

Client success story: Cohort study

Multi-program chronic condition solutions amplify outcomes



Managing multiple chronic conditions can be challenging, and when left untreated they can have a compounded negative effect on a person's health. Yet the opposite may also be true—appropriate management of co-occurring conditions can exponentially improve health outcomes. **Our recent study of members enrolled in an integrated solution for managing multiple conditions found that:**

For every additional program, members with diabetes or hypertension experience improved outcomes in their anchor condition

Enrolling in a mental health program is the biggest contributor to improvements across all conditions evaluated

Members with multiple chronic conditions engaging in a program for one condition often improved in other areas, inspiring lasting behavior change

Study size & scope:

24,000+ members with chronic conditions across 34 Teladoc Health clients

Programs:

Teladoc Health Chronic Condition Management Plus

Sample outcomes:

Additional 0.6% A1c reduction; additional 15 mmHG reduction in systolic blood pressure; additional 1.5% weight loss among members enrolled in multiple programs, including mental health

Challenge

Chronic conditions such as diabetes, hypertension and prediabetes are prevalent, with about 40% of adults in the U.S. living with two or more.¹ Meanwhile, approximately 180 million are living with mental health issues,² which can make it even harder for people to stay on track with their health.

This also puts a strain on costs. In fact, 90% of U.S. healthcare costs are spent on chronic conditions,³ and these costs increase exponentially the more conditions a person has.⁴ Offering comprehensive, easy-to-use tools and support can help people achieve better health outcomes and reduce the costs of managing these conditions over the long term.

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The results of this largescale study clearly demonstrate the power and value of whole-person care. When people have access to a single, highquality source of support for their chronic physical and mental health needs, they achieve better results across the board.

Bobbie James, Vice President Clinical Analytics, Teladoc Health

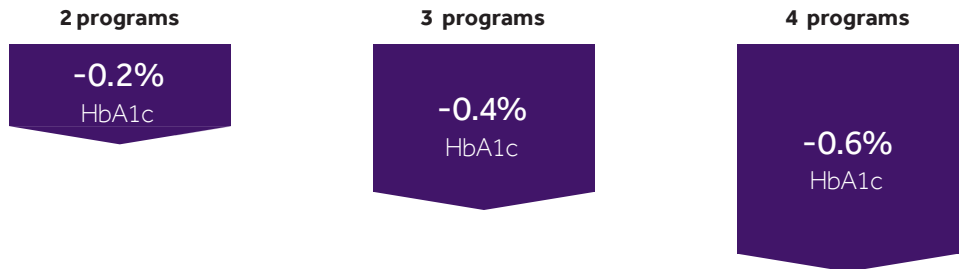
Study approach

Our internal team of clinical data analysts conducted a study of more than 24,000 members with multiple chronic conditions across 34 Teladoc Health clients to measure the impact of an integrated chronic care management program. These people are living with one anchor condition such as diabetes, hypertension or prediabetes, and may also struggle with mental health challenges such as stress, depression or anxiety.

Results

Enrolling in more than one integrated chronic care program shows an impact across multiple conditions after one year:

Average additional A1c reduction for those enrolled in multiple programs



▼ **0.2%**
average

ADDITIONAL A1C REDUCTION FOR EVERY
ADDITIONAL PROGRAM ENROLLED⁵

▼ **5mmHG**
average

ADDITIONAL REDUCTION IN SYSTOLIC
BLOOD PRESSURE FOR EVERY
ADDITIONAL PROGRAM ENROLLED⁵

Mental health enrollment is the greatest contributor to improved clinical outcomes after one year:

- **0.5%** average additional A1c reduction over a member's improvement achieved in a diabetes management program alone⁵
- **9.6 mmHg** average additional reduction in systolic blood pressure over a member's improvement in a hypertension management program alone⁵
- **1.5%** average additional weight loss among members also enrolled in the mental health program⁵

The ability to support multiple chronic conditions through a single platform doesn't just make them easier to manage, it also yields improved health outcomes, lower costs and a more satisfying member experience. Contact us to learn how our Chronic Care Complete solution—including physician oversight—can bring additional value to you and the people you serve.

¹Centers for Disease Control and Prevention, Chronic Diseases in America

²National Alliance on Mental Health "Mental Health By the Numbers"

³Centers for Disease Control and Prevention, Health and Economic Costs of Chronic Diseases

⁴Data on file (DS-4266)

⁵Data on file (DS-8467)

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About Teladoc Health: Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals. Chronic Condition Management Programs require 12 months participation.