

## FREQUENTLY ASKED QUESTIONS

Well-being Works Better™ and Well-being Works Better Scorecard™

For additional assistance, contact customer support at [workforce@heart.org](mailto:workforce@heart.org) or 1-800-616-7828.

### What is Well-Being Works Better?



The pandemic changed the future of work for millions of employees, disrupting their pre-pandemic work lives and putting a spotlight on the need to create a work culture that supports employee health – mind and body. The U.S. workforce is facing high levels of burnout, and the Great Resignation has challenged business leaders to keep employees healthy, happy and empowered. Building a culture where employees thrive is no longer an option – it's a business imperative. That's why the American Heart Association created **Well-being Works Better™**, a platform to help business leaders build a culture of health and well-being. From the latest research, actionable guidance based on the latest science in our Resource Center and a new-and-improved **Well-being Works Better™ Scorecard** with a complimentary results report, the Well-being Works Better™ platform will help unleash the power of a healthy, happy workforce. Sign up for monthly alerts regarding new and featured resources at <http://www.heart.org/workforce> [<http://www.heart.org/workforce>].

### Why did the American Heart Association create the new Well-being Works Better™ Scorecard?



New science has been published on the role that mental health, well-being, and health equity play in the health and well-being of the workforce. To reflect this, the American Heart Association's existing Workplace Health Achievement Index was updated by our science experts to emphasize whole-person health and well-being. The former Workplace Health Achievement Index was sunset on August 1st, 2022.

### What are the main differences between the old Workplace Health Achievement Index and the new Well-being Works Better™ Scorecard?



The Scorecard has two new sections – Health Equity and Organizational Well-being – as well as a new scoring and recognition system. Furthermore, we have introduced a new Platinum recognition to award the highest achieving organizations. Although the Scorecard has more questions, the organizational and demographic sections have been optimized to balance completion time. Finally, the new **Well-being Works Better™ Scorecard** is part of a new, broader platform that provides tools, resources, and access to best practices for employers to achieve continuous improvement in health and well-being. You can access Well-being Works Better™ resources at <https://www.heart.org/workforce> [<https://www.heart.org/workforce>].

There are nine sections for evaluating the culture of health and well-being for your organization. This includes a total of 96 questions across the nine sections. You can download the [Scorecard questions \[https://www.heart.org/-/media/Healthy-Living-Files/Well-being-Works-Better/Workforce\\_Well\\_being\\_Scorecard\\_Questions.pdf\]](https://www.heart.org/-/media/Healthy-Living-Files/Well-being-Works-Better/Workforce_Well_being_Scorecard_Questions.pdf) from the Resource Center.

- Leadership: 10 questions
  - Organizational leadership involvement in advocating for well-being.
- Organizational policies and environment: 33 questions
  - Policies, guidelines and physical environment that support workforce well-being.
- Communications: 4 questions
  - Strategic communications to support well-being.
- Programs and interventions: 12 questions
  - The provision of programs that address health risks and chronic conditions.
- Engagement: 4 questions
  - The degree to which your organization engages employees and their dependents in health and well-being.
- Community partnerships and advocacy: 4 questions
  - The level of engagement in the community to advocate for health and well-being policies and initiatives.
- Reporting Outcomes: 8 questions
  - Measurement and evaluation of health and well-being programs.
- Health equity: 10 questions
  - Organizational policies and practices to build champion equity in the workplace.
- Organizational well-being: 11 questions
  - Policies and practices for organizational well-being and burnout prevention.

## How many points per section and the weighting of the Scorecard?



Organizations will not be required to submit employee health data. The total Scorecard score and recognitions will be solely based on answers to the 96 best-practice questions, and the point structure has changed to reflect this change in 2022.

A maximum of 230 points can be achieved. The table below outlines the number of questions, points, and weighting for each best practice pillars.

Section	Questions (#)	Points (Max)	Weight (%)
1. Structure and Process			
Leadership Support	10	24	11%
Organizational Policies and Environment	33	82	35%
Communications	4	10	4%

Reporting Outcomes	8	21	9%
Health Equity	10	10	4%
Organizational Well-being	11	22	10%
<i>Total</i>	<i>96</i>	<i>230</i>	<i>100%</i>

## What are the recognition levels?



The Well-being Works Better™ Scorecard recognition levels are as follows:

- Completer: 0-90 points
- Bronze: 91-136 points
- Silver: 137-182 points
- Gold: 183-216 points
- Platinum: 217-230 points

## Is there a difference between completing the Scorecard in the spring versus the fall?



No, the questions and recognition are the same regardless of when you complete the Scorecard. Our goal is to make it more convenient for your organization to complete the Scorecard by offering greater flexibility that fits your organization's schedule and priorities. The spring cycle is November 1st to April 30th and the fall cycle is May 1st to October 31st.

## Do I need to set up a new account for the Well-being Works Better™ Scorecard if I have one already for the Workplace Health Achievement Index?



Yes, all organizations will need to set-up a new account in the Well-being Works Better™ Scorecard. This is a new platform, and the previous Workplace Health Achievement Index will sunset on August 1, 2022.

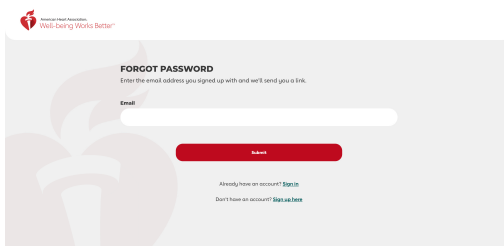
## Can I access previous results of the Workplace Health Achievement Index as part of the Scorecard?



No. This is a new assessment tool with new questions and a new scoring system. For assistance, contact our customer support at [workforce@heart.org](mailto:workforce@heart.org) [mailto:workforce@heart.org] or 1-800-616-7828.

## How do I reset my password?





### **If I had a My Life Check code previously for the Workplace Health Achievement Index, can I use the same My Life Check Organization Code?**

Yes, you may use the same organizational My Life Check code.

### **My organization has multiple office locations and branches. Would you advise I set-up separate accounts for each location/branch?**

If an organization's policies and practices vary by worksite, we recommend that organizations set up accounts for different locations. This may be cumbersome, so organizations may prefer to set up one, central account.


### **How do I save my progress?**

Select "Save" at the bottom on the page to ensure responses are saved.



### **Is there a submit button? Will I receive an email confirmation that the Scorecard has been completed? I want to be sure our company will be considered for recognition.**

No. There is not a submit button and you will not receive an email confirmation that the Scorecard has been completed. You can check the status of your Scorecard completion by viewing the dashboard within the tool (image below).


Well-being Works Better™
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### WELL-BEING WORKS BETTER SCORECARD


[Print Your Results](#)

**The Spring 2024 cycle deadline is: April 30, 2024, at 9:00 pm (PST)**  
 Thank you for participating in the American Heart Association Well-being Works Better Scorecard®. Like you, we are committed to creating a culture of healthy and well-being for your workforce through science-based best practices and data-informed tools and resources.

**If this is your first time submitting:** Your scorecard is complete once you have a checkmark next to each section.

**If you completed a previous cycle:** Your responses from the previous cycle will be pre-populated. Please review, update your responses as needed, and then save each section. All sections must be updated in this cycle to consider your scorecard complete.

ORGANIZATION	18 Questions	3
LEADERSHIP SUPPORT	10 Questions	2
ORGANISATIONAL POLICIES AND ENVIRONMENT	33 Questions	2
COMMUNICATIONS	4 Questions	2
PROGRAMS AND INTERVENTIONS	12 Questions	2
ENGAGEMENT	4 Questions	3
COMMUNITY PARTNERSHIPS AND ADVOCACY	4 Questions	3
REPORTING OUTCOMES	8 Questions	2
HEALTH EQUITY	10 Questions	2
ORGANIZATIONAL WELL-BEING	11 Questions	2
DEMOGRAPHICS	29 Questions	3



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## Our Company has a new name. How do I update my company account name?

Select the organization tab, update organization field, and then select "Next" on bottom of page to save.

## How do I update the primary contact information for my company account?

Please contact our customer support at [workforce@heart.org](mailto:workforce@heart.org) or 1-800-616-7828 for assistance.

## I'm not receiving email communication from the American Heart Association about workforce health. What should I do?

Please reach out to us at [workforce@heart.org](mailto:workforce@heart.org) to notify us. We also recommend you add [workforce@heart.org](mailto:workforce@heart.org) to your safe email contacts.

## Is it possible for an additional organization contact to receive Well-Being Works Better email communication?

Yes, please have additional company contacts sign up for the [Well-being Works Better Newsletter](https://www.wellbeingworksbetter.org/en/newsletter-sign-up) and receive actionable guidance arounded

## How will the American Heart Association recognize employers completing the Scorecard?



Based on achievement level employers will be recognized in a national business publication. Employers will also be listed on the Well-being Works Better website at [www.wellbeingworksbetter.org](http://www.wellbeingworksbetter.org) [<http://www.wellbeingworksbetter.org>].

## What Scorecard recognition resources will be provided for companies to use?



If awarded at the Platinum, Gold, Silver or Bronze level the digital recognition toolkit will include:

- Usage guidelines, including proclaimer statement
- Downloadable hi-resolution recognition icons
- Social media templates
- Template news release for localized one-time use

## When will I get my recognition materials and when will I use them?



Your recognition materials are available immediately upon completion. Simply select "Recognition Toolkit" from the navigation. Your recognition toolkit is determined by your initial Scorecard submission for each cycle. Recognition toolkits and public recognition will only be awarded for the first completion within the cycle. To increase your recognition level, you'll need to submit your Scorecard in the next cycle.

## How long can I use my recognition materials?



Organizations may use the supplied recognition toolkit for 12 months following the American Heart Association's announcement of recognition levels.

## Can our organization complete the Well-being Works Better Scorecard in both the Spring and Fall?



Yes, your organization may complete in both cycles. Organizations can access their Scorecard accounts all year round and make updates as they implement best practices over time. Please note that recognition toolkits and public recognition will only be awarded for the first completion within the cycle. To increase your recognition level, you'll need to submit your Scorecard in the next cycle.