

Health Risk Assessments

- Annual "Health Risk Appraisal" uses a 64-question health risk assessment tool.
- Blood pressure, total and HDL cholesterol measurements are provided on all shifts for care-giving sites.

Health Risk Reduction and Self-Care

- Healthwise Handbook or Healthwise for Life self-care program are distributed, and instructions presented to all new members.
- Members with identified health risks are contacted by Healthy Edge nurses via telephone and direct mail to develop action plans to reduce health risks.
- Twenty-one self-learning video programs to reduce specific health risks are distributed to the various facilities.
- Classroom presentations are conducted by registered dietitians, registered nurses and fitness experts. Topics include, cholesterol and hypertension reduction, complementary therapies, nutritional health, and stress management
- Seminars (6-8 sessions, one per week) including "Eating for Life," "Get Off Your Butt – Stay Smoke-Free for Life," and "Healthy Heart" to reduce cardiovascular and respiratory health risks are presented.
- Fitness and activity programs include the following:
 - Low-impact aerobic classes
 - Step-aerobics classes
 - Seated Massage therapy
 - Walking Clubs
 - Tai Chi classes
 - Yoga classes
 - Self-defense classes

Communications

- The Quarterly Newsletter includes a current calendar of upcoming programs and screening events.
- The Healthy Edge Hotline is a 24-hour line available to members which addresses questions, comments, and concerns. Individual preventive health reminders for members when they join or renew their memberships, encourage compliance with the age and gender specific recommended preventive health schedule.
- The "Reminder for Renewal" program sends a customized postcard to the member's home one month prior to their renewal date.
- Electronic communications include the WAVENET, Sentara's internal intranet, Sentara's web page: [www. sentara.com](http://www.sentara.com), E-MAIL and "Health Tips on Hold", Sentara's telephone on-hold service.
- Payroll messages alert Healthy Edge members to upcoming events and to risk reduction strategies.

Incentives and rewards for actions and results

- The “Flex-Credit Incentive Program” rewards first year members for enrollment, class participation, volunteerism and fitness actions. A total of \$60 pre-tax may be earned and either paid outright or used to purchase health benefits.
- The “Reward for Results Program” rewards renewing members for the achievement of normal clinical values including blood pressure, total cholesterol and weight. Rewards are also achieved for not smoking and for obtaining recommended preventive screenings such as mammograms, cervical cancer screenings and prostate exams. Renewing members may also earn flex credits as described above.
- Self-reported documentation of fitness activities allows members to communicate their exercise activities and to earn financial incentives.

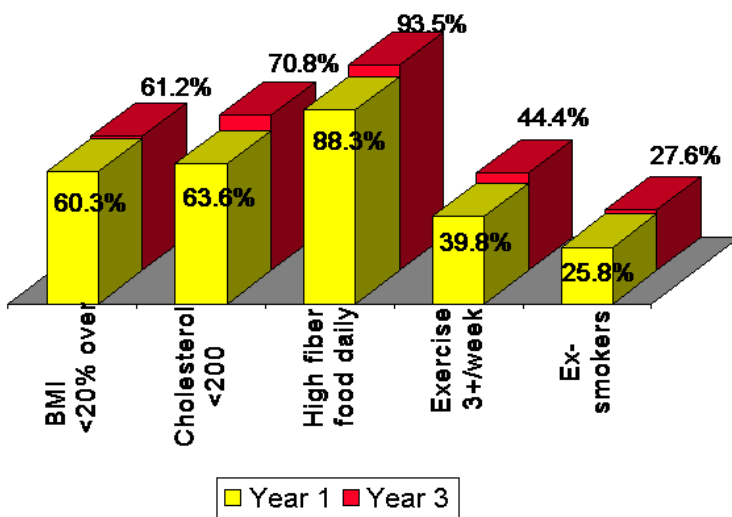
Ancillary Services (available to Healthy Edge members)

- Employee Assistance Program is a confidential assessment, counseling and referral service. An employee and their family may use the service for help with personal, family, or job related problems.
- Disease Management Programs are provided for both diabetic and asthmatic members.
- Women’s Health Source is a comprehensive women’s services center which offers classes, information and support groups. Services include lactation consultants, a baby bouncer rental program, breast-feeding information line, CPR certification, perinatal bereavement counseling, prenatal education, menopause support, massage therapy, and a speakers bureau. Also, employee’s children under the age of 19 may obtain free immunizations at this facility.
- Flu shots: Flu shots are provided at no charge to employees during flu season. “The Flu Patrol” reaches Healthy Edge members on all shifts.
- Mobile Mammography Van: A mobile mammography unit that is accredited by the American College of Radiology performs more than 4,000 mammograms each year. The unit is designed to afford absolute privacy, comfort and convenience. All of the technologists are certified by the American Registry of Radiologic Technology. All mammograms are interpreted by board-certified radiologists who specialize in mammography. The mammography van travels to every Sentara worksite biannually.
- 1-800-SENTARA is a community and employee telephone service which disseminates information about classes, screenings and community resources about cancer (prostate, bone marrow donor registry, bladder, breast), cardiac disease, stroke, irritable bowel syndrome, pediatric CPR, colo-rectal screenings, asthma, diabetes, congestive heart failure, Mini-Medical School, smoking cessation, cataracts, weight loss, osteoporosis, attention deficit disorder, back pain and injuries, childhood immunizations, mammography, and blood pressure. In addition, people may schedule appointments or reserve space for programs or screenings.
- Ergonomic assessments are provided free-of-charge to employees by the Worker’s Compensation department of Sentara Health Management. This evaluation service is available upon request and provides a 24-48 hour response time.
- Integrity program is an annual educational program which addresses the sensitive nature of health care information and the ethical issues that may arise, and includes a 24 hour hot line for integrity advice.
- Sentara Cancer Institute is a collaborative effort with Eastern Virginia Medical School. The Cancer Institute provides a broad range of cancer services that include prevention, education, early detection programs, diagnosis, treatment, rehabilitation and clinical research.
- Asthma camp is an annual program for under served children 8-12 years of age. The camp provides education about asthma and the most current asthma management therapies. Employee volunteers provide clinical care, education, fun, food, and games for asthmatic children and their parents.

- Healthy Edge Magazine and Sentara Network are quarterly publications that are mailed directly to all employee homes. The Healthy Edge is a prevention magazine which reaches 300,000 people throughout the region.
- Sentara Hampton Health and Fitness Center is a 43,000 square foot state-of-the-art fitness facility open to employees and the public in the city of Hampton. Healthy Edge members are invited to use this facility at no cost on a weekly basis during a designated afternoon. Healthy Edge members may receive a membership rebate based on monthly usage. Membership to the fitness center includes: personal fitness evaluation, personal training, complete training center with the latest strength training and aerobic equipment, 25 meter pool, full locker room facilities, sauna, whirlpool, child care, indoor and outdoor running track, full service massage therapy, pro-shop, physical therapy, rehabilitation and specialty programming services and racket ball facilities. Classes offered encompass every aspect of life stages and interests.



Health Risks Year 1 and 3 275 matched individuals



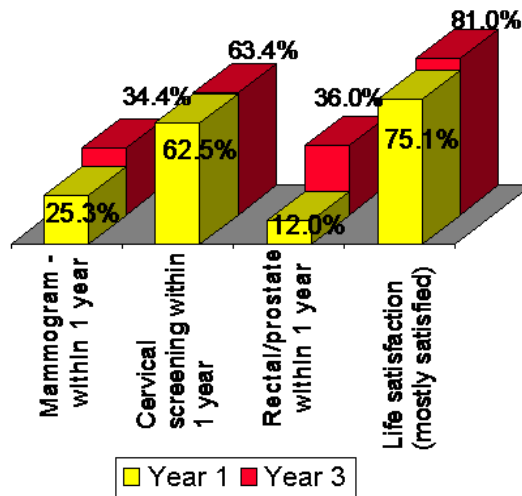
Lifestyle changes that led to healthy outcomes improved.

- The number of non-obese individuals (BMI <20% over ideal) increased from 60.3% to 61.2%.
- The number of individuals with a total cholesterol less than 200 increased 7.2%.
- Individuals daily intake of fiber increased 5.2%.
- Individuals exercising three or more times a week increased 4.6%.
- The number of ex-smokers increased from 25.8% to 27.6%.



Health Risks Year 1 and 3

275 matched individuals



Preventive health actions progressed.
Life satisfaction increased.

- Mammographies within the past year increased 9.1%
- Cervical screenings within a year increased from 62.5% to 63.5%
- Rectal/prostate exams for men jumped 24%.
- Employees' overall feeling of life satisfaction increased 5.9%.