



Moving Beyond Pain: A New Approach to Caring for Caregivers

ASHHRA Benefits Symposium – January 29, 2024

Who you'll hear from today



Dr. Louis Dickey
Medical Director,
Hinge Health

Agenda

- 01 Chronic pain's impact on healthcare workers and their employers
- 02 Barriers to optimal engagement in musculoskeletal care
- 03 MSK care strategies to address top healthcare employer concerns
- 04 Q&A

Chronic pain's impact on healthcare workers and their employers

Global impact



1.71 billion

People are affected by MSK conditions worldwide.¹



\$560B-\$635B

The range of costs accrued for MSK treatment and lost wages.³



10.3 days

Average of missed days of work for those living with MSK pain.²

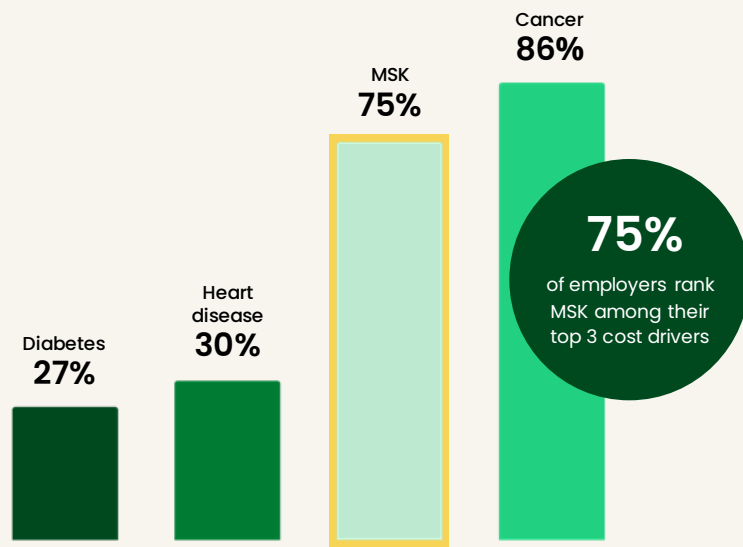


Disability

MSK conditions are the top contributors to disability.¹

Sources: ¹World Health Organization, [Musculoskeletal health fact sheet](#), 2022. Accessed May 23, 2023. ²Centers for Disease Control and Prevention, National Center for Health Statistics, [National Health Interview Survey](#), 2020. ³Gaskin DJ, Richard P. [The economic costs of pain in the United States](#). J Pain. 2012;13(8):715-724. doi:10.1016/j.jpain.2012.03.009

Percent of employers ranking the condition among their top three cost drivers



Source: Business Group on Health, [2024 Large Employers' Health Care Strategy and Plan Design Survey](#).

Health systems impact

How the pain problem directly ties to top healthcare employer concerns

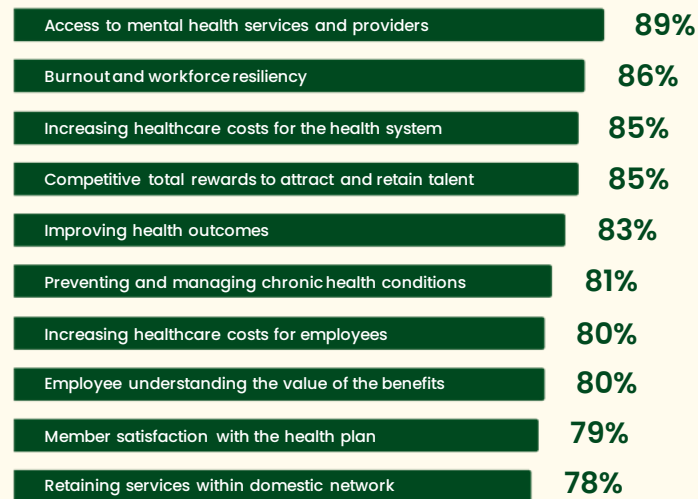
MSK pain is directly tied to depression and anxiety, inflating the caregiver mental health epidemic

MSK pain is a top 3 cost driver for healthcare employers

MSK pain leads to absenteeism, presenteeism, and in many cases, early exit from the workforce

Traditional MSK care alone isn't improving outcomes and mitigating costs at an effective rate

Healthcare employer concerns



AON

Source: Aon [Benefits Survey of Hospitals 2023](#)

Caregiver definition

Care·giv·er noun

An individual who provides care and support to patients

- Physicians/doctors
- Nurses
- Pharmacists
- Medical assistants
- Administrative staff
- Therapists
- Social workers
- Care coordinators
- Dietitians/nutritionists
- Transportation staff
- Facility maintenance and housekeeping staff

Health systems: occupational impact



Increase in low back pain intensity



Decline in workplace performance

97% of nurses complained of having work-related MSK pain within the last year¹

44.1% of nursing workplace related absences are attributable to MSK conditions²

MSK disorders are the main contributing factor for an early exit from work among healthcare workers¹

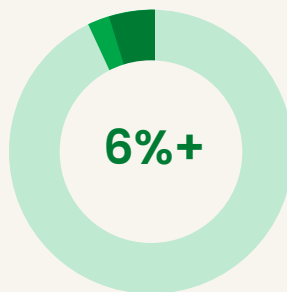
Sources: ¹Int J Environ Res Public Health. [Prevalence of Work-Related Musculoskeletal Disorders: Psychological and Physical Risk Factors](#) 2021

²U.S. Bureau of Labor Statistics. [Occupational injuries and illnesses among registered nurses](#). 2018

Health systems: mental health impact

Chronic MSK pain increases risk for depression

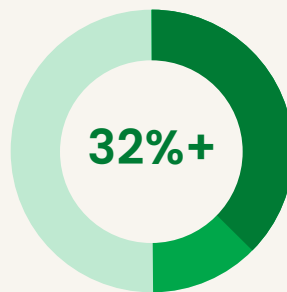
Normal population



6–8%

will be depressed

Chronic pain population



32–50%

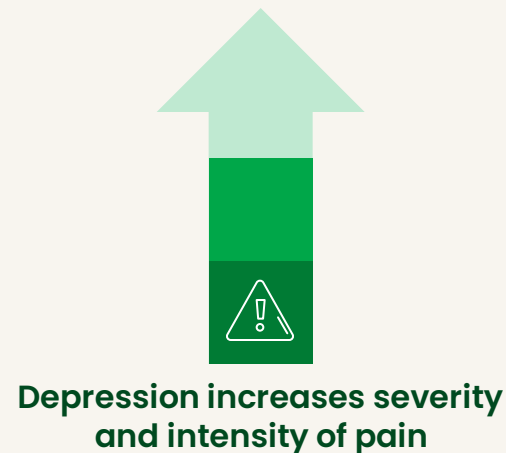
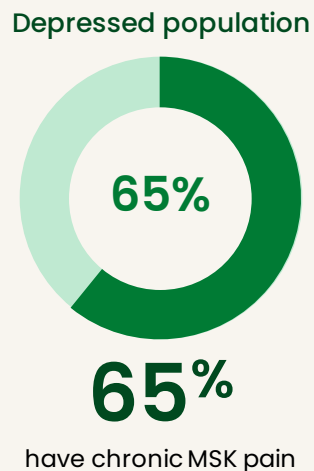
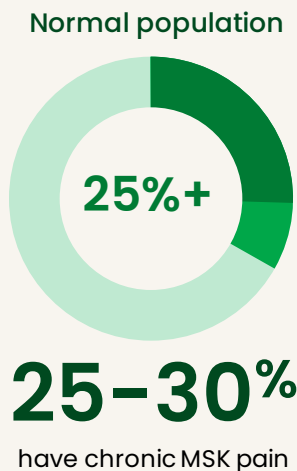
will be depressed

- ✔ **Associated with relapse**
Of patients who relapse, **94%** have at least mild/moderate pain
- ✔ **Blunts effects of anti-depression treatment**

Source: Veronese N, Stubbs B, et al; Association between lower limb osteoarthritis and incidence of depressive symptoms: data from the osteoarthritis initiative. Age Ageing 2017; 46 (3): 470–476. Bair MJ, Robinson RL, Katon W, Kroenke K. Depression and Pain Comorbidity; A Literature Review. Arch Intern Med. 2003;163(20):2433–2445.

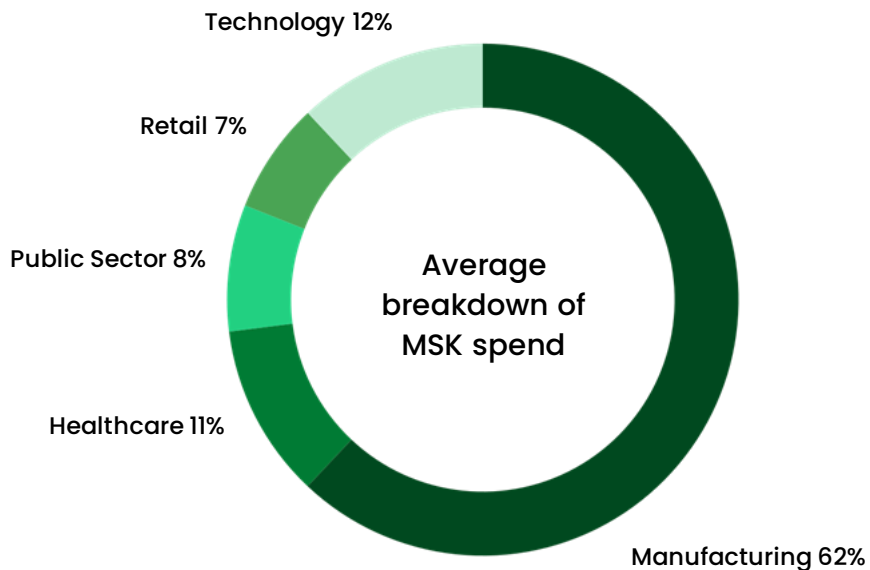
Health systems: mental health impact

Depression increases the risk for chronic MSK pain



Source: Bair MJ, Robinson RL, Katon W, Kroenke K. Depression and Pain Comorbidity; A Literature Review. *Arch Intern Med.* 2003;163(20):2433-2445. Kim KW, Han JW, et al. *J Bone Joint Surg Am.* 2011 Mar 16;93(6):556-63.

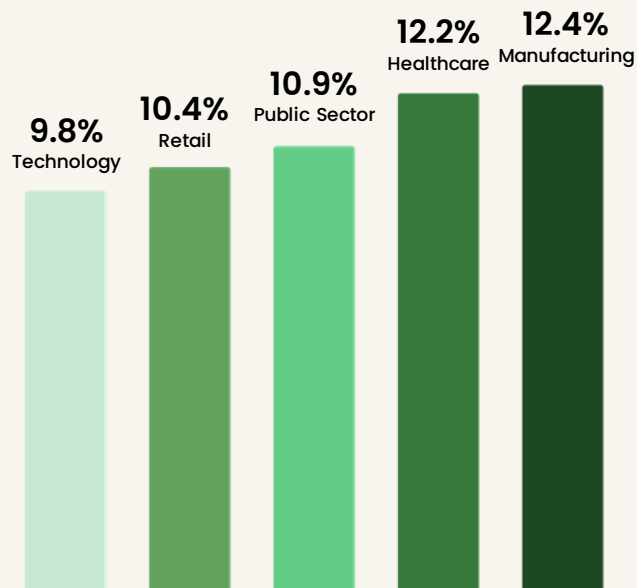
Health systems: financial impact



Source: 2023 Hinge Health book of business claims data analysis based on a random sample of 5 million commercially insured population.

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MSK as a % of Total Healthcare Spend



Source: Hinge Health's Book of Business Average

Health systems: financial impact

MSK is also a leading cause of healthcare workforce disability

13.5%

of STD claims are MSK related

21.5%

of LTD claims are MSK related

STD Benefit Period = 180 days

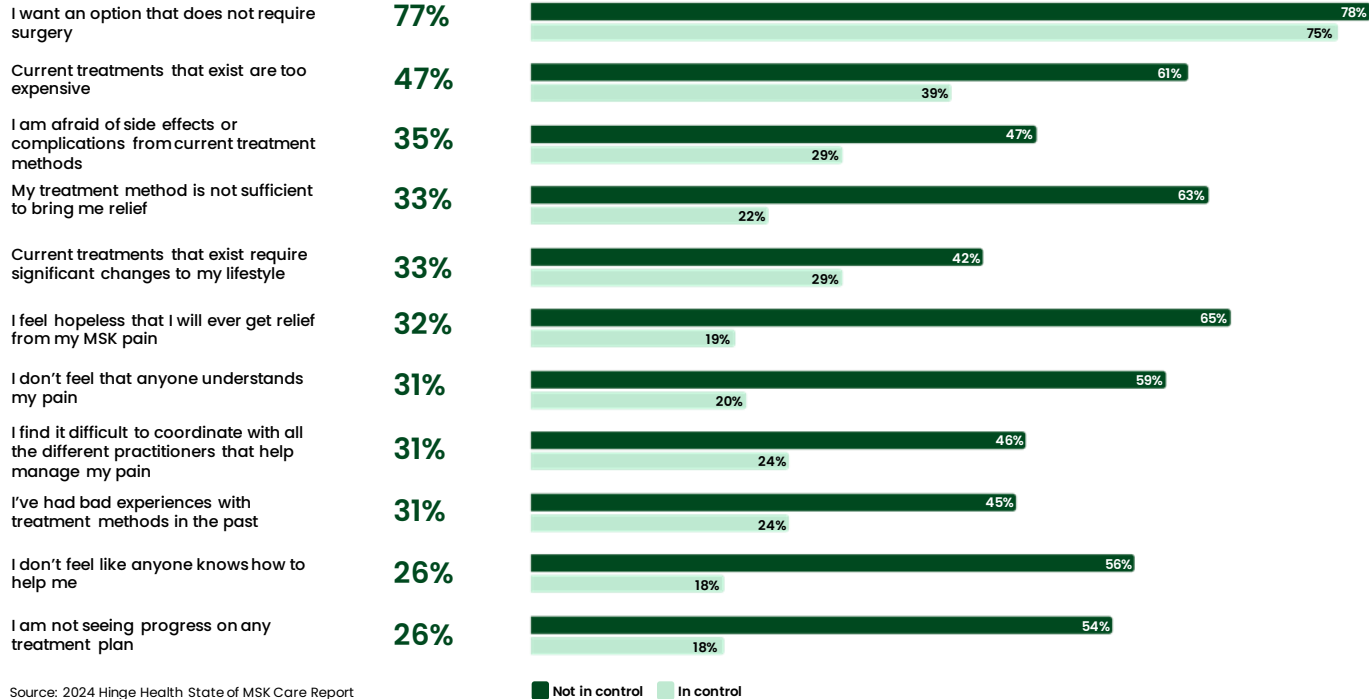
Average MSK STD claim =
44.4 days & \$5,711

LTD Benefit Period

12.3%
of MSK related STD claims
convert to LTD

Source: SIC 8062: General Medical and Surgical Hospitals. 1. Alliant Healthcare Trust / Integrated Benefits Institute 2021 benchmark data set based on 785 healthcare employers, 2.1 M covered lives and 46,750 MSK claims

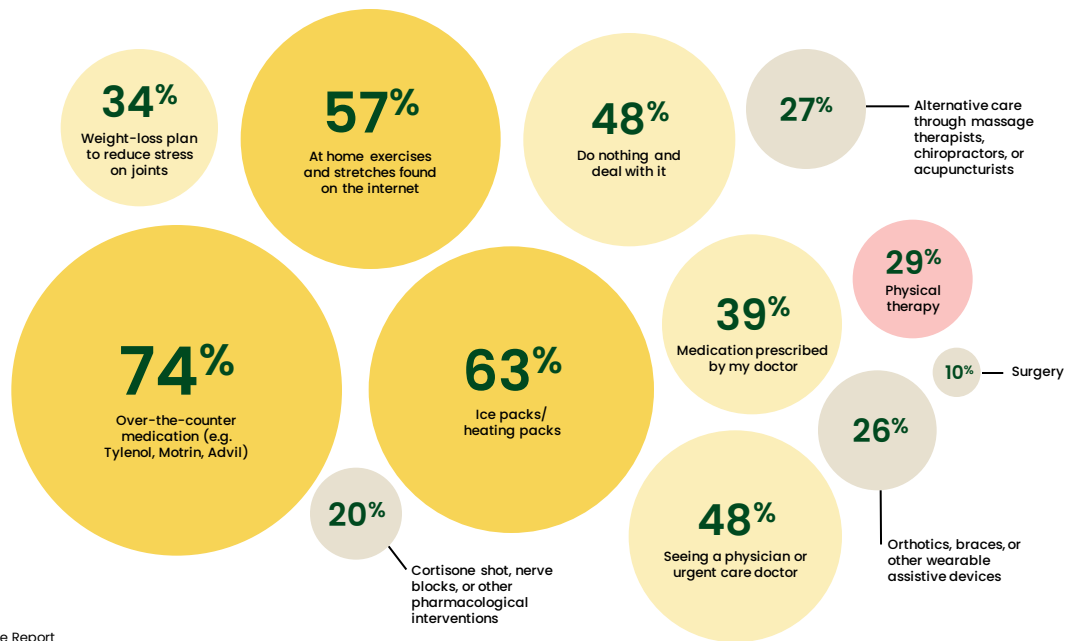
People in pain want more effective conservative care options



Source: 2024 Hinge Health State of MSK Care Report

Yet physical therapy, best-practice conservative care, is underutilized

Chronic MSK pain increases risk for depression



Source: 2024 Hinge Health State of MSK Care Report

Barriers to optimal engagement in musculoskeletal care

Barriers to traditional, in-person PT

Cost, access, and motivation

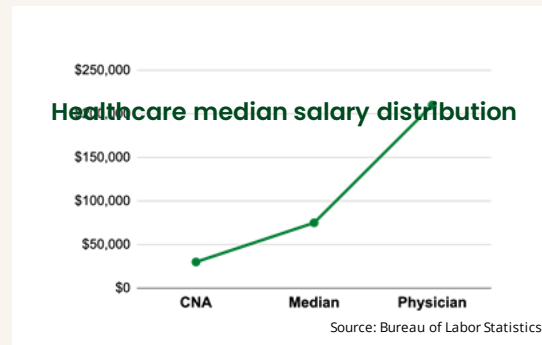
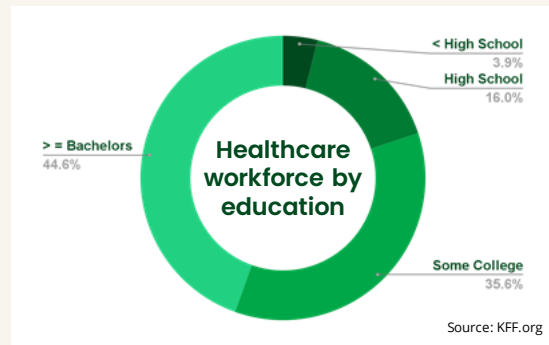
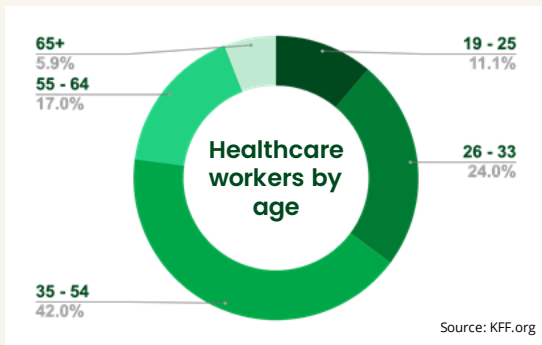
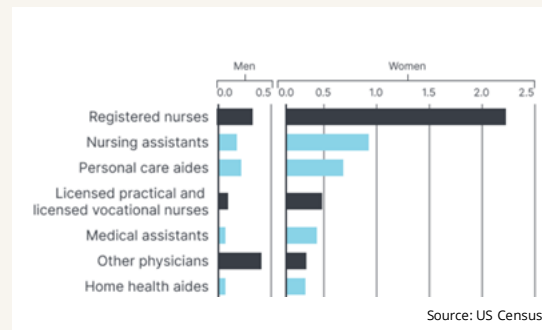
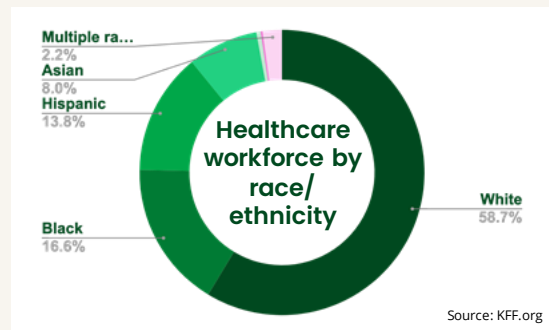
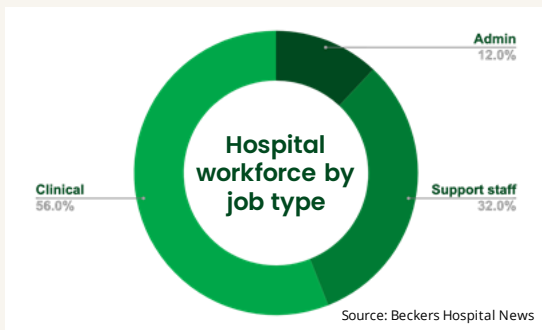
Barriers to using traditional in-person physical therapy for pain management

I strongly agree that...

- 50%** Traditional physical therapy is too expensive
- 44%** If I undertook physical therapy, I would have to cut other spending
- 35%** I find it hard to stay motivated to stick with my care progress
- 33%** I find it challenging to schedule physical therapy sessions
- 32%** I find it challenging to access primary and specialist care doctors close to my house
- 31%** I find traditional physical therapy difficult
- 29%** I find it challenging to access physical therapy

Source: 2024 Hinge Health State of MSK Care Report

Sociodemographic consideration for care access and equity



Challenges presented by the nature of caregiver work, despite domestic care services

Access, motivation, mental health challenges

- Long and irregular shifts
- Physically demanding work
- Emotional and mental stress
- Limited access to facilities
- Limited time management skills
- Prioritizing patient care



Meet Nurse Sarah

- Persistent low back pain
- Health system offers domestic services
- Irregular work hours and inability to take time off create barriers to consistent physical therapy
- Dedication to patient care leads to “deal with it” mentality
- Pain continues to impact wellbeing and work performance



MSK care strategies to address top healthcare employer concerns

Solve for MSK pain, address top healthcare employer concerns

Healthcare employer strategies implemented

Implemented	Considering	Strategies
81%	16%	Offer digital tools (mindfulness, weight management, etc.)
77%	19%	Virtual care for behavioral health services
77%	18%	Increase use of virtual care for all medical services
75%	20%	Management of members with chronic conditions
75%	20%	Solutions for financial, physical or emotional wellbeing
74%	25%	Create a culture of health at the worksite
73%	20%	Internal pharmacy strategy on speciality medications
70%	22%	Focused management of high cost members/claims
69%	21%	Improve access to primary care
68%	24%	Address affordability via out-of-pocket/payroll

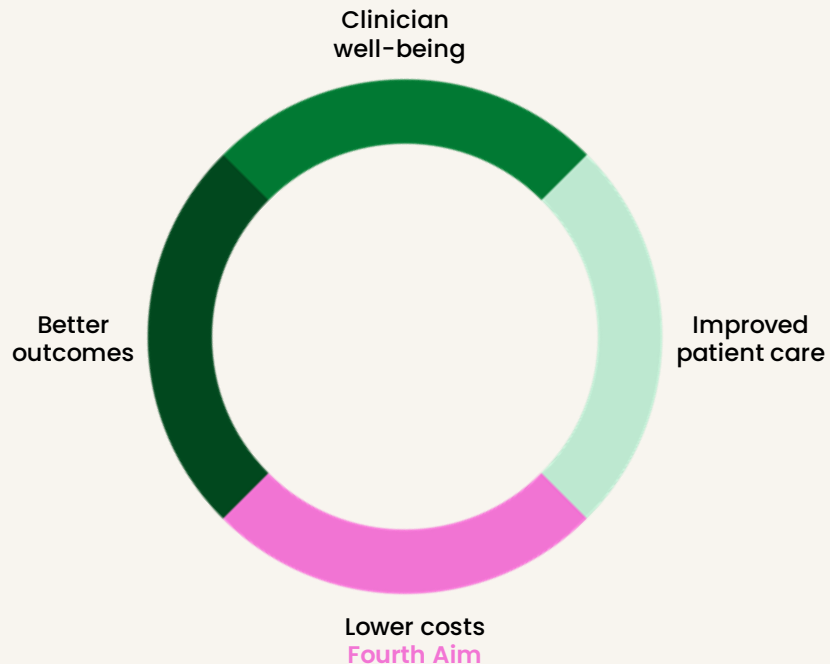
Source: Aon [Benefits Survey of Hospitals 2023](#)



Leverage the quadruple aim to find optimal solutions

Quadruple aim

Achieving efficient effective quality patient care impossible without addressing Physician Wellness



Source: Healthc (Amst). [Application of the Quadruple Aim to evaluate the operational impact of a telemedicine program](#). 2021

Comprehensive access leads to a better patient experience

Member interactions

23 1-2 weekly exercise therapy sessions

43 3-4 weekly care team interactions

13 1 weekly education articles read

Average interactions per participant over 90 days

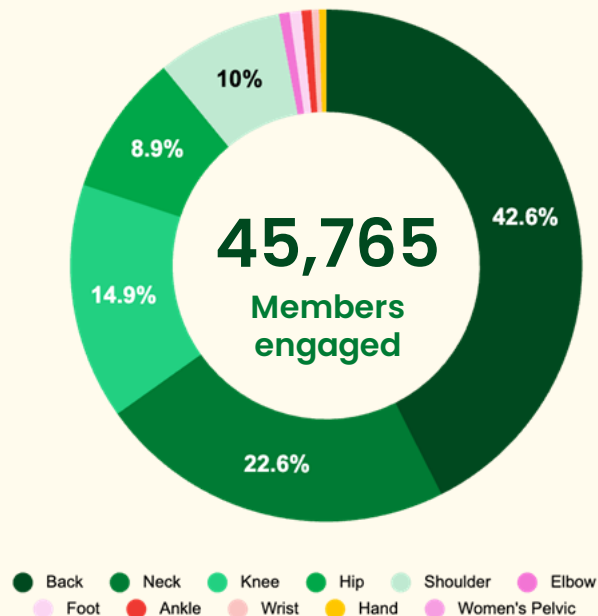
Satisfaction

8.7/10

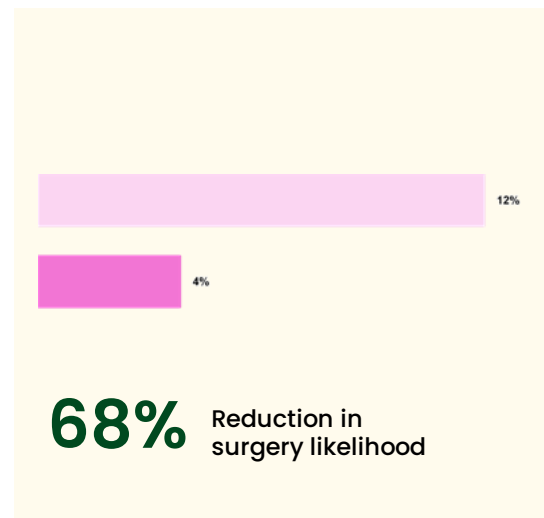
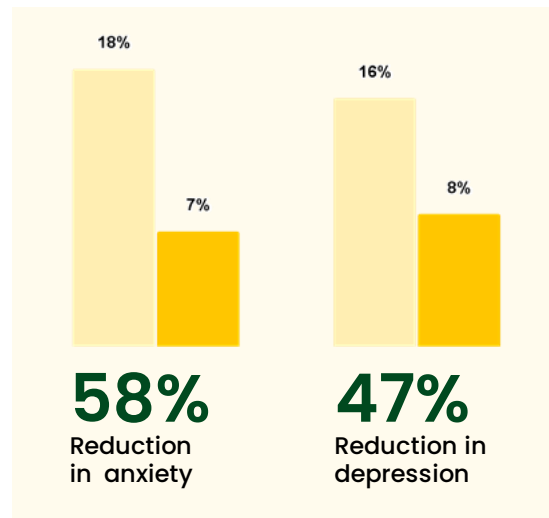
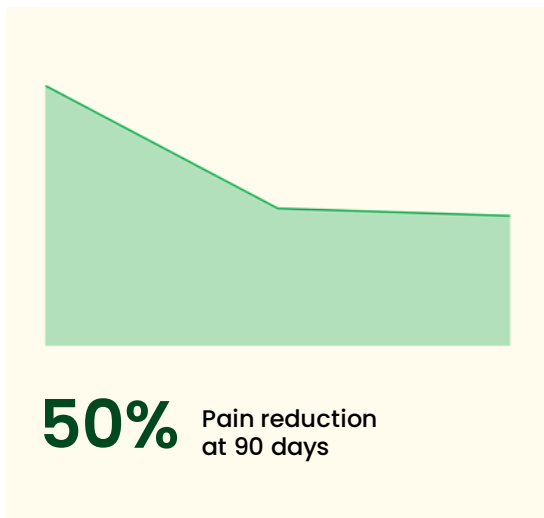
* Aggregated client outcomes of 79 employers

Source: 2022 Hinge Health Healthcare Employers First 90-Day Summary

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Superior member engagement strategies improve clinical outcomes



* Aggregated client outcomes of 79 employers

Source: 2022 Hinge Health Healthcare Employers First 90-Day Summary

**Superior clinical results drives
cost reduction**

3.5x

ROI

53%

**Reduction in absenteeism
and presenteeism**

* Aggregated client outcomes of 79 employers

Source: 2022 Hinge Health Healthcare Employers First 90-Day Summary

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Caregiver well-being

"The one thing I'm most proud of is that I am able to work my three 12-hour shifts in a row and feel hardly any knee pain and still be able to function doing house work on my days off!"

"I'm amazed that I've worked two whole nursing shifts without wearing a knee brace and had no pain. I attribute that to these exercises through Hinge health. Thank you."

"I don't know what my life would look like without this program. I was absolutely miserable. I am proud I can move without pain unlike these last few years. I am going to keep going. I'm going to make my coach proud! I feel great!"





Thank you

Any questions?