

Case Study

SimpleTherapy's Virtual Physical Therapy Program

By introducing the *SimpleTherapy's* virtual musculoskeletal (MSK) therapy program and participating fully in the provided communications plan, a national big box retailer was able to **save nearly \$6M annually** while seeing a **52% reduction in participants' MSK pain**.

Challenge

After a review of claims data, a national big box retailer realized that a variety of MSK problems were driving high costs. Two major contributors: many of its 125,000 U.S. employees were over age 40, and most had physically demanding jobs. To be successful at reducing both employee pain and company cost, SimpleTherapy needed to engage the retailer's multiple high MSK risk populations across more than **670 locations nationwide**.

Metrics

To determine the program's value, the retailer chose four main target goals:

- At least **4% engagement**
- At least **50% of participants reporting pain reduction**
- At least **50% of participants reporting ability to address future MSK issues**
- Reductions measured through **claims-based analysis**

Other Considerations

In addition to challenges posed by the sheer size of the retailer's operations, many of its highest risk employees did not have access to a computer during the day to receive corporate messages. Other forms of communication would have to be used to guarantee success.

Mailers, custom posters and print campaigns would be directed at retailer employees without access to a computer. Furthermore, SimpleTherapy would send representatives to store locations to provide hands-on education about MSK disorders and how to use the program effectively.

SimpleTherapy Delivered¹

 **72%**

Faster Return-to-Work
for Injured Employees

 **33%**

of Participants
Stopped Taking Opioids

 **97%**

of Participants Reported an
**Overall Improvement in
Their Condition**

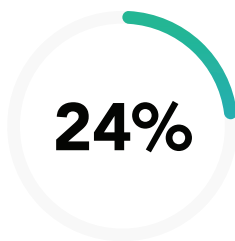
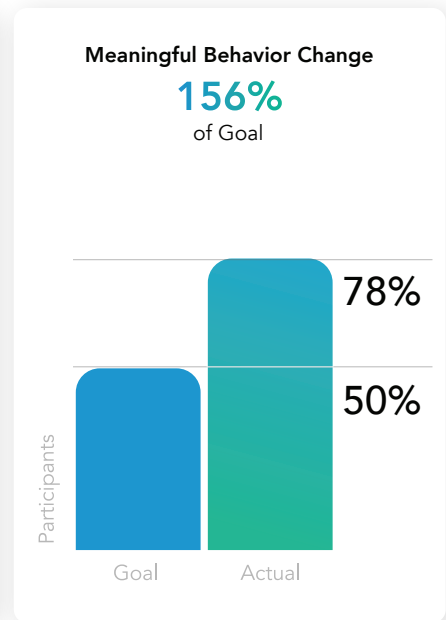
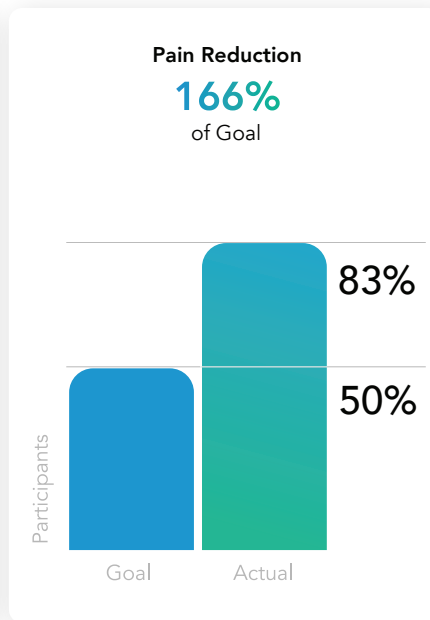
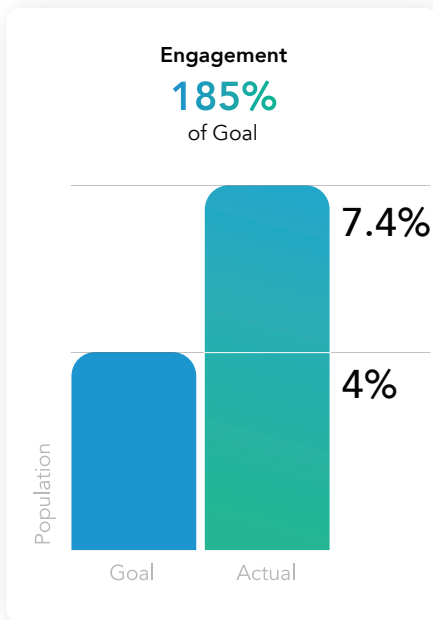
 **89%**

Net Promoter Score

1 Source: 2020 SimpleTherapy Employer Case Study and MSK Savings Validation Report; Study design 3-year nearest neighbor match study peer reviewed and certified by Validation Institute Dec'20 & Dec'21 (age, gender, Dx - body part treated) study using medical claims data (2017-2021)

Outcomes

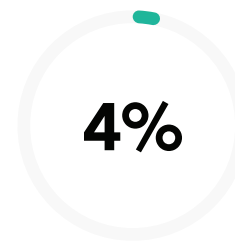
SimpleTherapy delivered outstanding results in all the store's chosen metrics, exceeding target metrics in every applicable category:



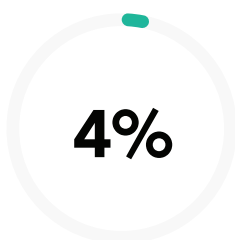
Reduction in
Physical Therapy Visits



Reduction in
Primary Care Visits



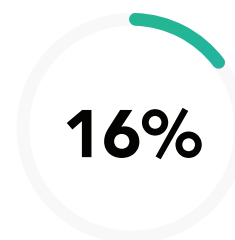
Reduction in
Radiology Procedures



Reduction in
Laboratory Procedures



Reduction in
Inpatient Care Visits



Reduction in
Emergency Room Visits

SimpleTherapy is dedicated to partnering with clients to solve their most important challenges.

To learn more, please contact sales@simpletherapy.com