

Organisational Health and Wellbeing Support

A large employer in south east England contacted Optum initially requesting Stress Awareness and Management training for a group of supervisors and employees. The customer had conducted their own internal questionnaire, and the results appeared to indicate an increase in stress amongst staff and managers alike. Although the customer was keen to address these issues, they were cautious of shining too much light directly on 'Stress', favouring a more positive approach.

After several discussions with an Optum Account Manager, including an on-site meeting, it became clear that although stress levels were high, there were some clear contributing factors which could be addressed with the right support.

The Optum Account Manager highlighted the long working hours reported within the questionnaire and the reduction in exercise within particular teams. Managers had also observed poor time keeping, staff working through lunch and a general decrease in morale.

With the support of Senior Management, the customer decided to hold a Work and Wellbeing Day. Staff were encouraged to attend Management presentations on teamwork and future plans for the organisation. Information booths were available within the company canteen with company reps available to answer questions on matters such as the Pensions Scheme, Subsidised Gym Membership and the Cycle to Work Scheme.

The customer asked Optum to attend and provide a training workshop on 'Building Resilience' which was presented as a 90 minute session, three times during the day. The trainer was available on hand to answer any questions after each session.

Optum also manned an Interactive Health Kiosk where employees and managers alike were guided through a confidential wellbeing self-screening process. The process takes around five minutes per person to complete, with results being available immediately to take away. Aggregated group data was also available for management to review. The health kiosk screened each individual for early indicators of potential health concerns, including weight, body mass index, heart rate, blood pressure and hydration quota.

The customer reported back that 62 people attended the three resilience sessions and 45 people used the health kiosk. They were 'encouraged by the number of employees who took part in the event', when in the past they have had difficulty getting employees to attend workshops. They were pleased to have been able to offer staff various support options but still be able to address their main concern around stress.

The customer concluded that 'Optum was helpful and flexible in its approach to providing us with alternative solutions when addressing our issues of stress. The provision of the health kiosk also meant that our staff could gain access to important health data in a confidential setting at a time convenient to them. We're all keen to keep the staff enthusiasm and motivation going and look forward to reviewing the group statistics'.