

Wellness Checkpoint

InfoTech Inc.



Recommended

Description

Wellness Checkpoint is an online, interactive, multicultural, and multilingual health risk assessment (HRA) with comprehensive reporting abilities to help organization's track and improve their overall health status. Wellness Checkpoint is available in 16 languages and easily adjusts for cultural preferences and clinical metrics in countries where you do business. It meets international and national standards and complies with privacy, security and accessibility requirements, and regulations.

Wellness Checkpoint enables managers to identify at-risk employee groups and analyze key health and wellness metrics. The online interactive HRA questionnaire covers a wide range of lifestyle and health issues pertinent to employees and businesses. Wellness Checkpoint adapts to the user, presenting questions in context with the business, using the settings that have been supplied by the user.

More information about Wellness Checkpoint:

- Multilingual Options – 16 available languages with more in development
- Accessibility – can use Wellness Checkpoint from any PDA device
- Comprehensive group reports available today
- Integration into corporate wellness program and with other providers
- Access to global benchmark data

Tool Construction

Wellness Checkpoint® Version 10 includes the following features:

- Interactive, adaptive, private & personal HRA that provides a baseline of risk, goal setting and risk profile updates as goals are met, risks change and new goals are set
- Multilingual presentation allows participants to choose from 16 languages, including right-to-left, character based, Cyrillic & Roman alphabets)
- Global assessment with regional and country configuration options that adapts to local requirements
- Optional modules include depression screening (PHQ-9) relating to stress both on and off the job
- Work Limitations Questionnaire (WLQ) links health and productivity
- Comprehensive suite of individual participant profile reports
- Easily configured to each clients' specifications, including branding and organizational specific messaging
- Integration modules allow for Single Sign On, Data Export capabilities and other integrations to standard HR systems and third party vendors
- On demand aggregate reporting, including comparison reports and the ability to define specific reporting groups
- Change-Over-Time Reporting
- Management reporting to support a wide range of business priorities including predicting and measuring potential ROI of wellness initiatives
- Access to comparative global, regional and industry specific benchmark studies/
- Meets or exceeds privacy and security requirements in all current application countries and is designed to provide the widest possible accessibility standards
- Universal accessibility through wide range of mobile devices and web browsers including Blackberry's and other popular PDAs
- Conforms to U.K. Disability Discrimination Act (DDA) and U.S. Section 508 standards
- Certified by CNIB's Site Check Accessibility Program



Internal Implementation



Cost



Lifestyle Practice



Canadian



Completion Time over 30 min.



Online Access



Language



Employee Completion



Current Practices Survey



Health Risk Appraisal



French



Proprietary



Evaluation

Contact Information

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History

Current Status: active

Developed: 1991

Adapted From/Built On: None.

Users

Intended Sectors/Sizes of Workplaces

Not necessarily size or sector specific, but Wellness Checkpoint has historically been sold to multi-national organizations that have a diverse, multi-lingual, geographically spread out profile.

Intended Users

All employees are encouraged to complete the survey.

Known Users

DuPont, PPG Industries, Proctor & Gamble, CIBC, BP, Nova, Aetna Global Benefits, Baxter Healthcare, SAP, DSM, AkzoNobel

Practicality Elements

A. Process

Who is Involved

1. Implemented by

The workplace implements the tool with InfoTech's help and support.

2. Workplace staff involvement

In general, it is the staff within either HR or the benefits department that implements the tool. Often, the Chief Medical Advisor is intimately involved. Successful program launches often involve an assigned project 'champion' who co-ordinates the set-up, marketing, launch, incentives, etc.

3. Workplace leader involvement

Workplace leaders often take the HRA themselves before the commitment to the program launch and are involved in the due diligence process.

4. Collaborative Aspects

There is normally no collaboration during implementation outside of collaboration between the workplace and InfoTech, unless 3rd party health and wellness consultants are also involved.

Time Involved

1. Time to complete tool

Approximately 40 minutes per employee.

2. Time from distribution to presentation of results

Information is immediate at completion of assessment (both at individual and corporate level).

3. Recommended implementation cycle

Recommended implementation cycle is annually. Licenses run for one full year. Users can access the HRA at anytime during that year. Administrators can access the back-end at any point in time as well. Once a license expires, InfoTech can do a data dump for a client. Otherwise, information remains on the server in an encrypted format. It is then considered an archive.

Analysis Involved

1. Analysis completed by

In-house: Yes (InfoTech gives administrator rights to clients)

External: Yes

In 80% of cases, InfoTech's clients analyze their own data using the online Wellness Checkpoint DataBanker

LIVE. The DataBanker LIVE provides an organizational view of the risk profile of a workplace's population.

Training administrators at the client end is part of the sales/maintenance package. In special cases, InfoTech runs the reports and completes the analyses on behalf of the client.

2. Process to Analyze

Electronic: Yes

Manual: No

3. Time to Analyze

No information available.

4. Outcome of Analysis

The reports are created using the online Wellness Checkpoint DataBanker LIVE. Wellness Checkpoint provides multiple options for outcome reports. Wellness Checkpoint provides three key areas of aggregate reporting: a Corporate Summary Report; a Key Indicator Report (provides a graphic view of participant data by risk, readiness

to change and key modifiable behaviours and health indicators); and Comparative Index Reports. These results provide comprehensive data to organizations. In addition to these reports, there are also individual reports that are available for each respondent. The employee reports inform respondents of areas where they may be at risk.

B. Economics

Total Cost: \$2500.00 CDN (this is an average cost only, pricing depends upon configuration of the module. for the annual set-up and maintenance.

Cost per unit/respondent: Companies charged on a per capita basis. This is volume based, and can be anywhere from \$9.00 to \$12.00 CDN) per user down to approximately \$5

Workplace Resources Used

Time given to employees to complete survey.

C. Other Considerations

Supports for Implementation (materials and training)

InfoTech does not provide any kind of user guides, but instructions appear in the web portal when users log in.

As well, there are on-line training tools and InfoTech will also train clients' project leads and administrators.

InfoTech trains designated administrators on how to run reports and make minor customizations. This is typically done via phone and web. Typical training time requirements are 3-4 hours.

Customization

Wellness Checkpoint® can be completely branded with your corporate identity, your preferred "look and feel". This branding goes beyond adding a logo to a total integration of our product with your corporate intranet. This includes banners, images, colours, links to EAP and other resources, as well as an entry site which can serve as your company's own e-health portal. Select questions can be added or omitted upon consultation.

Skills required to implement, and to analyze and report

To implement the tool, the following skills are required:

- Human resources, benefits and program management skills.

Languages:

English, French, Queen's English, Chinese, German, Italian, Polish, Portuguese, and Spanish.

Tested for Cultural Appropriateness: Yes

Tested for literacy level: Yes

D. Access

Packaged, ready-to-use:

Yes.

How to access

Contact Info Tech, Inc. (See contact information above).

Restrictions or conditions of access or use

The tool is copyrighted. Licenses only last for one year and then must be repurchased. The tool is only available online.

Effectiveness Elements

Evaluation

Validity?:

Yes. For more information on the standards/norms used, see Wellness Checkpoint®'s Risk Score Ratings and Standards documents. This additional resource can be accessed through the online Resource Listing.

Reliability?:

Yes. For more information on the standards/norms used, see Wellness Checkpoint®'s Risk Score Ratings and Standards documents. This additional resource can be accessed through the online Resource Listing.

Formative Testing

Pilot testing:

Yes. A medical panel was used to verify algorithms and the logic. InfoTech used an independent IT group to test the software for efficiency.

Consultations:

Yes. The development of the tool involved a group of Chief Medical Officers. They provided consultation throughout the development of the tool, the weighting of the scales and the scoring algorithms.

Focus Groups: No information is available.

Process Evaluation

InfoTech has used and continues to use what they call “user groups.” These groups are made up of users from Europe and North America who go through the tool and explore new areas. They go over the reporting capabilities, problem areas, and potential modifications. This typically happens once a year.

Plausibility Elements

Theoretical Underpinnings

Readiness to Change (based on James Prochaska's Stages of Change). Additional information on theoretical underpinnings can be found in InfoTech's Wellness Checkpoint® Standards document. This additional resource can be accessed through the online Resource Listing.

Selected Review Panel Comments

Strengths

Questions are easy to follow, organized and have simple language.

The support materials are very comprehensive (ROI, sample communications, analyzing results).

A medical panel was used to verify algorithms and the logic.

Limitations

Not available in hard copy - may be a challenge for those that are IT challenged.

The company aims for a 40% response rate - this is considered low.

General Comments