

Program Overview

Digital Health Coaching for Chronic Condition Management



THE PROGRAM

Pack Health's digital health coaching platform for conditions center on 10 core behaviors. Health Advisors (HA) may rearrange modules and incorporate supplementary content to personalize each member's experience and address their specific needs. Core content includes:

- 1. Getting Started:** HA learns about the member's story, collects baseline data and provides program overview.
- 2. Setting Goals:** Member learns the SMART method to set a quarterly goal and their first **Tiny Step of the Week**.

CONDITION SPECIFICS 101

Based on existing knowledge, members will learn specifics surrounding their chronic condition and present comorbidities.

- 3. Handling Your Health:** Education is provided on lifestyle changes to maintain and manage controllable areas of the condition.
- 4. Managing Medications:** Organize and understand medications, overcome barriers to adherence, and how to self-administer.
- 5. Eating Healthy:** Build an understanding of healthy eating and the relationship between diet and condition.
- 6. Exercising:** Educate member on exercising techniques and create an exercise routine; identify barriers to regular exercise.

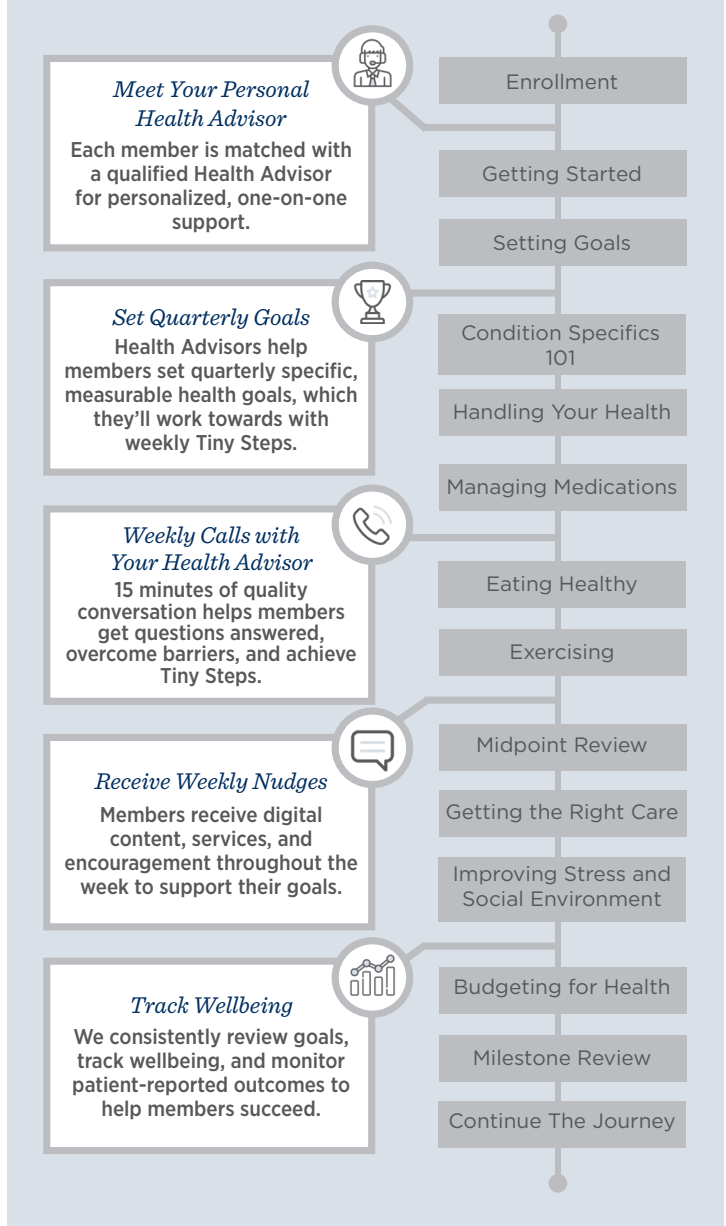
MIDPOINT REVIEW

- 8. Getting the Right Care:** How to best utilize clinician appointments and eliminate gaps in care.
- 9. Improving Stress and Social Environment:** Equip member with strategies for reduced stress, better sleep, and improved social support.
- 10. Budgeting for Health:** Identify gaps in financial resources and find resources for condition specific supplies.

MILESTONE REVIEW

- 12. Continuing the Journey:** Member sets new short term goal and determines journey for the next 12 weeks.

A TYPICAL JOURNEY: FIRST 12 WEEKS



key METRICS

Weekly: Activity minutes, Tiny Step, Healthy Plate
Quarterly: metrics are assessed for condition specific