

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions



Creating a Mindful Workplace Culture

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Integrity
We do the right thing for the right reason.

Excellence
We strive to deliver the highest quality and value possible through simple, easy and relevant solutions.



People we serve

Inspiration
We inspire each other to explore ideas that can make the world a better place.

Caring
We listen to and respect our customers and each other so we can act with insight, understanding and compassion.


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A Look Inside Who We Are


Unique challenges:

- 50,000 active employees
 - > Average age 45 with 11 years of service
 - *creeping age brings increased medical risk*
 - > 76% of workforce are female
 - *have a unique set of health care needs*
- > 50% earn average of \$40,000
 - *issues with affordability*
- > Almost 50% work from home full-time
 - *engaging employees in programs*



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Stress Effect



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About Mindfulness

<http://aetna.tumblr.com/mindfulness>

What is mindfulness?


- Paying attention or noting whatever is happening in the moment with a gentle and open mind
- Being present in the moment, the one you're in right now
- Awareness of breathing, thoughts, feelings, sensations and surroundings

What mindfulness isn't

- Tuning out
- A relaxation technique
- Becoming passive
- Stopping thoughts
- Doesn't involve chanting, bowing, sitting cross-legged or burning incense

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Mindfulness Is Catching On

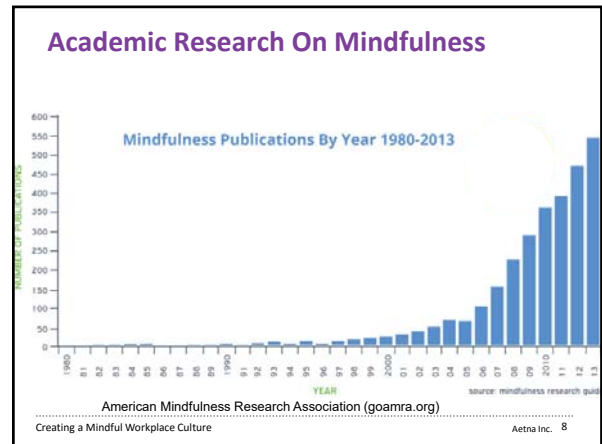


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Mindfulness In Business

22% of companies will be offering mindfulness training in 2016

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Your Brain On Mindfulness

- Memory & attention.** Reduced thinning and greater oxygenation in prefrontal cortex
- Attention.** Increased grey matter volume in the putamen
- Anxiety & stress.** Decreased activity in the amygdala
- Learning & self-awareness.** Thickening in the hippocampus

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Mindfulness Activity

Practice awareness of:

- Breathing
- Thoughts
- Feelings
- Sensations
- Surroundings

Debrief

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Mind-Body Stress Reduction Study 2010

In 2010, Aetna conducted a randomized-control study on mind-body stress reduction and collaborated with Duke Integrative Medicine, eMindful Inc. and the American Vinyoga Institute. We developed the Mindfulness at Work program based on this research.

Perceived stress levels
Significant improvements in perceived stress with 36% (mindfulness) and 33% (Viniyoga) decreases in stress levels as compared to 18% for the control

Sleep difficulties
Decreased by 29% and 32% respectively as compared to 18% for the control*

Current pain levels
Significant improvement in the yoga group, compared to control

Breathing rate
Decreased more for the mindfulness participants as compared to control

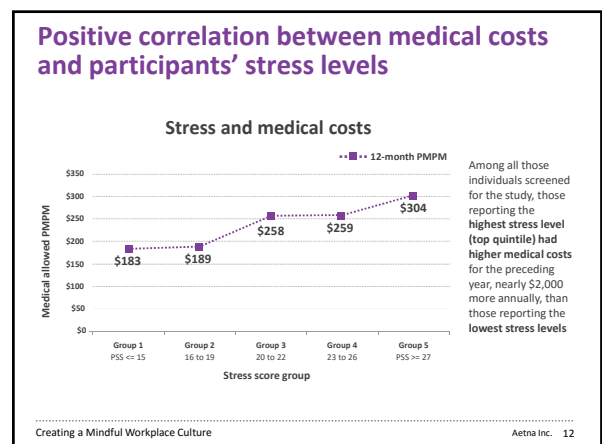
Productivity, insomnia and depression
Positive results achieved without statistical significance.

Engagement
Both online and in-person classes showed equivalent results and retention was better in the online classes

Class time
Results achieved in about half the length of other commonly used mind-body interventions

*Journal of Occupational Health Psychology "Effective and viable mind-body stress reduction in the workplace: A randomized controlled trial" By Wolmer, Ruth Q.; Bobinet, Kyna J.; McCabe, Kelley; Mackenzie, Elizabeth R.; Fekete, Erin; Kusnick, Catherine A.; Balme, Michael Vol 17(2), Apr 2012, 246-258

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Our Health & Well-Being Programs

- Flexible work time
- Healthy Lifestyle Coaching
- Viniyoga
- Mindfulness at Work™
- Metabolic Health in Small Bytes
- Headspace
- Mindful Midday Calls
- Resources for Living
- Financial counseling
- Therapeutic chair massage
- Discover Mindfulness on Aetna Connect

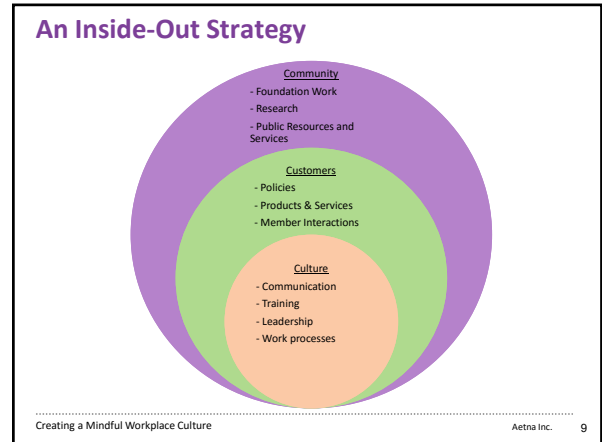
The program continues to reduce stress and related factors. Participants who completed the pre- and post-program surveys reported:

- **28%** reduction in perceived stress level
- **20%** improvement in overall sleep quality
- **19%** reduction in pain level
- **44 minutes** per week gained in productive time on the job

These results are statistically significant at the $p < 0.001$ level.

Source: eMindful program to date analysis (July 1, 2013 - June 30, 2014)

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Mindfulness Makes Us More Effective

- Manage distraction and stay focused
- Do one task at a time instead of multitasking
- Practice discernment so we can prioritize work
- Manage worrisome thoughts so we can sleep
- Improve communication; listening and speaking
- Improves EQ so we can coach; give and receive feedback
- Have clarity and creativity to solve problems
- Practice self-care so we stay healthy and build resilience
- Helps us stay calm so we don't engage in negative coping behaviors that wear us down

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Developing a Mindfulness 3-Year Strategy

- Determine points of impact
- Identify stakeholders
- Socialize top down, bottom up, side to side
- Provide programs and training
- Create manager toolkits
- Offer practice tool
- Conduct live practice sessions
- Support adoption through mindful conversations
- Build intranet community
- Highlight success stories
- Demonstrate mindful leadership
- Measure and communicate results

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Q & A

Thank you