

Frequently Asked Questions

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

For additional assistance, contact customer support at workforce@heart.org or 1-888- 242-4503.

1. 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 **Workforce Well-being 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>.

2. Why did the American Heart Association create the new Workforce Well-being 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 AHA'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 sunset on August 1st, 2022.

3. What are the main differences between the old Workplace Health Achievement Index and the new Workforce Well-being 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 Workforce Well-being 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>.

4. How many questions are part of the new Scorecard?

There are nine sections for evaluating the culture of health and well-being for your organization. This includes a total of 93 questions across the nine sections. You can download the [Scorecard questions](#) 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: 9 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.

5. How many points per section and the weighting of the new Scorecard?

For the November 14th Workforce Well-Being Scorecard™ deadline, organizations will not be required to submit employee health data. The total Scorecard score and recognitions will be solely based on answers to the 93 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 (%)
Structure and Process			
Leadership Support	10	25	11%
Organizational Policies and Environment	33	81	35%
Communications	4	10	4%
Programs and Interventions	9	43	19%
Engagement	4	12	5%
Community Partnerships	4	8	3%
Reporting Outcomes	8	19	8%
Health Equity	10	10	4%
Organizational Well-being	11	22	10%
<i>Total</i>	<i>93</i>	<i>230</i>	<i>100%</i>
SCORECARD TOTAL	93	230	100%

6. What are the new recognition levels for 2022?

The Workforce Well-being Scorecard will offer four recognitions levels including:

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

7. Why did our Workforce Well-being Scorecard recognition level go down/up when compared with the Workplace Health Achievement Index recognition? The Scorecard has two new sections – Health Equity and Organizational Well-being - which were not included in the Workplace Health Achievement Index. These two sections alone account for 21 questions and a maximum of 22 points. There is also a new weighting system with the Scorecard, where the majority of points come from the nine best practice categories. Therefore, some companies might achieve a lower or higher recognition level based on these differences.

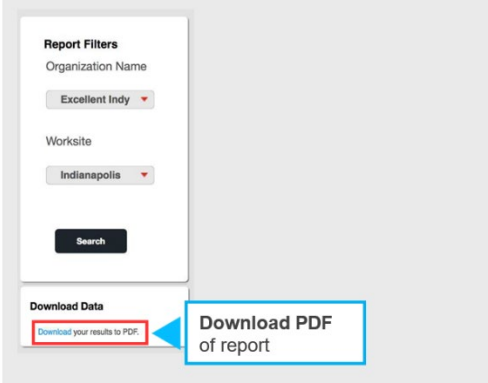
8. Do I need to set up a new account for the Workforce Well-being Scorecard™ if I have one already for the Workplace Health Achievement Index?

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

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

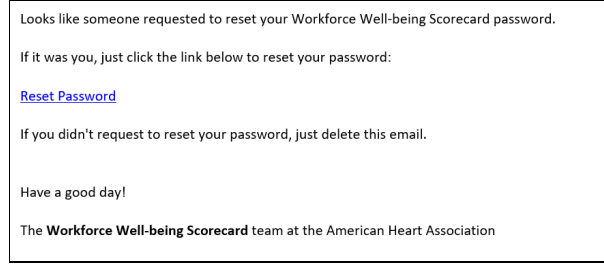
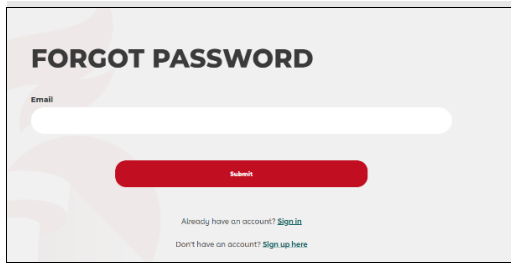
No. This is a new assessment tool with new questions and a new scoring system. We encourage companies to download past dashboard report(s). For assistance, contact our customer support at workforce@heart.org or 1-888-242-4503.

You can download reports into a PDF file. Make sure to select the year for each report. Go to [here](#) to access.

STEPS	SCREEN SHOTS
1. Click Download to download results to PDF .	

10. How do I reset my password?

On the login page select “reset password” and an automated email with the reset instructions will be available.



11. How do I save my progress?

Select “Next” at the bottom on the page to ensure responses are saved.



12. If I had a My Life Check code previously for the Workplace Health Achievement Index, can I use the same My Life Check with the Scorecard?

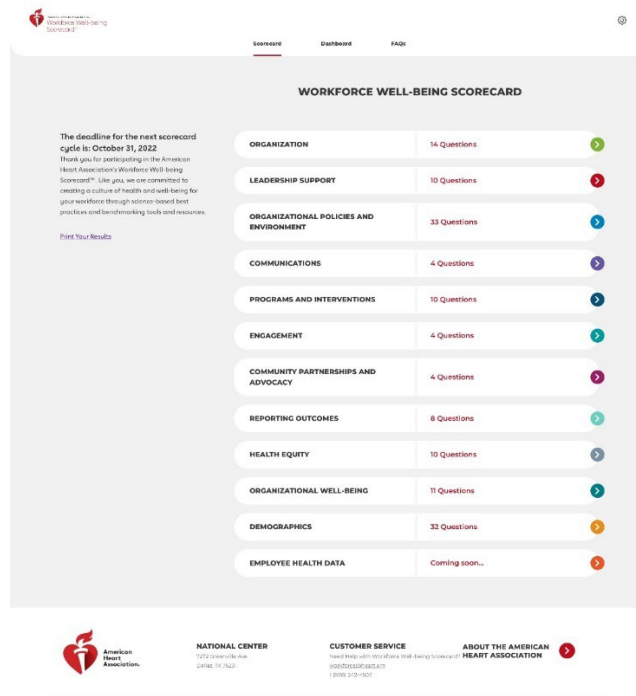
Yes, you may use the same organizational My Life Check code for the Scorecard used previously for the Index.

13. 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.

14. 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).



15. I’ve misplaced my organization’s My Life Check code. How can I locate it?

Please contact our customer support at workforce@heart.org or 1-888- 242-4503 for assistance.

16. We have an existing HRA (health risk assessment) tool, administered by an outside vendor. Do we need to use the American Heart Association’s My Life Check, if we are already collecting similar information?

No, you don’t need to use the My Life Check assessment. If you have existing data that is equivalent to Life’s Essential 8 you can provide aggregate health data within the Scorecard application by following the instructions when available. Note for the 2022 cycle, companies are not required to submit employee health data. If you have questions, please contact our customer support at workforce@heart.org or 1-888-242-4503.

17. Will the American Heart Association continue to provide My Life Check Enhance which allowed an organization to track changes over time?

No, My Life Check Enhance will no longer be available for use.

18. 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.

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

Please contact our customer support at workforce@heart.org or 1-888- 242-4503 for assistance.

20. 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 to notify us. We also recommend you add workforce@heart.org and email@heartemail.org to your safe email contacts.

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

Yes, please have additional company contacts complete a brief registration at [Workforce Well-being Resources Sign-up](#) to access the Well-being Works Better™ Resource Center and receive the monthly e-newsletter.

22. How will the American Heart Association recognize employers completing the Scorecard?

Based on achievement level employers will be recognized on *Forbes* Brandvoice. Employers will also be listed on the Well-being Works Better website at heart.org/workforce.

23. 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