

Measuring the impact of health and wellbeing in the workplace

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WORKPLACE HEALTH ▶ & WELLBEING

Subtitle

Health and Wellbeing in the Workplace

1 in 4

of UK employees
reported having a
physical
health
condition



1 in 5

of those employees
with physical health
conditions,
also reported
having a mental
health condition



42%

of employees with a
health condition felt their
condition
affected their work 'a
great deal' or 'to
some extent'

Employees with mental
and physical health
comorbidity were much
more likely to see their
health as affecting work

29%

were affected
'a great deal'



Health and Wellbeing in the Workplace

131m

working days are
lost
to sickness absence
every year

4.4 days

are lost on average
for
Each worker
due to sickness
absence



Main causes for lost working days in 2013

Musculoskeletal conditions



31m days

Minor illnesses (coughs and colds)



27m days

Stress, anxiety or depression



15m days

Costs of
presenteeism

£30bn

annually



Employers spend

£9bn

each year on sick pay
and associated costs

Health and Wellbeing in the Workplace

WORKPLACE HEALTH MODEL

1 ASSESSMENT

INDIVIDUAL

(e.g. demographics, health risks, use of services)

ORGANIZATIONAL

(e.g. current practices, work environment, infrastructure)

COMMUNITY

(e.g. transportation, food and retail, parks and recreation)

4 EVALUATION

WORKER PRODUCTIVITY

(e.g. absenteeism, presenteeism)

HEALTHCARE COSTS

(e.g. quality of care, performance standards)

IMPROVED HEALTH OUTCOMES

(e.g. reduced disease and disability)

ORGANIZATIONAL CHANGE, "CULTURE OF HEALTH"

(e.g. morale, recruitment/retention, alignment of health and business objectives)



2 PLANNING & MANAGEMENT

LEADERSHIP SUPPORT

(e.g. role models and champions)

MANAGEMENT

(e.g. workplace health coordinator, committee)

WORKPLACE HEALTH IMPROVEMENT PLAN

(e.g. goals and strategies)

DEDICATED RESOURCES

(e.g. costs, partners/vendors, staffing)

COMMUNICATIONS

(e.g. marketing, messages, systems)

3 IMPLEMENTATION

PROGRAMS

(e.g. education and counseling)

POLICIES

(e.g. organizational rules)

BENEFITS

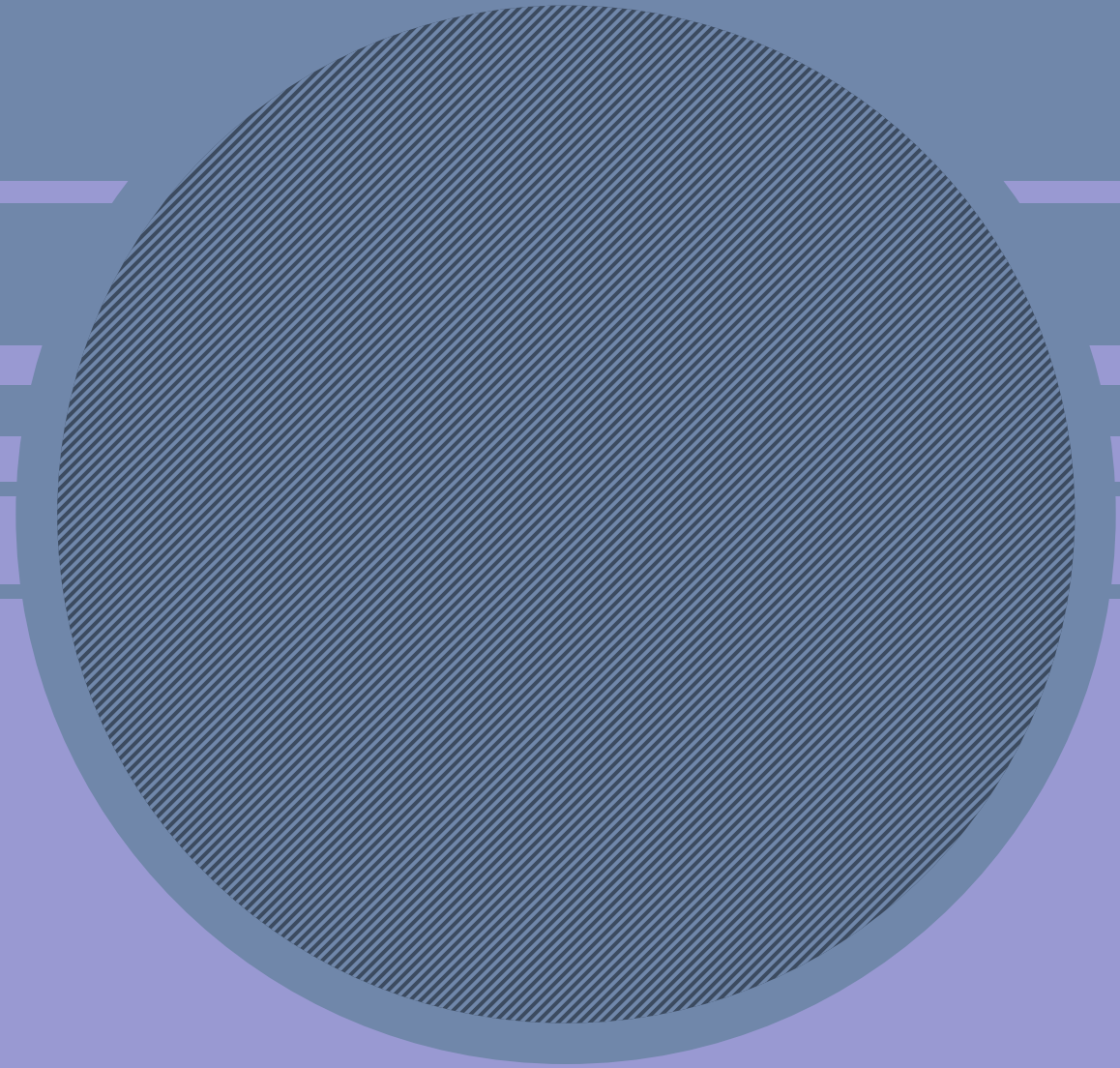
(e.g. insurance, incentives)

ENVIRONMENTAL SUPPORT

(e.g. access points, opportunities, physical/social)

Built Environments

- ▶ Frameworks



PROWELL[©] : Workplace Health & Wellbeing Analytics

- Open source analytics for workplace health+ wellbeing performance assessment
- Workplace performance metrics for health & wellbeing beyond the conventional metrics of cost per SF
- Collective efforts with industry leaders in architecture, design, facility management, workplace strategy and academic research to move forward evidence-based practice
- Complementary assessment tool to existing health & wellness standards
- Funded by the ASID





3

Domains of
Health & Wellbeing

5

Organizational
Health Outcomes




7


Dimensions
of Workplace
Health & Wellbeing

WELLBEING DOMAINS				IMPACT OF WELLBEING
	PHYSICAL	MENTAL	SOCIAL	
MASLOW'S HIERARCHY OF NEEDS	<ul style="list-style-type: none"> • Biological & Physiological Needs : air, water, food, shelter, sleep & rest, clothing, reproduction • Safety Needs : personal security, employment, resources, health, property 	<ul style="list-style-type: none"> • Security Needs • Esteem Needs : dignity, achievement, mastery, independency; respect, status, recognition, prestige • Cognitive Needs : Knowledge, curiosity, exploration, need for meaning & predictability • Aesthetic Needs : Appreciation & search for beauty, balance, form • Self-actualization Needs : Realizing personal potential, self-fulfillment, personal growth & peak experiences • Transcendence Needs : Pursuing values beyond personal self, religious faith, pursuit of science, service to others 	<ul style="list-style-type: none"> • Belongingness & Love Needs : intimacy, friendship, family, sense of connection 	
<div> <div>Love and belonging</div> <div>Physical</div> <div>Social</div> </div>				
LEE'S PROWELL MODEL	<ul style="list-style-type: none"> • Physical Fitness : Exterior active design, active transportation, interior active design, policy & benefit support • Physical Comfort : Ergonomics, visual comfort, thermal comfort, olfactory comfort, POE • Physical Nourishment : Healthy food & hydration, health-conscious habits & behaviors, healthy food amenities • Environmental Wellbeing : Indoor air quality, water quality, chemical control, cleanliness & maintenance 	<ul style="list-style-type: none"> • Cognitive Wellbeing : Types of spaces, flexibility & flow of spaces, technology & equipment accessibility, acoustical privacy • Emotional Wellbeing : Biophilic design, art & design elements for human delight, personalization & control of spaces 	<ul style="list-style-type: none"> • Social Wellbeing : Social connectivity 	<ul style="list-style-type: none"> • Healthy organizational culture : Engagement & morale, increased participation in organizational pursuits, retention, turnover, job satisfaction, customer satisfaction • Enhanced company reputation : External image of company, recruitment • Higher employee productivity/performance : Sickness absenteeism, presenteeism, overtime to over absent employees, numbers of innovative products, process, marketing strategies, business methods, intellectual properties, focus/ attention/ memory retention, physical fatigue, mental stress • Financial savings : Cost of absenteeism, presenteeism, to cover absent employees, turnover, healthcare premium, innovative items produced • Improved individual health & safety : Worker compensation claims, visits to Employee Assistance Program for mental health, ER visits, Vital signs/fitness measures (Resting heart rate, heart rate, pulse rate velocity, recovery time, CO2 Max, movement, sleep, weight, fat mass, hydration, blood pressure & skin temperature)

PROWELL[©] Basic



ABOUTKEY PARTNERSSERVICESPUBLIC RESOURCES



InstructionsWorkplace Wellbeing Performance

Physical FitnessPhysical ComfortPhysical NourishmentCognitive WellbeingSocial WellbeingEmotional WellbeingEnvironmental Wellbeing

Physical Comfort (PC)


PC 1 Furniture Ergonomics

PC 1-1 Individual workstations in open offices with the following ergonomic sizes and clearances (Check all that apply)


- ☐ None
- ☐ Desk surface is minimum 20 inches [50 cm] deep between a seated person and a monitor; and minimum 30 inches [76 cm] high between the top of the desk surface and a monitor (This does not apply to laptop use designated individual workstations)
- ☐ Desk height is adjustable between 20 inches [50 cm] and 28 inches [72 cm] for seated tasks
- ☐ Desk height is adjustable to accommodate standing tasks or a desktop height-adjustable stand is provided
- ☐ Under-desk clearance spaces are sufficient with minimum clearance depth of 15 inches [38 cm] for knees and minimum clearance width of 20 inches [50 cm]

PC 1-2 Individual workstation conditions in open offices (Check all that apply)

- ☐ None
- ☐ Desks are placed perpendicular to window panes
- ☐ Desk surface has a matte finish
- ☐ Desk surface edge is 24 - 27 inches [60 -68 cm] wide to accommodate armrests in chairs
- ☐ Desk front edge is round to avoid contact stress of wrists



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Emotional Wellbeing (EW)

EW 1 Biophilic Design

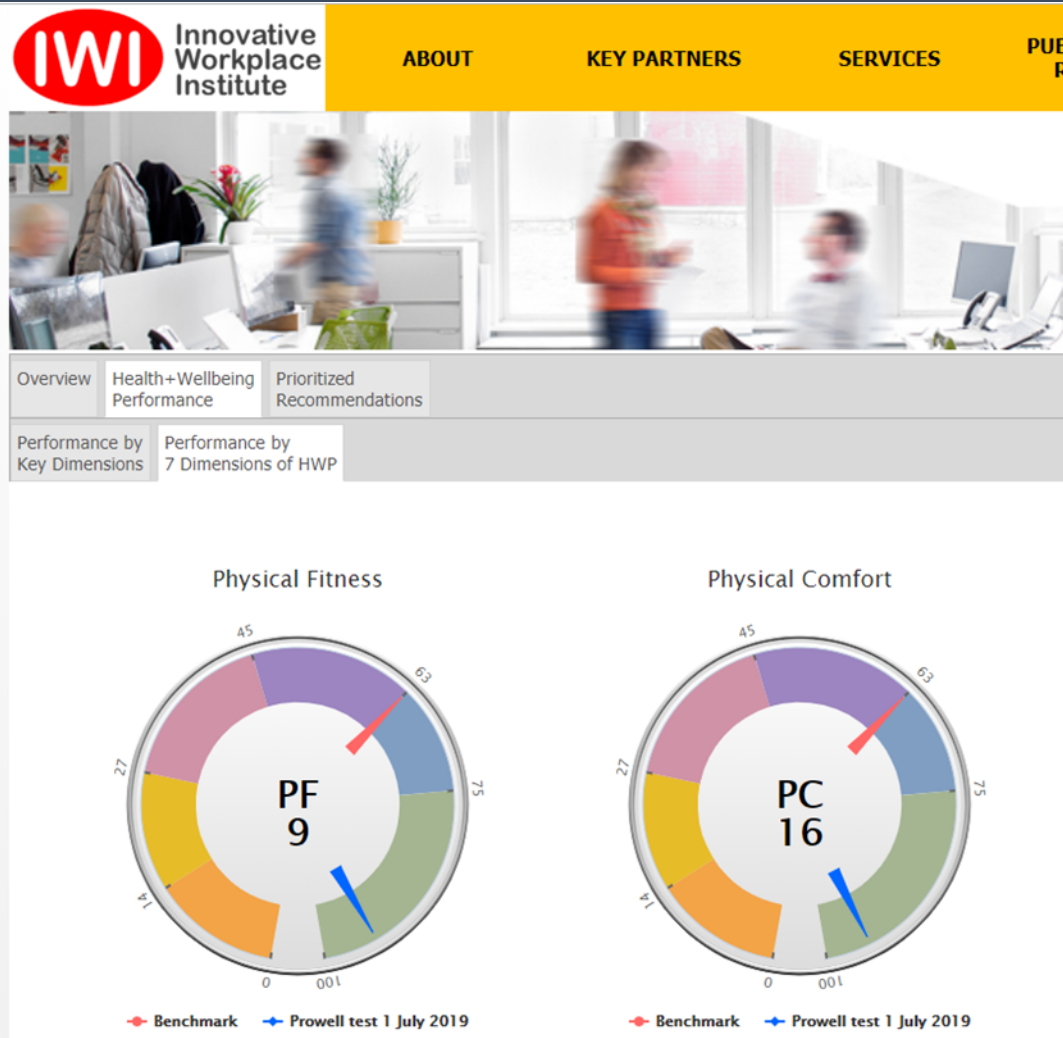
EW 1-1 Sensory stimulation by nature in the primary workspaces (Check all that apply)

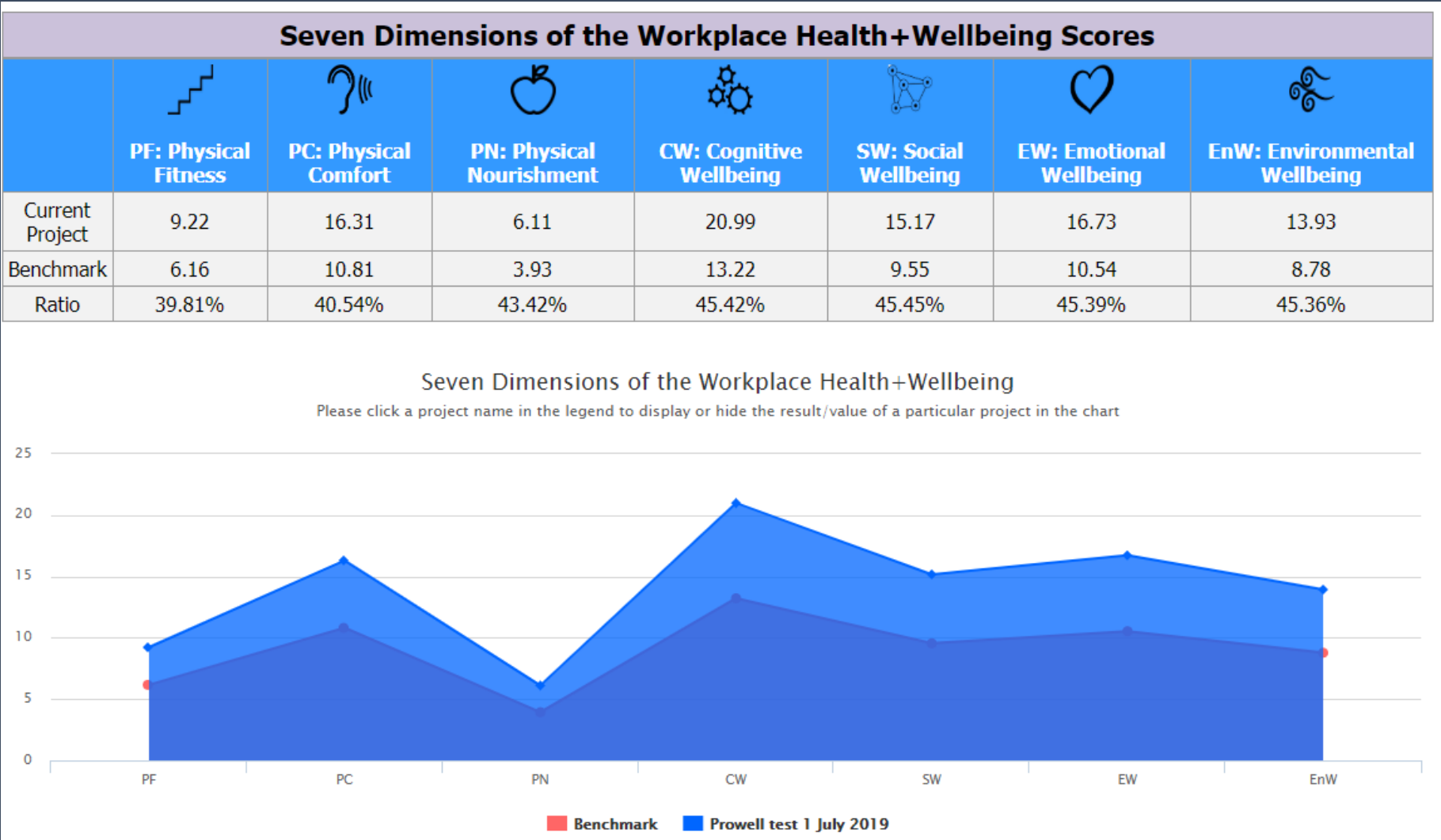
- ☐ None
- ☐ Presence of vegetation (green wall, planters, garden, or similar items)
- ☐ Presence of water (water wall, water fall, aquarium, fountain, or similar items)
- ☐ Presence of 2D or 3D artwork depicting natural elements or scenes
- ☐ Sounds of nature (sounds of birds, water fall, or similar items)
- ☐ Smells of nature (smells of herbs, plants, or similar items)

EW 1-2 Views to outdoors in regularly occupied spaces: Direct line of sight to the outdoors for 75% of regular employees (Check all that apply)

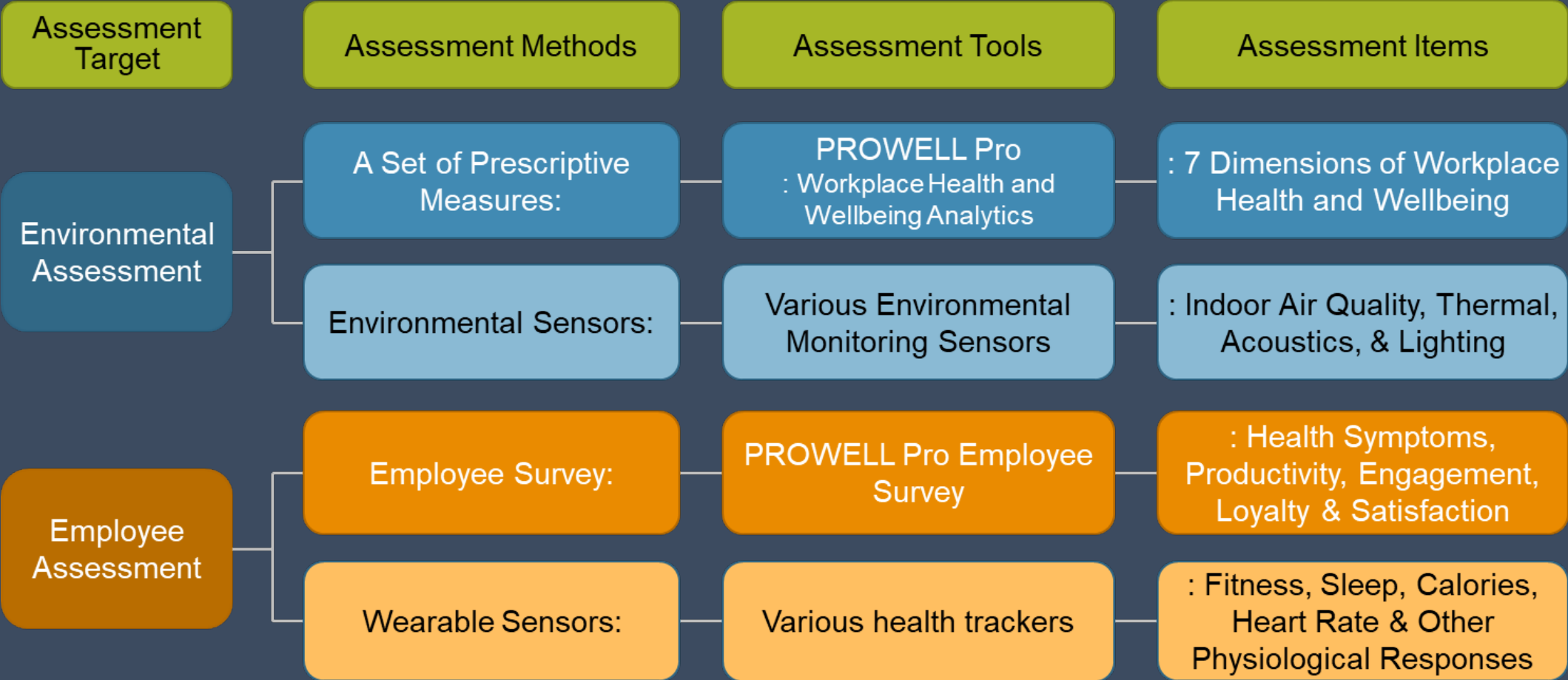
- ☐ None
- ☐ Non-obstructive views and no tints on the windows
- ☐ At least 2 lines of sights to vision glass that is between 30 inches and 90 inches (between 0.8 meters and 2.3 meters) from the workstation
- ☐ At least 75% of individual workspaces have views of natural elements such as plants, trees, sky or similar items
- ☐ Non-obstructive views within the distance of three times the vision glass height

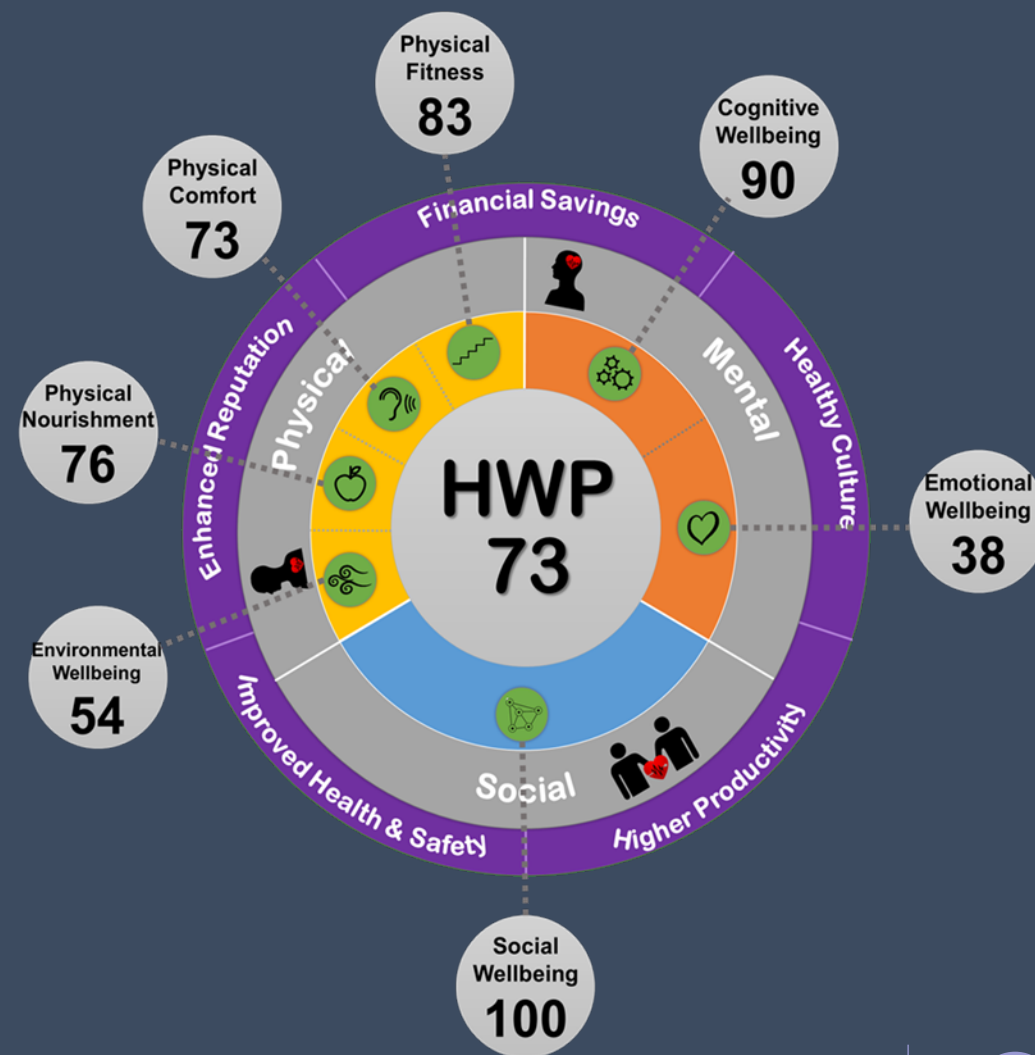
PROWELL[©] Basic





PROWELL PLUS Framework

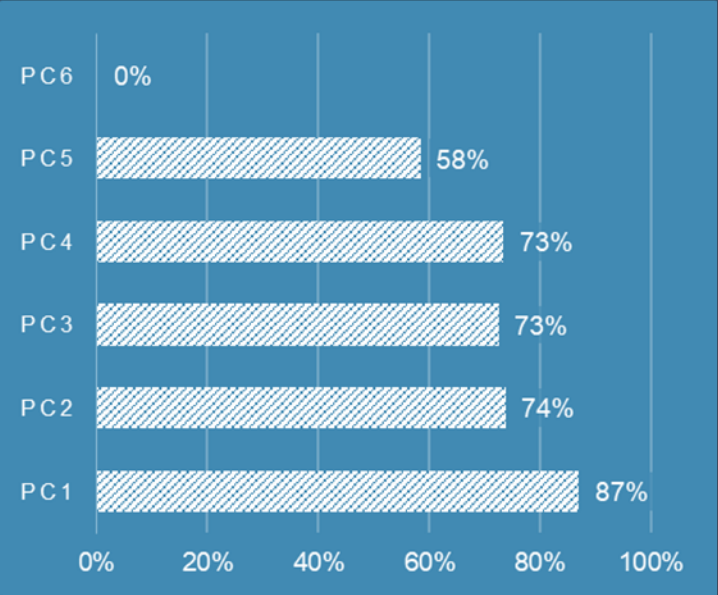
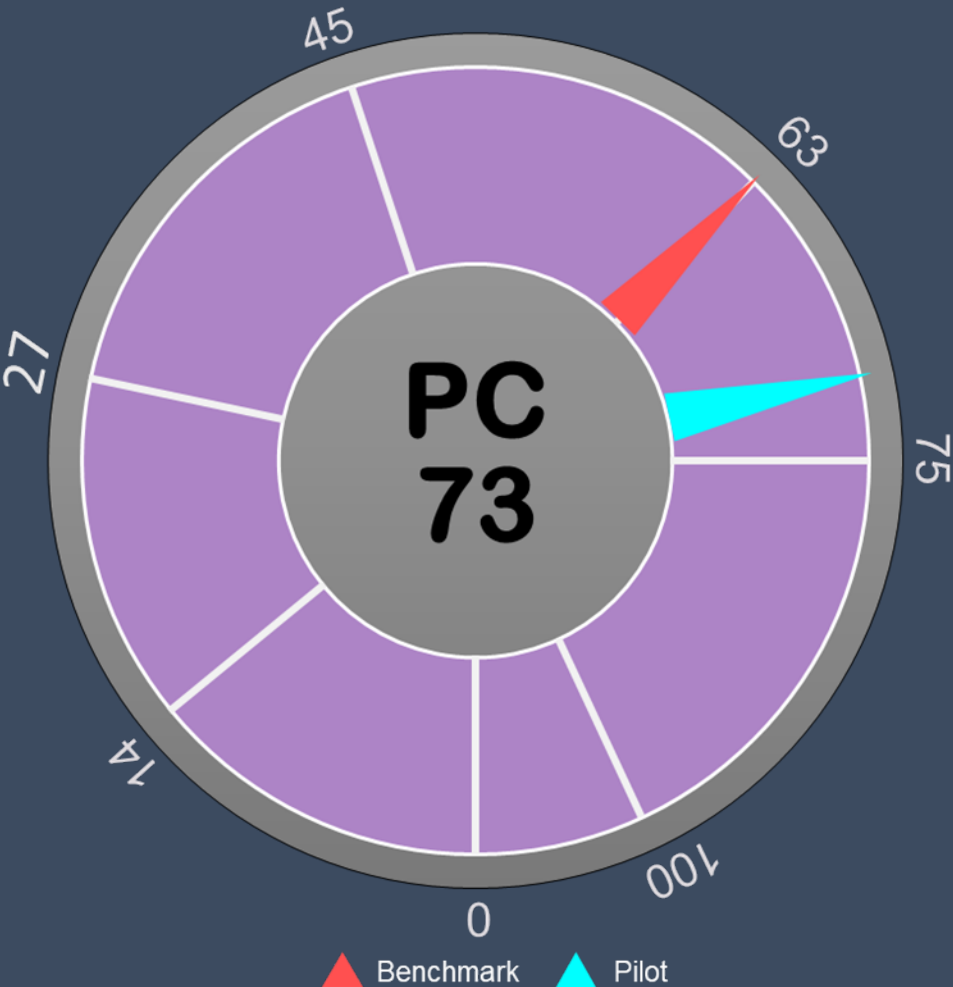




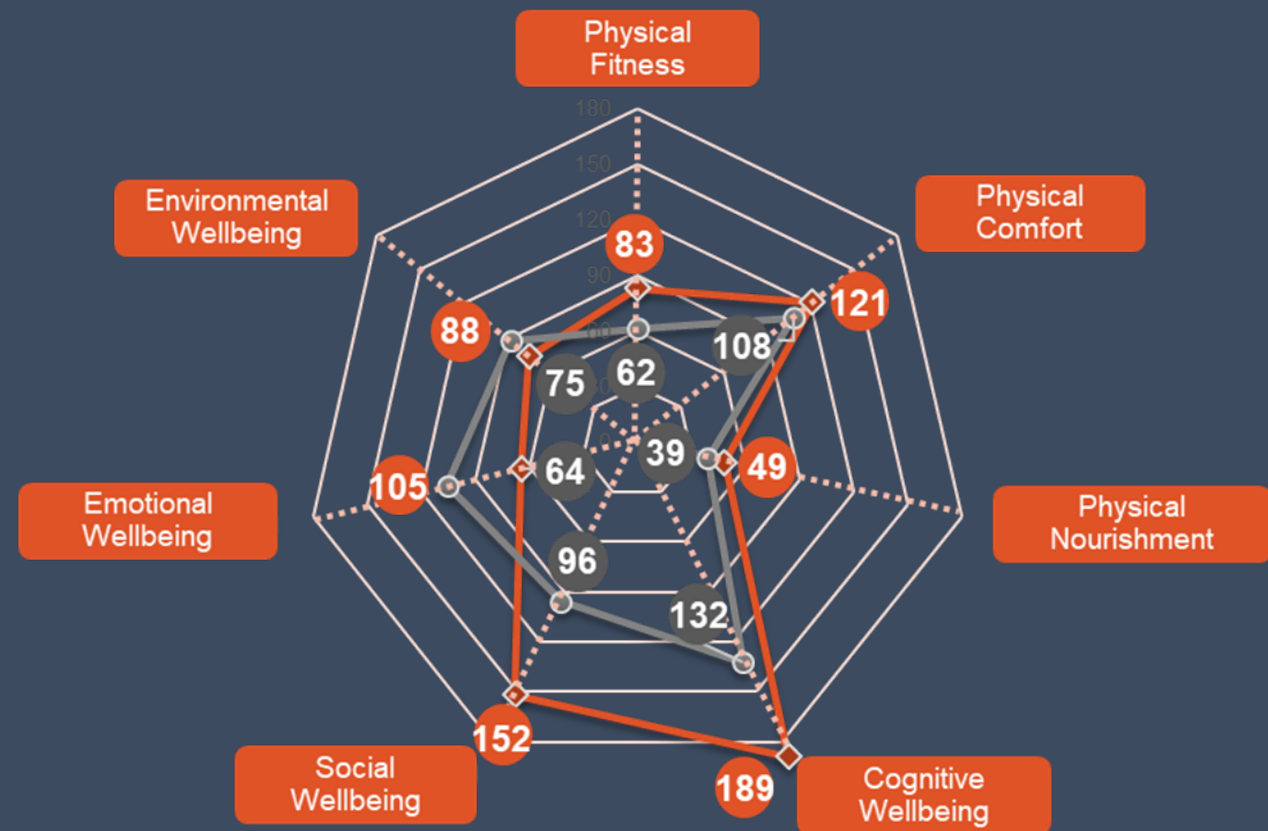
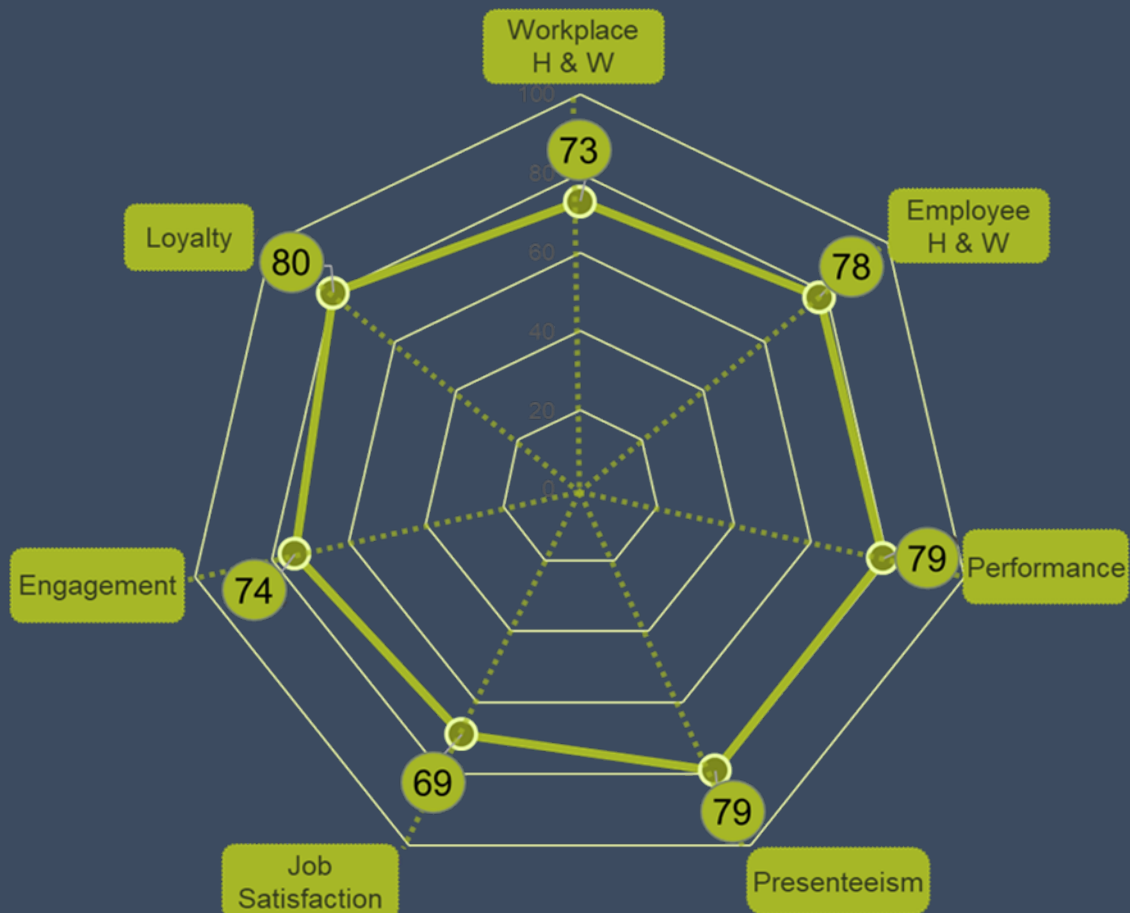


- PC1. Ergonomics
- PC2. Auditory Comfort
- PC3. Visual Comfort
- PC4. Thermal Comfort
- PC5. Olfactory Comfort
- PC6. Post Occupancy Evaluation

Physical Comfort



PROWELL[®] PLUS

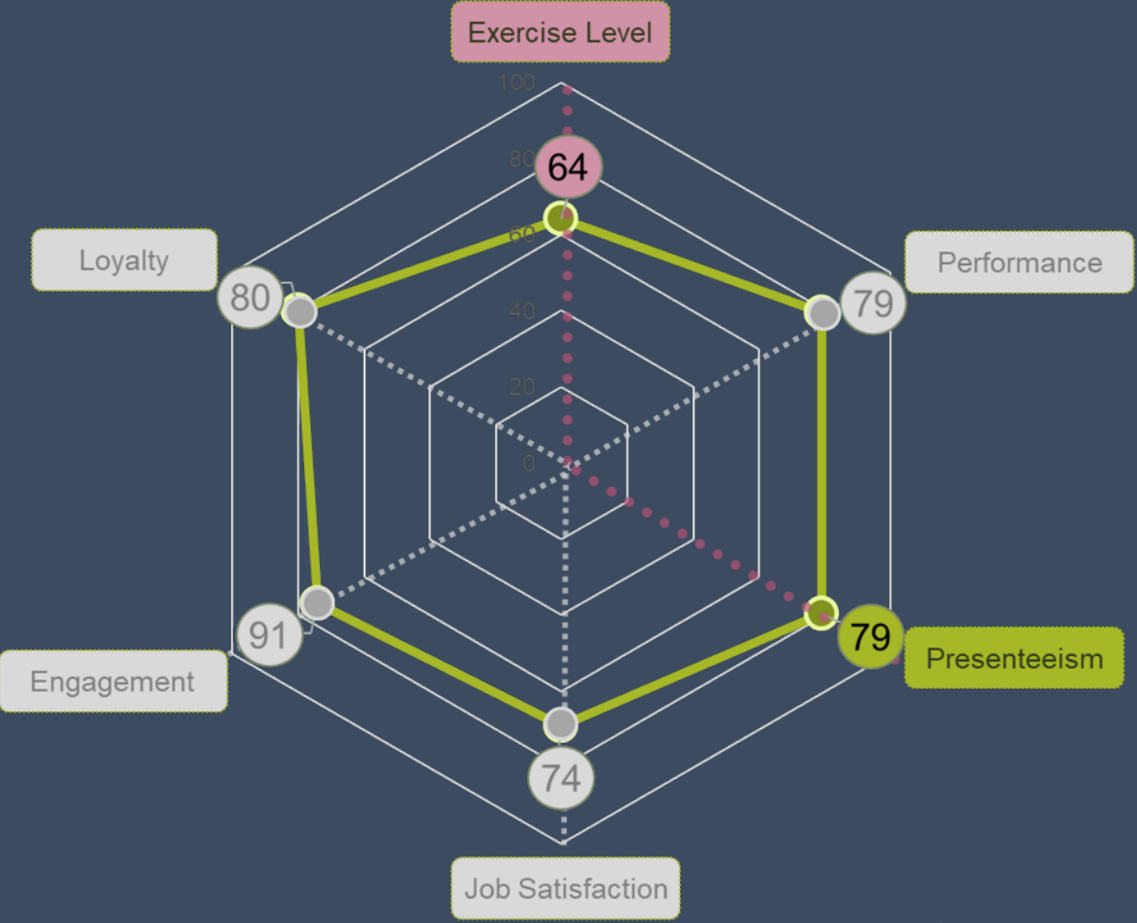
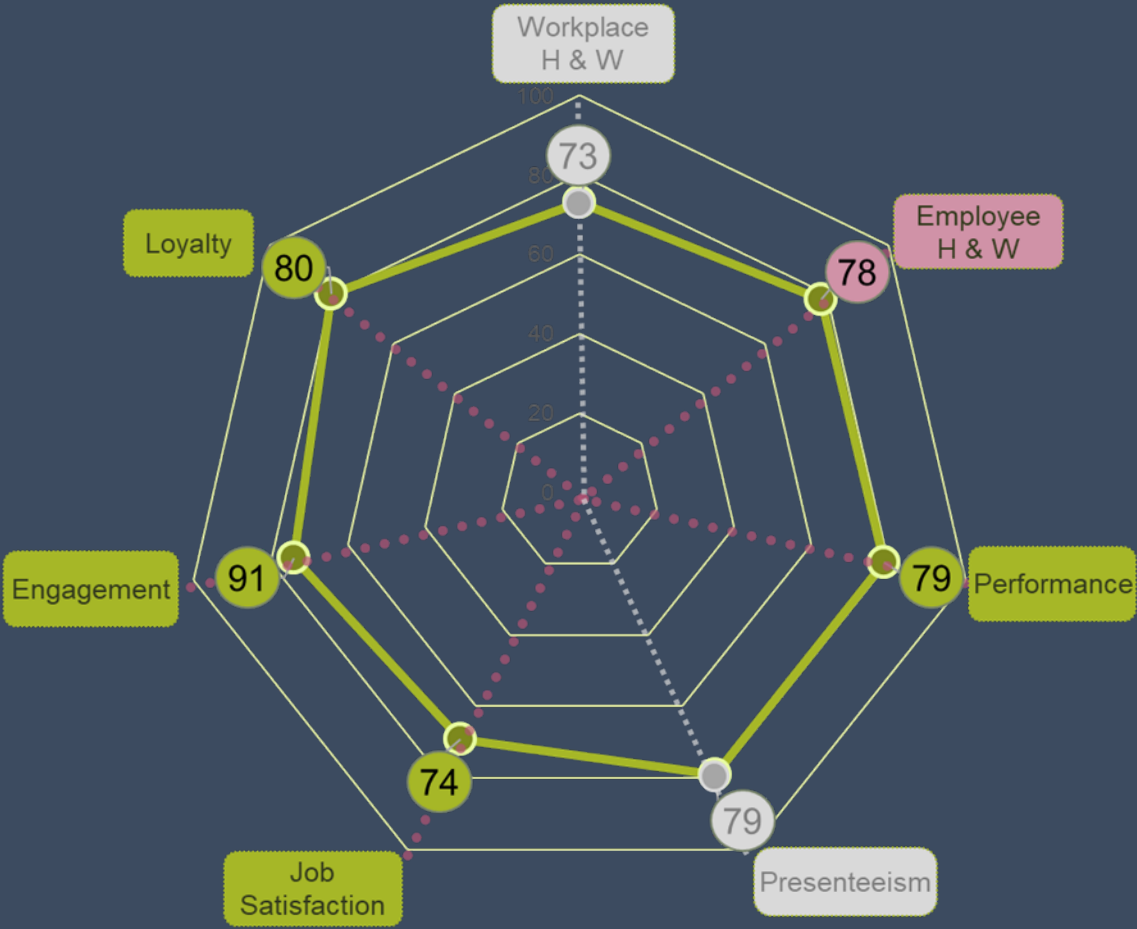


PROWELL[®] Workplace Health & Wellbeing Analytics

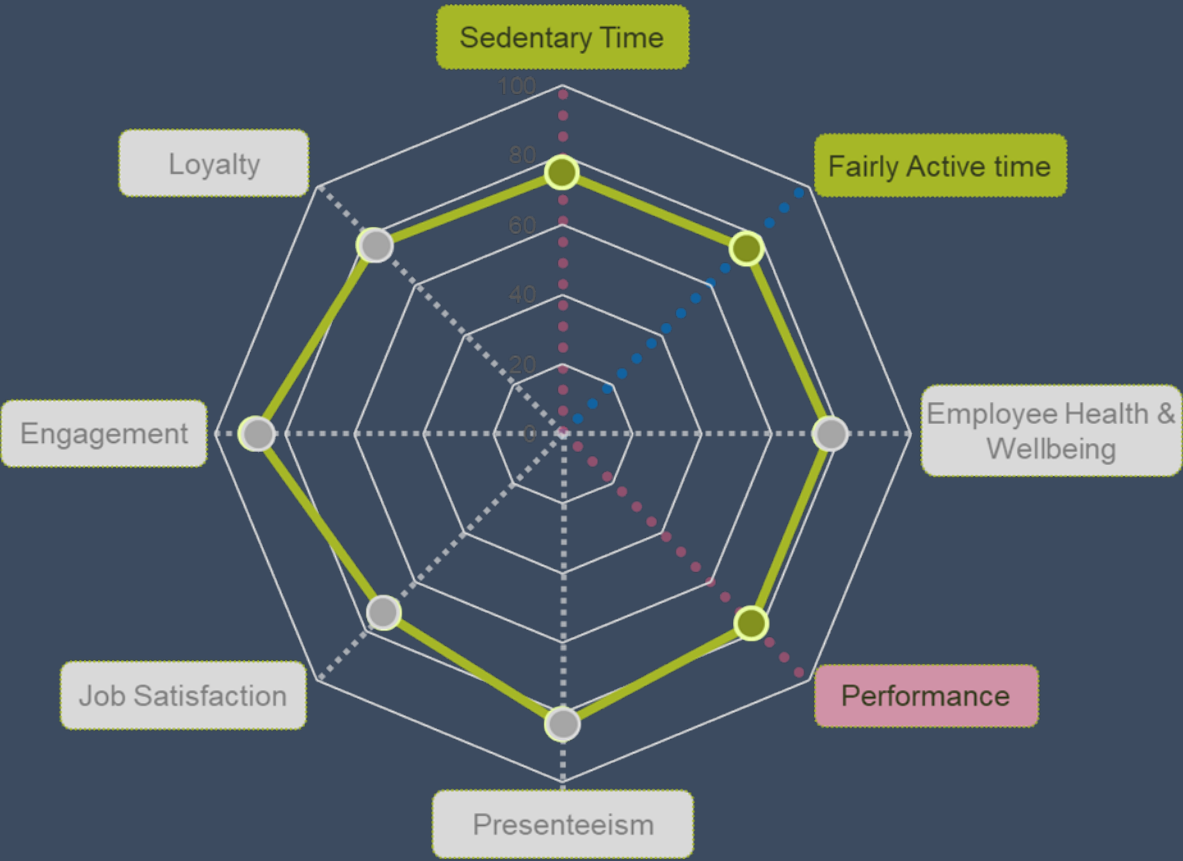
—◇— Pilot —○— Benchmark



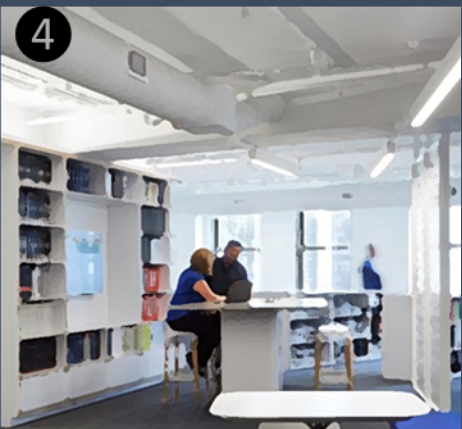
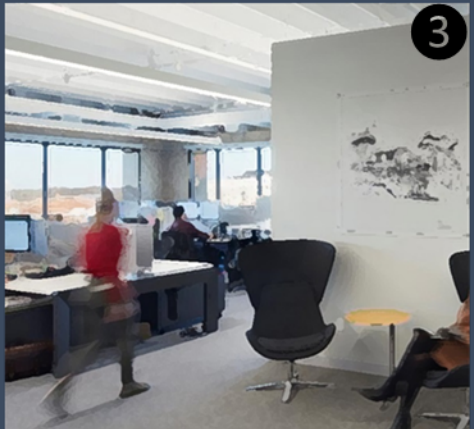
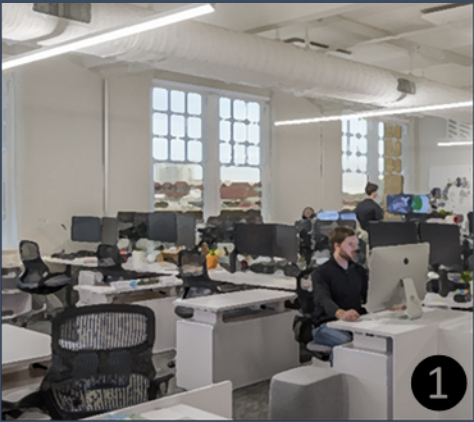
PROWELL[®] PLUS



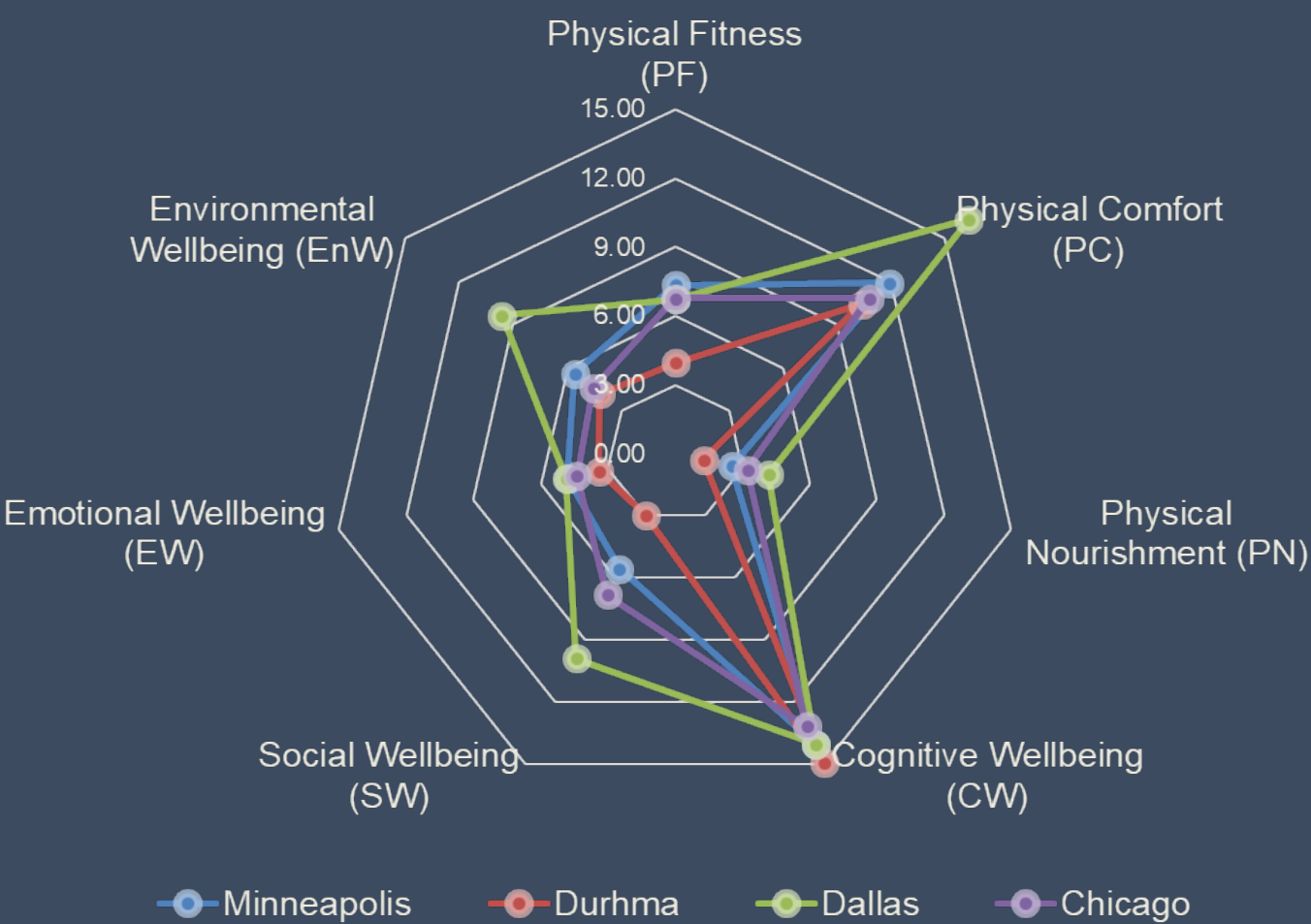
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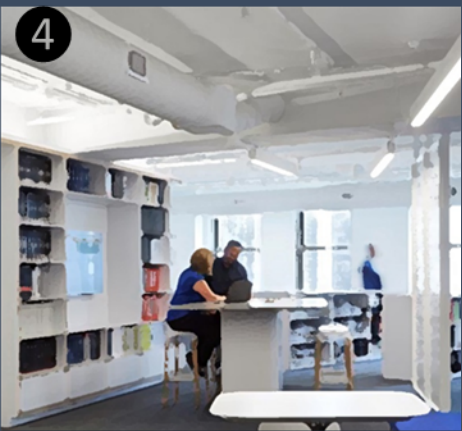
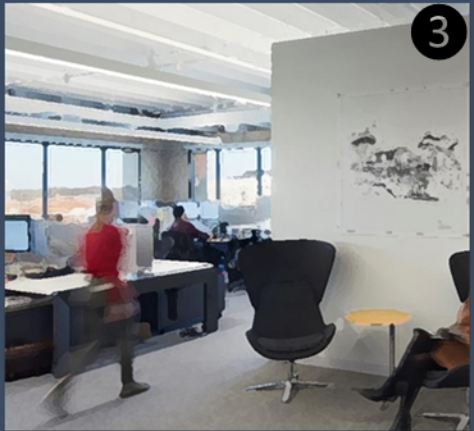
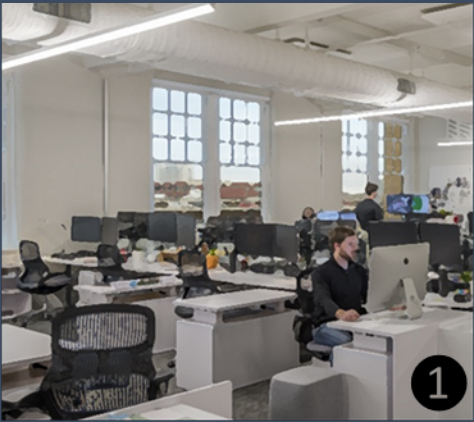
PORTFOLIO MANGAGEMENT & SPECIFIC TOPICS



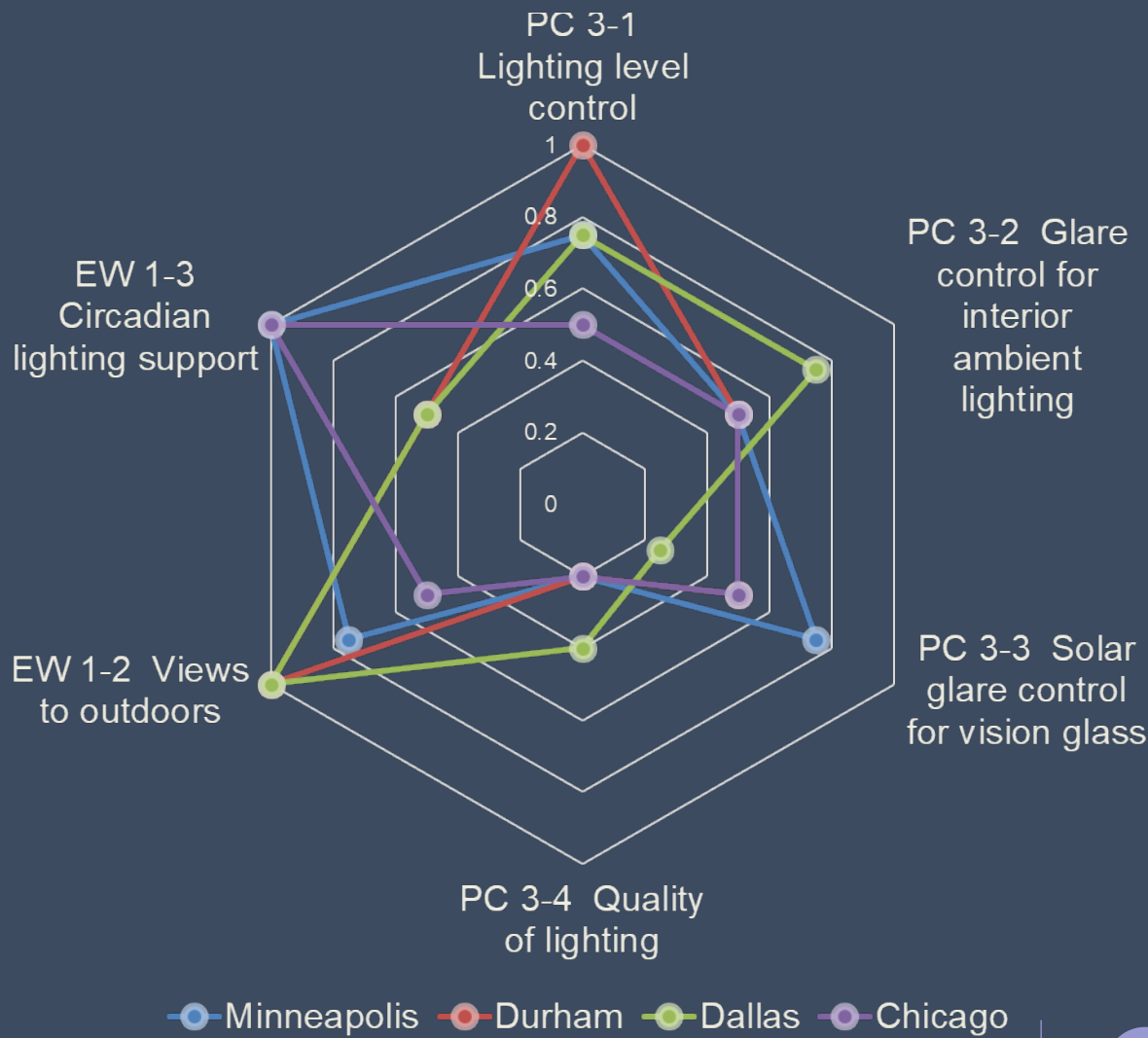
① Dallas ② Minneapolis ③ Durham ④ Chicago



PORTFOLIO MANAGEMENT & SPECIFIC TOPICS



① Dallas ② Minneapolis ③ Durham ④ Chicago



The background features a solid light purple color. On the left, there are five horizontal lines of varying lengths, all in a slightly darker shade of purple. On the right side, a large, dark blue-grey circle is partially visible, extending from the edge into the frame.

► FLOURISH

Subtitle

WHY ARE WE BOTHERING WITH HEALTH AND WELLNBEING ?

**MEDICAL ABSENCE and
PRESENTEEISM COST £100bn + per
year**

**HWB is root of Human Energy and
Productivity**

**HWB affects physical, social and
mental wellbeing**

Healthier people are happier people

WORK ENGAGEMENT

- **Only 24% of workers deeply engaged and focused**
- **Study the Engagement Bridge**

(Harvard Business Review 2014; Elliott and Corey 2018)

Engagement Bridge (Elliott and Corey 2018)

Did we learn the basics
of the Bridge™ at childhood?



Engagement Bridge

**Workplace and Wellbeing are
the foundation**

**Environmental Design
Affects
Health and Well-Being of
People**

**Physically , Mentally and
Socially**

Body, Brain and Mind

- **Blood circulates the oxygen**
- **Nervous system gives connectivity for actions**
- **Hormone system affects feelings and emotions**

Multisensory Dining

- **Presentation**
- **Colours**
- **Smell**
- **Taste**
- **Touch**
- **Contrasts**

Professor Charles Spence at Oxford University

Multisensory Experience in a Building

- **Look and Feel**
- **Environment**
- **People**
- **Work**
- **Utilities**

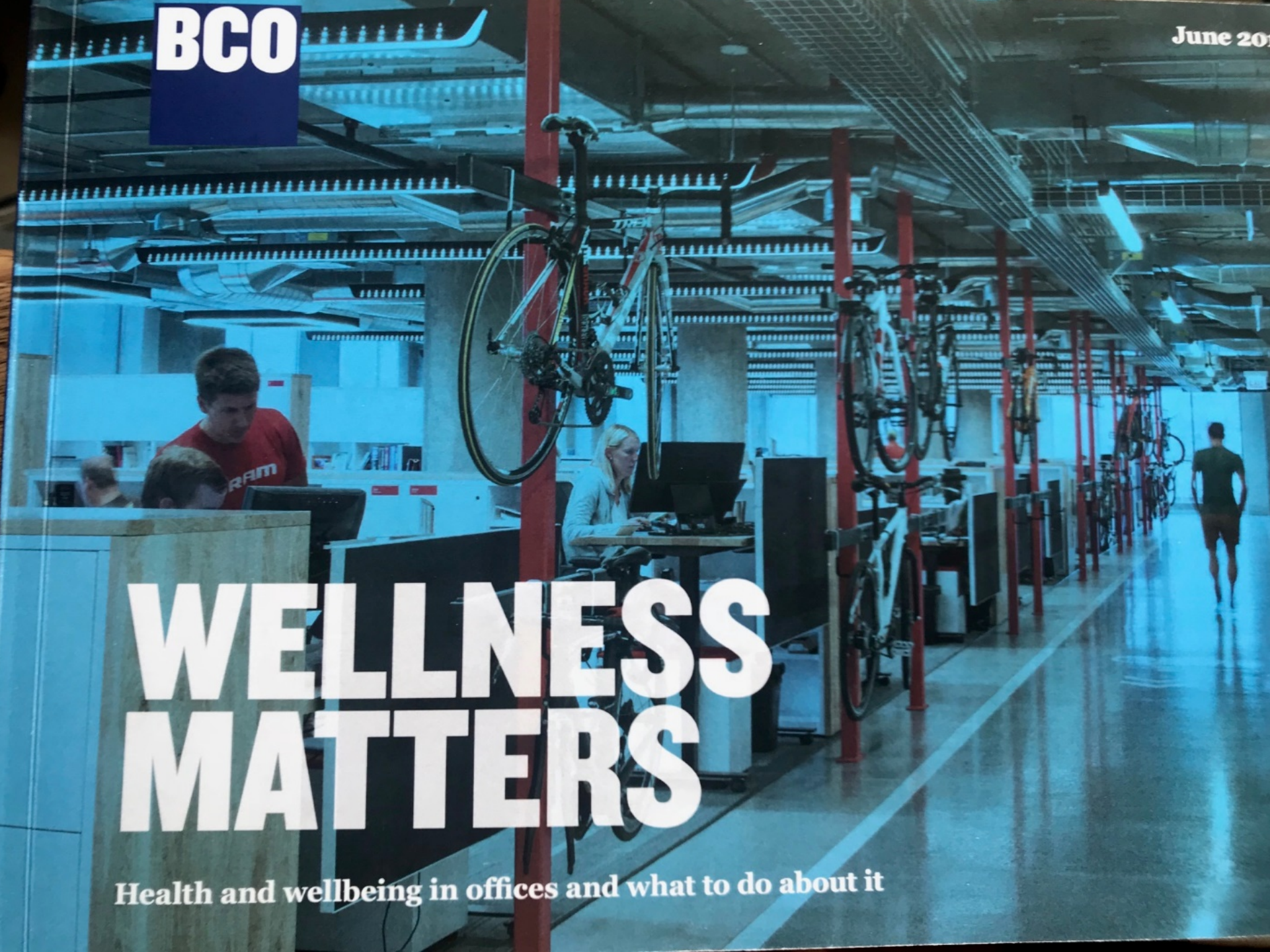
Amanda Levete (architect)

To live in a great space inspires you and lights your spirit. *The environment in which you live and work has a tremendous capacity to change your mood and affect the way you live your life.* Space, volume and natural light are vital for good living.

The BCO logo is a dark blue square with the letters 'BCO' in white, bold, sans-serif font.

BCO

June 201

The background image is a photograph of a modern office interior. The space is open-plan with high ceilings, exposed ductwork, and industrial-style lighting. Several people are working at desks with computers. Bicycles are hanging from the ceiling racks. A person is walking in the distance. The overall color palette is dominated by blue and red tones.

WELLNESS MATTERS

Health and wellbeing in offices and what to do about it

QUALITATIVE

Physical

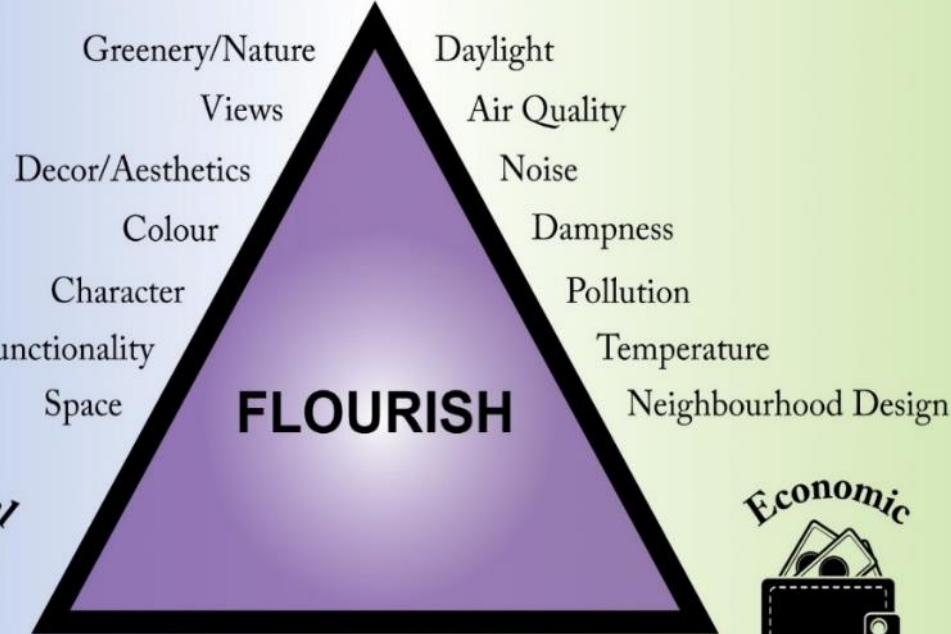


QUANTITATIVE

Perceptual



Economic



Perceived Health and Well-being
Happiness and Satisfaction
Security
Empowerment
Achievement
Relationships
Community

national — Decreased Public Health Costs
(*illness, injuries, therapies*)
developers — Increased Asset Value/Sale Price
landlords — Higher Rental Rates
Better Occupancy Rates/Tenant Longevity
occupants — Productivity
Performance
Prosperity
Social Capital

The FLOURISH WHEEL

An assessment tool for health and well-being



© Derek Clements-Croome and Marylis Ramos

read more about Flourish in:

Clements-Croome, D (2018) Creating the Productive Workplace: Places to Work Creatively

Wellness Matters Conclusions

- **Multi sensory approach using Flourish**
- **HWB is not a luxury it is an investment**
- **Planning , design, management and operation has HWB as a primary issue**
- **Use HWB interventions**
- **Board level commitment essential**
- **Monitor buildings, systems and people**

HWB Assessments

- **Assessing health and wellbeing is as important as energy , water , waste or pollution**
- **There are indirect interactions between HWB and sustainability**
- **Pollution is an example of a direct impact on HWB**
- **WELL v2; Fitwel and Flourish are examples of assessment approaches**

THANK YOU

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