Definitely.”

- Spartners rated an “On-line tool that provides information about treatments and care that are tailored to your particular health care needs and medical conditions” the highest. Sixty percent of employees said that they “definitely” or “probably” would use this tool.
- Between 42 and 50 percent of the spartners said that they “definitely” or “probably” would use four of the tools: “On-line cost-of-care tool that allows you to compare costs of medical treatment at different clinics and hospitals,” “On-line tool that tells you how often local area hospitals perform procedures,” “On-line personal health record that keeps track of your medical information (immunizations, prescriptions, health screenings, family medical history, etc.),” and “On-line walking tool kit, with maps and guidelines to begin a walking program.”
- Spartners rated “On-line bike path resource, with information about biking and bike paths in King County” lowest, with 32 percent saying they “definitely” or “probably” would use this tool.

Spartners’ judgments of how likely they would be to use each tool are shown in the next chart.

Likelihood of Using On-line Tools



Both spartners and employees rated the likelihood of using four of the on-line tools. Employees indicated that they would be more likely than spartners to use each of these tools, as shown in the next table.

Likelihood of Using On-line Tools: Spartners vs. Employees
Average ratings on 5-point scale where 1 is low (“definitely not” and 5 is high (“definitely”))

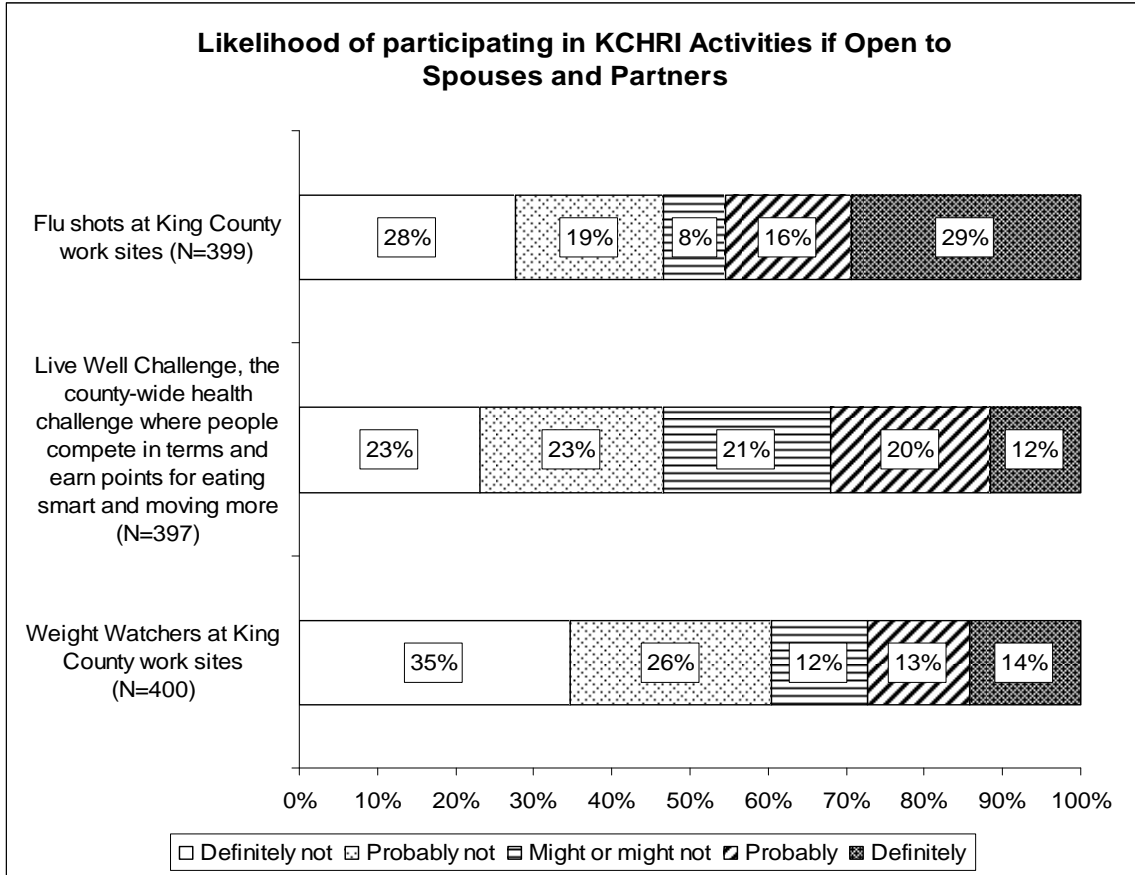
Responses differ significantly	Spartners	Employees
On-line tool that provides information about treatments and care that are tailored to your particular health care needs and medical conditions	3.61	4.04
On-line cost-of-care tool that allows you to compare costs of medical treatment at different clinics and hospitals	3.29	3.67
On-line tool that tells you how often local area hospitals perform procedures	3.19	3.77
On-line personal health record that keeps track of your medical information (immunizations, prescriptions, health screenings, family medical history, etc.)	3.02	3.87

Likelihood of Participating in KCHRI Activities

Spartners were asked how likely they would be to participate in three “Health Reform Initiative activities if they were open to employees’ spouses and partners.”

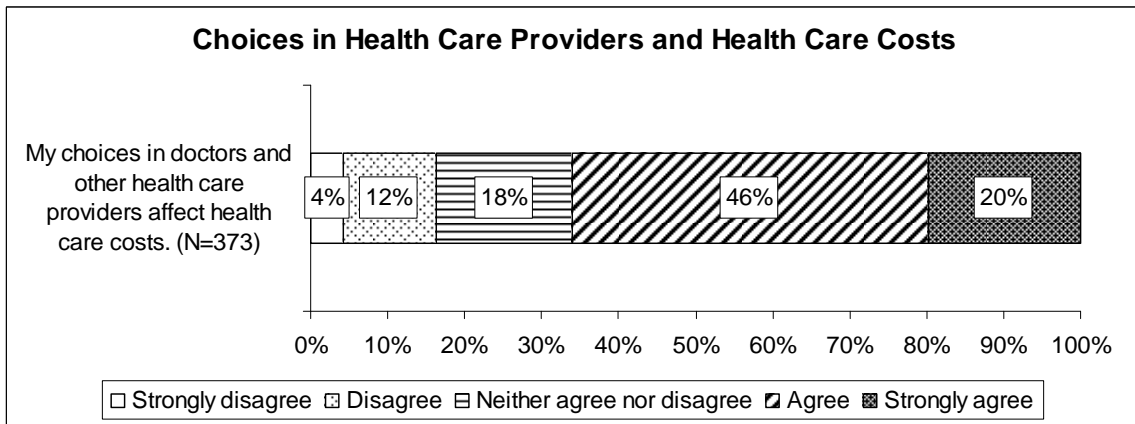
- Spartners indicated that they would be most likely to participate in “flu shots at King County work sites.” Forty-five percent of spartners said that they “definitely” or “probably” would participate in flu shots. About the same proportion of spartners said that they definitely would participate as said they definitely would not participate in flu shots (29% vs. 28%).
- About one-third of spartners said that they “definitely” or “probably” would participate in the Live Well Challenge. About twice as many spartners said they definitely would not participate as said they definitely would participate in the challenge (23% vs. 12%).
- Twenty-seven percent of spartners said that they “definitely” or “probably” would participate, and 35 percent they definitely would not participate, in Weight Watchers at Work.

These results are shown in the next chart.



Costs Relating to Choices in Health Care Providers

Sparters were asked to indicate their level of agreement with the statement, “My choices in doctors and other health care providers affect health care costs.” In 2008, 66 percent of the employees said that they “agree” or “strongly agree” with this statement.



This item also was included in the 2008 employee survey and in the 2006 spartner survey. Sparters’ and employees’ agreement with this statement, “My choices in

doctors and other health care providers affect health care costs,” did not differ significantly, as shown in the next table.

Choice in Health Care Providers and Costs: Spartners vs. Employees

Average ratings on 5-point scale where 1 is low (“strongly disagree”) and 5 is high (“strongly agree”)

Responses do not differ significantly	Spartners	Employees
My choices in doctors and other health care providers affect health care costs.	3.65	3.54

Spartners’ agreement with the statement declined significantly across surveys, as shown in the next table. Employees’ agreement with this statement also declined across surveys (discussed above).

Choice in Health Care Providers and Health Care Costs: 2006 and 2008

Average ratings on five-point scale where 1 is low (“strongly disagree”) and 5 is high (“strongly agree”)

Responses changed significantly	2006	2008
My choices in doctors and other health care providers affect health care costs.	4.07	3.65

Spartner Characteristics

Spartners were asked a few background questions relating to KCHRI participation.

As was the case for all spartners, the majority of spartners 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:

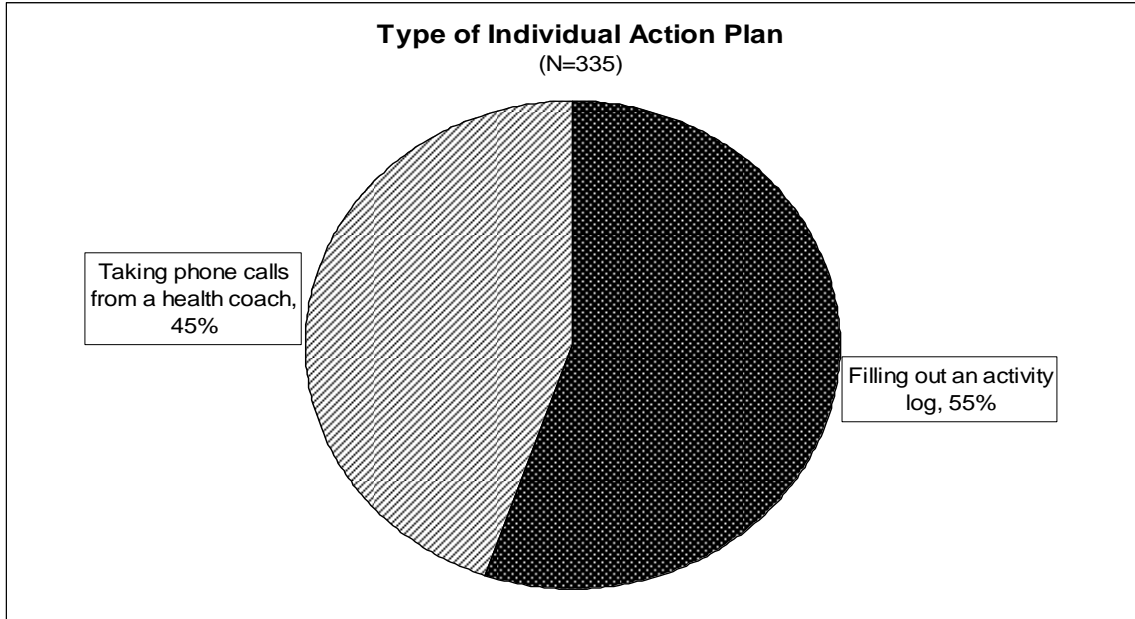
- Ninety-two percent of the 400 spartners said that they completed the wellness assessment questionnaire earlier this year;
- Eighty-seven percent of the 400 spartners said that they were participating in or had completed an individual action plan.

A higher proportion of spartners than employees said that they completed the wellness assessment questionnaire (96% vs. 92%); however the proportion of spartners and employees who participated in or completed an individual action plan did not differ significantly.

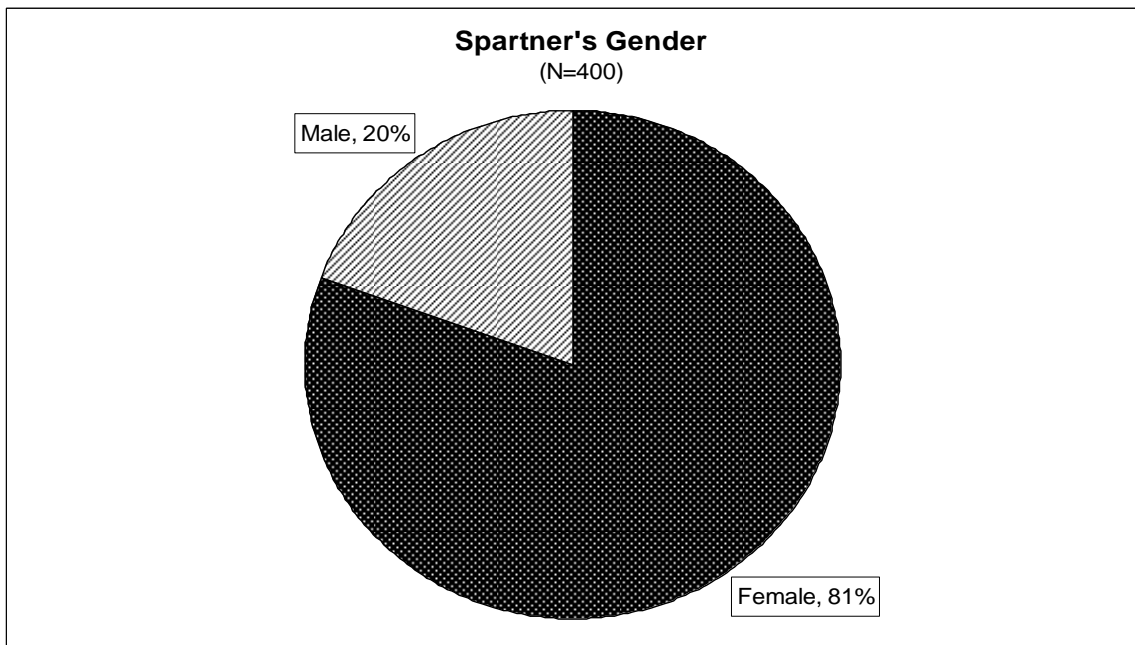
The proportions of spartners who said they completed the wellness assessment and participated in or completed the individual action plan did not change significantly between 2006 and 2008.

As shown in the next chart, 55 percent of spartners said that their individual action plan involved “filling out an activity log (Route 66, Colorful Choices, or Passport to Health).” Forty-five percent of spartners said that their individual action plan involved “taking

phone calls from a health coach.” This year, a higher percentage of survey respondents said that their individual action plan involved filling out an activity log than in 2006 (2006 – 39%; 2008 – 55%). Spartners’ and employees responses to this item did not differ significantly.



The majority of spartner who participated in the survey were women (81%). This was similar to the 2006 spartner survey, when 83 percent of the respondents were women. However, it differs significantly from employees (81% vs. 56% female).



Key Findings and Conclusions

The results of the 2008 survey of 400 of King County employees' spouses and domestic partners, or spartners, who are covered on the employees' county health insurance plan suggest the following findings and conclusions:

Spartners' Opinions of the KCHRI

Over 60 percent of spartners rated their satisfaction with the Health Reform Initiative overall, Healthy Incentives, and the information provided by the KCHRI a 4 or 5 on the five-point scale where 5 means "extremely satisfied. In fact, spartners' satisfaction with the KCHRI was higher than employees. Similarly, spartners responded more positively than employees to items about the KCHRI helping reduce personal health risks and maintain healthy behaviors and about individual action plan participation helping build or maintain healthy habits.

However, as was the case with employees, fewer spartners in 2008 than in 2006 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 suggest that the KCHRI is viewed positively by and appears to benefit many spartners, but the KCHRI remains challenged with engaging and maintaining spartner involvement in wellness, as is the case with employees.

Receiving and Accessing Information about the KCHRI

Spartners rated U.S. mail delivered to their home and the Health Matters Newsletter as more effective ways to receive information about how to reduce personal health risks and maintain healthy behaviors than either email listserv messages or the KCHRI Web page.

Seventy percent of spartners said that they read or look through the Health Matters Newsletter every time or most of the time it comes out. However, most spartners (55%) have never used the KCHRI Web page. Furthermore, spartners said that were less likely to use on-line tools to access health-related information than employees.

- These results suggest that the KCHRI may face bigger hurdles in encouraging spartners to access health-related information on-line than is the case with employees. The KCHRI may want to consider using U.S. mail to communicate critical information, since it is more effective in reaching spartners than electronic communication at the present time.

Appendix

- Employee Questionnaire
- Email Messages and Cover Letters to Employees
- Employees' Verbatim Responses to Open-ended Questions
- Spartner Questionnaire
- Spartner Survey Sample Disposition and Response Rate
- Spartners' Verbatim Responses to Open-ended Question

**King County Health Reform Initiative
2008 Employee Survey**



King County

Please complete the following questions about the King County Health Reform Initiative by selecting the response 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. Overall, how satisfied are you with the following components of the King County Health Reform Initiative? *Please rate your satisfaction on a 5-point scale, where 5 means "Extremely satisfied" and 1 means "Not at all satisfied."*

	Not at all satisfied (1)	2	3	4	Extremely satisfied (5)
Health Reform Initiative overall	1	2	3	4	5
Healthy Incentives (Gold, Silver, Bronze)	1	2	3	4	5
Wellness Programs (Eat Smart, Move More, Stress Less, Weight Watchers at Work, etc.)	1	2	3	4	5

2. Overall, how satisfied are you with the information (newsletters, website, etc.) about ways to reduce personal health risks and maintain healthy behaviors that is provided by the King County Health Reform Initiative (Healthy Incentives + Wellness Programs)? *Please use the same 5-point scale, where 5 means "Extremely satisfied" and 1 means "Not at all satisfied."*

Not at all satisfied (1) 2 3 4 Extremely satisfied (5)

3. Please check the boxes below that **best reflect your opinions** concerning each of the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) is headed in the right direction to improve personal health and control health care costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) helps me reduce personal health risks and maintain healthy habits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My supervisor supports employees in improving health and maintaining healthy behaviors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My choices in doctors and other health care providers affect health care costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easier to reduce my personal health risks now than it was a year ago.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

King County Health Reform Initiative 2008 Employee Survey

4. In which King County health insurance plan are you enrolled now?

- Aetna/KingCareSM
 Group Health
 Other. Please specify: _____

5. How satisfied are you with your King County health insurance plan?

- Not at all satisfied (1) 2 3 4 Extremely satisfied (5)

6. During the next open enrollment period, how likely is it that you will change your King County health insurance plan?

- Not at all likely (1) 2 3 4 Extremely likely (5)

7. To what extent would each of the following **motivate you to change** your King County health insurance plan?

	Definitely not	Probably not	Might or might not	Probably	Definitely
Receiving the same covered benefits (tests, prescribed medication or therapy, etc.) at lower cost to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving the same covered benefits (tests, prescribed medication or therapy, etc.) at lower cost to King County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving higher quality health care services (follow procedures medical experts say work best, quicker or more complete recovery, fewer side effects, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving higher quality customer service (ability to reach provider when needed, courtesy of staff, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to have more time with your health care provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to email your health care provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations of friends or family members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ratings of the quality of health care clinics and hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of appointments when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More choices in health care providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to make your own choices about specialists without referrals from your provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Please describe any other factors that would motivate you to change your King County health insurance plan.
9. How likely would you be to change health care plans if it required you to change your current health care provider?
- Definitely
 - Probably
 - Maybe or maybe not
 - Probably not
 - Definitely not
10. Do you currently have a primary health care provider (a primary care physician or other provider)?
- Yes ⇒ *Please continue*
 - No ⇒ *Skip to question 14*
 - Don't know/not sure ⇒ *Skip to question 14*
11. When was the last time you saw your current primary health care provider?
- Have never seen my current primary health care provider
 - In the last year
 - 2 – 3 years ago
 - More than 3 years ago
12. How satisfied are you with your current primary health care provider?
- Not at all satisfied (1)
 - 2
 - 3
 - 4
 - Extremely satisfied (5)
13. During the next year, how likely is it that you will change your primary health care provider?
- Not at all likely (1)
 - 2
 - 3
 - 4
 - Extremely likely (5)

**King County Health Reform Initiative
2008 Employee Survey**

14. How important is each of the following when choosing who will be your primary health care provider?

	Not at all important (1)	2	3	4	Extremely important (5)
Cost you are charged for health care services (appointments, tests, prescribed medication or therapy, etc.)	1	2	3	4	5
Cost King County/your insurance carrier is charged for health care services (appointments, tests, prescribed medication or therapy, etc.)	1	2	3	4	5
Quality of health care services (follow procedures medical experts say work best, quick or complete recovery, few side effects, etc.)	1	2	3	4	5
Quality of customer service (ability to reach provider when needed, courtesy of staff, etc.)	1	2	3	4	5
Opportunity to have more time with your health care provider	1	2	3	4	5
Opportunity to be involved in decisions that affect your health care	1	2	3	4	5
Recommendations of friends or family members	1	2	3	4	5
Availability of appointments when you need them	1	2	3	4	5
Ability to email your health care provider	1	2	3	4	5
Ratings of the quality of health care providers	1	2	3	4	5
The primary health care provider's background and approach to treatment	1	2	3	4	5
Convenient location of the health care provider's office/clinic/hospital	1	2	3	4	5

15. Please describe any other considerations that are important to you in your decision about who will be your primary health care provider.

**King County Health Reform Initiative
2008 Employee Survey**

16. How likely would you be to use each of the following on-line tools if they were available to you?

	Definitely not	Probably not	Might or might not	Probably	Definitely
On-line appointment scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line personal health record that keeps track of your medical information (immunizations, prescriptions, health screenings, family medical history, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line prescription service that allows you to order prescriptions and have them delivered to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line cost-of-care tool that allows you to compare costs of medical treatment at different clinics and hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line tool that tells you how often local area hospitals perform procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line tool that tells you how often patients experience complications in local area hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line tool that allows you to determine how often different clinics and hospitals follow procedures medical experts say work best	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line tool that provides information about treatments and care that are tailored to your particular health care needs and medical conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to email your health care provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. How interested are you in receiving information from the King County Health Reform Initiative on the following topics? *Please rate each using a 5-point scale, where 5 means "Extremely interested," and 1 means "Not at all interested."*

	Not at all interested (1)	2	3	4	Extremely interested (5)
Stress management	1	2	3	4	5
Children's health	1	2	3	4	5
Eating Smart	1	2	3	4	5
Moving More	1	2	3	4	5
Prescription drugs (generics vs. brands)	1	2	3	4	5
Maintaining a personal health record	1	2	3	4	5
Ratings of the quality of local health care providers	1	2	3	4	5
Ratings of the quality of local hospitals	1	2	3	4	5
Comparisons of the costs of medical treatment at different clinics and hospitals	1	2	3	4	5

**King County Health Reform Initiative
2008 Employee Survey**

18. If the King County Health Reform Initiative were to make the following available to you to help build or maintain healthy behaviors, how likely would you be to use or participate in each? *Please check the box that best reflects the likelihood that you would use each.*

	Definitely not	Probably not	Might or might not	Probably	Definitely
Organic produce delivered at work to take home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support groups organized around health conditions (diabetes, heart disease, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport or activity clubs (walking, bicycling, hiking, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biometric screenings (blood pressure, cholesterol, blood sugar)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talks and presentations on health topics (e.g., Eating Smart, Moving More, Stressing Less)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. What is the one change that would improve the King County Health Reform Initiative the most?

20. What is the most important thing for the King County Health Reform Initiative to keep the same in order build and maintain program quality?

King County Health Reform Initiative 2008 Employee Survey

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

21. Earlier this year, did you complete and return the wellness assessment questionnaire?
 Yes
 No
22. Are you participating in or did you complete an individual action plan as part of the 2007 King County Health Reform Initiative?
 Yes
 No
 Does not apply/did not participate
23. What did your individual action plan involve? *Please check one.*
 Filling out an activity log (Route 66, Colorful Choices, or Passport to Health)
 Taking phone calls from a health coach
 Does not apply/did not participate
24. 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
25. How long have you worked for King County?
 New Hire – hired after January 1 of this year
 11-15 years
 .75 - 5 years
 16-20 years
 6-10 years
 More than 20 years
26. 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 & Human 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"/> Office of Information Resource Management	<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: _____	

27. Which of the following best describes your work location? *Please check only one. (If you work in more than one location, please check the location with which you are primarily associated.)*

<input type="checkbox"/> Administration Building	<input type="checkbox"/> Atlantic/Central Base	<input type="checkbox"/> Black River
<input type="checkbox"/> Cedar Hills	<input type="checkbox"/> Chinook Building	<input type="checkbox"/> Courthouse
<input type="checkbox"/> East Base/Bellevue	<input type="checkbox"/> King County Jail	<input type="checkbox"/> King Street Center
<input type="checkbox"/> Norm Maleng Regional Justice Center	<input type="checkbox"/> North Base	<input type="checkbox"/> Renton Shop Site
<input type="checkbox"/> Ryerson Base	<input type="checkbox"/> South Base	<input type="checkbox"/> Youth Service Center
<input type="checkbox"/> Other		

**King County Health Reform Initiative
2008 Employee Survey**

28. 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
29. Do you and other members of your family participate in joint activities to help build or maintain healthy behaviors?
- Yes, spouse or partner only ⇒ *Please continue*
 - Yes, children only ⇒ *Please continue*
 - Yes, both spouse/partner and children ⇒ *Please continue*
 - No, no other family members participate ⇒ *Skip to Question 31*
 - Does not apply/no other family members ⇒ *Skip to Question 31*
30. What activities do you do jointly with family members? *Please check all that apply.*
- Complete the King County Individual Action Plan together
 - Participate in physical activities together (going to the gym, walking, running, etc.)
 - Participate in diets or other eat smart activities together
 - Other. Please specify _____
31. Do you currently participate in the Live Well Challenge, the county-wide health challenge where people compete in teams and earn points for eating smart and moving more?
- Yes, currently participate
 - No, but have participated in the past
 - No, have not participated
32. If spouses and partners could participate, would you be more likely to participate in the Live Well Challenge, the county-wide health challenge where people compete in teams and earn points for eating smart and moving more?
- Definitely more likely to participate
 - Probably more likely to participate
 - It would make no difference
 - Probably less likely to participate
 - Definitely less likely to participate
33. What is your gender?
- Female
 - Male

The King County Health Reform Initiative is considering conducting focus group or informal group discussions to better understand employees' opinions and needs. If you are interested in participating in such a group, please provide your contact information on the next page. We will keep your contact information separate from your survey responses.

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
2008 Employee Survey**

If you are interested in participating in focus groups or informal group discussions about the King County Health Reform Initiative, please provide the following information so we can contact you. This information will be kept separate from your other survey responses, but if you prefer, you may email your contact information to healthmatters@kingcounty.gov.

NAME _____

DEPARTMENT/DIVISION _____

WORK LOCATION _____

MAIL STOP _____

EMAIL ADDRESS _____

TELEPHONE _____

THANK YOU VERY MUCH.

**King County Health Reform Initiative
2008 Employee Survey**

Email Announcement of the Survey Sent to All Staff

From: KC Global Announcement
Sent: Wednesday, October 01, 2008 4:53 PM
To: ZZGrp, All King County E-Mail Users
Subject: Health Reform Initiative Employee Survey

This is a request for the following to be sent out to all employees. OK to go out after hours today. Here are the specifics:

TO: All King County Email Users

FM: KC Global Announcement

SUBJECT: Health Reform Initiative Employee Survey

Responses directed to: health.matters@kingcounty.gov

Thanks and if you have any questions please let me know.

Cindy Cawaling

Office of the King County Executive

Cindy.cawaling@kingcounty.gov

206-296-4005

=====

Dear King County Employee,

Your opinions about the Health Reform Initiative are very valuable in shaping the program. Soon, the annual employee survey will be distributed to a random sample of King County employees. If you receive a survey through e-mail or interoffice mail, please take the time to respond.

Employee input has generated the creation of the Live Well Challenge, Weight Watchers at Work[®] and the Gym Discount Program. Please help us give you the best programs and service possible by answering the survey.

The survey will be distributed to a random sample of 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. All responses will be evaluated by a third party contractor. The survey is secure, confidential and voluntary. You may skip questions, if you wish.

If you have questions about the survey, please contact the Health Matters team at health.matters@kingcounty.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 email us at: health.matters@kingcounty.gov.

Thank you in advance for your participation and feedback.

Sincerely,

Your Health Matters Team

**King County Health Reform Initiative
2008 Employee Survey**

Email Invitation Sent to Random Sample of Employees

From: Bascom, Brooke
Sent: Tuesday, October 07, 2008 7:23 AM
To: ZZGRP, Health Matters Employee survey 2008
Subject: You were chosen to receive a survey!

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

You have been randomly chosen to participate in the 2008 King County Health Reform Initiative survey. Please take a few minutes to complete the online questionnaire by clicking on <https://catalysttools.washington.edu/webq/survey/kchealth/61818>

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 confidential – 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 2008 Health Reform Initiative Survey is a 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 2008 survey.

To participate in the survey, please click on the link below before October 17 and complete the survey online.

<https://catalysttools.washington.edu/webq/survey/kchealth/61818>

If you have questions about the survey, please contact Brooke Bascom at 206-296-3822 or email the Health Matters team at health.matters@metrokc.gov.

Thank you in advance for your participation and feedback.

Brooke Bascom
Communications Director, King County Health Reform Initiative
Phone: 206-296-3822
www.metrokc.gov/employees

**King County Health Reform Initiative
2008 Employee Survey**

**First Email Reminder Sent to Random Sample of Employees
Invited to Participate in Survey**

From: [Bascom, Brooke](#)
To: [ZZGRP, Health Matters Employee survey 2008](#)
Sent: Thursday, October 16, 2008 7:51 AM
Subject: Employee Survey -- help us get to 400

Dear King County Employee:

I want to thank those of you who have already taken the time to answer the employee survey on the county's health reform initiative and urge those of you who haven't to take about 10 minutes to fill out the survey. We need your help to make sure our program is the best it can be for employees. We can only do that with your feedback and input. Please click on the link below to take the online survey.

<https://catalysttools.washington.edu/webq/survey/kchealth/61818>

Roughly a thousand employees were chosen to receive the survey, already close to 250 people have responded. We hope to hear from at least 400. Your time and attention is greatly appreciated -- especially now during these trying times.

If you have questions about the survey, please contact Brooke Bascom at brooke.bascom@kingcounty.gov or 206-296-3822.

Brooke Bascom
Communications Director, King County Health Reform Initiative
Phone: 206-296-3822
www.metrokc.gov/employees

**King County Health Reform Initiative
2008 Employee Survey**

**Second Email Reminder Sent to Random Sample of Employees
Invited to Participate in Survey**

From: [Bascom, Brooke](#)
To: [ZZGRP, Health Matters Employee survey 2008](#)
Sent: Wednesday, October 22, 2008 3:39 PM
Subject: County employees - be heard!

Dear King County Employee:

We are rapidly nearing the deadline for closing the survey and we want to make sure we hear from as many of you as possible. I want to thank those of you who have already taken the time to answer the employee survey on the county's health reform initiative and urge those of you who haven't to take about 10 minutes to fill out the survey.

Employee feedback has had an impact on the health reform initiative. Weight Watchers at Work, the Gym Discount Program and the Live Well Challenge are all a direct result of employee feedback. The 10 minutes you take to fill out the survey will be worth it.

Please click on the link below to take the online survey.

<https://catalysttools.washington.edu/webq/survey/kchealth/61818>

If you have questions about the survey, please contact Brooke Bascom at brooke.bascom@kingcounty.gov or 206-296-3822.

Brooke Bascom
Communications Director, King County Health Reform Initiative
Phone: 206-296-3822
www.metrokc.gov/employees

**King County Health Reform Initiative
2008 Employee Survey**

**Third (Final) Email Reminder Sent to Random Sample of Employees
Invited to Participate in Survey**

From: [Bascom, Brooke](#)
To: [ZZGRP, Health Matters Employee survey 2008](#)
Sent: Tuesday, October 28, 2008 10:53 AM
Subject: Last chance to fill out survey

Dear King County Employee:

The Health Matters survey will close tomorrow night at midnight. We want to make sure we hear from as many of you as possible. I want to thank those of you who have already taken the time to answer the employee survey on the county's health reform initiative and urge those of you who haven't to take about 10 minutes to fill out the survey.

Please click on the link below to take the online survey before midnight on October 29.

<https://catalysttools.washington.edu/webq/survey/kchealth/61818>

If you have questions about the survey, please contact Brooke Bascom at brooke.bascom@kingcounty.gov or 206-296-3822.

Brooke Bascom
Communications Director, King County Health Reform Initiative
Phone: 206-296-3822
www.metrokc.gov/employees

**King County Health Reform Initiative
2008 Employee Survey**

Invitation Sent to Random Sample of Employees through Inter-office Mail

	King County Health Reform Initiative Human Resources Division YES-ES-0500 October 7, 2008
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We'd like to hear from you about King County's Health Reform Initiative.

You have been randomly chosen to participate in the 2008 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 confidential – 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 2008 Health Reform Initiative Survey is a 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 2007 survey.

To participate in the survey, please complete the enclosed questionnaire and send your responses back in the envelope provided **by October 21**.

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/webq/survey/kchealth/61818>

If you have questions about the survey, please contact Brooke Bascom at 206-296-3822 or email the Health Matters team at health.matters@metrokc.gov.

Thank you in advance for your participation and feedback.

King County Health Reform Initiative 2008 Employee Survey

Please describe any other factors that would motivate you to change your King County health insurance plan.
<p>1. My current plan suits me the best of any offered. I would not change unless there was a better plan at equal or lower cost.</p> <p>2. There have been no wage studies done in KC since the mid-1990's and no adjustments to compensation by classification. COLAs have not kept pace with real inflation. If our wages were raised to come in line with the market I might consider changing for a more cost-effective plan. Right now the higher quality plan I have helps offset my decline in real income and I cannot afford to lose it.</p> <p>3. I would change plans if there was one that gave me coverage after retirement.</p> <p>4. I might change plans if our benefits became taxable as that would constitute a further erosion of my real income.</p> <p>5. I might change plans if Healthy Incentives was discontinued; as long as it is in place I do not trust management decisions related to health care. The money spent on that consultant and their services should be applied to premium costs instead.</p>
100% coverage
A change in coverage. Currently my whole family is provided insurance including my children. If my children are not covered then I will probably be searching for an employer that will cover them.
Ability to have surgical procedures covered by practioners in foreign countries at lower cost to the county.
addition preventative treatments, homeopathic, naturalpath
Aetna is paying lab bills at 80% when they should be at 90%.
all the 'Extras' available, like wieght watchers, etc. are only easlily available to the down town groups. how about shifting some of the effort to the blue coller work areas.
ame coverage, but lower premium. Because I don't see the doctor that often anyway.
An increase in contribution with lower service levels.
Any that can reduce the horrendous bureaucratic mess and cost, that the providers have to pass on....
<p>As a supervisor with budget info, it does not appear that our rates per FTE for health insurance are going down, and that does not make sense. I would think that this program would impact what the Depts pay per FTE?</p> <p>It is great the King County has such great benefits, but it would be nice to see those costs reduced if at all possible.</p>
As long as I can keep my doctor and the ability to go anywhere I am refered and still be covered, I'm fine with it.
Assurance that I could stay with my GP, and other things changing to make improvements in Health Care with lowered costs to County and me.
Balanced co-pays location of medical team
Basically lower cost to us and the county is my main concern so we will be able to maintain our great benefits for years to come or we will be in more debt and more lay offs and cuts will be the end result.
Being able to have back coordination of health benefits
being able to have whole family on without additional charge
Being able to use "brick & mortor" pharmacy for 90-day supply of medications. Now can only get 30-days unless I use mail-order.
Being able to use alternative treatments without a script.
Beter coverage
better access to physical therapy to prevent injury.
better coverage less cost to employee
Better dental coverage
Better dental plan

King County Health Reform Initiative 2008 Employee Survey

Better dental plan.
Better information about choice of doctors: how to find a doctor, more info that phone # & address like background, specialtys, ratings, etc. Doctor matching (like date matching!) with my needs.
billing issues. It would be much easier to go someplace where they take care of billing primary and secondary insurance and the patient wouldn't have to deal with it.
Can't think of any other factors.
Continued County medeling into my daily lifestyle.
Convenitent location and facilities.
coordination of benefits is needed with other plans
cost and choice
cost and quality of care are the only real factors
Cost only.
Costs of Co-pays and higher maximums
decrease or keep the co-pay the same
Drop the \$35.00 a month for Spouse insurance. I feel we are penilized for having double insurance. Boeing dosen't charge for double insurance. They charge if the spouse has the option and declines. Just the oposite from our plan. Our plan does no more work for double billing. We have to do the secondary insurance paperwork. I feel I lost a big benifit when having to pay for my spouse when she has insurance from her company.
Drop the levels, gold, silver, bronze. I'm not a child, and at a fit 50 I do not need to report my activities or diet just to get a better health rate. I resent this.
Ease of use, paperwork, etc.
Emergency Room Costs are ridiculous. Having small children is a different dynamic than treating an adult. Children must be seen immediately, and most often are not admitted. For adults, we can put it off most times until we can be seen by our primary physician. There should be some difference in policy for ER treatment.
ABILITY TO TRUST BILLING PRACTICES: We must scrutinize EVERY bill we receive because the providers and the plan cannot agree on billing methods/prices. It is ridiculous!
Excellent quality care with out co-pays or deductibles for emergency room visits. (Single parents shouldn't have to worry about paying for their children to go to the emergency room.)
expanded Access to other services such as homeopathic care
Explaining question 7a: my costs are already very low; I don't see how they could be reduced further.
One factor that might motivate change is staging my health insurance to prepare for transition to retirement in a few years.
Fewer issues re: paperwork (i.e., have had some issues with claims denied, then approved when re-submitted - but months later).
Flexibility, ease and convenience in securing appointments with choice of providers. Cost savings and convenience for easy access to prescriptions.
Getting prescription fill when needed other than when the insurance company decedes that the prescription can be refilled.
Yearly physical after age 50 for both KC employee and spouse.
Greater focus on alternative medicine would definitely make a difference to me
Group Health closed up shop

**King County Health Reform Initiative
2008 Employee Survey**

<p>Group Health gives me everything my family needs, including same services as provided by Healthways (but Group Health is voluntary and does not affect my premium). I like the ease of use at GH and the locations available for care. All of the choices listed above for "changing" providers - I already receive from GH - thus my reason for not wanting to change. Get rid of the cost you spend on Healthways first - put that money spent towards healthcare. I would pay for part of my premium - if I had no co-pay for office visits or medicines. Question #9 does not work for GH doctor's. If I was required to change health care provider - I would be forced to change plans - there is no choice.</p>
<p>guarantee of coverage for pre existing conditions and no reduction of coverage as you age</p>
<p>Having insurance companies emphasize preventative medicine such as physical exams for men every year, rather than once every three years. the current approach seems to focus on reducing healthcare costs by not providing healthcare services.</p>
<p>Health care trends and stats are dynamic & change daily. Flexibility to use excellent care is important in overall health care needs. Quick responses to client needs are very much a part of a first class health care system. Expert solutions must be a part of the system. Client choices should be offered and accepted by any system.</p>
<p>Health plans need to recognize work related stress injury (typing, sitting, lifting, etc.) as good reason for massage and other "complementary" health care services.</p>
<p>Healthy Incentives is a waste of time and money!</p>
<p>Higher co-pays charged by existing provider</p>
<p>I already have all of the benefits and features available to me in my current health plan that I would want. I would like to have the ability to have plan-covered massage therapy for pain relief and stress reduction without having to have a wasteful trip to my doctor to get a prescription.</p>
<p>I already have many of the benefits listed above through Group Health.</p>
<p>I am completely satisfied with Group Health. They provide all services listed in questionnaire.</p>
<p>I am entirely satisfied with Group Health. NOTHING would make me change; and I would be extremely upset with any plan that required me to leave Group Health.</p>
<p>I am extremely satisfied with my plan and provider. Freedom of choice is very important to me. Being able to access the best care available and not be hampered by HMO</p>
<p>I am happy with my plan, doctors, and choices. The questions in #7 are kind of misleading in my case because I feel I get what I need, in the way of plan, doctors and choices.</p>
<p>I am not at all motivated nor looking to change my current health care plan. I am very satisfied with Regence Blue Shield</p>
<p>I am outraged that King County thinks some third party who has never, and will never actually see me is going to provide better health care than my local DOCTOR whos education and experiance far outpace that of the "health coach" on the other end of a phone line. King County as a group should be fighting for lower cost health care and I do not mean the artificial lower cost Gold level as opposed to the artificial Bronze level. Nevermind all the issues a third party in general bring whenit comes to managing a local issue, e.g. my health and the costs borne by myself and King County.</p>
<p>I am pleased with my health care provides and the availability with the ability to seek out specialized doctors when recommended. This is of great value to me and my family.</p>
<p>I am really satisfied with our Aetna plan and can't imagine what could ever motivate me to change.</p>
<p>I am reasonably happy with my provider and because I'm more concerned about the people I deal with than factors you quote I have no boxes to respond to in your poll</p>
<p>I am satisfied with Atna Gold prgram pretty much gives me what I need. So I would not change</p>
<p>I am totally satisfied with Group Health Cooperative. It seems to be a model of the best health care in America, at this time. Hopefully, in the future the country will adopt a single pay system like Europe,Japan, and al other Major industrial countries.</p>
<p>I AM VERY HAPPY W/ AETNA AND DO NOT WANT TO SEE A CHANGE. i FIND IT DIFFICULT TO BELIEVE THERE IS A BETTER CHOICE AVAILABLE.</p>

**King County Health Reform Initiative
2008 Employee Survey**

I am very happy with Aetna and the likelihood that I would change is not probable.
I am very happy with my insurance plan
I am very happy with the coverage I have now.
I am very happy with what I have.
I am very healthy and utilize my health plan very little. When I do use it, i really like the the plan I have and the benefits that it provides and it would have to be something pretty great to get me to switch.
i am very pleased with GHC. I feel that I have a large choice of provider; ample time with provider; can email providers; available when I need them to be; practice evidence based medicine; etc.
I am very satisfied with Group Health.
I am very satisfied with my benefits and the doctors that are on my plan. If those changed, I would look at changing plans.
I am very satisfied with my current health care plan. I would only change if the quality of care significantly decreased or my out-of-pocket expenses increased greatly.
I am very satisfied with my health insurance plan and do not wish to make any changes.
I am wondering why the question came up of changing the King County Health Insurance Plan?
I like the plan that I have and am covered by, for myself and my family. I like the freedom to choose my own doctors.
I currently have a diagnosis of cancer, so most likely would not change at this time. I am not sure if I would be covered by a pre-existing condition.
I did change from group health to Aetna so i would have the flexibility to select who I wanted and to ensure I had the best health care.
I do not want to have to change my current providers. I have had Regence for 17 yrs and am very satisfied. I would only consider changing if I can keep them AND if all my benefits stay as good or improve.
I feel this healthy insentive program is costing way to much, this is one of the things that could be cut. People are not ding what they are saying anyway, People are going to do what they want so why pay people for nothing.I believe it is just a waste of money.
I hated that I had to track my workout schedule and try to appeal my silver standing to become gold. Gold should be issued if you have no major problems.
I have everything I need with my plan and would not want to change it for anything.
I have good health care providers and I am pretty comfortable with my health community and would not like to change a thing at this point. I hope things stay the same for me.
I HAVE HAD GROUP HEALTH COVERAGE ALL MY LIFE & HAVE ALL OF THE ABOVE CHOICES NOW.
I have thyroid cancer and strongly feel I need to choose my own health care providers as it has proven resistant to treatment and requires careful monitoring.
I like the plan I have
I like the plan I have, but the healthy incentive seems to be a waste of county money. I have not changed my life style because of it and most of my co-workers are the same I will change because I know I need to change not to get a better rate. The crisis the county is in instead of laying off people get rid of the healthy incentive program total waste of money.
I strongly feel that the three tiered system is punitive and is a joke. As long as I meet the requirements I can be gold without actually making any life changes. I also feel that the requiremtn of having to pay a fee if you have double coverage / spouse is punitive. Changes to these two items would definately affect my decision making.
I think my current insurance is great. It would have to be something negative, like their limiting my ability to see the Drs. I want, or changing so that the insurance company is making all the decisions on my treatment.

King County Health Reform Initiative 2008 Employee Survey

I think our health plan is good, I am concerned the above questions start with the assumption it is not. I am happy with my current Dr and his service.
I think that the power of "shopping" is a good idea. There are providers that give the same quality of care and service as a "preferred" provider but they will not deal with specific insurance companies because of the paperwork and the timeliness of payments. I think that having the ability to "shop" for services will make people more conscious of their life "choices". The VSP portion of this program is very lopsided. The plan allows for an extreme amount of money to be spent on lenses for glasses every year however, contact lenses are limited to \$105 per year. Frames are allowed every two years except for when you purchase contacts. Then you are not allowed to get frames for two years, however that time period never resets itself. I think that an "allowance" every year would be sufficient. That amount of money can be spent either purchasing glasses or contacts. It would make it more fair. At this time, glasses can cost up to \$700 every other year but you can only spend \$105 on contacts every year and lenses for glasses every year can cost \$500. This is very prejudicial to people that wear contacts.
Also, if employees are given the opportunity to "go shopping" I believe that the cost of health care will go down as people become more responsible with the money that they are "spending".
I will evaluate the overall benefits for my child.
I will not change my health insurance plan. Very happy wit that we have.
i would change to one that would cover a medically-supervised weight management program, as an alternative to riskier weight loss surgery.
I would definately change if Pacific Care was an option. What the county offers with the "Healthy incentives" in my opinion is a joke.
I would like a plan that includes all qualified doctors--right now my primary physician opts out of Aetna because they do not allow him the professional descretion he needs.
I would like avalability of providers in my own community. I would like providers that I didn't have to travel 2 hours to see.
I would NEVER change to Group Health, but customer service from Aetna has gone down hill. They dropped my minor daughter from my primary coverage, despite the fact I made no changes in coverage...it has been the same for 17 years. 5 phone calls later, with 5 different "associates", they are still trying to correct the situation and pay claims from February. In addition, enough with cramming the generic drugs down our throats. I have been made to feel like a deviant because my doctor, for medical reasons, does not want me to take the generic version of a drug I take... it is not formulated exactly like the name brand and I need the part that is missing. Another prescription I have is a generic version...no problem doing that, but for gosh saks, let my doctor evaluate what I need to keep healthy and not some claims associate that has a couple days training. It feels like the greed factor is the reason Aetna is in business and not to provide quality health care with decent customer service.
I would not change my health plan, and hope you are not thinking of changing my health plan either! The only problem with my health plan is the prescription service. They deliver sometimes UPS, and if not home, you have to go pick it up elsewhere - a real problem!
I would not like to change my plan at all. It has everything I need.
I would only consider changing if I could keep my current health care providers. That is the most important thing.
I would want to retain my current primary care physician and that will override everything. If the other plan did not cover her, I would not change plans.
If a plan cost less because it did not provide infant care. If a plan cost less because it did not provide bith control options. If a plan cost less and did not require me to find new providers.
If another plan offered more benefits around naturopathic treatments, accupuncture, massage and PT.
If I had to pay for premiums - this would influence my decisions.

King County Health Reform Initiative 2008 Employee Survey

If I was able to again cover my husband whom is also a King County employee and we could coordinate our benefits.
If I will get almost the same services, same cost and King county would save a considerably amount of money. I will change. I am with GHC, I would like to have an specialist close to home instead of going to Seattle, however I know that GH insurance cost less to King County and their providers and customer services are great
If it was offered for a few years after retirement.
If it's better than the current one.
If most staff were given flexible work schedules & options to reduce work hours, that'd be a healthy foundation.
If my current provider also participates in the plan; I do not wish to change provider.
If my current, trusted, physicians no longer participate in my plan I would want to change to one they accept.
If my doctor belonged to a different program.
If my husband and I could use dual coverage again, it's not right taht we pay for each other, but can't use each others insurances.
if my partner won't participate in the healthy int.
If offered the same coverage without deductible I might switch plans.
If the following conditions were met: all providers were covered, and consultations and tests and procedures and drugs were covered at 100 percent, and there was no gatekeeper or referral system.
If the nation gets a health care program, single payer system.
If there was an option other than Group Health, I would look closely at the other plan and might consider a change. I am not interested in Group Health. (I have had Group Health in the past and the care was fine. I just like the autonomy that I have with Aetna and am not interested in giving that up.)
If there were demonstrable improvements in: reported ratings of available hc providers and cut costs to County & customer. This quality boost & savings package could possibly be achieved through policy sharing with other local and/or state government agenices.
If we can continue to see a doctor of our own choice and health insurance pay all expenses but a set co-pay of \$10.00 or less.
I'm not sure why you are asking - are you saying that health care costs are rising and we will have to make changes in our plans? And, I would like to take this opportunity to say that the best part of the Wellnes program is Weight Watchers at work. Coaching calls and the track your own eating, track your own exercise were not helpful to me and an invasive waste of time. I like the Healthy snacks we have at work, and the support for walking meetings. The other sort of support I like is just the healthy attitude of the folks I work with and the commuter bonus system which encourages biking and walking to work- that \$20 a month is very motivating to me to walk or bike to work, which is healthy. Filling out a chart is not motivating and frankly, I was not truthful. I just filled it out to get the "grade."
I'm pretty happy with Group Health as it is.
I'm pretty satisfied with my plan. A lower deductible might be nice. More alternative care visits would move me. Like 20 or 25 per year.
I'm very happy with the service provided so far.
Improved alternative health care coverage (acupuncture, massage, ayurveda, etc.)
Improved quality of physicans
Insurance covered annual physical EACH year.
Insurance dealing with retirement
It all depends on the best service given, so far all has been pretty fair.

King County Health Reform Initiative 2008 Employee Survey

<p>It is very important to have access to "Alternative" practioners such as massage therapists, chiropractors, naturopaths, etc. and that coverage is really good in covering expenses associated with these appointments.</p> <p>I think the counseling portion of the KC benefits is very costly. There should be better coverage as the Making Life Easier is not always adequate for some situations.</p>
<p>I've been in GHC before and hate them. I always try to avoid have GHC as my health care provider. All the above are based solely on having to switch to GHC. There is almost nothing athat would make me voluntarily switch to GHC.</p>
<p>Keeping the doctor I am using now.</p>
<p>king county to provide 100% coverage including prescription medications.</p>
<p>Last year I changed from Aetna to Group Health because I know that the CEO of Aetna is one of the Fortune 500. I went w/Group Health b/c they are non-profit. The insurance for King County cost so much b/c the CEO makes a multi million dollar salary. I am against for profit health care.</p>
<p>Less out of pocket expense and better coverage.</p>
<p>Lifetime limits.</p>
<p>Location. I live on Bainbridge Island so availability is key.</p>
<p>Lower co-pay, higher percentage of coverage.</p>
<p>Lower co-payments. Used to be \$5.00, now is \$20.00 a 400% increase.</p>
<p>Lower cost of prescriptions and co-payments.</p>
<p>Lower cost, More selection on medication coverage, I don't mind changing helath care providers if KC will cover 100% of medical bills.</p>
<p>Lower costs for retirees.</p>
<p>Lower deductible.</p>
<p>Easier plan inormation access.</p>
<p>Lower out of pocket costs for same or better services and same or better choices of providers.</p>
<p>Lower out-of-pocket costs for medication.</p>
<p>Maintain freedom of choice; lower costs for all parties involved.</p>
<p>Many of the things you listed would play a large role in deciding who my provider would be, but it would be less influential in choosing a plan, unless one plan had very few of the desidered characteristics, and the other had many. But right now, that's very difficult to know by looking at the plan's benefit package.</p>
<p>More choices in disciplines: better coverage on chiropractor, massage therapy, etc.</p>
<p>More coverage.</p>
<p>More local providers</p>
<p>My answers above reflect my current satisfaction with my providers...we already use e-mail by the way for scheduling and communicatiosn with providers (a choice if desired).</p>
<p>My answers above reflect the reality that my plan already allows most of these aspects. I'm happy with my coverage, though I've had more issues/hassles this year with Aetna in receiving allowed benefits.</p>
<p>my choice of Dr,s, getting all of my cola instead of giving up 10% for premiums.</p>
<p>smaller rx copays, ability to use non generic rxs at no extra cost.</p>
<p>My having to pay more per visit or overall. Less choice of doctors.</p>

King County Health Reform Initiative 2008 Employee Survey

My primary care physician was Dr. Lilly Sachs of of Minor and James Medical. She recently changed to a concierge private pay service. She was the family physician for my mother, father, daughter and myself. Due to this change, I needed to acquire a new doctor and I chose Dr. Fogerty. The stringent 15 minuet and insurance fees ahve caused this to change. King Co. has been great at providing good quality medical care, so I cannot say this is their fault. Possibly, it is a new sign of the times, when our doctors are stepping out of the mainstream to provide quality care to those they trust.
My responses to the first 4 questions in #7 would be "probably" as long as I was able to choose my own health care providers and was not "forced" into a "Group Health" type of insurance. If Group Health was the option - then all of those answers would have been "definatly not". My spouse and I have been very pleased with Aetna Insurance. I really can't imagine it working any better. If the county is able to work out a better plan that would benefit the county on a fiscal basis and it offered all that we are currently receiving from Aetna then I would be feel ok about changing. Having my same doctors/providers would be very important to me.
My spouse believes we should change it.
N/A
N/A
N/A
n/a
n/a
N/A
No acute issues. I did find it interesting that a physical is only covered every 4 yrs. My doctor wanted to schedule me for every 2 yrs.
No comment
no comment
No deductible
no intent to change
No requirement to fill out wellness questionnaire.
None
none
none
none
None
none
none
none
NONE
None that I can think of.
Not any at this time, unless 100% coverage is offered.
NOT BEING ABLE TO HAVE MY WHEELCHAIR COVER IT IS NOW
Not enough information
Not Group Health
Office Hours that are convenient to people who work, like evenings or Saturdays
Only if I can keep my same doctors.
present plan seems good inomparison to other jurisdictions municipalities etc as longas costs remain reasonable for an employee.

King County Health Reform Initiative 2008 Employee Survey

<p>Quality of coverage for both the physician and me, If the doc isn't happy with the benefits I receive, I'm not likely to receive the optimum care. I've been in the doc's office and witnessed a debate about the coverage a particular test will have. I don't care if Regence does not want to cover it, if they want to be in the insurance biz, then they will have to cover whatever needs to be done. Regence will also deny prescriptions if the Regence nurse thinks there is something over the counter that might be a substitute. I have had my doc write a protest letter because the med she wanted to give me is better than the over the counter, but Regence did not care about that. They would not approve the drug. I don't like someone over the phone or by letter diagnosing my care.</p>
<p>Receiving better coverage at the same cost to me.</p>
<p>Reduction in percentage responsible for out-of-pocket expenses.</p>
<p>Require those who run this great nation to make healthcare equal. NOT just the wealthy or high positioned politicians. Healthcare shouldn't be a for profit industry, but it is. This is why European Nations are way ahead of us in that respect. How can one take stock in a system in which only a select few live and abuse themselves with immunity.</p>
<p>Retiree medical coverage between retirement and Medicare eligibility.</p>
<p>RX coverage for sexual dysfunction.</p>
<p>Same cost to employee with better coverage on blood work and tests, as well as coverage of massage therapy and better coverage of chiropractic.</p>
<p>Since I have Aetna for myself and spouse, the only thing that could be better is less out of pocket expense.</p>
<p>Targeted health care for young adults (my dependent sons) who have different needs than I do.</p>
<p>That I would have the same Doctor for my children.</p>
<p>The ability to keep the same doctors I have now!!!!</p>
<p>The above questions did not make much sense because I am happy with my present plan.</p>
<p>The biggest concerns right now are amount of coverage and cost. A huge change in cost to me, might persuade me to change plans if it required changing doctors, but a small change in cost I would probably stay with the current plan and pay the difference.... Doctor and ease of appointments are tertiary concerns to me.</p>
<p>The other concern is overall amount of coverage -- Whether we could exhaust benefits altogether....</p>
<p>The coverage is really good. I don't think I'd really change unless it got even better.</p>
<p>The economy.</p>
<p>The last question in #7 is very important, and I'm sure would save the consumer and county money. I don't understand why, if for example, I have pain in my feet I have to go thru my doctor to get a referral to a specialist. I would guess this one practice wastes millions and pads the general providers pockets.</p>
<p>The main factor is choice of doctors and specialist and higher quality care. Being given the best test, MRI, xray etc to begin with rather than having to go through the standard "cheap" tests before you are finally sent for the most accurate one.</p>
<p>The most important factor to me is having flexibility to choose the provider I want and having a large and inclusive network of providers to choose from. Being able to choose my own provider affords me continuity of care. Second most important is cost of health care to my self and then King County. I like the emphasis on PREVENTATIVE health care which can lower overall costs for everyone.</p>
<p>The only reason I would be willing to change is being able to keep my own doctor at a lower cost to me.</p>
<p>The two main issues for me are</p> <ol style="list-style-type: none"> a. time to see my doctor without waiting b. being allowed massage or acupuncture for my well-being without playing games about why one who is 63 would need a prescription for massage for one item when it helps so many! c. travel distance

**King County Health Reform Initiative
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There are none. I've been a co-op member of Group Health since 1952. I will be with Group Health until I die.
Three month supply of medicines through local pharmacy instead of ONLY from one provider.
UNSURE
very satisfied with Aetna kingcare
Well I really like Group Health, but I have never had to have a serious surgery or anything. Most of my family have been treated at Swedish for anything major. If I could keep Group Health, but go to Swedish if I needed surgery that would totally make me change my mind.
What are HRA's? http://en.wikipedia.org/wiki/Health_Reimbursement_Account What are HAS's? http://en.wikipedia.org/wiki/Health_savings_account

**King County Health Reform Initiative
2008 Employee Survey**

Please describe any other considerations that are important to you in your decision about who will be your primary health care provider.
"one stop shopping" for all my health care needs.
1. The provider's access to, and affiliation with, other health care providers and resources when specialist treatment is indicated.
2. A provider I can communicate with and understand; have had several encounters with providers who have English as a second language. While I am sure they were fully competent I had real difficulty communicating with them on matters crucial to my care. It was very stressful and embarrassing for me.
1.) Has time to listen to me, when I am succinct about why I am there.
2.) Gives me choices in the remedy for the solution to the (medical) problem.
(I think that I am more of a "reader" of printed material, or material that I could print out from the web, then read on the bus, etc.)
Ability to work with a health provider who is an expert in specific medical areas. In my case, I am 56 yrs old and would like to work with someone who has knowledge regarding my age group's needs and prevention. Also, if I had special needs, I would want ease of referral to good specialists.
After going through this I had the feeling that you are trying to mess with things. We are happy with our health care and I hope I have not answered some of the questions (inadvertently) to make you think we want to change
Are they "clinical" (responding to symptoms or diseases, not looking at the whole picture or lifestyle) or personable.
As mentioned above, cost, convenience and "bedside manner" are most important to me.
as stated in earlier question.
Background and approach to treatment are vital. I don't want to feel like I am a number.
Board Certified- Noted issues by other patients
Can't think of any other considerations.
Choosing physicians who respect informed consent to treatment.
Client involvement in the system is imperative. Careful consideration of the personal needs of clients should be mandatory. In other words, clients should be unique individuals in the system, requiring a unique approach to services in the system.
Clinic setting with all the support services within the clinic - such as blood tests, mammograms, X-ray, etc.
connection to a network of specialists that can be seen in a timely manner and that are covered at the same percentage as the primary physician
COST & TIME
costs of service, background and expertise, quality of service
Cultural sensitivity
Ability to deal with adolescents
Willingness to refer to specialist when "over her head"
Personality, kindness, politeness of staff and providers
Dealing with retirement
Directness and honesty, my participation in decisions, willingness to consider my opinions
Do not dismiss older women by simply dispensing drugs...

**King County Health Reform Initiative
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Do they consider alternative therapies or points of view? Will they answer my questions in detail? I had a serious illness a few years ago which has required followup, so I want my primary doc to be an advocate for me with my surgeon and my radiologist.
Doctor that is pro patient, not pro insurance. Doctor that shows knowledge and TLC.
Down in Doctors drug rx and up in healthy healing. I don't need lots more time with the Dr. I just want enough time to take care of the problem.
education and location
Equal service. If I am late to an appointment, I have to reschedule, but if he's overbooked and running behind schedule, the next visit should be free, or half off.
facility hours, location
experience of personal provider
thoroughness of treatment
Feeling like he takes account of me as a whole person, ability to choose a male physician
Focus on holistic care of mind and body. Natural remedies and preventative procedures.
For me even though the physician may be a "top doctor" if he/she does not make me feel comfortable I will not go. So having options to choose a provider that provides me a sense of comfort and trust is significant.
gender is important to me.
Get rid of Healthcare Gold/Silver/Bronze programs, spread that money to lower co-pays.
good doctors
Group Health often moves their physicians around, so I am rarely the one who decides to change my primary health care provider.
HCP who allows reasonable amount of time for discussion and questions, and who listens to me (i.e., doesn't just diagnose & treat without taking sufficient time to gather information). DON'T want HCP who orders expensive, unnecessary tests to generate income. DO want HCP who orders sufficient tests when necessary and appropriate to provide proper diagnosis & treatment.
health care outcomes
Healthy Incentives is a waste of time and money!
Hours of operation.
how long they will stay at their location
How well I'm covered, what my out of pocket expense is, location, availability, and doctors ethics in regards to prescribing anything. I don't like doctors who tend to over medicate.
I already have one that I have seen for over 10 years I have no plans to change. Bedside manner of the doctor and staff is very important to me
I am more likely to seek out a preferred provider if it's possible.
I am not changing my primary health care provider.
I am totally happy with my Dr. he is very good and would not find anyone more thorough.
I believe in the HMO concept of Group Health. Healthcare provided, "Not for profit"!
I believe King County should promote and be a trail blazer in demanding health insurance to be affordable and not to promote or use any insurance company where the CEO and others in the company give themselves multi million dollar salaries....health care is a right and not a privilege and health care should be non profit. I would support any health care if it is not for profit.
I don't like paying for co-pays. I'd rather be charged a higher deductible than have to drag out a check book when I'm sick or need medication.
I feel like I often don't have enough information to make an informed decision about my health care provider. I appreciate reviews from other patients, but a lot of doctors don't have reviews.
I guess it is customer service. I appreciate that my doctor listens to me and at least seems to care about me as a person not just another billable patient.

**King County Health Reform Initiative
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I had to switch my provider a couple of years ago and found it difficult to find a quality provider who was accepting new patients
I have a thorough and great doctor, I would never want to replace him.
I have an MD who is affiliated with alternative healthcare practioners. This is very important to me so that I have more than alleopathic options in my health care and maintenance.
I have great health care providers and insurance and do not want to change a thing.
I have had cancer four times, once quite aggressively. I have found physicians that tie in with the Swedish Complex to be more organized, and it is easier for me to manuever through their services.
I have had the same PCP for the past 13 years, and am quite satisfied.
I like the team approach at virginia mason
I prefer a health care provider that is more holistic as opposed to medicinal. I think that the health insurance program that we have currently supports that belief. However, I do feel that the other part that should be supported by insurance is the "vitamins". Taking supplements that are FDA approved should be supplemented by insurance. I believe that this will also help reduce costs of health care as it will keep people healthier and give people a way to afford this holistic approach.
I prefer someone who has familiarity with alternative medicine practioners and alternative methods of treatments.
I really like Group health, I can e-mail the doctors and have choice of areas to go to and have so far real great doctors and the pharmacy is open on weekends and late at night and that is really important with our work hours.
I really like my health care provider. However, she is very booked and it can take two or months to get an annual check up. This is not the best of situations.
How open the person is to "alternative" care practices, amount of care they take, experience in the waiting room.
I simply am not going to leave Group Health. They represent the correct direction in health care; other plans, which at bottom send our health care money to private insurance companies, are BOGUS.
I THINK YOU COVERED IT.
I want someone that knows my medical history and shows genuine concern for my care. I don't like the 'cattle call' approach offered by some HMO's.
I want someone who approaches health care with the same mind set as I have. I believe in alternative heath care and am not interested in going to a western medicine dr.
I will always keep her - I have been with her for 9 years.
I would like to be able to find a doctor that stays around long enough to get to know me. I am tired of doctors rotating out, taking sabbaticals, etc. and having to start over again. I do not feel like I have any consistency in my care.
if they like people!
If they listen to my concerns or not.
If they're up on current med/scientific literature, use best practices.
I'm answering the above questions on behalf of my family: my wife has more health issues than I do.
I'm tired of the nickle and dime approach to billing insurance for service that I likely didn't need in the first place. PREVENTION is what I'm after. (Yearly pap, bloodwork, regular massage, and that's it!)
In regards to questions 11-13 those answers are based on my husbands coverage as that is my primary coverage. Not the county's plan.
It Has To Be A Woman
It would be good if primary health care providers were available to see patients during off work times such as after 5 p.m. or on Saturdays. This would limit the time away from work to go to scheduled appointments.

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Just about your survey - strange use of the question titled "Cost King County/your insurance carrier is charged for health care services" - twice. How could that be an issue - we don't see what KC is charged for any service - seems very irrelevant....
Keeping current with new tests, medications and treatments. Not using 'old school' thought in decision making.
knowledge and diagnostic ability ability to get a referral to a specialist quickly ability to get an appointment
Knowledge and personality
Listening skills
location
LOCATION AND GOOD WORKING RELATIONSHIP, TAKES TIME TO ANSWER MY QUESTIONS, DOESN'T MAKE ME SIT AND WAIT
Location, cost, quality of service Note: This is the second time I have taken the same questionnaire and the questions repeat over and over again.
Many of us are now managing chronic conditions like blood pressure, thyroid problems, cholestrol, etc. The longevity of information
My ability to communicate and be comfortable is most important to me when choosing my primary health care provider
My current provider is very good overall. My main health care issues are the result of genetics and/or an emergency major surgery that did not go well other than the important fact that I survived it, most don't.
My doctor is great because he and his staff provide great care and customer service
My perception of the quality of care I receive and how well it fits my needs. Not necessarily the same as your definition of healthcare quality given above (follow procedures medical experts say work best, quick or complete recovery, few side effects, etc.)
My primary health care provider is his groups specialist in my health care condition.
My spouse's health.
N/A
N/A
N/A
n/a
na
NO ONE ELSE CAN DECIDE THAT FOR ME
none
None
none
NONE
None
None at this time.
Not happy with the cost, both my wife and I carry group health and cost for visits and co-pay increased.
Open communication with Doctor -seeing the same Dr. every time for my children.
Openess to alternative, wholistic treatments. Willingness to consider the total health of lifestyle when coming up with treatment plans.
Past treatment of illness or problems. If I feel that I have been treated as best they can do and have tried all options then I will stick with them.

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Physicians who are open to alternative care, whether or not they would prescribe it. I do not want to have a physician who discounts a process that has worked for me.
prefer a holistic provider who is willing to refer to specialist if ailment out of her knowledge comfort
Prefer nurse practitioner.
Primary health care providers need to genuinely care about their patients.
Provide major medical insurance only! Get King County out of my personal health care. Most folks have already made the choice determining their primary health providers and do not care to change. These questions present false assumptions. King County does not need to reinvent the wheel of health care. Provide an HAS allowance for employees. I want to manage my own healthcare HAS and build tax-sheltered healthcare wealth in a savings account for self and family and future care during retirement years.
Question 14 carry mostly 3 since the only thing that I really care about is the out of pocket cost to me. All health care provider that is available thru KC is provide the same service, so it is mute and dumb question to ask.
Since my husband is covered by our plan
some one willing to listen really listen to me. Who doesn't rush my time with him.
someone who will listen to you and not put you in a group because of other patients symptoms and yours. A doctor that will listen to you and allow you to make decisions also on waiting for a test etc.
Specialty doctors, like having a cardiologist as a pcp
Specific background in primary care for my age group (early 50s).
That I get the same doctor with every visit, not whoever is in for the day.
That they are independent and think for themselves, that they don't try to shove drugs on me when there are ways I can help myself (work out, eat better); that they are current on their research
that's depend upon needs
The ability to retain current provider.
The doctor does research on my problems.
The doctor's approach to medicine and treatment must be consistent with my beliefs and style of communication. Doctors and their staff must meet my standards. For example, a few years ago I had a doctor I liked but frankly her staff (UW) was questionable. Some techs smelled like smoke, looked slovenly and appeared to have just "squeeked by" in some med-tech program. This was a highly respected practice but frankly it was so gross interacting with staff that I stopped going to that doctor. Likewise, I do want to be able to choose the gender of my health care providers and nurses--this is a facotr that affects my comfort a great deal. This also applies if being sent out for tests, blood draws etc.
The economy.
The level of experience and expertise the provider has attained, along with their respect for my own research and health care opinions.
The treating of the whole person. Not just passing out drugs
and call me in the morning. A person who takes time with there patients. Like total wellness working with you for long term wellness.
They have to be abole to aggressively treat my condition(s) without me worrying if Regence will decide to cover it.
They listen to what I have to say and provides me information and options.
They must have a great personality,treat me as an individual,and show concern about the condition I am seeing them for. They must also be willing to refer me to the appropriate specialist if needed. Hopefully, the recommendation is to someone they know or have knowledge of.
This has to be a personal relationship -- where the patient and the doctor know each other; and where the doctor intimately knows the patients needs and genuinely cares for the patient.

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To have the gender of doctors that suits me. The knowledge of the doctor in which I need for a specific reason. "Qualification."
Track record, quality of service, mentoring patients, up to date to current equipment and facility.
Trust, expertise and longevity with my health history.
Understanding my medical background and my particular age group. Also to be supportive and not be afraid to give referrals if they do not know what the problem is.
Very strong preference for female physician
vicinity
We look for a provider who is informative and aggressive.
well-informed, able to communicate effectively
Whether my insurance covers that provider
Wholistic approach to health care. Prevention over disease management.
Will he/she stay with me as part of my health team so will they be moving on in a short time.

**King County Health Reform Initiative
2008 Employee Survey**

What is the one change that would improve the King County Health Reform Initiative the most?
?
?
?
?????
1. Stop the marketing! Less intrusion; I know where and how to get information when I need it. Having you push the information to me is a cost that I'd rather see deferred to reducing premium costs.
A 24-hour nurse practitioner hot-line to answer health inquiries.
Or mandatory annual physicals and age-appropriate tests(regular preventive care). In this country we use expensive high-tech tests and procedures when it's too late for low-cost intervention. Or no care at all.
A focus on yoga and balance in life (eating, exercising, working, etc.).
A King County health club with sports court and weight room. Info in newsletter needs to cover mor about old age symptoms, like frozen shoulder and tennis elbow and lower back pain.
A more concerted effort to include excersise in the workplace
A movement to have less food at work, less candy jars, less potlucks.
ability to flex work hours to allow a work out and shower during the day (off peak work out times instead of the lunch hour when the gym is full and there's not enough time to get a go work our and shower); clean shower and changing areas at more work sites
Allow employees more flexible working hours so they have time to work out at lunch time. Like 1.5 hour break for lunch and work out, and then allow them to work the extra time at the end of the day. Many people at my office have difficulty working out before or after work because they are too tired or not awake.
Allowing a combined lunch and break to take extra long walks or workout without extending you day at work
Annual physical coverage for each year.
At work, on-the-clock exercize program with trainers.
Be brave....with all of the incentives in place, and employees actively involved in their own and family's care, the actual cost of benefits to the county is not sustainable. Employees need to pay part of their own and family healthcare costs...not via increased deductibles but actual premium sharing. This burden sharing in addition to the current programming will further increase prevention efforts and control current abuse and double dipping. BTW: I have a family so I am aware of the potential impact of this change.
Be more considerate of all the employees that do not work downtown and are not able to use downtown services.
Being able to contact my primary care provider via email and receive a response withint a reasonable time. I have two Specialists who will respond to emails, and find it tremendously helpful.
Better Health Coaches. This year I really wanted help and coaching and the coach I was assigned was a young girl who obviously wasn't interested in helping me.
better online tools
Better program for membership - or better yet, the occasional use at low cost - of a variety of fitness clubs. Around here, its lousy to have to pay for a fitness membership for the months in the summer when one can acutally do better activity outside.... And the centers offered weren't the ones with swimming or tennis available (i.e., for during the 7-8 months when indoor is needed).
Better quaility plan administration. Aetna seems more interested in cutting costs than providing service.

King County Health Reform Initiative 2008 Employee Survey

BETTER QUALITY OF HEALTH COACHES. THEY APPEAR TO HAVE VERY LITTLE UNPROFESSIONAL.
better schedules
Better understanding communicated to employees of real health improvements made because of the initiative--what is the impact overall on employees. Also, more funding if possible to the gym at King Street Center for equipment.
Both of these questions are difficult for me to answer since I am not familiar with the text of the King County Health Reform Initiative.
Bring back Pacific Care and their list of providers.
Cancel it.
Can't think of anything...
change the annual ratings system, it is far too stressful.
Change the company that oversees the wellness survey and followup
Change the level at which someone gets a coach instead of doing the self administered exercise or eating charts. I know I need some help in eating habits and stress levels, but if I keep getting the "your doing good, do I of these simple exercises", it's not going to help me.
change the system where the health coach calls us. Have them send an email or allow us to call in.
Changing the "individual action plans", so that you don't have to do ROUTE 66 EVERY SINGLE YEAR! I've been here 18 years and could possibly be here another 18 years. Imagine doing the SAME action plan EVERY SINGLE TIME! Change it up!
charged based on the size of the family using the services.
Clear Communication with the employees regarding important dates.
commitment
costs
covering medically-supervised weight management programs on our health insurance.
Create more incentives to encouraging physical activity.
Discontinue unnecessary coaching calls, if it's determined from the first call that employee is of good health.
Discontinuing it. Healthy Incentives is a waste of time and money!
Do away with it. Change of Dental model. A physical each year for reduced costs of care.
Do away with the phone calls from "coaches" who have no idea about who you are or what you do and do away with keeping "logs" of foods eaten, etc.
Do the test on a bi-annual basis for silver and gold status
Drop coverages, go with Group Health exclusively.
Dump "Healthy Incentives". Waste of time and money.
Dumping the choice of Aetna Health Insurance. King County needs to go with NOT FOR PROFIT health care.
easy access to doctors and to medical information
Easy access to someone who can accurately tell you what the program covers or when you need a referral or other process.
Eat right programs at the work sites.
Eliminate Healthy Incentives program
Eliminate the process where employees reverts back to bronze because it creates stress and uncertainty while doing a great job on their health the prior year. If you have a problem with a few why should the majority be affected. It is unfair to employees and self serving only to KC and vendor. It is also difficult to deal with the KC manager on my appeal process. I don't what will satisfy her.
Empowerd people, I see a lack of empowerment in every aspect.
EXPANDED COVERAGE
Extending it to retired workers.

King County Health Reform Initiative 2008 Employee Survey

Faster turnaround on provider invoices showing the patient's portion of the charge.
Filling out the daily activity log on-line could be improved. My spouse mentioned that it was not set-up very well.
Finding ways to collaborate individually with members to improve health. Example cost sharing for items proved to be of benefit to overall health...like walking computer stations.
flexible work hours
For those assigned a health coach, ensure that there is some continuity of contacts rather than different coach every time who lacks knowledge of health history. Some coaches spend more time reading your file rather than "coaching" during contacts.
Formation of more weight-loss groups that can be conveniently accessed and have favorable time slots for attendance.
Get rid of the route 66 and colorful food computer programs. They are a real dis-insentive to make any change. A mis-use of County dollars!!
get rid of healthy incentives
Get rid of it.
get rid of the stupid third part healt agency. The less healthy people only have to take three phone calls, and the "more healthy" gold people have to keep track of things for months.
getting more people to take responsibility for their own health with the help of their providers.
Good health.
Have managers take it seriously and reduce workload to accomodate as necessary to reduce stress.
Have people with high risk life styles contribute more towards their healthcare.
Have some of the talks and "brown bags" in other locations other than downtown so that everyone can be involved
Have workout facilities located at the work sites. That way, one could come in early or stay late without having to travel to a gym.
having a health "coach" available to offer new ideas or approches to deal with my health problems. Someone who would get my whole picture and not hand out "canned" responses.
Having to fill out the yearly form to get a rating on what category you will be assigned. (Gold, Silver, Bronze)
Having your personal progress report on line, showing when each goal has been reached. You could see when you received your last call and what you need to do next.
Health coach calls for everyone, not just those with poor health.
Health Coach too invasive & expensive for an employer to facilitate.
Huge savings at a fitness center, like 24 Hour Fitness, etc. Work place gyms are to small and to personally embarrassing.
I actually enjoy the personal contact by phone that has been required of my health plan. If we had a new masseuse on site once day a week, that could provide 15 minute massages between bus routes, I think the stress and tension would be alleviated for a lot of the drivers. This would reduce back, shoulder, tenseness and assorted ailments.
I believe that the reform policy does nothing other than makes another sub contractor of the health industry a fortune and adds to the cost of medical to the county
I don't agree how total dental begins at 70%, that doesn't encourage someone to go to the dentist to get a higher coverage if they have to pay 30% out of pocket. Instead, you should start at 100% and demote down to 70% if they(employees) don't make routine preventative visits.
I don't believe the Gold, Silver, Bronze system with input from "health care providers" in some other state does much for my own health. If the county could individualize support, that would be helpful. For instance, the Chinook building exercise room is not open from the evening until 5:30 AM, making it difficult for swing and night shift workers to use. Also, a health coach who I choose and gets to know me would be much more helpful than bland e-mails and strangers on the phone.

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I don't care for the so called "coaching" requirements to meet the gold. I have all the support and guidance I need from professional doctors and nurses. Sharing personal information with someone over the phone who is not a professional is discerning and annoying. I have only had one good suggestion that I used.
I don't feel like this program effects me like others. I'm young, healthy and very active at my job and home.
I don't know, maybe if I knew more.
i don't know.
I don't know.
I don't know. I think it's great the way it is!
I feel the County is wasting a lot of money on this health program, we are paying out a lot of money and there are a lot of people that do not try and do not care to try. I work out on my own so to me it is a waste of County money and time.
I find it motivating to track my exercise when the program starts each year. Unfortunately, I lose the motivation after I have completed my program. If the program required a longer time to track or was shortened-slightly but required two separate sessions throughout the year, I think I would stay more motivated. I would also like to see the people who receive coaching calls be required to spend some time tracking their exercise. The people that should really spend some time moving are getting off easy by taking/making a few phone calls to a coach. Year after year I have seen very little change with individuals that are only required to talk to a coach.
I have no idea
I have only been employed with the county for about a year and a half. I am used to my previous employers posting much more information regarding open enrollment and plan via email at sign up time.
I really think it's an excellent approach. And SMART! It's the best I've seen. I love how it's ingrained in all the employees and how we all talk about working out and wellness, and I'm impressed with the direction from the very top. Very encouraging and inspiring to see the exec out there biking. And I had fun in recent Healthy Living challenge. At City of Seattle, they have nothing like this. They make it very easy to take a smoke break, and very hard to take a walking break. Stupid. Keep it up!
I think KC is doing a lot more than most places. I'm pleased. I look at my flexpass as a health and fitness tool too.
I think low risk people should have the option to receive a phone call in order to get the gold program, instead of having to email a plan.
I think that the Gold should be given to every employee and cut out the middle man, ie. Harris.
I think the program is excellent but I would like to see even more employees get involved.
I think the Wellness Assessment questionnaire is pretty bad and has some glitches. I don't learn anything from it.
I think you need to keep upping the ante each year. We need to do a bit more to earn gold each year. Maybe there should be a level where people can reach and stay at a plateau but it should be fairly high.
I would like to see family involment programs, particulary to include children
I would like to see greater solicitation of employee input regarding how the health reform incentive money is distributed to departments....so that staff can truly share and the funding is equitable.
I would like to see how participation in these programs, saves the county money. Have a County's biggest loser contest.
I would participart on online things but do not want additional paper sent via worksite or home - I don't tend to read it.Go paperless, please.
If I'm sick and go to my doctor, metro won't accept a sick note form my doctore unless its on a metro form. So I have to wait til I return to work to get a metro form, call my doctor for another appointment so he can fill out the metro form, within 5 days, and return it to work. One extra office call not needed.

King County Health Reform Initiative 2008 Employee Survey

If they will pay or reimburse for Gym memberships, at least half, to encourage individuals to live healthy lifestyles.
I'm more than satisfied with the current program. Hopefully it has made KC employees take control of their health & lowered health care costs.
I'm not really sure. I definitely like the general approach and philosophy. Most of my gripes have to do with minor bureaucratic details. Example: this year I was placed in a "moderate risk" group because there was no mechanism to account for the fact that my triglycerides level reflected a *non-fasting* blood test (I'd had coffee with half-and-half that morning because I didn't know that blood would be drawn). Previously, I had been in a "low risk" group.
I'm not sure, the program is helpful in it's current incarnation.
In house gym. Not ohter suggestions, I've only been here a short time.
<p>Include criteria in the appraisal form to look at employee/supervisors manage stress levels and self-care/responsibility. Overly stressed people tend to make poorer eating/drinking/smoking choices and in turn make them more stressed. I belive stress levels are very much tied to working relationships and productivity and would be happy to see managment take a more serious role in encouraging healthy work behavior. For example: "Hey, I see you have been pretty stressed lately. Let's make sure you are taking your breaks and are able to get down to the gym or have a nice lunch out of the office!"</p> <p>Something like that would be a nice change in an environment where we are constantly asked to do more with less. Can we do it? I think so!</p>
Increase cost sharing of health benefits. King County has provided superb benefits to its employees but it might be time to make some changes so that the county can stay in business.
INdividuals taking more personal responsibility for preventive care.
Informing King County employees better about how we can reduce costs to ourselves and the county.
It is unreasonable that employees who smoke can be assigned a "gold" rating. Hard to take the program seriously.
It seems like right now it is too easy to provide a falsified report of personal exercise and eating habits. I am not sure how this really helps people improve their health.
It's good now.
Keep it simple.
King County! get out of my personal healthcare. Sending out an informative employee newsletter is fine. Encourage me to manage my own healthcare needs by providing HAS, HRA's. Let's get back to our specific business of managing King County taxpayer dollars.
Less cost to employee.
Less Information.
less out of pocket expense for families

King County Health Reform Initiative 2008 Employee Survey

<p>Look at ways that employees can take sabbaticals. I've read about allowing employees to bank some of their vacation to go towards a future sabbatical. Many employees have been at the county for over 10, 15, 20 years. Some are burnt out, some are stressed out. This would offer a good incentive and help with health issues.</p> <p>Allow for more flexibility in work schedules. I moved jobs between departments in KC and the job I'm in is much less flexible and offers very little in terms of training. My life has been very negatively impacted by not being to have the four 10 schedule I had in the past.</p> <p>I would also like the County to allow for 36 hour work weeks with 4 9 hour days across the county. This would help save the county money and would help employees juggle what they need to to and help reduce stress and allow for more time to take care of health issues.</p> <p>This unfairness in flexibility really creates a have and have not situation in the county which also adds to work place tension and stress.</p> <p>I also feel that families should be paying more towards their health care--this would make it more equitable between single, married, and married with children.</p> <p>I would also like KC to look more closely at the health of its facilities and the impact they have on the people that work in them. For example, the KC jail (specifically in downtown Seattle) is very ugly inside. When I walk into the Chinook or the KSC, I feel a sense of being uplifted. A large part of this is the cleanliness and attractiveness of the facility. The jail shouldn't be so ugly for the employees. New, brighter paint and positive art work in the areas the employees are located would do much to make the place feel better. Once again, a real feeling of the "haves" at KC and the "have nots" at KC.</p>
Lower costs.
Make it easier for employees to get exercise during the workday. All this hype isn't worth much if your work schedule is such that you cannot get away from your desk.
Make it easier to find out who is a preferred provider. The website requires limiting the scope in ways that is not always useful.
Make it year round, rather than three months - the momentum is quickly lost. Less intrusive questions in determining gold, silver, bronze - the last round became increasingly intrusive, when compared with the first year.
make these offerings available at our outlying areas & worksites
Making kids over 10 participate to get the bronze, silver, gold...
Making sure that employees always have the choice.
Many years ago I tried to get Metro to purchase and install self reading blood pressure machines. I think this is something that should still be done and made available at every major county facility with over 200 employees at that facility.
Medical check up on cholesterol, blood pressure, weight, height basic measurements available at work. Immunization, flu shots available at work place/site.
medical support online
Modify the action plan for more flexibility -- I was put into a higher risk category solely because I didn't exercise much. Was mandated to do phone calls, which felt forced and weren't helpful.
More accountability of the employees participation in the program.
More choices
More FILTERED or BOTTLED water available FREE at the workplace
More incentives for participation in Physical activities.
More info available online.
More options.
More rewards/recognition for employees who make measurable, positive changes in their health.
Motivate the KC Metro Transit Accessible Services Supervisor to provide space in the Exchange Building for employees to move more, workout or to relax privately.
N/A
na

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No additional cost/charge for family members.
No answer.
No comment
no comment
No cost to employees
No more stupid Silver, Gold.
No suggestions or ideas.
none
Not having our insurance benefits hinge on whether we participate. It would be nice to know that the county really cared that we were healthy but instead it appears to be a way for the county to hopefully save money if employees do not follow all of the steps needed to keep our insurance benefits at the same level.
Not just emphasize movement/exercise for sixty days. Talk more about healthy portions, benefits of certain foods, risks, benefits of alcohol, supplements etc. Recommended books, alternative medical practices.
Not spending so much money on all the health choices to reach silver, bronze and gold. People all have their own health issues and no one is the same so I think there is a lot of money wasted on this program. I do my own exercises and stay in shape on my own. All that money could be used to lower our co-pay rather than that.
Not sur.
Not sure
Not to be forced to work 10 hour days
Nothing
Notification of changes in covered services and rx's.
Offer all those incentives in question 18 to all sites, not just Seattle
offer seminars and educate on diseases
On line counseling to achieve gold status...I find this invasive and unhelpful.
Online access to a personal health record and online access to local hospital/ clinic statistics; and regular biometric screening at the work place to emphasize the importance of preventative care.
Opportunities to experience a complete system with personal needs being met would be excellent. Objective choices by both the system and client would serve us well. Objective choices by planners in making our system the best would make King County a world class employer with healthy employees. It's a win win formula.
Our co-pay went from \$20.00 to \$ 50.00 because my wife forgot to do her "RTE 66". Too harsh for a first offense.
Over the past few years people have benefited from the education Healthways provided - but it is too high a cost to be spending right now. I would like to know how many people were rated at each level (Gold, Silver, Bronze) and if you saw any drop in sick leave days used.
<p>People taking time to feel and think about the things that are important in their life, and in the lives of those they love.</p> <p>People remembering that "we" means the whole world. How do our choices and outlook and the things we talk about with our children, and the way we spend our free time outside of work, affect the good of planet Earth, and all the wide and varied peoples of our Earth, as one?</p> <p>People remembering that we are stewards of this vast and beautiful Earth, and that it does not belong to us--it belongs to our children. (It is God's creation--a gift held in trust for us to take care of and enjoy. "The Earth is The LORD's, and the fullness, thereof."</p> <p>To share. We must share our resources.</p> <p>Support our local growers and farmers.</p> <p>To remember where we came from: "For thou art dust, and to dust thou returneth." We are created in the image of a creative and loving God. We are "God breathed."</p>

King County Health Reform Initiative 2008 Employee Survey

Provide health care coverage into retirement.
Providing access to employees that work at off-site locations. Informing supervisors of budget options to purchase items for staff that make the work environment more ergonomically friendly/healthy (stress balls, massage cushions for work chairs...etc)
Providing better choices of food, and continuing to give employees access to exercise equipment.
quit assuming that everybody has a job where they sit in an office everyday. What works for Sims isn't even available for other employees. My work group is not part of the program you are researching. Supposedly we will be next year but that is still undecided.
Quit screwing with it.
Rating of the quality of doctors and other health care professionals.
Realize that as much on-line and on-phone information as your provide--the rec is always going to be "see a doctor" because doctors and staff have to cover themselves in case of liability. Rarely do I ever call my children's doctor and have them say what to do--it is always "bring them in" and it is usually for nothing. No on-line tool or "nurse advice" is going to stop that practice. Another example, I have gone through extensive testing and am allergic to wasps and nuts. I carry an epi-pen which usually needs to be refilled every year because it expires. The doctor refuses to renew the epi-pen prescription without an appointment. At the appointment, nothing happens except I (and the county) get billed and the doctor asks if there is any change or questions. Makes no sense because I said the same thing on the phone--it could have happened without an appointment. See answer to #20
Reduce stress in the work environment. 1). Communicate with employees what's going on. The waiting is killing us. 2). Improve manager and supervisor's skills in providing performance feedback; coaching their employees and empowering them to do and be their best. It should be a core requirement of the manager and supervisor's jobs to be proficient at coaching and enhancing the performance of their staff on an on-going basis. I am saddened when I see an employee's spirit crushed because a manager or supervisor did not take the time to coach them, provide training, or mentorship and then they get blasted in their performance review or worse they are marginalized, ignored. I've seen a number of folks get physically ill because of this kind of stress at work.. anyway my 2 cents worth...Its all part of creating a healthy workforce...
Reducing costs
Remove the ActiveHealth management until all the bugs have been removed from the system. I have already had a letter sent to my provider stating I have not had a TSH in the past 12 months when I had one 6 months ago and the test was paid for by Aetna. I feel very strongly my health care providers should not be required to do additional work because of an error in ActiveHealth.
Remove the healthy food vending machines since they also contain candy. Being a weak individual, I now eat more candy since the vending machines were installed and I have added a pound or two.
removing gold, silver, and bronze status.
Requiring less time (5 minutes a day is over 1/2 hour in a week); I'm not talking about things like the time it takes to exercise, I'm talking about the methods to record activities (which aren't really doing me any direct good).
Save money by getting rid of the consultants and go paperless with the newsletter.
Save more money, King County is laying people off. That increases stress.
See #8.
Seems tailored to least common denominator and not towards people who are active and aware of health and nutrition matters. Provide access to more independent research/info services.
self-purchased treadmills at our work stations- I read about it in NY times
Shorter questionnaire. Some questions seem repetitious.
Should not have it at all. Its's pointless because many people just do online stuff to meet requirements but are not really eating healthy or exercising.
Simplifying the wellness assessment so that there is a clear/obvious "not applicable" checkbox for certain choices (e.g. smoking, alcohol use, firearms in the home, and so forth.

King County Health Reform Initiative 2008 Employee Survey

<p>Since I have shown a history of being fit and healthy I should not have to participate in the "Going for the gold" individual action plan every year. Let my health care provider be able to have some input on my level.</p>
<p>Single Payer/ Cafeteria approach</p>
<p>Smarter employees.</p>
<p>So far I have noticed that there are questions relating to prescriptions but ... I find it concerning that a Doctor will prescribe a prescription drug ... finding one that works for the patient and gives results and then the insurance comes along and changes the Doctor's order by informing that they will not cover the medication but that they will cover alternates ... I have first hand information on this switch and have not been able to tolerate the prescription change. Therefore opting to not take the medication because of the intolerable side effect. This certainly cannot be a health benefit and in the long run can have dangerous results for the patient. If a person cannot tolerate a drug and have tried to because of the insurances' decision (which certainly is NOT the Doctor requesting a change)why does the patient get penalized? This existing King County Health Reform Initiative is costing well being to the patient. Why does the insurance company have the power to override a Doctor? Some Doctors have worked diligently with their patients to ensure comfort and well being and this is destroyed by the insurance company.</p> <p>Another area that a lot of time and effort is spent is the counselling and exercise and diet programs. These are not accessible to some workers and therefore they are excluded and receive no benefit from this type of expense.</p>
<p>stop lumping everyone into groups and base info on real life</p>
<p>Stop the line of thinking that a third party that has and will never actually see me and is thousands of miles away in some office reading/following some statistical chart is somehow more qualified and is going to provide better care to me, and hence lower costs to the county in the long term, than seeing my very qualified and experienced local doctor.</p>
<p>Stop the wellness plan. I feel the two plans that depend on the gold, silver and bronze is extra unnecessary spending.</p>
<p>subsidize gym memberships to encourage employees to take action of their health situation</p>
<p>Support groups</p>
<p>Support the efforts of individual work groups to be healthy and support one another, like Healthy snacks, weight watchers at work, biking, walking, showers, workout room, etc. I find motivation from my peers - I see them daily, I see their efforts to be healthy. The coaching calls with non-medical staff are a complete waste of time because I don't know those folks, I don't know their credentials, I have no sense that they care about me, or that I will ever talk with them again. Ad I suppose pauying them costs the county money. The tracking logs, which I do on paper because I hate the on-line system, are something I do only to get gold. They are not motivating in any way to actually eat better or exercise. Also, since I don't know if I will have a chance to say this later,the mail order pharmacy is ridiculous. My husbanc is a diabetic and because of the way co-pays work, we do a three month mail order so we pay one co- pay for three months, rather than purchasing locally and paying a co-pay every month. But the system often breaks down because folks on the other end make mistakes. Also, because insulin must be kept cool, huge amounts of wasteful packaging are mailed to us- coolers, ice packs, constantly. Often the needles and test strips are in the coolers as well, sometimes with only one small vial of insulin in a styrofoam container that must be 24" by 12." Were it not for the advantage of the co-pays being less in getting a three month supply, we would definitely go with our local pharmacy, which we can walk to and they would just hand us insullin, needles and test strips. The mail order situation is very wasteful if you need prescriptions that have to be kept cold.</p> <p>And the staff are less than informed, have less than a customer service attitude and stressful to work with. Our local pharmacy is a small business that would make more sense to support. Here is an example where policy directs resources and could direct them locally, reduce waste and encourage neighborhood walking. Instead policy encourages waste, a warehouse approach, gas-expensive deliveries and no walking, therefore a less heathy life style.</p>
<p>Tell us if it is working to lower health costs! Let's see some data!</p>

King County Health Reform Initiative 2008 Employee Survey

<p>The "route 66" and "colorful choices" is getting a bit stale and the service from the vendors has been poor. Look to simplify and just have staff log exercise and eating. Provide tools (such as CalorieKing software) online or on county computers for logging exercise and eat, instead of making it a "game"</p>
<p>The activity logs seem very routine at this point and are motivating me less. Our annual action plan needs to be freshened up so it feels more motivating..</p>
<p>The approach to "low risk" persons identified through the assessment questionnaire. I did Passport to Health and my husband had the coaching calls. The amount of worry that I felt in needing to log-on and complete my daily log for 7 weeks felt punitive. My husband was not worrying daily and just waited for his health coach to call. 10-20 minutes later he was done.</p> <p>Also, the information needing to be tracked in Passport was too much. Tracking the amount of water drank in a day is doable, but when it came to milligrams of cholesterol this was too much. Why when I'm low risk should I need to track more things? This seems like a tool that would best serve persons of high or medium risk.</p> <p>I understand that folks need to measure effectiveness. I also understand that those persons receiving coaching call should be thinking about bigger stuff to improve their health. However, when people like, me who work hard to be low risk, worry about missing a log-in because that could negatively impact my insurance coverage that is stressful. To me being low risk is a reward and achieving lower out-of-pocket costs is another reward. This should be central to whatever measurement tool is requested.</p> <p>Two suggestions I have are to 1) reduce the number of weeks required to fill out the logs and/or 2) ask folks to share information with you as to how they are/stay low risk.</p>
<p>the assigning of risk based on the online tool is REALLY REALLY BAD and it hasn't worked well at all.</p>
<p>The change that would have the most impact is to identify different ways for employees to get the gold classification. I doubt that the current ones (route 66, colorful choices, etc) have any bearing on someone's health behaviors. Is there any evidence that they work? Have they been evaluated? How were these programs chosen? I would like to know that the activities were chosen for a good reason. I would love to see some evidence based programs be implemented and I would gladly participate.</p>
<p>The coaching calls are really pointless and are much more of an intrusion into my life than any kind of helpful thing. I felt much more motivated to exercise and eat right the year I was grouped into the self reporting group and I participated actively in the Route 66 and colorful choices challenges.</p> <p>Two of the years I was routed into the coaching calls option most likely because one of the years I was pregnant, and the next year my weight had increased after having my baby. I found the calls very unhelpful and the coaches just tell me things I already know. In fact I found them to be a little condescending as if I were completely ignorant of common health knowledge and ideas. The coaching calls should be reserved for people with VERY high risk issues, not for people who are just a little overweight. It's much more interesting and motivational to be able to participate in one of the self reporting online challenges in order to earn gold. Regardless, I still earn gold each year. I just think the coaching calls are an annoying waste of my time. It only makes me want to be much less honest on the next wellness assessment survey, and not answer all the questions so that I get grouped in with the self reporting plan. That's what seems to work for others.</p>
<p>The cooking light magazine is really great, but there really isn't a way to copy the recipes, except by hand. Co-workers tend to take the magazine home to and the magazine is not returned. Any suggestions?</p>
<p>The Healthy Incentives program is treated as a joke. Also any questions asked are go against might right to privacy. The health coaches are no better than telemarketers with their little speech.</p>
<p>The negative work environment due to the inability of elected officials to understand or care about the "peons" that keep the county running....do we really need an IT reorg, how many more millions on a payroll system, etc., etc. Reducing the political climate would decrease stress in the work place.</p>
<p>The personal coaches have not been very helpful. Plus, every year we fill out the health survey, but when the coaches call, they ask for the same information.</p>
<p>The Screenings, Testing, groups, etc. that are available now are all downtown in the "executive offices".</p>

King County Health Reform Initiative 2008 Employee Survey

How about getting these services out too the rest of the "blue collar" areas.
there is a good foundation - perhaps finding ways to encourage and support new ideas throughout the year - for example, I would like a group and training opp's for adult children with aging parents or alzheimers
There is inconsistent health resources available to employees. KSC has a very good exercise area. West Point Treatment Plant has a dismal old single-wide trailer. There is no floor space for stretching and the carpet is creepy. It is not user-friendly.
There should not be a health reform. People should took care of their health, just like if they want to live in a house then they will have to pay for their mortgage.
They are structured to assume that you don't have a plan or understand healthy lifestyles; eating/exercise. They have generic body type attributes that may not apply to an individual say someone who is muscular and carries more body weight than average with low body fat. So the questions are not flexible enough.
TO BE ABLE TO GO ON-LINE & COMPLETE THE APPT FOR THE HEALTHY INCENTIVES PROGRAM INSTEAD OF THE PHONE CALLS AT ANY HOUR!
To reduce on-going stress, procure stable funding for Public Health so that we are not constantly worried about losing our jobs.
To work with the community health care professionals and find out what thier ideas are to reduce health care costs.
unsure
Using only one hoop to jump through instead of several to receive your Gold, Silver or bronze status. If I start one, such as Colorful Choices that I did this year and continue using it after the required time is up, that should be enough to get my status level. I have a busy life and don't need several hoops to jump through before I qualify.
Well, if we HAVE jobs...Spend money upstream to prevent the development of chronic conditions. Pay for YMCA memberships (HA HA, like taht can happen! Help employees measure theri waist/hip ratio, provide real nutritionists on site to help people with diabetes and CAD make realistic dietary changes
Why rely on the initial wellness assessment questionnaire to determine which type of individual action plan will be used (on-line or periodic calls from a health coach)? Have everyone do the same thing, regardless of how they score.
Would like more coaching around food. Transfats, organic, etc.
Would like ways for fast healty eating; recipes or fast food recommendations.
Would like better health club discounts
Would like to have more info on vitamins
Change the program to have you eat healthy in counting fat, carbs, etc. Watching what you eat

King County Health Reform Initiative 2008 Employee Survey

What is the most important thing for the King County Health Reform Initiative to keep the same in order build and maintain program quality?
?
?
?????
1. flexibility when choosing a medical provider (self referrals)
2. keep costs affordable
a proactive approach to maintaining health and intergrating that philosophy in the workplace
A strong focus on healthy eating and exercise. Making fresh organic fruit available is a great ideaa.
access to gym
Access to quality information regarding nutrition. Access to healthy and easy recipres is important.
Again there is nothing about the program I agree with.
Allow to choose providers and seek care from a specialist without requiring a referral
Allowing a person to choose their doctors and hospitals.
Although I want to be able to go to a specialist without a referral--it is helpful to have a doctor rec where to go without having to set up an appointment for that information (saves time and an extra appointment). Also, I think the county should focus on helping patients read their bills and argue for clearer billing practices.
I read every bill and you'd be amazed at the errors I find all the time. I even see costs listed for tests or services not performed. I don't care if the test is for \$7 and I don't have to pay for it--I still follow up with the office and make them correct the error. This happens more than it should. Also, have you ever noticed that if you see a doctor or a PA--the cost is the same? Shouldn't the PA be less?
Availability of choices of doctors and health care providers.
Be concerned about my health and the costs related to providing quality health care. Focus on cutting costs at the local level using smarter contracts with health care providers. Not providing psuedo doctors via phone calls to a health care coach.
Bronze/Silver/Gold Program
Build upon the supports provided--water provided to offices, fruit baskets and include gym discounts for KC employees at community centers throughout King county.
By not requiring employees to directly pick up some of the cost of the insurance coverage. I worked for the state for several years. The insurance started out at no cost to the employee, then it was a minimal monthly cost, then a small percent, then 8% then 12% then 14% and when I left there was much discussion about raising it to 16 or 20%.
can't think of anything.
Choice of Doctors and availability of more kinds of medical treatments. As work force ages more of us would like the treatment of vericose veins covered by our insurance.
Choice of providers.
Choice!
Choices in providers.
choices in treatment providers
Coaching via telephone, tracking intake of fruits and vegetables, activities, stress management, breakfast,
commitment
COMMUNICATE INFORMATION
Communicating impotence of personal health preventive care.
Community partnerships

King County Health Reform Initiative 2008 Employee Survey

Continue providing educational information on health and what can be done to achieve or maintain a healthy life style.
Continue the program for additional 3 years. This is to convince employees that this isn't a fad - but a way of life. KC wants for us to be healthy
continue to encourage employees to be healthy because it benefits all of us, most of all them
Continue to have folks in departments set good examples, give useful information.
Continue to have incentives for people to live healthier lives at home and at work.
Continue to provide high-quality affordable health care despite rising costs by rewarding employees for taking personal initiative to reduce their own risk factors (encouraging more exercise, better diet, smoking cessation, etc.).
Continued choice for employees of both Aetna and Group Health, which means coordinating closely with both.
Continuing to research and give options
Convince King County to equip the gyms at the transit bases better.
Cost
Cost to employee, amount of coverage, and flexibility to choosing provider
costs
Current coverage
Cut costs but maintain service
Do not leave us to Group Health.
doctor choice
Don't be changing our health care plans
Don't know.
don't limit who I can choose to by my physician
Don't reduce coverage, or increase cost
emphasis on prevention
Executive sponsorship.
Fairness
Copays continue to escalate
Fee structure
Financial incentives to participate
Find a different vendor.
Focus on people not dollars and are the previous questions targeted.
free choice on provider
Freedom to choose physicians
Funding. The funding for that should be an extremely high priority for management and elected officials. Employees understand the cost burden for KC as an employer. They also understand that politics is influencing the current decisions as much as provider costs. The same politics supports funding wastes in other places that could be eliminated so that our health care coverage can be maintained. It comes down to appropriate priority setting.
good infrastructure to ensure employee wellness and success
good insurance that supports prevention - and the prevention education and opportunities ... there is no "most important thing" - it's synergistic.....
Healthy incentive plan. encouragement to move more. Delivering the free fruit baskets. That was great and I haven't seen one in a while. Maybe it was cut from the budget. I enjoyed that!
Healthy Incentives Program
Healthy Incentives, HWI
High level of coverage of provider of choice, to encourage people to get routine preventive care.

King County Health Reform Initiative 2008 Employee Survey

I appreciated the Healthy Incentives Program. One year I had a health coach and found it to be very helpful. I think more emphasis needs to be placed on the overweight KC employee...to lose weight....eat healthy....exercise, all of which will cut our healthcare costs. I see many employees who are overweight and have poor lifestyle choices. My first year on the Healthy Incentive program I lost 30 pounds and now eat very healthy and exercise.
I believe it's best that employees continue to have their choice to decide who provides their healthcare. This has been a good program for KC Employees, as it has provided us with a better avenue to receive the best healthcare.
I don't find the daily computer entries helpful. Route 66
I have no idea
I have noticed that the choice of healthy teas and snacks are not available when I have dashed from home and forgotten to pack my own. Possibly organizing a calming room somewhere at each base, with soft music and hot water, herbal teas, and dim lights could be added. It would be a place to go away from the "bull pens" with the negative news blaring. A quiet oasis.
I haven't experienced the health reform initiative enough to comment on this question.
I like my health care provider.
I like the monthly newsletter and my coach has continued to work with me all year.
I LIKE THE NEWSLETTERS THE BEST. WASTING MONEY ON SIGHT SPECIFIC PROGRAMS, WALKS, CLUBS, ECT. IS JUST THAT A WASTE OF \$. THOSE OF US THAT HAVE NUMBERS TO MAKE EACH MONTH DON'T HAVE ACCESS TO THESE AND IT SEEMS UNFAIR AS WELL.
I think offering incentives for good behavior is great.
I think that the cost incentives are significant. Healthier food options in County facilities.
I think that the mailers we are given provide wonderful information and are motivational. Please keep them coming!
I think the Wellness Incentive is fantastic! The one change that I considered mentioning above was to somehow more aggressively create more of a culture of health. But I think that that's what the Wellness Incentive is doing. I think the healthy foods that we have delivered and the exercise classes that are being sponsored ARE causing a shift in our workplace cultures. Also, I think having the support of the county, in a very direct way, for our health is very important. Since the county has put its money where its mouth is, I feel like I KNOW that my health is important. The concrete support does make a difference.
I want to be able to chose my own doctor and I don't want to have to pay for anything that is now free.
I work in the Chinook Building, and the gym downstairs has made a huge difference for me. I now routinely exercise, and never did before. Keep that available to employees.
I would continue to stress employee involvement and get as much information out to us as you can. I love the gym and bike room, and have taken up biking for first time in 30 years. Other than a broken rib, it's been very healthy! :-p
I would like to see if the reforms have actually saved the county money
If King County wants us to be healthier, prohibit smoking on county property. Where I work, smokers are always smoking in doorways that you have to walk through to go to another door, metro has not even put up no smoking signs yet.
Incentives for going for Gold
Incentives like gold, silver, bronze.
Incentives, such as differential costs of health care, for those taking action to improve health are key.
Information provided that may be done independently of work without beinf invasive - website, etc.
Keep achievement levels/overall program seems to be working.
Keep connected to what workers and unions want and will support. I don't know enough about the issues to say more than that. I don't think a cookier cutter approach (the tracking logs, the coaching calls) works. I think having and supporting the ideas that spring from each work group is the way to go.
keep co-pays as low as possible

**King County Health Reform Initiative
2008 Employee Survey**

Keep costs down.
Keep costs low
Keep coverage and costs to employees the same.
Keep Group Health Coverage.
Keep it all the same. It's GREAT!
keep physician costs down. Maybe credit someone for not over utilizing doctor appts.
Keep quality care affordable
Keep the current choices available in insurance and health care providers.
Keep the issue of healthy activities/choices on people's radar - don't lapse in those efforts. Without an external boost or focus on healthy incentives, I think many people will stop adopting healthy new habits. Have long-term strategic plan for how to do this. New incentives are good.
Keep the price low with the same great medical care.
Keep the program constantly (and supportively) in view -- posters, reminders, etc.
Keep things fairly similar from year to year unless something's incredibly unpopular. Despite what I said in Question 20's response, if you change things radically every year, the time and energy spent in learning the new programs would get tiresome.
KEEP UP THE GOOD WORK -- THIS PROGRAM SPARKS THE INDIVIDUAL TO TAKE BETTER CARE OF THEMSELVES
Keep us in the loop
Keeping it easy to meet the "gold" level.
Keeping staff updated on health care and providing good medical coverage. People are more health conscious because of the different out of pocket expense. It has made everyone take a closer look at their eating and exercise habits.
Keeping the open lines of communication between employees and KCHR. Feed back is key.
Loved the Passport to Health program!
low or no cost to employees.
Maintain existing first-class medical insurance and low deductibles for those who earn "gold" on the wellness assessment
Maintain freedom of choice.
maintain health coaches.
Maintain interactive communication and informaton to help insurees make good life style choices and action.
Maintain own, prefered medical providers.
Maintain the incentives to bike to work like the Bike and Walk Incentive Program and the DNRP All-in-one-classes are great.
Maintain the tracking of exercise - this is based on the honor system but I believe most people will be honest and this motivates individuals to track their time/exercise.
maintaining confidentiality for the personal information that is being given to use for this program.
maintaining out of pocket expenses (no increases).
Maintaining the quality of benefit coverage while trying to reduce costs.
make no changes to what I already have or improve it.
make these offerings available at our outlying areas & worksites
More surveys, follow up with employees on what's working and what is not.
Motivate people to stay in a good health program.
N/A
na
Need to do away with the Bronze, Silver, and Gold status and all tat paperwork. People lie to get gold status, and it's a waste of everyone elses time and the counties money.
Newsletter is good

King County Health Reform Initiative 2008 Employee Survey

Newsletter is helpful...keep it, but don't email i to me...I like reading it on the bus.
Newsletter.
Newsletter--electronic or paper--that reminds employees of their responsibility to practice reasonable health habits.
No answer.
No comment
No comment
no idea
No thoughts.
Not sure
not sure
Nothing
nothing
Nothing.
Objectivity and co-operation. The best current health care available.
on site wellness programs at work: yoga, gym, health and fitness information
patient choices
patient control of who they see (which providers they want)
people are going to do what they want to do I think having programs about eating and exercise is good
People change habits/lifestyles slowly. Dont Give up! Keep at this initiative.
People that want to stary healthy and fit will do it, if someone wants it then they will do it, if not they won't, that is why it is a waist of money and time for the County.
Prescription pick-yp at local pharmacy.
Providing the exercise and yoga classes
Range of choices, keeping prices from skyrocketing
Reduced costs
Retain coverage levels and maintain or reduce (but not increase) out of pocket costs.
Retain employment and health benefits.
Same as above.
Same or less premiums per month.
Same providers and cost. If co-pays need to rise some so providers and cost to me can stay the same, i would be willing to do that.
Standard of health benefits and options.
Stay in touch with employees. Recognize & applaud employees who have made dramatic changes to improve their health.
Stop having the health coach every year. I know more about my conditions than they do and it is a waste of my time to educate them.
Suggest a monthly email that would still educate and motivate (saves money and time) - the County needs to stop wasting money on mailings and Healthways services. Group Health offers the same services (voluntary) and it is a waste for the County to pay twice.
Support for lunch hour activities that encourage employees to move. Example would be yoga/pilates/Tai chi and/or aerobics classes at lunch hours--at least during the fall and winter months.
Supporting weight loss through diet and exercise.
That is a choice with in and that is great to have the groups if needed to support some individuals but it is not for everyone and it is so much work, time and money for these hired people to ask if we are eating right or exercising and are people really being honest with them?
The ability to lower my costs by achieving Gold.
the bronze silver and gold levels of out of pocket expense. I think it makes people make changes to their lifestyle.

King County Health Reform Initiative 2008 Employee Survey

the concept of move more and healthy eating. Can we outlaw cookies and birthday cakes?
the cost incentive approach with the supports provided to earning the reduced costs. A great way to go, even if it is on the honor system.
The excellent insurance (that covers specialists, alternative care and low co-pays)
the highest possible quality of care and service.
The level of communication is good.
The levels (gold, silver) etc.
The low cost and high quality health plans provided. The flexibility in choosing providers.
The multiple options for folks to plug-in. This recognizes that there is not a one-size-fits-all solution to health.
The personal approach with each member of the family. Keeping current information on individual progress and steps for improvement.
The program has definitely changed the culture staff are eating more healthy and discuss exercise more.
The quality of the coaches, and their patience and follow through
The regular fruit deliver is great. Lower out of pocket expenses for those who are healthy. Opportunities to get moving during the work day.
the same coverage. The Dr. that i have been seeing for the past 6 years is no longer available.
The same guidelines for the Gold, Silver, and Bronze plans.
The same level of care at the same costs. Continued attempts to inform and encourage employees to care for their health.
The three levels (gold, silver, bronze) affecting out of pocket expense.
The three-tier benefits system (gold, silver, bronze) makes employees more aware of and accountable for the cost of health care.
There is no quality. This is a major rip off to the tax payers of King County. It is a phoney game that employees play for reduced health care costs.
Think different! This is a rabid initiative.
Thus far, the health coaches have been great to work with. Each has been knowledgeable and had good interpersonal skills. Do not allow that bar to lower.
To be honest, myself and my colleagues don't care for the reform. It infringes on people's personal, medical information with strangers you never meet. I think it is a waste of money to pay people for things that we already pay for through our doctors. Maintaining healthy habits is personal choice which doctors and nutritionists already instilled in me. I haven't heard anything I didn't already know through healthy initiatives.
To let us pick our own health care plan and health care provider, for our families and for ourselves.
We do not have the money to build or maintain this wasteful program!!!
We need to keep spouse & children coverage at the current terms & quality.
Yearly goals.
You are doing a good job.

King County Health Reform Initiative 2008 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 IncentivesSM Program, "Eat Smart, King County, Move More" programs, 24-hour nurseline, quit tobacco benefits, and gym discounts.*

Respondents can contact Brooke Bascom in King County, 206-296-3822, 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

34. Overall, how satisfied are you with the following components of the King County Health Reform Initiative? Using a 5-point scale, where 5 means "Extremely satisfied," and 1 means "Not at all satisfied," how satisfied are you with _____? Would you say you are 5, "Extremely satisfied," 1, "Not at all satisfied," or some number in between? READ LIST.

	Not at all satisfied (1)	2	3	4	Extremely satisfied (5)	DK/REF
The Health Reform Initiative overall	1	2	3	4	5	6
Healthy Incentives (Gold, Silver, Bronze)	1	2	3	4	5	6
The information (newsletters, website, etc.) about ways to reduce personal health risks and maintain healthy behaviors that is provided by the King County Health Reform Initiative (Healthy Incentives + Wellness Programs)	1	2	3	4	5	6

King County Health Reform Initiative 2008 Spouse/Partner Survey

35. Next I'm going to read three statements. Please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with each statement. First, _____. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with this statement? Second, _____. Third, _____. READ AND ROTATE.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	DK/REF
The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) helps me reduce personal health risks and maintain healthy habits.	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
I am able to meet my personal health goals.	1	2	3	4	5	6

36. Please tell me how effective each of the following is as a way to receive information about how to reduce personal health risks and maintain healthy behaviors. Please use a 5-point scale, where 5 means "Extremely effective," and 1 means "Not at all effective." How effective is _____? IF NECESSARY SAY: Is it a 5, "Extremely effective," a 1, "Not at all effective," or some number in between? READ AND ROTATE.

	Not at all effective (1)	2	3	4	Extremely effective (5)	DK/REF
Health Matters Newsletter	1	2	3	4	5	6
Health Reform Initiative Web Page – the Focus on employees page at www.metrokc.gov/employees	1	2	3	4	5	6
Email listserv messages	1	2	3	4	5	6
U.S. mail delivered to your home	1	2	3	4	5	6

37. How often do you read or look through the Health Matters Newsletter? Would you say you read the newsletter _____? READ LIST.

- Every time it comes out 1
- Most of the time, but not every issue 2
- About half the time 3
- Sometimes, but less than half the time 4
- Not very often or never 5
- DO NOT READ -- DK/REF 6

38. How often do you go to the Health Reform Initiative Web Page, which is called "Focus on Employees," to get information on health related programs and benefits? Would you say you use the Web page _____? IF RESPONDENTS ASK: This web page is at www.metrokc.gov/employees. READ LIST.

- At least once a month 1
- More than 3 times a year, but less than once a month 2
- One to three times a year 3
- Less than once a year 4
- Have never used the Web page 5
- DO NOT READ -- DK/REF 6

King County Health Reform Initiative 2008 Spouse/Partner Survey

39. How likely would you be to use each of the following on-line tools if they were available to you? First, _____. Would you say that you definitely, probably, might or might not, probably would not, or definitely would not use this? **READ AND ROTATE.**

	Definitely not	Probably not	Might or might not	Probably	Definitely	DK/REF
On-line personal health record that keeps track of your medical information (immunizations, prescriptions, health screenings, family medical history, etc.)	1	2	3	4	5	6
On-line cost-of-care tool that allows you to compare costs of medical treatment at different clinics and hospitals	1	2	3	4	5	6
On-line tool that tells you how often local area hospitals perform procedures	1	2	3	4	5	6
On-line tool that provides information about treatments and care that are tailored to your particular health care needs and medical conditions	1	2	3	4	5	6
On-line walking tool kit, with maps and guidelines to begin a walking program	1	2	3	4	5	6
On-line bike path resource, with information about biking and bike paths in King County	1	2	3	4	5	6

40. How likely would you be to participate in each of the following Health Reform Initiative activities if they were open to employees' spouses and partners? First, _____. Would you say that you definitely, probably, might or might not, probably would not, or definitely would not participate in this? **READ AND ROTATE.**

	Definitely not	Probably not	Might or might not	Probably	Definitely	DK/REF
Live Well Challenge, the county-wide health challenge where people compete in terms and earn points for eating smart and moving more	1	2	3	4	5	6
Weight Watchers at King County work sites	1	2	3	4	5	6
Flu shots at King County work sites	1	2	3	4	5	6

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

- Yes 1
No 2
DK/REF 3

42. Are you participating in or did you complete an individual action plan as part of the 2008 King County Health Reform Initiative?

- CONTINUE -- Yes 1
SKIP TO QUESTION 12 -- No 2
SKIP TO QUESTION 12 -- DK/REF 3

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

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

King County Health Reform Initiative 2008 Spouse/Partner Survey

44. 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

45. 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?

46. 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.

47. Record gender (DO NOT ASK).

Female 1
Male 2

King County Health Reform Initiative 2008 Spouse/Partner Survey

KCHRI 2008 Spartner Survey Sample Disposition and Response Rate

Total sample size	1,729
Bad numbers (disconnected, fax, wrong number)	205
Respondents said they are not covered on their spouse/partners' King County Health insurance	13
Respondent not qualified (language barrier)	3
Total number of eligible respondents	1,508
Completed interviews	400
Respondent refused to participate	214
Answering machine, no answer, busy signal, asked interviewer to call back	894
Response rate (Completed interviews/Total number eligible)	27%

Spartners' Verbatim Responses to Open-ended Questions

What would help you better manage your personal health risks and maintain healthy behaviors?
a brain transplant!
a comprehensive website with all the info on it sort of easy access
a contest!
a correct diagnosis for my medical condition!
A few less working hours
a full-time secretary!
a gym membership!
A more personalized action plan, actually reading the information that we actually write down.
a nanny to watch my kids so I can participate more and maintain by working out!
a personal chef!
a personal coach to come to my house everyday and get me out of bed, a gym membership for spouses.
a personal trainer!
a real hot, very warm swimming pool in which to swim!
A website that had all that info.
access to KC exercise facilities for family and spouse too
An individual diet plan for each person, like an online program "diet.com"
As far as logging on, be really simple. If we need our email address to log on, the first initial log-in say it simple user friendly language. Connect the first step to your next log-on.
at the moment I'm sure. I'm pretty healthy right now, I think the walking would do good.
Be consistent with doing my exercise and eating well.
Being able to directly talk to someone one on one in regards to my health benefits.
Being able to have a discount at a health club.
Being able to use more local gyms than ones that are further and classes unaware of what we could go to.
Being accountable to someone or something like that really helps. Bike trails and the walking on-line sites would really help. The more accessible it is the better. Knowing that it is out there is great.
Better access to a gym and access to child care.
Better awareness, more information, better guidelines as well as schedule doctor appointment.
Better weather for walking so I don't have to workout on a treadmill.
Better weather, and meet my goals as in eating right and exercise.
By doing the colorful choices it has helped me to eat more vegetables.
Can someone please call me, my gym membership is not being honored. Phone number to call as a troubleshooter and for questions on insurance benefits.
Can you make a special program for people who are in wheelchairs.
can't think of anything
Can't think of anything.
Can't think of anything.
Can't think of anything. I am already pretty healthy.
Charged too much for her husband. \$230 for 15-20 minute therapy, in home care \$600 hour.
Clean up the process for filling the forms out, make it user friendly.
constant reminders are good, info on news channels would help
Continue doing what I'm doing, now living as a vegetarian.
Continue doing what I've been doing to control weight loss or gain.
Continue doing what I've been doing.
co-pay is good, lower co-pays for good health habits we like, good idea.
Create a diet plan.
Daily email, like reminders

Spartners' Verbatim Responses to Open-ended Questions

Decrease work stress. On-site fitness centers, bike programs at work, employee exercise groups, on-site blood pressure checks, stress checks, heart rates and on site food and cafeteria.
Don't know
Don't know
Don't know
Don't know
Don't know
Doctors advise
Doing everything over the phone. My husband does this stuff over the computer, I myself do not know anything about computers and paperwork confuses me.
Doing the goal thing that we do. A more spread out plan rather than just a 3 month log activity plan.
Don't like to have to log onto the websites in order to keep your coverage, you shouldn't have to do this. You should be able to just pay for your insurance without strings attached.
don't need help, save paper, stop sending out junk, no one read, save money
Don't need any help.
easier access to gyms, my schedule is a problem for me in maintaining healthy behaviors.
Eat good foods and be more active as well as read the newsletters and get tips on healthy wellness.
Eating right and getting as much knowledge as possible.
Encouraging to exercise to finding the time to exercising
Everything that you've introduced to me has helped me.
Exercise and a balanced diet and getting to the doctor when you're sick.
expanding the health reform initiative to include Kitsap County.
Expanding the newsletter, including more info
Family workouts, peaceful music tapes and workout videos, claims processing takes too long.
Fear of having another heart attack has kept me on track, I have lost 51 pounds!
Financial incentive of the health survey.
Follow through with us, don't have consistent answers
For them to find a cure for diabetes.
Frankly I don't know, I go to the gym, walk, I'm pretty physically active.
Free gym membership, free access to pools. Anything that helps me reduce the cost of exercise.
Get rid of everything to reduce the cost zone.
Get rid of fast food joints
Get rid of the phone calls. It's a pain, maybe stick to the route 66 or other options.
get together dinner at a nice restaurant
Gold incentive program for reduced rates is a great idea!
Group challenge, people are doing together team challenges.
gym membership instead of weight watchers would be good!
gym membership.
hard to say, the coaching calls are real encouraging.
Hate doing this program! Don't tell me what to do with my health.
Have a personal chef, program is great
Have email address for more than one person, have more choices as far as what is offered as far as activity logs. Make the program longer than 3 months at a time for different activities.
Have my family move out, I have 4 extra babies and 4 adults here with one bathroom. I'm working with my doctor for medication adjustments and talking to my health coach.
have my husband on days instead of nights
Having a coach is wonderful, she's great and it's fabulous for me!
Having a doctor live with me and a lot of encouragement
Having a free 24 hour fitness around here.

Spartners' Verbatim Responses to Open-ended Questions

Having a hotline to call, website I could use.
Having a program that you don't have to use a computer, for us older people. We enjoyed having a coach call vs. having to get on the computer.
Having more things available for the spouses, as in health clubs, etc.
Having someone else be supportive
Healthy eating and keeping busy.
Hypnosis!
I already do that. Talking with my own personal physician, who knows my history.
I already get good info from my health counselor!
I already have a health plan, a prime care clinic
I already walk and do research on nutrition.
I am very happy with the health coach phone calls. I loved that. She would call and make sure we were staying on track.
I believe it's wasting a bunch of money. I doubt if it really helps people. Most people probably lie about their things just to satisfy KS so that they can keep getting their insurance premiums lower
I can't think of anything.
I can't think of anything.
I can't think of anything.
I can't think of anything.
I do not like anyone telling me how to maintain my health. I'm an adult! Do not like this program.
I do well because they don't pressure me. I think what would work is if they don't change tactics. Staying on the positive side of the long-term behavior.
I don't know
I don't know cause I do it already. For me it's just something I do (I bike to work to and from, exercise daily 3 days a week). That's just who I am, other than if a free gym was close and available.
I don't know the phone calls help. Send an email online, I'd be more apt to read that than info mailed to my home.
I don't know, I'm a healthy person, eat healthy
I don't know, more time
I don't know, the magazine (information/reading)
I don't think so, I think it's a decision everyone has to make. If someone is "pushing" me into it then I'm less apt to.
I don't think so, I'm very pleased with my husband's insurance coverage.
I go to weight watchers and work out already, support of managers would help me!
I have "Ms" my last bill from the hospital was over 30,000. it would help if you guys would help people as myself to get the paper work done that needs to be done so that our hospital bills wouldn't go to collections.
I hope that they don't give up on this program. It's a wonderful program my husband and I have won the gold 2 years in a row. I believe if the people don't try and participate that they should pay extra.
I keep doing my exercise everyday, eating healthy, read on-line.
I like the exercise and eating wellness behavior you all offer.
I like the on-line info we get from Group Health.
I manage already. The questions in the incentive program don't apply to my life.
I need the motivation
I need to be more organized!
I need to get motivated, I have all these tools and you (KC) have been so helpful with the health initiatives, I just need to motivate myself!
I really resent this program because we are forced to do it, it's our personal business that they are paying into.

Spartners' Verbatim Responses to Open-ended Questions

I really think that the coach is a great idea.
I take care of my health because I'm getting older!
I think it's a waste of money.
I think that it's a good program, I liked doing the colorful choices vs. the phone calls because it would be better to keep the same coach vs. different people every time. I have had 3 different coaches call me.
I think this program is too intrusive. It's not up to my government making count to help me manage my health and that of my family.
I think we're doing just fine.
I'd like the insurance to lower nutritional info on a weight loss program or visits to a nutritionist.
I'd like to hear more about the deductibles and medical costs, my kids need Medicare and so do I and I can't get the information I need.
If I felt better I would be able to do more. If I could take Prednisone I would feel good, but it makes me too depressed to exercise.
If I had someone to cook and personally train me would like a nutritionist.
If my work schedule wasn't so crazy.
If nothing has changed from the last year action plan there should be a box to check so that you wouldn't have to do the program again.
If someone never let me buy any more coca cola and come and take away all my coke bottles!
If someone would lock up my food!
If there was more incentives, given less points for not eating healthy. Like if someone needed a heart transplant that wasn't living a healthy lifestyle vs. someone that was. They should be at the bottom of the list.
If they had a choice of weight watchers, Jenny Craig's, at that the insurance would cover vs. just offerings one or other.
If they had a walking or jogging program offered all the time. It would be something I would keep track of.
If they had exercise programs like Curves that was offered in the Renton area.
If they put the money into having availability say for an exercise coach one on one. There's no tie over the phone. There's no really one on one vs. the phone stuff.
If they would let me know how this is effecting my premiums or co pay?
If you are already living a healthy lifestyle it doesn't make sense to have to be forced to do this program.
If you could do it for me!
if you could offer weight watchers, Jenny Craig's, NutriSystem outside of the KC worksites.
If you had "somewhere" to see your coach vs. talking to them over the phone
I'm a perfectionist when it comes to my health. I do everything read, study, etc.
I'm a responsible adult who takes care of herself and her family. I'm an RN. I think this health reform initiative is a nuisance and waste of time and money. I don't have time to fill out all the paperwork and go on-line.
I'm a retiree and have another individual action plan through my provisions employees that is the one I use.
I'm already healthy and didn't need to waste time with more questions on programs.
I'm already healthy and watch my health before this started and it just seems like more work.
I'm already on the right track in terms of health.
I'm diabetic, had surgery last year. I'm learning the proteins I need to have.
I'm getting a whole lot of information from Group Health and I'm happy with what I'm receiving from Group Health.
I'm healthy already and do what's for myself from day to day
I'm healthy already, don't need help.
I'm managing pretty well now.

Spartners' Verbatim Responses to Open-ended Questions

I'm more apt to work with my personal physician.
I'm not sure
I'm not sure
I'm not sure
I'm not sure
I'm not sure already do pretty good.
I'm not sure if there is anything the county could do except for providing nutritional information.
I'm not sure I'm doing pretty good
I'm not sure I'm pretty healthy.
I'm not sure it has to come from me not from the county.
I'm not sure, I exercise daily I live on a farm.
I'm not sure, I'm working pretty well on it. More incentives.
I'm not sure, more intense coaching
I'm not sure.
I'm not sure.
I'm on that track already. I already walk. I'm frustrated and having to do the program and fill out the log by certain dates, bad timing, so close to busy holidays.
I'm pretty good I need more time in a day.
I'm pretty healthy so I'm not sure.
I'm pretty healthy, I live pretty healthy. The health coaches have been really helpful.
I'm the type that gives myself incentive.
I'm very self motivated already and healthy.
I'm very, very healthy, something that has an incentive.
Info tailored to my needs.
Information
It helped me with a healthier lifestyle program and to get fit as well
It would have been good for me 6 years ago, it's a great motivator but I am living a healthy lifestyle now so it doesn't do anything for me now. But I believe that it is a great program for people who need it.
It's a great incentive to help keep me motivated.
It's a great program, I am very pleased with it.
It's just the way that we live is healthy and maintain a healthy lifestyle.
It's kind of redundant for me. I'm terminal, there's nothing they can do. For people in my condition it would be nice to improve the "quality" of their life. I know there's nothing on their webpage or newsletter about that kind of info. Things to make you like a little more comfortable at the end.
It's my choice, I do it because I want to.
Just being accountable for what I do, having a diet or workout buddy.
Just more targeted follow up questionnaire
Keep doing what I've been doing at keep active
Keep doing what I've been doing like eating good and seeing doctor on regular basis.
Keeping up with my goals.
Knock this off and pay our gym expenses.
less insurance hassle
less stress, more time off
Limited access to fast food. I'm sorry that was sarcastic. I guess I would have to say "time management". I work full-time and got 3 kids, etc.
Listing of doctors covered by the health plan and list of alternative health care programs available.
Make it more user friendly. It's just too much, I am not able to do the computer, need it to be much easier, prefer over the computer.
Make it not so complicated. Password seems to be a problem, need to think of a different way.

Spartners' Verbatim Responses to Open-ended Questions

Making better decisions. Taking time to pack lunches, being a student and full-time employee.
Making sure I have good health coverage from KC and preferences of where I can go (what doctors).
Maybe not have deadlines, make it easier for us the people to do on the computer, please.
menus to help plan my eating
more
More exercise for my physical body and health.
more group atmosphere activities and more one on one
more hours in the day!
more info in newsletter, online magazine, put more in
more info on specific health issues offered
more information
More information on like hiking trails and paths.
more on-line accountability programs, kind of holds you accountable
More side walks to walk on in King County.
More suggestions, more info like in leaflets to send out
More time for myself and do more activities.
more time!
more time!
most beneficial is the health coach, I've continued monthly calls one to one instruction, most benefit I've had ever.
My experience was alright but my spouse had a problem with the phone call with the coach vs. doing it on the computer, he would of rather been happier if he had the choice.
My own mind-set
My own personal commitment to staying healthy
My own plan what you do to try to help is a waste of time.
new ideas on this program are good, helps you think about being active
no
no
No I am pretty healthy
No I think KC is doing a wonderful job with the health initiatives
No I'm doing fine
No, everything that was mentioned has helped me attain my goals, eat healthy, work-out, etc
no, I do well on my own.
no, I'm pretty self-reliant.
no, nothing
no, nothing
no, nothing at all.
no, nothing, I'm managing pretty well now.
no.
no.
none
none
none
none
Not anything in particular that I am not already doing.
not cost effective, would rather not do it, have the dollars used for something different
Not deal with a degrading person talking to me over the phone.
not especially

Spartners' Verbatim Responses to Open-ended Questions

nothing at this time
nothing at this time
Nothing I already am physically fit.
nothing I can think of
Nothing is coming to mind. You mentioned the bike paths. Maybe if there were a year round ability swim site. Lack of access has limited swimming.
nothing KC can do
nothing really
nothing that I can think of
Nothing the program is great.
nothing, I get everything I need from Group Health
nothing, I have a strict regimen already
nothing, I manage pretty well.
nothing, I think the program is just fine.
nothing, I'm a health professional.
nothing, I'm pretty healthy.
Nothing, maintain it myself
nothing, solve the health care issues
nothing, very healthy person
nothing, we are all already pretty healthy.
nothing, we do pretty well health-wise
nothing.
nothing.
nothing.
nothing.
nothing.
nutritional information
Ok, I have arthritis really bad and there is no care for it. So I'm trying to adopt healthy measures for myself, I'm a retired RN.
Ok, I'm drawing a blank
Online information and keep sending information for physical activities.
participation in weight watchers at a KC location and walking program would be great for me! You brought up good points in helping me maintain healthy habits.
pay for a personal fitness trainer.
paying for personal trainers, covered under the medical plan
Personal responsibility
personnel commitment
phone calls like this!
Phone calls really did help, knowing someone would call kept me accountable.
Probably give classes and information about wellness behavior at a facilities or on site.
Probably have a direction or nutritional personally.
Put a lock on my refrigerator, having the weight watchers closer to me in the south end, it's great for the workers but.
Put more cash in peoples' pockets so they can eat better and live better
put together a booklet with a lot of info by ages and that ages are taken into consideration. Put it into one book then send additions when needed because it's really scattered how it is now.
Quit doing it, spending millions of dollars on a reform initiative that isn't geared to help us, everyone thinks it's a joke.
remove program costs are too high

Spartners' Verbatim Responses to Open-ended Questions

Self control and self motivation and schedule healthy wellness.
Self discipline
Self motivation
Send me money every month, that would help me
Set a standard with age limit for mammograms.
She would like to see the co-pay be more affordable for people like herself that have major health problems that are always going in and out of the doctors and hospitals.
Shorter the assessment questionnaire for us that do it more than one year and it's too long to be doing year after year
Shut my mouth! We are pretty aware and we walk together.
Some stuff I've been doing I like the phone calls
Someone cooked for us on a nutritional and exercise
Someone needs to come here and make me do healthy things! I'm on board already and maintaining healthy behaviors.
someone to pull me out of bed!
Someone who follows me around and tells me not to eat this or that!
Something tailored toward women's health.
Something that wasn't so canned, it's all very standardized and repetitions nothing that customized to me, the program seems too consistent from year to year
special programs geared for stay at home moms
Stay on track with the health coach situation and keep taking advise from the health coach.
Sticking with the program. KC Health Reform Initiative.
Stop the program totally, save the money, it's a waste of time, we need the money for the budget.
Support groups.
swimming program
Take the money that they're putting towards this program and get rid of it and put it towards our premiums and give us full coverage, 100%. It's a waste of time and money.
talk to someone, stay the same
That this program needs to be more personal, it's so, I just don't like the idea where you have to participate or pay more for your insurance, it's stupid.
That's pretty much up to me.
The action plan helped a great deal
The form is ridiculous, you could lie and they wouldn't even know. We are forced to do this, then they send you a goal sheet. For us that live healthy lifestyles, we do this under protest, we have to participate! It's ridiculous. If it helps other people motivate others then great, but I don't know. Maybe have doctors do the screening.
the health coach, someone calling and checking on you to maintain it.
the incentives help!
The information wasn't really clear to her and her husband. English is their 2nd language, said her husband, participates in the program but didn't know that she was required to also. Wasn't made clear to them, all year they have been paying a high co-payment because of the misunderstanding.
The life coach program was better and more motivating, I did the life coach program last year.
the phone calls helped me the most, the pep calls, the lady I had was really good
The program is very good, all the tools are there
the recipes in the newsletter, give carb breakdowns that would help me maintain healthy behaviors.
the resources and newsletter are very helpful!
They can leave the people alone that are self motivated and already watch their health on their own.
They need specialists, not generalists to assist the people
this phone call helps!

Spartners' Verbatim Responses to Open-ended Questions

time management, I have family demands and responsibility. I spend lots of time with my mother who's ill and I have children.
To be about 18 years old again.
To continue what I've been doing for my health
To gear the program for other counties besides King County. There are a lot of us that live outside of King County.
To have it in Spanish and over the phone, my husband's healthy incentives was greatly affected because I did not understand it, I am Mexican.
We eat healthy food, we don't eat meat. Maintaining healthy habits definitely helps us.
We go through our own doctor to manage our health care needs.
We have been doing good. When are we going to start paying less for our co-payments, lower the co-payments and that would help our healthy behaviors.
we like the program, don't need anything else
We only do the program to get lower benefits, don't like it!
We want eyeglass frames every year, I donate all my old glasses to Lions Club Eye Bank.
weight managers through a discounted rate a gym or weight watchers
weight watchers for employee spouses is a great idea!
weight watchers for KC spouses
weight watches would be great, group health and King County don't work well together, would like King County as main carrier
Well I already do that through my doctor.
We're on track without health
When they have things at work that don't have things for employees that are working on the road. Like we are second class people vs. people that are in office positions, like everything is geared towards only people in the offices.
Why doesn't KC provide lunches for their employees? Deliver healthy, fresh, vibrant salads, etc to bus drivers.
Wife works for ice, I work for the City of Seattle. Why is it that we have to pay OBL for the same insurance? Fix this and will be able to handle and maintain my health behaviors better.
willpower, your phone call definitely helps me, more incentives, helpful hints in the newsletter
Would do it if I got newsletters in my email account and health coach phone calls.
Would like to see, tracking of walking, etc. Very simple nothing to difficult. Would like to have info on how to get hands on walking tools. Says she has high hopes in the program even the part of getting rewarded for trying to be healthy.
writing down what I eat daily