

# STRATEGIC SUCCESS

Highmark's Diabetes Prevention Program (DPP) and Telephonic Wellness Coaching supported and guided this member to achieve successful outcomes.



## Results At-A-Glance:

- Member successfully lost 47 pounds.
- Improved blood pressure readings were achieved.
- Member is staying consistent with tracking, meal planning, portion control and exercise.
- Quality of life improved exponentially.

## THE SITUATION

This member was encouraged to engage with a wellness coach as part of the employer's wellness incentive program. The member had a history of depression, prediabetes and heart disease and initiated coaching.

During the first conversation with the coach, it was identified that the member was prediabetic and needed to make healthy lifestyle changes and lose weight. After assessing the member's needs, the coach and the member decided that stress management would be the first priority to tackle and that weight loss would be a longer term goal.

## THE PATH OF PROGRESS

During the first few months, the member and the wellness coach collaborated on a plan that helped the member reduce stress and improve sleep habits so the member could focus on losing weight.

The coach helped the member understand the risks of becoming diabetic and those changes that were needed to reduce risk. The coach also explained the Diabetes Prevention Program (DPP) and the member enrolled in the Retrofit program.

To promote accountability, the member requested that the wellness coach follow up periodically through the digital program.

Over the course of five months, the member actively participated in the digital DPP program by watching videos, participating in digital meetings and message boards, and by sending photos and food logs to the Retrofit coach.

The wellness coach followed up with the member between digital sessions to reinforce progress and encourage the member to be accountable for meeting the defined goals.

The wellness coach was also able to explore personal factors like stress, sleep and life events that were potential barriers and helped troubleshoot those challenges.

## SUCCESSFUL OUTCOMES

This member has successfully lost 47 pounds, now has improved blood pressure readings and is staying consistent with tracking, meal planning, portion control and exercise.

The member acknowledged that the combined efforts of the DPP program and working with a telephonic wellness coach have been extremely supportive and helped encourage success along the way.

The sustained relationship and support of a coach, paired with the resources that the digital Retrofit program provides, has proven to complement and augment each other which helped this member to achieve success.