

Living Healthier with Back Pain

AT SOME POINT in their lives, 80% of Americans will be affected by back pain. Each year, an estimated \$24 billion is spent on treatments for back pain. Add the cost of missed time from work and the emotional toll of enduring pain and not being able to participate in daily activities, and the total impact of back pain is unbearable.

In addition to the direct healthcare costs and absenteeism, back pain also is associated with lower employee productivity. It is the leading cause of workplace disability and amounts to one-third of all lost work claims.

The two primary causes are a sprain or strain to back muscles or a direct spinal injury. Back pain due to sprains and strains can result from improper lifting techniques, poor posture, weak back muscles, or lack of physical activity. The good news is that early intervention can help correct the causes of muscle pain and prevent re-injury.

Back pain should not be considered a normal part of aging. It is a condition that can be improved through lifestyle changes. With proper interventions, back pain can be effectively managed. By addressing the physical and behavioral components, individuals with back pain can reduce the incidence and severity of pain episodes, thereby reducing claims costs and improving their quality of life.

KNOWING VS. DOING The goal of the Cardium Health Back Pain Management program is to help participants better manage back pain and start *Living Healthier*.

Our multi-disciplinary health coaches work together with participants help them stay on track with the treatment plans provided by their physicians. We provide personal support and educational materials as a constant reminder of the benefits to achieving treatment goals.

80%
Amount of Americans
who will be affected
by back pain at some
point in their lives

24 billion
Amount spent each
year on treatments for
back pain

\$65 billion
The annual cost of
absenteeism due to
lost wages

In keeping with Cardium Health’s people-centered focus, our health coaches in the Back Pain Management program treat each person as an individual, not a condition. This personalized care can include assessment and support for the psychosocial influences contributing to back pain, medication comprehension, appropriate physical activity guidelines, ergonomic review, weight management, and smoking cessation as appropriate.

Through telephonic health coaching, participants learn about proper exercise techniques to improve their endurance, strength and flexibility. By having the participant incorporate correct postural and mechanical changes on a regular basis, they eventually become healthy habits, which in turn reduce the likelihood of recurrent back pain episodes. By incorporating symptom management techniques and methods for dealing with stress, depression or anxiety, participants learn that they can cope and adopt healthy lifestyle behaviors.

Employers who offer the Cardium Health Back Pain Management program realize both short-term and long-term benefits. Short-term, you’ll see reduced absenteeism and improved productivity as the Cardium Health counseling model works by understanding and addressing all of an individual’s behavioral and clinical risk factors to reduce the occurrence of back pain. Long-term, you’ll realize financial savings in healthcare and disability costs avoided by preventing recurring pain episodes.

REAL CARING / REAL CHANGE Anyone who has experienced back pain knows that it is not just in your head. Regardless of the cause, actual physical pain is present and needs to be treated.

Too often, back pain in the absence of a definitive diagnosis is dismissed both by the individual experiencing the pain and by health professionals.

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Back Pain Management

Program Objectives	Clinical Interventions
<ul style="list-style-type: none"> ▪ Reduce lost work days by decreasing severity, duration and re-occurrence of back pain ▪ Reduce overall medical and disability costs ▪ Improve body mechanics and exercise activities ▪ Improve medication management ▪ Reduce chronic care expenditures 	<ul style="list-style-type: none"> ▪ Pain management strategies ▪ Injury prevention education ▪ Ergonomic/workstation review ▪ Body mechanics/posture assessment ▪ Goal setting and recovery planning ▪ Medication comprehension and compliance ▪ Stress management and relaxation techniques ▪ Emotional support

A Participant Scenario

At Cardium Health, the participant is at the center of all that we do. Follow the success of a real life participant with back pain to understand how our program works to encourage healthier lives and happier workplaces.

Process Steps	Participant Information
1 <i>Identification</i>	<p>Leverage multiple data sources to provide effective analysis</p> <ul style="list-style-type: none">Profile: Female, 45 years old; 5'5"; 210 lbsClaims Data: Codes for low back syndromeEligible Files: Active Employee
2 <i>Enrollment & Assessment</i>	<p>Success in the back pain program depends on timely intervention. Enrollment and assessment are conducted at the same time to engage participants as quickly as possible.</p> <ul style="list-style-type: none">Outreach Call by Exercise Physiologist (EP) gathers additional demographic and assessment information: does not exercise; occupation requires frequent heavy lifting; home environment is stressfulParticipant often feels overwhelmed with balancing work and family life; has been out of work several times over past year with undiagnosed back painEP determines pain assessment score, assesses readiness to change and schedules next counseling call with a behavioral health (BH) clinician as the Primary Health Coach (PHC)
3 <i>Behavior Change</i>	<p>Real caring for the whole person</p> <ul style="list-style-type: none">BH clinician establishes a supportive relationship through active listening and acknowledgement of complex issues; reviews medications and assists in prioritizing areas of attention and offers stress management techniquesBH encourages participant to increase walking, refers next call with EP as a Specialty Health Coach (SHC)SHC assesses occupational requirements and provides an ergonomic review for proper lifting techniques and postureSHC acts as an adjunct to the participant's current prescribed physical therapy treatment and addresses concerns regarding exercise techniques
4 <i>Behavior Maintenance</i>	<p>Participant self-management</p> <ul style="list-style-type: none">With support from PHC, participant begins using deep breathing, relaxation and other stress management techniquesParticipant arranges after school activities for teens and uses family supportFollow-up calls with the SHC review the participant understanding and use of proper body mechanics
5 <i>Results</i>	<p>All-inclusive clinical measurements with proven and verifiable financial results</p> <ul style="list-style-type: none">Reduction in the occurrence and severity of back pain episodesReturn to work on a full-time basis, reduced absenteeismDemonstrates improved lifting techniques at work and asks for assistance when appropriateWalks 5x/week, 20-30 min/day, and regularly performs rehabilitative exercises for pain managementWeight loss of 10 lbs.

The majority of back pain cases are acute, self-limiting episodes, which means that the pain acts as a warning to the body to cease or limit activity that could cause additional tissue damage. Untreated pain can interfere with healing and impede the rehabilitation process by limiting with exercise and increasing the risk of psychological distress. What's more, repeated back pain episodes can lead to the development of a chronic condition.

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The goal of the Cardium Health Back Pain Management program is to help individuals understand the nature of back pain, develop strategies to manage acute pain episodes, build exercise programs to strengthen weak back and abdominal muscles, use relaxation techniques and medication compliance to mitigate discomfort, and prevent disease progression. Psychosocial issues are addressed and proven coping strategies are recommended to treat the person, and not just the condition.

Each participant in the Back Pain Management program receives care from a multi-disciplinary team including behavioral health specialists and exercise physiologists dependent upon their type of pain.

Our Standards of Care for the Cardium Health Back Pain Management program adhere to evidence-based guidelines published by the U.S. Veterans Benefits Administration and the Institute for Clinical Systems Improvement.

REAL ADVANTAGES The Cardium Health *Living Healthier* Back Pain Management program deliver real results for employers and participants to improve health, increase workplace productivity and reduce risk factors to prevent disease progression and avoid costly adverse health events.

Monitoring and measurement is enabled by DM TrackSM, the Cardium Health proprietary data management system. It coordinates multi-disciplinary health interventions, provides treatment guidelines, tracks participant progress and generates customized outcome reports.

For more information about the Cardium Health *Living Healthier* Back Pain Management program or to speak with a Cardium Health professional, please contact us at 1-877-677-8900 or via email at marketing@cardiumhealth.com.

