



Better Every Day.

# 2018 Retiree Well-Being Update

# In this Report

1. Retiree Check In: How can we support your well-being (a survey of all retirees)
2. Sharing Retiree Survey Results and Resources
  - Booklet
  - Website
  - Campaign
3. In-Person Retiree Activities



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## Retiree Check In: How can we support your well-being? (a survey)

# Team

## Survey Development & Promotion

1. Well-Being Manager – project manager
2. Chief Operating Office – benefit expert
3. SFHSS Research Assistant – literature review
4. Account teams at KP, BSC, UHC, Delta Dental, and VSP
5. Rise & Shine – communications consultant
6. Retired members – feedback, user testing
7. SFHSS Director & staff members – feedback
8. K&H – printing, mail house, processing of paper surveys

# Postcard



SAN FRANCISCO  
HEALTH SERVICE SYSTEM

TAKE THE SURVEY. ENTER TO WIN!

**ONLINE:** Go to [sfhss.org/well-being/retirees](https://sfhss.org/well-being/retirees) by **June 20**.


**IN PRINT:** Mail this card by **June 1** to receive a paper version.

## Promotions:

- Postcard to retiree homes
- Emails to those with email

## Call-to-action

- Take the survey online
- Return the pre-paid postcard to receive a paper copy




**A SURVEY TO HELP**


You spent your career taking care of the city.  
**It's time to take care of you.**

**We're focused on your health and well-being.**  
At the San Francisco Health Service System (SFHSS), we strive to support your health *and* well-being.

**How can we help you stay healthy?**  
Your responses will help us prioritize the services and resources that most benefit your well-being so we can better serve you.

**Questions?** [sfhss.org/well-being/retirees](https://sfhss.org/well-being/retirees)

 **TAKE ONLINE SURVEY BY JUNE 20:**  
[sfhss.org/well-being/retirees](https://sfhss.org/well-being/retirees)

 **REQUEST PRINTED SURVEY BY JUNE 1:**  
Mail lower half of this card.


- 100 random participants win a prize!
- Participation is voluntary.
- Responses are confidential.



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 122 EVERETT, WA

POSTAGE WILL BE PAID BY ADDRESSEE

  
SAN FRANCISCO HEALTH SERVICE SYSTEM  
c/o K&H INTEGRATED PRINT SOLUTIONS  
PO BOX 1050  
EVERETT WA 98204-9902

# Paper vs. Online

Online surveys produced the greater return

- 80% online
- 20% paper

Paper surveys helped reach older retired members

- 87% of paper surveys were from Medicare retirees
- 90% 65+

Paper surveys helped bring the demographics of the survey respondents more in line with overall retiree population demographic

The screenshot shows the San Francisco Health Service System website. The header includes the organization's name and a navigation menu with links for Member Services, Benefits, Events, Well-Being, Board, and Finance. A search bar is also present. The main content area features a 'Health Benefits for San Francisco Employees & Retirees' section with images of diverse individuals representing different groups: Retirees, Municipal Executives, City & County of San Francisco, SFUSD, City College, and Superior Court. Below this, there are sections for 'Information on the Dependent Verification Audit (DEVA)', a list of medical and dental plans, and a 'TAKE the retiree SURVEY' call to action.

# Survey Respondent Demographics

- 2757 respondents
- 10% of retirees

	Retiree Check In Respondents	2018 Demographics report	Difference
Medicare	77%	79%	2% less
Non-Medicare	23%	20%	3% more
BSC Member	10%	8%	2% more
KP Member	42%	46%	4% less
UHC Member	48%	47%	1% more
Male	46%	51%	5% less
Female	52%	49%	3% more
<65 years	25%	21%	4% more
65+ years old	75%	78%	3% less

# Top 5 Interests

## Medicare

1. Brain health (42%)
2. Physical activity (39%)
3. Healthy eating (34%)
4. Breathing/stretching (32%)
5. Sleeping better (32%)

## Non-Medicare

1. Healthy eating (47%)
2. Physical activity (45%)
3. Brain health (41%)
4. Weight management (39%)
5. Breathing/stretching (37%)

## United Healthcare

- same as Medicare

## Kaiser Permanente

- same as non-Medicare

## Blue Shield of CA

- Weight and sleep, not breathing/stretching



# Preferred Communication Source

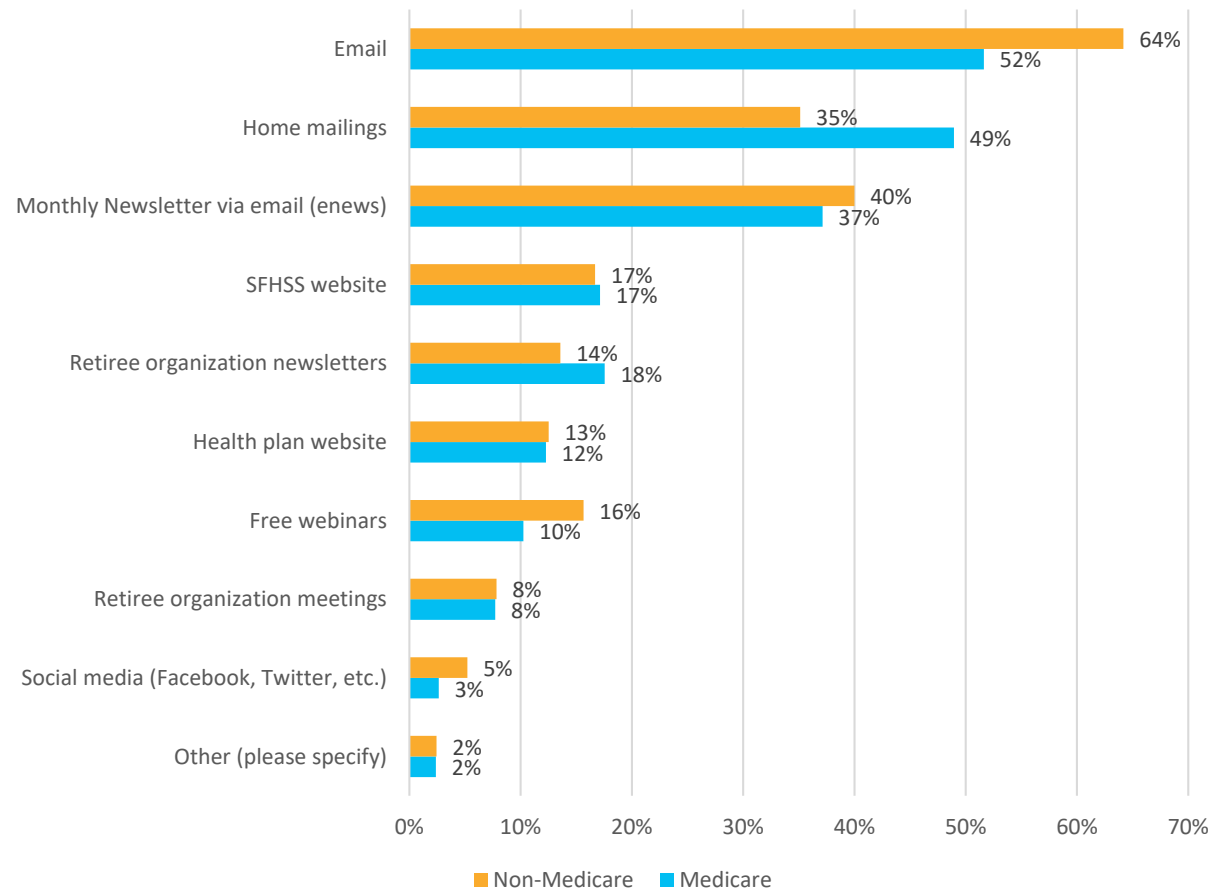
## Non-Medicare

- Email (64%)
- Enews (40%)

## Medicare

- Email (52%)
- Home mailings (49%)

How would you like to hear about well-being opportunities?





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# Sharing Results & Resources with Retirees

# Communication Plan

## Strategy

- Combination of email and print communications
- Combination of print and online resources

## Plan

- Early January: Email to members with high-level results, encourage them to check mail for booklet
- Early February: Home mailing of booklet with results and resources
- Early February: New dedicated section of the new SFHSS website “Just for Retirees”
- Late Spring: Home mailing about the health and well-being value of being social

# Results Email



"The biggest benefit of taking care of myself is being able to do what I want in life."

## Retiree Check-In 2018 WELL-BEING SURVEY RESULTS

**2757**  
PARTICIPATED IN SURVEY

In spring 2018, 10% of you completed the Retiree Check-In survey\* on well-being. These results are one way the San Francisco Health

Service System (SFHSS) learns to better support your health and well-being. Visit [sfhss.org](http://sfhss.org)

### Physical Health / Physical Activity / Healthy Eating

The ideal amount of physical activity is at least 30 minutes, 5 or more days a week. This can be split into increments that are 10-minutes or longer.

Fruits and vegetables should be the foundation of each meal. Strive to fill half your plate with these to help you eat at least 5 baseball-sized servings daily.



### Emotional Health / Stress & Sleep Management

As people get older, they often find themselves spending more and more time at home alone. The isolation can lead to depression. Social activities, stress management techniques,

like breathing and stretching, and at least 7 hours of sleep each night can help.



### Routine & Preventive Care

For the CDC, if everyone in the US received recommended clinical preventative care, we can save over 100,000 lives/year.\*\*

Make sure you are up-to-date on all your preventive care. To schedule future appointments, contact your health provider.

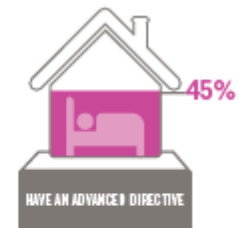


These self-reported results are higher than utilization reports demonstrate.

### Advanced Care Planning

No one wants to think about being involved in a serious accident, having a debilitating illness or ultimately, dying. But these things can happen—at any age. While about 70% of Americans say they would prefer

to pass away at home, most people die in a hospital or other healthcare facility. Document your wishes. Each health plan has resources to help. SFHSS has an online guide to walk you through the process.



### Top 5 Retiree Well-Being Interests



### Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM

\*Results based on self-reported responses from 2,757 retired members (10% of retirees), who are similar in age & gender to entire population, & similar in breakdown by Medicare status & health plan. Survey was available on line & in print. Participation was anonymous. Retirees were notified of survey by home mailing. Those

with email addresses on file or who subscribe to eNews received additional email reminders. 100 participants were randomly chosen to receive a small gift. Detailed report: [sfhss.org](http://sfhss.org)  
\*\*[aic.professionalsinstitute.com](http://aic.professionalsinstitute.com)

# Results & Comparison

Factor	Retiree Check In	Comparison Data	Source of Comparison
Physical activity	58%	45% (65-74) 50% (75+)	<a href="https://ftp.cdc.gov/pub/Health_Statistics/NCHS/NHIS/SHS/2017_SHS_Table_A-14.pdf">https://ftp.cdc.gov/pub/Health_Statistics/NCHS/NHIS/SHS/2017_SHS_Table_A-14.pdf</a>
Physical health (fair or poor)	21%	19% (65-74) 26% (75+)	<a href="https://www.cdc.gov/nchs/data/hus/2017/045.pdf">https://www.cdc.gov/nchs/data/hus/2017/045.pdf</a>
7+ hours of sleep	66%	75% (65-74) 78% (75+)	<a href="https://ftp.cdc.gov/pub/Health_Statistics/NCHS/NHIS/SHS/2011-2014_AHB_Table_SLP-1.pdf">https://ftp.cdc.gov/pub/Health_Statistics/NCHS/NHIS/SHS/2011-2014_AHB_Table_SLP-1.pdf</a>
Dental visit in past year	89%	68 (65-74) 62% (75+)	<a href="https://ftp.cdc.gov/pub/Health_Statistics/NCHS/NHIS/SHS/2017_SHS_Table_A-19.pdf">https://ftp.cdc.gov/pub/Health_Statistics/NCHS/NHIS/SHS/2017_SHS_Table_A-19.pdf</a>
Flu shot in the past year	79%	70% (65+)	<a href="https://agingstats.gov/docs/LatestReport/Older-Americans-2016-Key-Indicators-of-WellBeing.pdf">https://agingstats.gov/docs/LatestReport/Older-Americans-2016-Key-Indicators-of-WellBeing.pdf</a>

# Home Mailing: Your guide to live Better Every Day

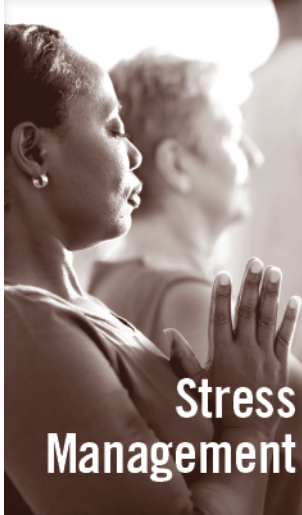
## Topics:

- Physical activity
- Healthy eating
- Emotional well-being
- Stress management
- Routine & preventive care
- Advance directive

## Format


- Result from the survey and importance of the topic
- Think: Question
- Plan: Ideas to get started and stay on track & resources
- Act: Space to write a goal

Stress Management



Stress Management


**OUR RETIREES REPORTED:**



**74%**

**FAIRLY OFTEN—ALWAYS CONFIDENT**

**HANDLING PROBLEMS**



**66%**

**7+ HOURS**

**NIGHTLY SLEEP**

It's common during retirement to encounter new stressors from changes in routines and new life stages. Healthy habits help to cope with stress and decrease the risk of heart disease, heartburn, and more.

Getting restful sleep is one of the best ways to take care of yourself physically and emotionally. In fact, a good night's rest may reduce irritability, memory problems, depression, and chance of falls. All adults need 7 to 9 hours of sleep each night.

**THINK:** How do I manage stress?

**PLAN: IDEAS**

**Get started...**

- Stress Management:** Take a 4-count breath into your belly before, during, and after stressful moments.
- Sleep:** Talk to your doctor about the challenges you are having with sleep.

For more ideas/resources: Check with your health plan provider & sfhss.org/well-being

**Stay on track...**

- Stress Management:** Keep up a routine that includes regular physical activity, socialization, and sleep.
- Sleep:** Create a bedtime routine that avoids caffeine and alcohol. Also, be mindful of lighting. Dim the lights in the evening and avoid the blue light from phones, tablets, and televisions.

**RESOURCES**

**Stress...**

- **Videos:** Breathing and stretching videos are part of the RECHARGE resources at sfhss.org/well-being.
- **Guidance:** Register for email tips from Daily Challenge at sfhss.org/well-being.
- **Health Plan:** Check your mental well-being resources.

**Sleep...**

- **Health Plan:** Check for sleep resources and assistance.

**ACT** My Stress Management goal: ✍️

# Website: Just For Retirees Section



Home > Well-Being > Retirees

## Retiree Well-Being Resources

You spent your career taking care of the city. It's time to take care of you.

### The results are in!

In spring 2018, ten percent of you completed the Retiree Check-in survey. We learned about your well-being and preferences.

[Find Out More](#)



### How can we support your well-being?



#### Physical Activity

Being physically active builds strength and endurance to do the things you love...



#### Healthy Eating

Two of the most important things you can do for healthy aging: maintain a healthy weight and eat a nutrient-rich diet...



#### Weight Management & Type 2 Diabetes Prevention

Obesity increases the risk of diabetes and also contributes to disease progression and cardiovascular disease...



#### Emotional Health, Stress & Sleep

Healthy sleep and stress management decrease the risk of heart disease, heartburn, and more...



#### Routine & Preventive Care

If everyone in the US received recommended clinical preventive care, we could save over 100,000 lives each year...



#### Advance Directive

Write down your wishes should you ever become unable to communicate or make decisions for yourself...

### Health News

[View full blog >](#)



#### HEALTHY WEIGHT

Jun 16, 2018

#### 12 Steps to Manage Your Weight

12 tips from dietitians and successful dieters who were able to lose and maintain it.



#### HEALTHY MEALS

Jun 19, 2018

#### Planning a Healthy Diet

10 tips from dietitians and successful dieters who were able to lose and maintain it.



#### ERGONOMICS & MOVEMENT

Jun 19, 2018

#### 8 Fundamental Ergonomic Principles for Better Work Performance

Here are eight fundamental ergonomic principles to help you identify ergonomic risk factors and maintain your stellar safety record.



#### PERSONAL HEALTH

Jun 19, 2018

#### A Starter Guide To Self-Improvement

At its core, personal development is simply improving yourself as a person so you achieve more of your goals while doing it more efficiently.



### How much physical activity do you get each week?

Being physically active builds strength and endurance to do the things you love, plus balance and flexibility to move with more ease and safety. It also improves your emotional and physical health. Be active for at least 30 minutes daily, 5 days each week. You can break up activity into increments of 10 or more minutes.

### Resources to Get Started:



#### Go! Life Exercises for Seniors

Focus on the four types of exercise for the maximum benefit: endurance, strength, balance, and flexibility. Find videos, ideas, and tips on this website designed with you in mind.



#### Daily Challenge

Receive daily exercises in your email or as a text message. You can choose to focus on topics, such as Senior Exercises, Exercise for Everyone, Wonderful Moves, Flexibility & Posture, and Quick Cardio.



#### Play Your Max

Join your fellow retirees and employees in an annual challenge to increase your physical activity. The challenge lasts 6 weeks and the benefits last a lifetime. Resources available year-round.

### Resources from Your Health Plan:



Your health plan may offer free fitness center memberships and discounts as part of your medical plan coverage. Some plans offer onsite classes or online exercise programs. Click on your health plan below to find the resources for you.



### More on Physical Activity

[View full blog >](#)



#### PHYSICAL ACTIVITY

October 22, 2018

#### Do I Need a Tracking Device?

Read: Do I really need that expensive fitness tracker? Or is there a better way to track your steps?



#### PHYSICAL ACTIVITY

September 15, 2018

#### Be S.M.A.R.T. about Physical Activity

Read: Do I really need that expensive fitness tracker? Or is there a better way to track your steps?



#### PHYSICAL ACTIVITY

August 10, 2018

#### Check Out Your Local Recreation & Parks

Read: Do I really need that expensive fitness tracker? Or is there a better way to track your steps?



#### PHYSICAL ACTIVITY

July 21, 2018

#### Take a Class at Catherine Dodd Wellness Center

Read: Do I really need that expensive fitness tracker? Or is there a better way to track your steps?

# Campaign: Social Isolation

“Socially isolated older adults tend to have poorer health and a higher risk of death. This study is the first to show that a lack of social contact is also associated with increased Medicare spending.”

<https://www.aarp.org/ppi/info-2017/medicare-spends-more-on-socially-isolated-older-adults.html>

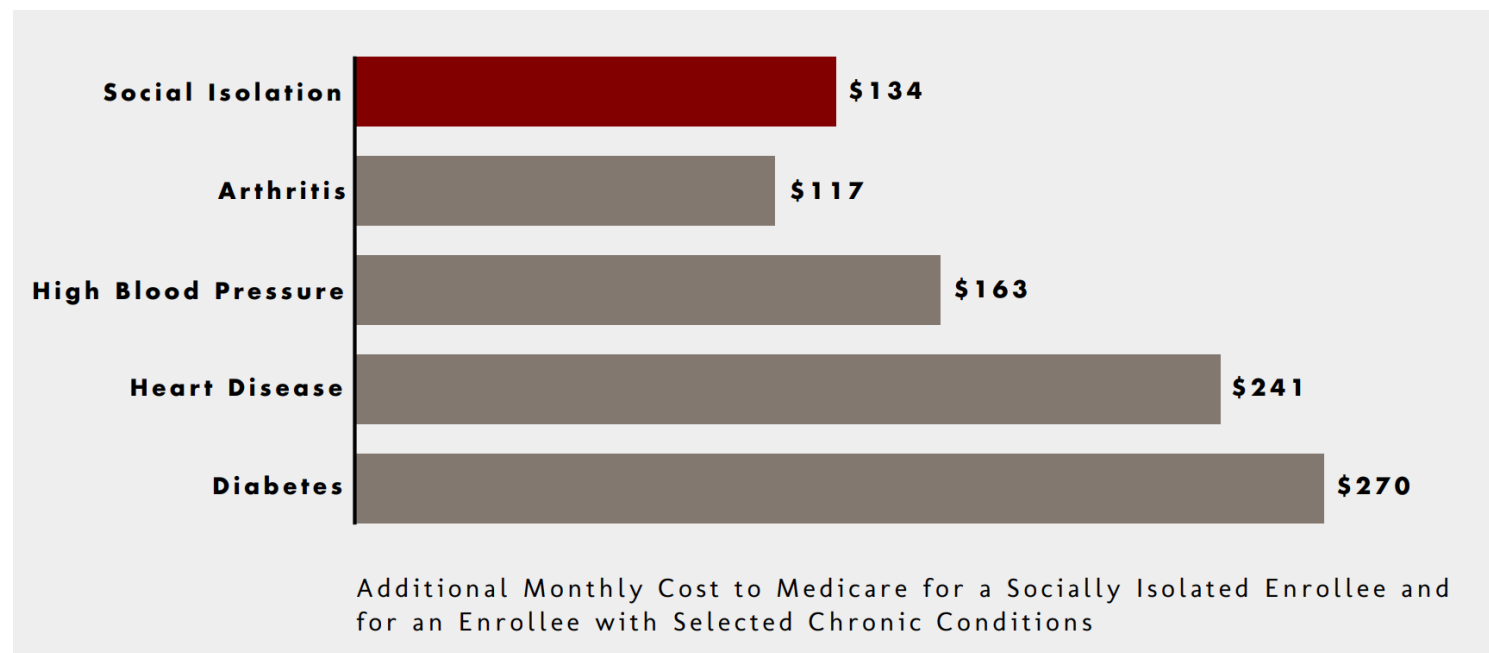
## AARP Public Policy Institute

Publications · Issues · Initiatives · Experts · Events · Data · About PPI



### Medicare Spends More on Socially Isolated Older Adults

by Lynda Flowers, Ari Houser, Claire Noel-Miller, AARP Public Policy Institute, Jonathan Shaw, Jay Bhattacharya, Lena Schoemaker, Stanford University, Monica Farid, Harvard University, November 27, 2017







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# In-Person Retiree Activities

# Activities

- Thank you to RECCSF leader Claire Zvanski for her review of the survey and continued promotion of retiree well-being at meetings and through the newsletter
- Annual RECCSF Health Fair – 91 attendees
  - 246 high dose flu shots at 23 clinics - 6% of all shots
- Wellness Center members

