



CUSTOMER SUCCESS STORY

Point Loma + WellRight: DoubleDigit Improvement in Multiple Health Condition Rates

SEARCHING FOR GROWTH

Identifying the Challenge: Point Loma Nazarene University is a faith-based liberal arts school located in San Diego, California. They quickly outgrew their bare-bones wellness program, which consisted of fitness trackers, paperwork, and the honor system. What they didn't want, however, was rigid programming that wouldn't accommodate the staff's diverse needs.

CRITICAL EXPLORATION

Considering the Options: To get a feel for their available options, a visit to the National Wellness Institute Conference was in order. "My predecessor attended this conference and met WellRight there," explains Samara Timms, Director of Benefits and Wellness at PLNU. "They sent her WellRight's 21 Habits book and spoke with them about their program and platform." After speaking to a few different vendors, it became obvious that WellRight was the perfect fit.

POINT¹⁹  **LOMA**⁰²
NAZARENE UNIVERSITY

"Health outcomes across multiple conditions have shown doubledigit percentage improvements, including a staggering 42 percent drop in pre-diabetes rates."

— **Erica Manhardt**
Director of Benefits and Wellness
PLNU

A HELPING HAND

Building a Solution: “Integrating WellRight was really easy,” says Timms. “We were asking so many questions about what we should do and what ideas they might have for us, and they held our hands through the entire process.”

Once they were up and running, Timms and her team were thrilled to see how customizable and flexible the challenges were. They were able to create new challenges that were deeply meaningful to their organization, like the annual “Meet Me at the Manger” steps challenge.

In addition, they loved how easy the program was to access and administer. The team used to spend 26 hours every week administering their wellness program, and that has plummeted to about 10. “We’ve been able to provide an even more robust program to our employees. Using the WellRight platform has taken a lot of the administrative work off our plates.”

WHOLE-PERSON WELLNESS

Loving the Results: Since implementing the program in early 2017, PLNU’s results have been extraordinary. Not only have admins seen a 62 percent decrease in wellness program administration time, but health outcomes across multiple conditions have shown double-digit percentage improvements.

As a bonus, engagement with the program has increased by about 50 percent, aided by the automation and text tracking that WellRight provides. With limitless customizable options, employees can focus on multiple dimensions of health.

“Every day I get feedback about the program and how much everyone enjoys it,” Timms says. “Between the flexibility, the responsiveness of the WellRight team, and the never-ending variety, we’re getting amazing results that make us happy, our health insurer happy, and our staff happy.”



Ready to create a culture of caring and retain your top talent? Talk to an expert at WellRight to get started.

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