

Client success story

## Pioneering a successful strategy to address chronic conditions: Better outcomes and improved member experience



**Industry:** Manufacturing

**Employees:** 3,700

**Teladoc Health products:**

Chronic Condition  
Management Plus

“

We love the simplification of one platform to address not only diabetes, but other conditions such as hypertension, weight management, diabetes prevention and behavioral health.

**Kellie McLaughlin,**  
Human Resources Manager, Graco

### Summary

Chronic conditions, like diabetes, hypertension and mental health challenges, do not exist in isolation; on average, people living with one condition tend to have two or three others<sup>1</sup>. To address this trend, Graco sought a comprehensive solution that could support a wider range of health and well-being needs for its employees.

In the 12 months since implementing the Teladoc Health Chronic Condition Management Plus solution, Graco has seen a positive impact on enrollment, engagement and clinical results—especially among people enrolled in multiple programs. The company has also been able to reduce the costs associated with managing these conditions, while providing a positive experience and greater value for the people it serves.

### Solution

Graco needed a solution to help stem its growing diabetes health benefits spend. Stress among people with diabetes is associated with reduced emotional and physical health. For example, one study found that 55% of people with diabetes reported feeling “stressed out” during a blood glucose check, and reporting stress was associated with poorer glycemic control<sup>2</sup>.

Built to acknowledge and address the impact of multiple conditions on overall health and well-being, the Teladoc Health Chronic Condition Management Plus solution offered Graco a cost-effective, clinically proven program to support common conditions including diabetes, hypertension, dyslipidemia, weight management, diabetes prevention and mental health—through a single platform.

# 6 points

AVERAGE REDUCTION IN BLOOD  
GLUCOSE FOR EACH ADDITIONAL  
PROGRAM ENROLLMENT

## 1.23%

DECREASE IN HBA1C<sup>1</sup>

## 0.6%

ADDITIONAL REDUCTION IN A1C  
AMONG MEMBERS ENROLLED  
IN MENTAL HEALTH PROGRAM  
COMPARED TO THOSE NOT  
ENROLLED IN MENTAL HEALTH<sup>2</sup>

## 3.4

MMHG REDUCTION IN SYSTOLIC  
BLOOD PRESSURE<sup>3</sup>

## 39%

OF MEMBERS EXPERIENCED  
IMPROVED WELL-BEING BASED  
ON AT LEAST 10% INCREASE OF  
THEIR WHO-5 SCORE<sup>3</sup>

## Program highlight

# Behavior change amplified

Offering a single platform made it easy for employees to enroll in multiple programs, and easier for Graco to engage its people in this comprehensive benefit, rather than having to manage a suite of point solutions. For example, 40% of employees enrolled in the diabetes program also enrolled in three other Teladoc Health programs.

As a result, Graco employees enrolled in multiple programs experienced additional health benefits—such as decreased blood glucose—over the course of a year. And employees value the experience citing blood pressure and glucose monitoring that keeps them “vigilant throughout the day,” and the convenience of “having the ability to log all numbers remotely on a centralized database.”

## Approach

- Streamlined approach makes it easy for members to enroll in multiple health and well-being programs
- Connected monitoring devices and custom enrollment and communication encourage engagement and retention
- Expert coaching and in-program reminders provide support and accountability
- Personalized and actionable feedback drives adherence to care plans
- Easy integration with third-party partners, such as VSP™, brought value-add opportunities to Graco’s benefits package

## Results

One year after rolling out the integrated Chronic Condition Management Plus solution, Graco is seeing improved clinical outcomes among its employees. This has helped reduce the high cost of managing these conditions.

Meanwhile, employee engagement and enrollment has remained high. On average, Graco employees enrolled in the solution engaged 16 times per month—whether using their monitoring device, participating in a self-guided activity, or accessing expert coaching.

With Teladoc Health, Graco is well-positioned to extend its benefits package to include more virtual care options, including acute and complex care needs, all from a single partner.

<sup>1</sup>Boersma P, Black LI, Ward BW. Prevalence of Multiple Chronic Conditions Among US Adults, 2018. *Prev Chronic Dis* 2020;17:200130. [https://www.cdc.gov/pcd/issues/2020/20\\_0130.htm](https://www.cdc.gov/pcd/issues/2020/20_0130.htm)

<sup>2</sup>Yu JS, Xu T, James RA, Lu W, Hoffman JE. Relationship Between Diabetes, Stress, and Self-Management to Inform Chronic Disease Product Development: Retrospective Cross-Sectional Study. *JMIR Diabetes*. 2020 Dec 23;5(4):e20888. doi: 10.2196/20888. PMID: 33355538.

<sup>3</sup>Based on client data

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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.

