Total Worker Health® in Higher Education & Academic Settings

2nd International Symposium to Advance Total Worker Health®
National Institutes of Health, May 10, 2018

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Lynchburg College
Becoming University of Lynchburg July 2018
Background

- Limited to no research on what TWH looks like in higher education and academic settings
- Employees face diverse workloads, job demands and organizational resources
- Work setting for TWH researchers, professors and support staff as well as a variety of different occupations and employment groups/statuses
- Employee health care costs continue to rise
- Redesigning employee well-being program at LC
- No other LC employee safety, health and well-being survey and annual climate survey is part of Vision 2020 Strategic Plan
Lynchburg College

- Private liberal arts college in Lynchburg, VA
- Becoming University of Lynchburg July 1, 2018
  - ~2800 students
- 751 Employees (534 receive benefits) (2018)
  - 66% full-time, 21% part-time, 13% temporary
  - 54% salaried, 42% hourly
  - 58% female, 42% male
  - 88% Non-Hispanic White, 9% Non-Hispanic Black/African American, 1.46% Hispanic/Latino, 1.46% Asian/Asian American, Native Hawaiian/Pacific Islander, .001%
  - Average age, 42.27 (2016)
All in all, how satisfied would you say you are with your job?
139 responses

I am proud to be working for my employer.
138 responses

Overall, I would recommend working with this organization to my family and friends.
138 responses
Methods

• Online and Paper Surveys-Fall, 2016
  – Individual (99 questions)
    • CDC Healthy Days Module
    • CDC NHW Health & Safety Climate Survey (INPUTS™)
    • NIOSH Quality of Worklife Questionnaire
  – Organizational
    • CDC Worksite Health Scorecard (paper copy only)
    • Harvard Indicators of Integration (requested but not returned)

• Online and Paper Surveys-Spring, 2018
  – Individual (57 questions)
    • CDC Healthy Days Module
    • CDC NHW Health & Safety Climate Survey (INPUTS™)
    • NIOSH Quality of Worklife Questionnaire
    • Western Michigan University Climate Survey
    • Faculty Worklife Survey from the University of Wisconsin-Madison
  – Organizational
    • Harvard Indicators of Integration Tool (invited 10)
Score: 193 out of 264
36 “best” strategies in place of possible 52
CDC Worksite Health ScoreCard

• Areas of Strength/Highest Scores
  – Weight Management (12 of 12)
  – Stress Management (13 of 14)
  – Organizational Supports (31 of 33)
  – Occupational Safety & Health (19 of 22)

• Areas for Improvement
  – Tobacco Control (9 of 19)
  – Nutrition (10 of 21)
  – Lactation Support (7 of 15)
  – Physical Activity (18 of 24)
Indicators of Integration Tool

- Developed by Harvard Center for Work, Health & Well-being
  - 23 questions, maximum 46 points—Absent, Partially Adopted, Fully Achieved
- 2018 – 2 returned of 10 (invited HR, OSH, Security, Env. Services, Maintenance)
  - Total Points/Scores = 17 (a) and 24 (b) – Mean score of 20.5
- Fully Achieved
  - Workplace Benefits (a)
  - Comprehensive Program Content (b)
- Absent
  - Processes for Coordinating Interdepartmental Budgets (a)
  - Training of Operations Managers (a)
  - Performance Metrics (a)
  - Professional Development Strategies (a)
  - Incentives for Managers to Protect/Promote Health (a and b)
  - Coordinated Data Systems and High Level Indicator Reports (a)
Individual Surveys

- Fall 2016 – 99 questions, 128 Responses of 708 employees (18.08%)
  - 60.9% (78) staff
  - 39.8% (51) faculty

- Spring 2018 – 59 questions, 139 Responses of 751 employees (18.5%)
  - 56.1% (78) staff
  - 43.9% (61) faculty
Health & Safety Climate

At this organization, management considers workplace health and safety to be important.

- **2018**
  - Strongly agree: 60.9%
  - Agree: 28.6%
  - Disagree: 9.8%
  - Strongly disagree: 0%

The safety and health conditions where I work are good.

- **2016**
  - Strongly agree: 81 (64.8%)
  - Agree: 29 (23.2%)
  - Disagree: 12 (9.6%)
  - Strongly disagree: 4 (3.2%)

My organization encourages me to make suggestions about employee health, safety, and well-being.

- **2018**
  - Strongly agree: 54.7%
  - Agree: 22.6%
  - Disagree: 19%
  - Strongly disagree: 0%
Health & Safety Climate 2018

Overall, how safe do you think the workplace is?
139 responses

Overall, how supportive is your company of your personal health?
138 responses
Health 2018

My employer has provided me with the opportunity to EAT A HEALTHY DIET.
138 responses

My employer has provided me with the opportunity to be PHYSICALLY ACTIVE.
137 responses

My employer has provided me with the opportunity to MANAGE MY STRESS.
138 responses
My employer has provided me with the opportunity to WORK SAFELY.

- Strongly agree: 65.4%
- Agree: 27.9%
- Disagree: 7.6%
- Strongly disagree: 0%

In the past 12 months, how many times have you been injured on the job?

- 0: 93.5%
- 1: 4.3%
- 2: 1.4%
- 3: 0%

There are no significant compromises or shortcuts taken when worker safety is at stake.

- Strongly Agree: 31 (24.8%)
- Agree: 77 (61.6%)
- Disagree: 16 (12.8%)
- Strongly Disagree: 3 (2.4%)
Impact of Work on Home Life

How often do things going on at work make you feel tense and irritable at HOME?
139 responses

- 30.2% Never
- 25.9% Occasionally
- 26.6% Sometimes
- 9.4% Often
- 7.9% Most of the time

How often do the demands of your job interfere with your family or personal life?
139 responses

- 48.9% Often
- 26.6% Sometimes
- 18% Rarely
- 7.9% Never

2018
Impact of Work on Home Life (cont.)

How often do you work at home as part of your job?
- 46.3% Never
- 14.7% A few times a year
- 13.2% About once a month
- 18.4% About once a week
- 18.4% More than once a week
- 22.5% Work mainly from home

How hard is it to take time off during your work to take care of personal or family members?
- 50.7% Not at all
- 18.1% Not too hard
- 8.7% Somewhat hard
- 22.5% Very hard

2018
Impact of Home & Family Life on Work

How often do things going on at home make you feel tense and irritable on the job?
133 responses
2018

- Never: 21.1%
- Occasionally: 48.1%
- Sometimes: 9%
- Often: 21.1%
- Most of the time: 9%

How often do the demands of your family and personal life interfere with your work on the job?
138 responses
2018

- Never: 26.8%
- Rarely: 18.7%
- Sometimes: 20.8%
- Often: 26.8%
Perceived Health

Would you say that in general your health is Excellent, Very good, Good, Fair or Poor?

2016

- Excellent: 20 (15.6%)
- Very good: 47 (36.7%)
- Good: 48 (37.5%)
- Fair: 15 (11.7%)
- Poor: 0 (0%)

2018

- Excellent: 30.9%
- Very good: 23.7%
- Good: 10.1%
- Fair: 34.5%
- Poor: 0.0%
Stress

Since 2007, the APA Stress in America™ survey has found that **money** and **work** are the top two sources of very or somewhat significant stress (67 percent and 65 percent in 2015, respectively) (APA 2015 Stress in America™ Survey)
Do you feel that the income from your job alone is enough to meet your family's usual monthly expenses and bills?

128 responses

Yes: 40 (31.3%)
No: 88 (68.8%)

Do you feel that the income from your job alone is enough to meet your family's usual monthly expenses and bills?

139 responses

Yes: 61.9%
No: 38.1%
Over 1 in 3 employees find work stressful often, very often or always

2018

How often do you find your work stressful?
139 responses

- Very often: 44.6%
- Often: 25.2%
- Sometimes: 18%
- Rarely: 18%
- Never: 1.2%

2016

How often do you find your work stressful?
127 responses

- Always: 52%
- Often: 30.7%
- Sometimes: 11.9%
- Hardly ever: 4.7%
- Never: 0.8%
~Half employees feel used up at the end of the day very often or often
Sleep

During the past 12 months, how often have you had trouble going to sleep or staying asleep?

138 responses

2018

~Over 1 in 3 employees have trouble going to or staying asleep often or very often
### Pain Everyday for Last 7 Days

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2018</th>
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</thead>
<tbody>
<tr>
<td><strong>In Back</strong></td>
<td></td>
<td></td>
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<tr>
<td>Yes</td>
<td>23.4 (29)</td>
<td>23 (32)</td>
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<tr>
<td>No</td>
<td>76.6 (96)</td>
<td>77 (107)</td>
</tr>
<tr>
<td><strong>In Wrist, Neck or Shoulders</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>38.3 (49)</td>
<td>38.4 (53)</td>
</tr>
<tr>
<td>No</td>
<td>61.7 (79)</td>
<td>61.6 (85)</td>
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</tbody>
</table>

Percent (Total # Employees Reported)

- Similar levels of pain were reported by employees in both 2016 and 2018
- More employees report pain in their wrist, neck or shoulders than their back
- Some respondents wrote in comments linked to poor ergonomic work furniture
Discrimination

Regardless of cause, experiencing discrimination is linked to higher reported stress and poorer reported health (APA 2015 Stress in America™)

Reports of discrimination at LC increased in all areas from 2016 to 2018
## Experienced Discrimination By:

<table>
<thead>
<tr>
<th>Category</th>
<th>Administrator</th>
<th>Faculty</th>
<th>Staff</th>
<th>Student</th>
<th>Community Member on Campus</th>
<th>Prefer Not to Say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age (14)</td>
<td>7</td>
<td>7</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
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<tr>
<td>Gender (33)</td>
<td>21</td>
<td>10</td>
<td>7</td>
<td>7</td>
<td>4</td>
<td>5</td>
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<tr>
<td>Race (8)</td>
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<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>0</td>
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<tr>
<td>Sexual Orientation or Identity (2)</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>
Reported feeling threatened or harassed

Reports increased to 19 in 2018

In 2016, 13 total reports made (10.3%)
Overall, I receive fair and equitable treatment on campus.

138 responses

- 47.8% Strongly agree
- 11.6% Somewhat agree
- 30.2% Disagree

I have been treated in an unfair/inequitable manner based on my (Please check all that apply):

20 responses

- Age
- Country of Origin
- Disability
- Employment Status or Classification
- Family Responsibilities or Status
- Gender
- Marital Status
- Sexual Identity
- Socioeconomic Status
- None of the Above
- Race
- Not being an LC Alum
- Religion
- With Respect to Family-Being
- Being Outspoken on Issues
The atmosphere of diversity and inclusion helps me feel like I am a valued member of the campus community.

2018

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I feel that I am not valued at Lynchburg College due to my (Please check all that apply).

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Age
Country of Origin
Disability
Employment Status or Classification
Family Responsibilities or Status
Gender
Marital Status
Political Ideology
Sexual Orientation or Identity
Socioeconomic Status
None of the Above
Race
Not being an LC Alum
Not being an LC Alum
Not personally, but within my “school”
Religious Beliefs
Race—Some ethnicities more highly coveted

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Limitations

• Response rates
• Descriptive of those that completed the self-report surveys
• Time to analyze data and amount of data
  – 2018 surveys closed Monday, May 7th at noon, presented on May 10th
• Individual demographic data not collected
• Timing of surveys
Next Steps

- Continue data analysis and create report for LC leadership and Benefits Committee for data driven change

- Submit study and results for publication

- Revise 2019 survey with added demographics

- Work with Benefits Committee and work to create a Total Worker Health Committee

- Apply and adapt NIOSH TWH® implementation resources and other relevant tools from TWH Centers of Excellence to help cultivate a culture of Total Worker Health® at the University of Lynchburg
Recommendations

• For future research
  – Include optional demographic section
  – Further explore causes of job stress, pain, mental health, sleep, harassment and work-life imbalance
  – Include more questions related to harassment/bullying
  – Add more qualitative response options and potential option for interviews or focus groups
  – Look at different types of academic settings (private vs. public, R-1 vs teaching colleges)
  – Expand study (after further refining of individual survey) to other institutions in Virginia and nation, possibly including those that have TWH Centers of Excellence or are TWH Affiliates

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Conclusions

• Combination of survey tools, both organizational and individual proved helpful for understanding context of TWH at Lynchburg College and in higher education and revealed

• Employees at Lynchburg College face multiple workplace hazards, including those related to work-life imbalance, job-stress, pain, sleep, mental health and discrimination/harassment

• LC has strong organizational structure and supports for developing a culture of Total Worker Health®

• Organizational tools revealed programs, practices, policies and environmental changes that LC can implement to improve employee safety, health and well-being

• Higher education and academia is an important and new work setting to continue to explore from a Total Worker Health® Perspective - more research is needed
Thank you!

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