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# A Catalog of Health and Wellness Programs for Commercial Drivers

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# Health Risks Among CMV Drivers

- Up to 90% of CMV drivers overweight or obese
- High rates of comorbid chronic conditions
  - Hypertension
  - Dyslipidemia
  - Diabetes
  - Sleep apnea
- Other unhealthy behaviors
  - Smoking
  - Poor nutrition
  - Sedentary





# Impacts of Driver Health on Work Factors

Obesity and associated comorbidities can impact:

- Work performance
- Productivity
- Absenteeism
- Healthcare costs
- **CRASH RISK\***

\* A key finding of the CDSRF study was that obesity itself did not increase crash risk, but rather the associated untreated comorbidities that accompany obesity impacted crash risk



# Worksite Health & Wellness Programs



- Worksite health and wellness (H&W) programs and interventions can benefit workers
  - Improving health outcomes and
  - Effectively engage employees
  - Improve retention

## Challenges of implementing H&W programs for CMV drivers

- Voluntary participation
- Engagement
- Fear of “big brother” and job loss
- Irregular/transient work schedules
- Work culture
- Lack of support

# FMCSA's Commitment to Improving Driver Health



FMCSA tasked the Medical Review Board (MRB) and Motor Carrier Safety Advisory Committee (MCSAC) to provide recommendations on how to:

- Structure and deliver an effective H&W program for CMV drivers
- Get drivers to take advantage of program resources
- Assess driver satisfaction
- Identify ways to evaluate health programs for CMV drivers

Recommendations should consider 5 focus areas:

1. Work conditions
2. Diet and exercise
3. Sleep and fatigue
4. Personal injury
5. Lifestyle choices

In 2016, MRB and MCSAC delivered a comprehensive discussion on improving the health outcomes of CMV drivers

No formal recommendations were developed

# Study Goal and Methods



Identify, review, and document existing CMV driver H&W programs to identify industry best practices

1. Literature review
  - Prevalent medical conditions
  - Health and safety risks
  - Review existing carrier programs
2. Phone interviews with fleet and industry representatives (~60 minutes)
  - Documents and detail existing programs
    - Driver recruitment
    - Health assessments and testing
    - Education and coaching
    - Program activities
    - Follow-up and health maintenance
    - Impacts of COVID-19
    - Health and operational outcomes
  - Identify program metrics and reported outcomes
3. Best Practices, recommendations, and lessons learned



# Fleet Identification and Recruitment

- Used MCS-150 form to randomly identify 900 motor carriers to contact for recruitment:
  - 300 small (1–50 trucks), 300 medium (51–500 trucks), and 300 large (501+ trucks).
  - fleets with fewer than 15 drivers were excluded
- 88 additional motor carriers identified for recruitment-expressed interest in prior communications.
- Recruitment emails successfully sent to 683 carriers
  - presence of an H&W program for drivers
  - Interest/willingness to participate in an online interview
- 8 carriers (1.2%) agreed to participate in an interview to discuss their respective H&W program



# Fleet Interviews



# Best Practices

## Driver Engagement

- Free programs increased participation
- Rewarding healthy behaviors and goal achievements were cited as driving elements for long-term driver participation.
- Social events to promote wellness encourages driver participation in a fun and active way
- Group challenges and competitions encourage driver participation in a fun and engaging manner
- Incorporating wearables/fitness apps can be motivating and encouraging to drivers through self-monitoring

## Implementation of Program

- Program models often a hybrid of voluntary and mandatory participation
- Half of fleets managed and led H&W programs internally; half hired third party providers to manage programs
- Mandatory sleep programs for drivers determined at risk for or diagnosed with sleep apnea
- Implement programs tailored to individual needs and work culture of the fleet
- Offerings for driver families, recognizing the importance of social support for program participation and success
- Program and initiatives must be flexible to evolve with driver and company changing needs
- Offering H&W program and reimbursement incentives to company insured drivers can keep program costs effective

# Best Practices

## Techniques for success

- Face-to-face communication and interactions with drivers is critical to foster trust and establish rapport
- Create a work environment that fosters a healthy work health culture, considering drivers often spend time at fleet terminals before, after, and during shifts.
- Separation of health and medical information from the fleet is critical. Several fleets hired third party data management solution providers to store, track, manage, and report driver health data
- Over-the-road support, equipment, and resources, including telehealth, help establish long-term habits
- Monitor data trends to inform and determine H&W program initiatives

## Focus

- Education is key. Educating drivers on basic health principles and implementation strategies to improve health stimulates self-awareness, intrinsic motivation, and skills to learn and grow.
- Improving drivers' understanding of general wellness and their own health enables them to develop physical, social and emotional health values to further support purpose and motivation.

# Lessons Learned



## Program Supports

- Key program messaging!
  - A healthy lifestyle benefits not only work life, but improves all aspects of life
- Involve drivers from the beginning.
  - Building a H&W program around what drivers want and will participate in
- Voluntary participation.
  - Keeping participation voluntary rather than mandatory
- Driver advocates are effective recruitment supports.
  - Driver advocates encouraged active participation, driver engagement, and inspired others
- Target recruitment to the spouse/partner and family
  - Households that make healthy commitments together may be more motivated to stay on track.
- Biometric screening and intake assessments
  - Evaluate general health and inform targeted health programs
- Transparent communication, constant engagement, and repeated marketing opportunities
- Top-down support from management
  - Leading by example
- Reinforcing data privacy and security
  - Third-party data management
  - Health assessments collected for drivers' personal knowledge and self-monitoring
  - Medical information that can impact driver medical certification is handled externally and is not shared
- Provide individual attention and one-on-one interactions, coaching, and support.
- Driver education.
  - Classes that address topics and issues that meet driver individual needs can help drivers to identify areas that they need help in and learn how to make changes.
- Sleep apnea programs result in a high return on investment
  - Reductions in health care costs.

# Lessons Learned



## Program Challenges and Needs

- Difficult to get drivers to participate in a voluntary program.
- Gaining driver acceptance and active participation is just as challenging for mandatory programs.
- Driver hesitancy to participate in fleet H&W programs due to health privacy and confidentiality concerns.
- Limited face-to-face interactions make regular check-ins and accountability opportunities more difficult.
- Fostering a healthy life mindset in uninterested, unmotivated, and disengaged individuals is increasingly challenging.
- Fleets want to identify creative solutions to increase driver participation, engagement, and enthusiasm.
- Need to embed health and safety culture into organizations and daily fleet operations.
- Quantifying program outcomes to evaluate the efficacy of the program is challenging,
  - Balancing the need for data with driver privacy, confidentiality, and voluntary participation.



Title

*Thank You!*