



# WALKING THE TALK

Creating safer, healthier  
work with Health Links™  
and Doctor Fix It



# About Doctor Fix It

## POPULATION

67 employees

## INDUSTRY

Plumbing, Heating & Electric

## RESULTS PERIOD

2017–2019



## OVERVIEW

**Doctor Fix It** is a family-owned and operated business providing plumbing, heating, cooling, and electrical services in the Denver area for over 70 years. With 67 full-time employees, the company strives to build a team of healthy and safe employees. Doctor Fix It is committed to creating a workplace that promotes and supports this vision.

## WALKING THE TALK

In 2017, Doctor Fix It started forming a plan to enhance its health and safety programming. At the time, Doctor Fix It's programming primarily focused on safety and the company struggled with effectively assessing the health and safety needs and interests of its employees.

According to Safety Manager Deanna Misuraca, "Our company's hope was to become a business that 'walked the talk' when it came to our employees' health and safety. We felt the best way to do that was to better understand what our employees needed to be happier, healthier, and safer." Doctor Fix It wanted to move from a predominantly safety-focused approach to a Total Worker Health® (TWH) approach, which strives to not only protect the health and safety of workers, but also advance their well-being by creating safer and healthier work.<sup>1</sup>

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## **FROM PLAN TO ACTION**

Though Doctor Fix It knew what it wanted to achieve, it needed some support and resources to turn its plan into action. For this reason, the company partnered with Health Links™ and worked with their advisor to create a plan of action.

The company’s first priority was to conduct a workplace survey to gather information on its employees’ needs and interests. Assessments provide information to generate evidence-based ideas for programs and they also work to support employee engagement.<sup>2</sup> Health Links equipped the human resources team with their first official employee needs and interests survey. To ensure the survey was easily accessible to as many employees as possible, Health Links suggested integrating the activity of filling out the survey into an existing team meeting where all staff were present.

Since starting to work with Health Links, Doctor Fix It now conducts workplace assessments annually. According to Deanna, the Health Links team helped lay the necessary groundwork for the assessment process.

## **DISCOVERING WHAT EMPLOYEES REALLY WANT**

After conducting the employee needs and interests survey, the human resources team was surprised to find out what employees really wanted out of their health and safety programming. The data showed that employees wanted more information and resources about physical activity and financial advising. By gathering this information, Doctor Fix It identified critical areas where the company could genuinely support the health and wellbeing of employees.<sup>3</sup>



The company used this data to steer its health and safety programming in the direction of what employees wanted. Deanna says that in addition to conducting assessments, “We reshaped our safety team to include more leadership involvement as well as representation from each of our departments.” Collaboration on all levels, from leadership to employees, has been shown to build healthier and safer workplaces, boost productivity, and improve engagement.<sup>4</sup>



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## GROWTH AND PROGRESS

Listening to its employees, Doctor Fix It implemented programs based on their interests. For those interested in financial advising, the human resources team brought in consultants to give financial advice and resources and for those interested in physical activity, the team provided discounted memberships at local fitness facilities.

As a result of the changes made after working with Health Links, employee participation in health and safety programs increased from 63% to 97% between 2017 and 2019.

Deanna has also seen improvements in participation with her own eyes. As an active company in the community, Deanna says she has seen a growing number of new employees volunteer at events. These team-building activities have led to a shift in company culture. Deanna has also seen improvements in the company’s safety climate. “Employees are more actively looking out for each other’s health and safety,” she says.



# 54%

**Increase in participation**

# 213%

**Increase in retention rate**



Doctor Fix It hoped its efforts would increase retention and attract quality workers in a competitive market. Since starting with Health Links in 2017, the company has increased its retention rate from 30.8% to 96.4%.

“Because of Health Links, we now have a solid plan of action that has and will continue to positively impact our employees’ health, safety, and well-being,” says Deanna. Over the last two years, Doctor Fix It has increased its Health Links Healthy Workplace Assessment score 20 points. By following Health Links’ evidence-based

recommendations in program planning, implementation, and evaluation, this company is aligned in its vision of “walking the talk” and continues to work towards achieving Total Worker Health.

# Health Links Benchmarks

Change in Benchmark Scores and Total Healthy Workplace Assessment Score from 2017 to 2019

## Doctor Fix It

### Organizational Supports

60% 67%

### Workplace Assessment

25% 42%

### Health Programs and Policies

19%

### Safety Programs and Policies

44%

69%

### Engagement

44%

56%

### Evaluation

10%

70%

### Total Score

35%

55%

2017

2019

## LEARN MORE

[healthlinkscertified.org](http://healthlinkscertified.org)

## SOURCES

<sup>1</sup> What is Total Worker Health? (2020, June 29). Retrieved September 28, 2020, from <https://www.cdc.gov/niosh/twh/totalhealth.html>

<sup>2</sup> NIOSH (2016). Fundamentals of total worker health approaches: essential elements for advancing worker safety, health, and well-being. By Lee MP, Hudson H, Richards R, Chang CC, Chosewood LC, Schill AL, on behalf of the NIOSH Office for Total Worker Health. Cincinnati, OH: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health. DHHS (NIOSH) Publication No. 2017-112 December 2016

<sup>3</sup> Assessment. (2015, December 04). Retrieved September 28, 2020, from <https://www.cdc.gov/workplacehealthpromotion/model/assessment/index.html>

<sup>4</sup> McLellan D, Moore W, Nagler E, Sorensen G [2017]. Implementing an integrated approach weaving worker health, safety, and well-being into the fabric of your organization. Boston, MA: Harvard T.H. Chan School of Public Health Center for Work, Health, and Well-being, <http://centerforworkhealth.sph.harvard.edu/resources/guidelines-implementing-integrated-approach>




**Health Links™** is a program of the Center for Health,  
Work & Environment at the Colorado School of Public Health.

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