Excellence in Healthcare: CHAA Award Presentation

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Global Health Services

April 30th 2012
Company Overview

Global Leader in Health Care

More than 250 Operating Companies

In 60 Countries

Selling Products in More Than 175 Countries

118,000 Employees Worldwide
Our Credo
Common set of values unifying a diverse business

• Created in 1943
• Drives deep commitment to ethical principles
• The Four Tenets
  – Customers
  – Employees
  – Communities
  – Stockholders
Company establishes **first environmental goal** aimed at reducing toxic emissions

Company begins formalizing long-term goals across a range of environmental impacts with **Pollution Prevention Goals** (1993-2000)

Company launches **Next Generation Goals** (2000-2005)

Company adds **Safe People 2010** goals and **Healthy People 2012 Goals**

Company launches **Healthy Planet 2010 Goals** (2005-2010)

Company launches **Healthy Future 2015**, our five-year strategic roadmap to propel our corporate citizenship and sustainability commitments forward – our broadest and boldest goals yet
Healthy Future 2015: Our Strategic Priorities

• Honor our responsibility to communities by **advancing community wellness**
• Honor our responsibility to communities by **enhancing outcome measurement in philanthropy**
• **Foster the most engaged, health-conscious and safe employees** in the world
• Build on our legacy in **safeguarding the planet**
• **Partner with suppliers who embrace sustainability**
• **Advance global health** through research and development for neglected diseases and affordable access to medicines
• Commit to **enhanced transparency** and accessing the power of **external collaboration**

**Employee Health, Safety & Engagement Goals:**
90th percentile for employee engagement

90% of employees have access to culture of health programs

80% of employees have completed a health risk profile and know their key health indicators

80% of measured population health risks are characterized as “low risk”

15% improvement in employee, contractor, and fleet safety performance
2007 - 2011 LWDC

- Consistently Top 3 causes of LWDCs and Recordables are:
  - Ergonomics
  - Slips Trips and Falls
  - Vehicle accidents
• **Worldwide Ergonomics Standard**
  – Specifies the “What” of the Ergonomics Program

• **Worldwide Ergonomics Guidelines**
  – Specifies the “How” of the Ergonomics Program

• **Consistent References & Tools**
  – **ERGO Program**
    – Worldwide Ergonomics Initiative
    – A Medical Guide for the Health Professional
    – Engineering Training
  – **Risk Assessment Tools**
    – Ergonomics Job Analyzer (EJA), Users Guide & EJA Toolkit
    – Material Handling EJA (MH EJA)
    – Computer Workstation EJA (CW EJA)
  – **Engineering Design**
    – ERGO Engineering Design Reference Guide (SI and Metric Units)
  – **Home Office & Fleet Safety**
    – Ergonomics Guidelines for Setting Up a Home Office
    – Field Guidelines for Handling Materials Safely
  – **Incident Investigation Process**
    – Learning to Look - Ergonomics
Fall Prevention Action Plan

**Awareness Campaign**
- “Call to Action” video featuring J&J leaders
- Quarterly emphasis on the Big Four
- Fall prevention literature

**Prevention Plan**
- Target Zero
- 2+ recordables/yr requires Fall Prevention action plan
- Develop and implement Fall Prevention action plan
- Update/Create Fall Prevention tools utilizing Top 10 VOC

**Emphasis Program**
- Top 10 MAARS and Non-MAARS sites
- Annual Fall Prevention site assessment
- Develop & implement Fall Prevention action plan
- Required element during joint assessment
- Semi-annual progress report to EHS Council
Crashes Per Million Miles (CPMM) 1995 – 2011 Q3 Worldwide

% FIC = % of fleet in crashes

CPMM

# Crashes

% FIC

CPM

19% 18% 18% 16% 15% 15% 13% 13% 12% 12% 12% 11% 11% 11% 11% 10.9% 10.9% 11.5%


2272 3005 2996 3476 3809 3751 4014 4219 4027 3862 4253 4111 4119 3954 3629 2896

2,896 3629 3954 3862 3877 4253 4111 4119 3629 3954 4219 4027 4014 4219 4027 3862 3809

10.9% 11.5% 18% 18% 16% 15% 15% 13% 13% 12% 11% 11% 11% 11% 10.9% 11.5%

WW 2011 CPMM Target = 5.3
SAFE Fleet Core Elements

1. Management Commitment
2. Worldwide Fleet Safety Standards
3. Training and Education
4. SAFE Fleet Teams
5. Assessment and Assurance
6. Community Outreach
What Are We Doing To Keep People Safe?

• SAFE Fleet Champion Engagement and Support
  ➢ New Consumer Champions in EMEA and NA
  ➢ Champion Strategy Meetings
  ➢ Development of Strategic Framework: Responsibility, Ownership, Commitment...Consistent Language Around Expectations

• Formal Assessments, SAFE Fleet Regional Meetings, Sales/Service Meetings
  ➢ Formal Assessments
  ➢ National Meeting Participation and Support
  ➢ Deep Dive Country Reviews (e.g., Mexico, Brazil)

• Training and Education
  ➢ Two-Wheeler driver training (AP)
  ➢ BTW enhanced curriculum (US Fleet)

Note: Green highlight indicates new actions.
What Are We Doing To Keep People Safe?

• **New Program/Process/Communication Launches**
  - SAFE Fleet global training portal – resource leveraging - global
  - E-safetyforall.com and E-SAFE Fleet Tips – global
  - Drive Safely Work Week - global
  - “The Other Driver” Module – new, global deployment
  - Parking and Backing Crash Prevention (back-up camera, BTW, reinforce through communications, dashboard) – global/regional
  - Virtual Risk Manager Phase 2 and 3 – US Fleet
  - Post Crash Cell Phone Records Review – US Consumer Fleet
  - Core Team Expansion – Ambassadors Assigned – US Consumer Fleet
  - Telematics Pilot – US Fleet

• **Benchmarking**
  - Annual NETS Benchmark Survey
  - Vodafone, Coca-Cola in India. Working on standardizing two-wheeler curriculum and leveraging of resources – AP region
"I'm talking about prevention, specifically in the workplace. …Johnson & Johnson has been making substantial, systematic, and effective investments in prevention for more than 30 years. We dedicate resources to prevention because, like any successful investment we've made, it yields steady returns."

-Bill Weldon, CEO
Sustaining a Global Culture of Health

Mission

1. Create, promote and sustain an Organizational Culture of Health
2. Promote consistent, effective and compliant health programs & service delivery
3. Lead in Business by Leading in Health

Have the healthiest, most engaged workforce for J&J - allowing for full and productive lives

Culture of Health - Key Ingredients

- Leadership & Commitment
- Enterprise Programs
- Policy & Procedures
- Marketing & Communications
- Measurements & Outcomes
# HR Policies & EHS Management System Framework

<table>
<thead>
<tr>
<th>HR HEALTH POLICIES</th>
<th>EHS STANDARDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Drug and alcohol free workplaces</td>
<td>- Tobacco-Free policy</td>
</tr>
<tr>
<td>- Health records &amp; Confidentiality</td>
<td>- Travel Health</td>
</tr>
<tr>
<td>- EAP Policy</td>
<td>- Medical surveillance</td>
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<tr>
<td>- HIV Policy</td>
<td>- Wellness policy</td>
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## EHS Policy

### INTEGRATED EHS
1. EHS Management Systems
2. Chemical Substances Management
3. Emergency Preparedness and Response
4. Contractor Management
5. Responsible External Supply Chain
6. Acquisitions and Divestitures
7. EHS by Design
8. External EHS Engagement

### ENVIRONMENT
9. Air
10. Water and Wastewater Management
11. Waste Management
12. Tank System
13. Energy Management

### HEALTH
14. Noise and Hearing Conservation
15. Biosafety
16. Radiation Safety
17. Employee Wellbeing
18. Occupational Health

### SAFETY
19. Fall Prevention
20. Fire and Explosion Prevention
22. Machinery and Equipment Safety
23. Ergonomics
24. Hazardous Processes
25. Fleet Safety
26. Warehouses & Storage areas
27. Office EHS
Fundamental principles of a successful solution

Integrated Holistic Program Delivery

**Mental Health & Well-Being**
- Access to employee assistance professionals
- 24/7 telephonic counseling
- Online mental health screening
- HealthMedia® Digital Health Coaching programs
- Resiliency/stress management training
- Yoga and meditation

**Healthy Lifestyle Programs**
- Health profile and biometrics
- Health profile counseling
- Digital Health Coaching programs
- Pedometers and million-step challenges
- Weight Watchers and nutritional counseling
- Tobacco cessation programs (PIQ)
- Energy Mgmt. & Engagement Training

**Occupational Health & Disease Management**
- Onsite occupational health clinics
- Employee health centers
- Medical surveillance compliance
- Value-added services (phlebotomy, pharmacy, & physical therapy)
- CareConnect & Health Advocate
- Medical benefit integration

**Health Education & Awareness Programs**
- My eHealth (tip of the day, family health guides, personal trackers)
- Healthy people news
- Healthy people bulletin boards
- Global health observances (i.e. Move for Health, World Diabetes Day, Breast Cancer Awareness, World AIDS Day)

Global Health Services.
Measurements
Measure Outcome not just Effort

Global Health Assessment Tool (GHAT)
- Accessible via Johnson & Johnson intranet
- Reporting by all operating companies annually
- In-depth validation of stated culture of health and program elements including population risk data

2011 Worldwide Reporting - 426 locations (100%)
## Raising the bar

### GH Goals

<table>
<thead>
<tr>
<th>GH Goals</th>
<th>Enterprise</th>
<th>US</th>
<th>OUS</th>
<th>MFG</th>
<th>ADMIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 75% will have &gt; 9 Health Offerings *</td>
<td>53%</td>
<td>97%</td>
<td>42%</td>
<td>75%</td>
<td>42%</td>
</tr>
<tr>
<td>2. 69% or more of measured population health risks will be characterized as &quot;low health risks“**</td>
<td>78%</td>
<td>85%</td>
<td>67%</td>
<td>77%</td>
<td>81%</td>
</tr>
<tr>
<td>3. 89% or more of all planned periodic medical surveillances will be completed</td>
<td>95%</td>
<td>97%</td>
<td>94%</td>
<td>94%</td>
<td>97%</td>
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### Healthy Future 2015

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<th>US</th>
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<tr>
<td>1. 90% of employees have access to &quot;Culture of Health&quot; programs*</td>
<td>34%</td>
<td>75%</td>
<td>16%</td>
<td>31%</td>
<td>37%</td>
</tr>
<tr>
<td>2. 80% of employees have completed a Health risk Assessment and know their key health indicators</td>
<td>38%</td>
<td>77%</td>
<td>20%</td>
<td>41%</td>
<td>33%</td>
</tr>
<tr>
<td>3. 80% of measured population health risks will be characterized as &quot;low health risks“**</td>
<td>78%</td>
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*Where programs are FULLY implemented  
** Low Health Risk is ≤2 Health Risks
## Impact on Population Health and Key Health Indicators

### % Population Health Risk Reduction (2006 to 2011)

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<tr>
<td>Unhealthy Eating ( &lt;5 Servings / Day)</td>
<td>56.6%</td>
<td>76.6% (2009)</td>
<td>62.1%</td>
</tr>
<tr>
<td>Obesity (BMI 30.0+)</td>
<td>20.6%</td>
<td>34.7% (2005-2008)</td>
<td>34.3%</td>
</tr>
<tr>
<td>Inactivity ( &lt;150 Moderate Minute Equivalents)</td>
<td>20.9%</td>
<td>52.7% (2009)</td>
<td>46.5%</td>
</tr>
<tr>
<td>Hypertension (Blood Pressure 140+/90+ mmhg)</td>
<td>6.4%</td>
<td>30.9% (2005-2008)</td>
<td>7.4%</td>
</tr>
<tr>
<td>Cholesterol (Total Cholesterol 240+ mg/dl)</td>
<td>6.2%</td>
<td>14.9% (2005-2008)</td>
<td>6.2%</td>
</tr>
<tr>
<td>Tobacco Use (Current User of Any Tobacco)</td>
<td>3.6%</td>
<td>24.8% (2008)</td>
<td>10.6%</td>
</tr>
<tr>
<td>Glucose (126+ Fasting)</td>
<td>2.5%</td>
<td>10.9% (2005-2008)</td>
<td>1.7%</td>
</tr>
<tr>
<td>Stress (Heavily or Excessively Stressed)</td>
<td>1.3%</td>
<td>3.2% (2008-2009)</td>
<td>1.8%</td>
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</tbody>
</table>
Health Programs -
External validation of program success & opportunities

“Company employees benefited from meaningful reductions in rates of obesity, high blood pressure, high cholesterol, tobacco use, physical inactivity and poor nutrition. Average annual per employee savings were $565 in 2009 dollars, producing a return on investment equal to a range of $1.88-$3.92 saved for every dollar spent on the program.”
Final thoughts......

• Success springs from a culture of health & safety, which is built into the fabric of the business

• Integrated and holistic services deliver business results and customer satisfaction

• Use data to focus on key issues

• Set short and long term goals; measure and track outcomes

• Phased approaches and pilots are critical

• Increased productivity and engagement can generate significant cost savings and improved performance

*keep pushing the envelope!*
Questions

Find your energy.