



QUARTER 4
AWC
ARMY WELLNESS CENTER
2021

Quarterly Program Monitoring Report
Fiscal Year 2021, Quarter 4 (JUL–SEP)

Approved for public release, distribution unlimited.

Disclaimer: The views expressed in this document are those of the author(s) and do not necessarily reflect the official policy of the Department of Defense, Department of the Army, U.S. Army Medical Department or the U.S. Government.



OVERALL QUARTERLY SUMMARY FOR FY21Q4

Note: Although there are currently 35 Army Wellness Centers (AWCs) in operation, this report only includes AWCs that have been operational for at least two full fiscal quarters.

Utilization

- **24,878** unique clients served by 31 AWCs.
- **41,762** visits to 31 AWCs.
- Overall ratio of **1.7** visits per unique client.
- Overall ratio of **1.7** services per visit.
- The overall utilization achieved for fully implemented AWCs was **110%**.
 - *Target (100% utilization) = 8.5 visits per Health Educator per day for fully implemented AWCs (operational for ≥ 1 year).*
 - *The measure of staff efficiency for fully implemented AWCs in FY21Q4 (8.5 visits per day) is changed from previous quarters, where Health Educators were expected to see 10.5 visits per day.*
 - *The overall utilization achieved for fully implemented AWCs is greater than 100% because AWCs have exceeded the target for the number of clients seen per health educator per day.*

Utilization by Active Duty (AD) Soldiers Meeting Army Physical Fitness Test (APFT) 2-mile Run Time Criteria for Musculoskeletal (MSK) Injury Risk

- **51%** of Active Duty Soldiers who visited the AWC for the first time during this reporting period met the criteria for MSK injury risk based on a 2-mile run time.

Client Satisfaction Ratings

- Overall client satisfaction was **high (98%)**.

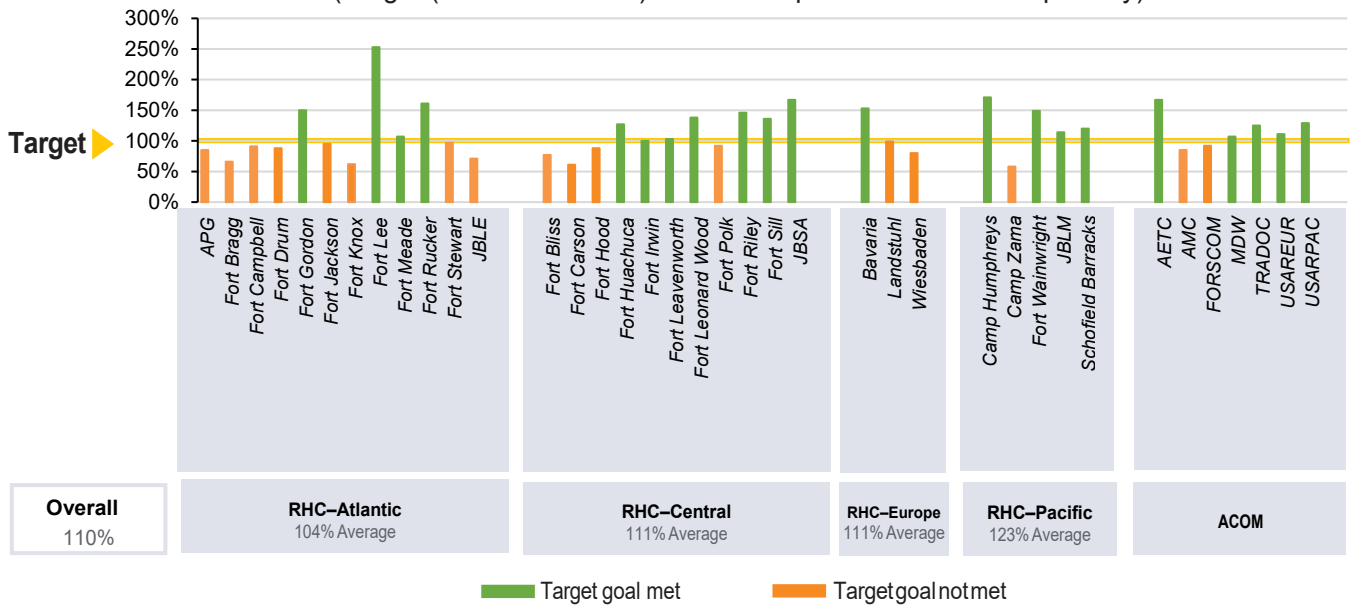
Demographics

- Majority of clients were male (**71%**), Active Duty (**82%**), and most were between the ages of 18 and 25 (**44%**), or 26 and 35 (**35%**).

NOTE: The AWCs experienced significant shifts in service delivery because of the Coronavirus 2019 (COVID-19) pandemic, with many AWCs seeing a decrease in the number of visits and utilization at the beginning of the pandemic. The AWCs modified their service delivery model as the COVID-19 pandemic unfolded, and the number of unique clients served by the AWCs, the number of visits to the AWCs, and overall AWC utilization steadily increased and appeared to stabilize at levels comparable to pre-pandemic data in the second half of FY21.

Utilization Achieved for Fully Implemented AWCs (open for ≥ 1 year)

(Target (100% Utilization) = 8.5 visits per health educator per day)

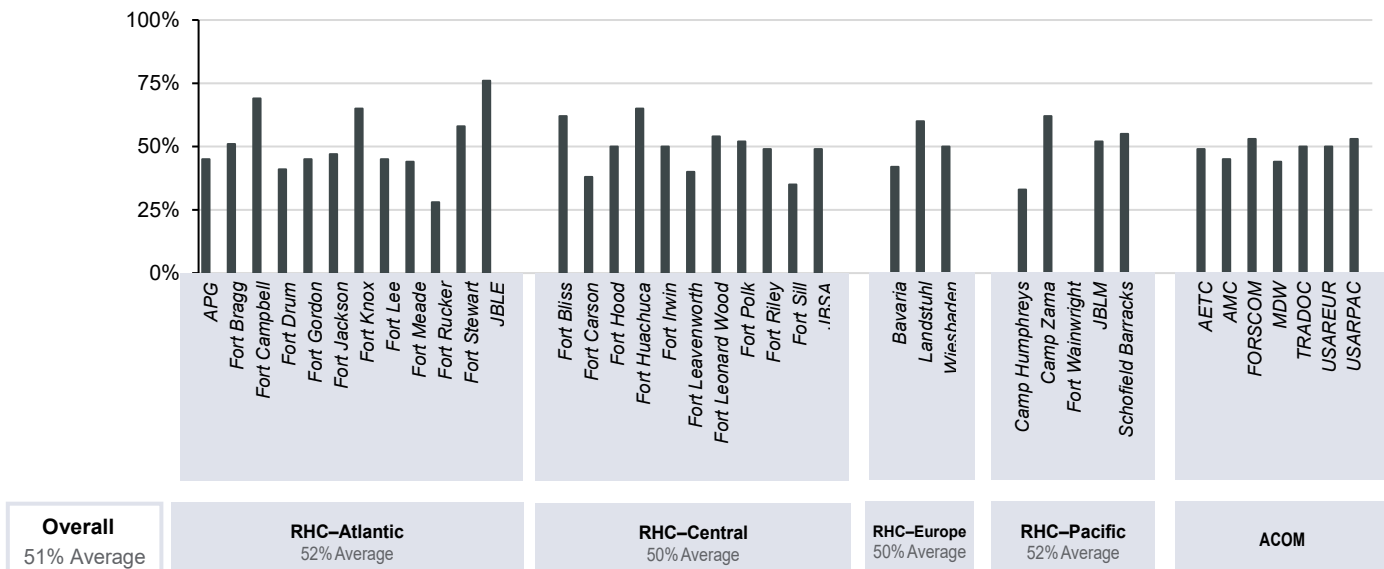


Data source: Army Wellness Center Health and Wellness Tracker – October 2021 export.

Data not available for Fort Benning, Stuttgart, and Vicenza.

The AWC facilities with utilization over 100% have exceeded the target for the number of clients seen per Health Educator per day. Utilization over 100% in FY21Q4 may be driven by the revised formula where the number of visits per Health Educator per day changed from 10.5 visits to 8.5 visits.

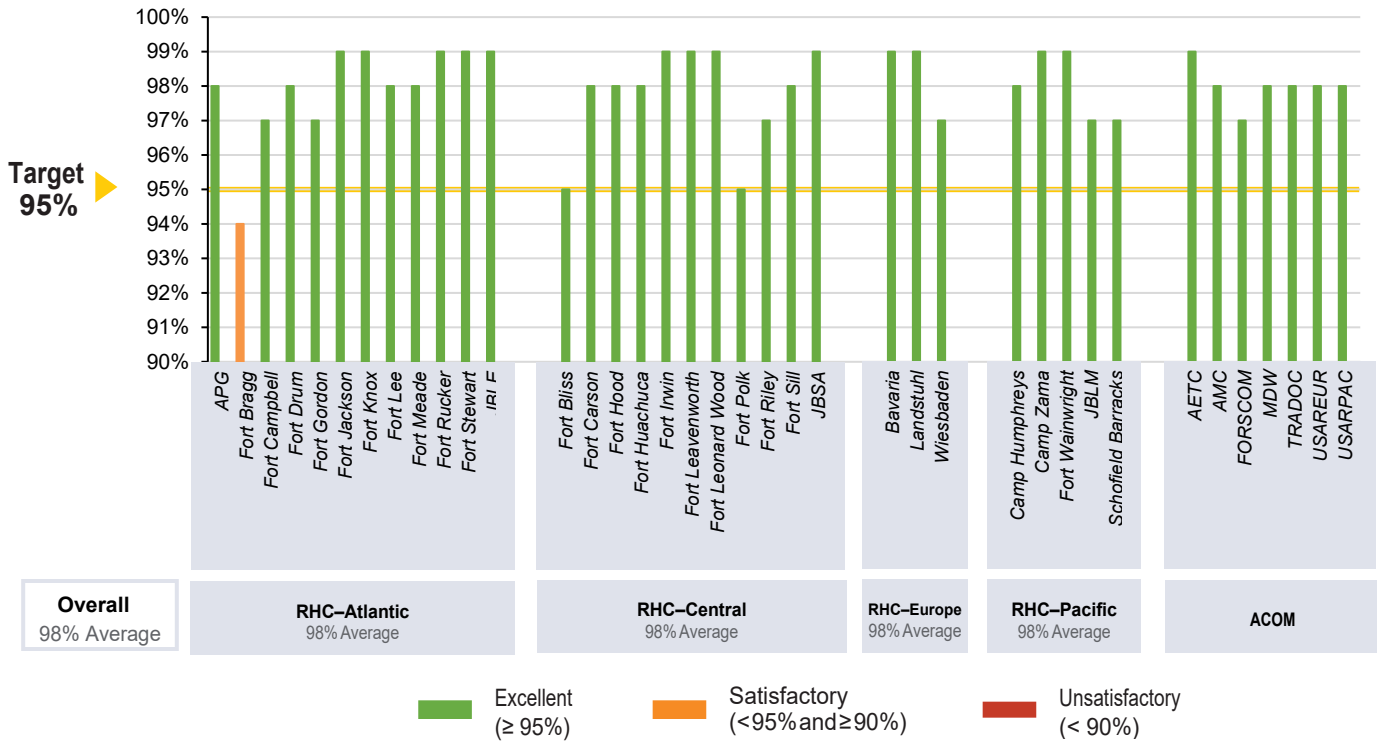
Percentage of Total AD Soldiers who Visited the AWC for the First Time during the Reporting Period and Met APFT 2-mile Run Time Criteria for MSK Injury Risk



Data source: Army Wellness Center Health and Wellness Tracker – October 2021 export.

Data not available for Fort Benning, Stuttgart, and Vicenza.

Client Satisfaction Ratings (%)



Data source: Army Wellness Center Health and Wellness Tracker – October 2021 export.
Data not available for Fort Benning, Stuttgart, and Vicenza.