

Improved Outcomes for Diabetes Patients through Health Coaching



The Client:

A Healthcare Company that engages with diabetes members for better health outcomes

The Client Challenges:

- High labor costs for domestic health coaches
- High overhead costs and attrition rates in the healthcare industry
- In need of a long-term scalable solution
- In need of health coaches with clinical experience to drive better outcomes

The Shearwater Solution:

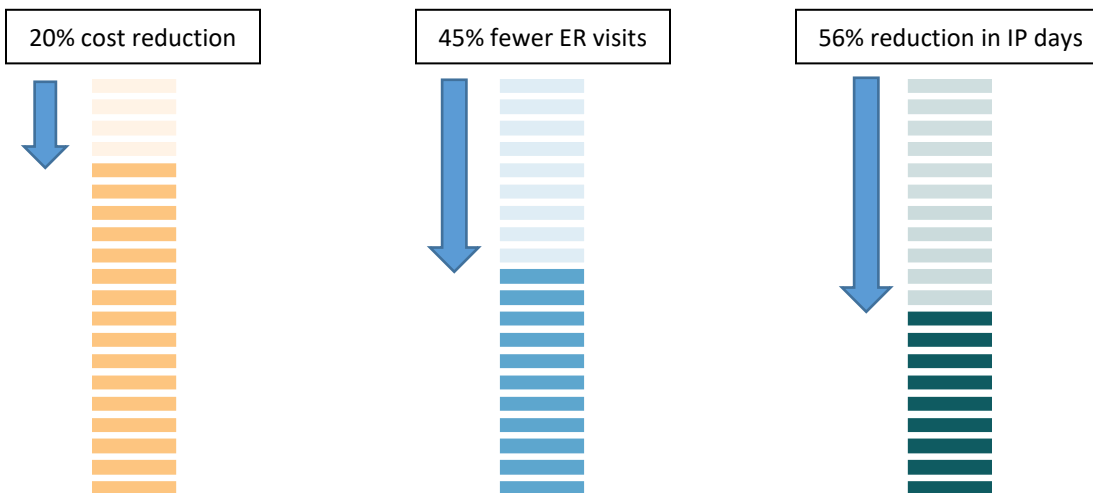
- Provided a scalable telephonic solution with RN Health Coaches at a lower cost than domestic, non-clinical Health Coaches
- Implemented a 3-phase approach:
 1. Prospect eligible members and organize shipment of devices
 2. Establish baseline medical history/info and build rapport
 3. Continue health coaching relationship to encourage better health habits
- Services for members include incentives, one-on-one coaching, customized support, meal plans, and secure mobile account
- Robust Training and Quality platform with a focus on Six Sigma Business Excellence

Shearwater Nurses

- Philippines RN's with certification by the U.S. National Society of Health Coaches (NSHC)
- All nurses are English-educated BSN's
- Nurses are trained health coaches and Versant-tested to ensure quality English conversations

The Results:

- **Reduced cost of 20%** by using Shearwater Registered Nurses
- **45% fewer ER visits** by members in 2nd year
- **56% reduction** of inpatient days in 3rd year
- Inpatient **savings of \$750,000** per 1,000 members in 3 years



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