

# Helping Service-Industry Workers in Pain

## Vail Resorts case study

### An Uncertain Future

Kevin, a 48 year old Ski Instructor at Vail Resorts, tore his meniscus in a ski accident in 2017. After having surgery, his knee pain continued to bother him on the job and at home. Worried his career of 29 years might be over, Kevin turned to over-the-counter drugs, physical therapy, and gel injections. When those failed, he wondered if he had to have a second surgery.

### Living Without Pain

At the recommendation of a coworker, Kevin decided to try Hinge Health. With the support of his health coach, Kevin was able to meet his exercise therapy goal of 3 sessions a week, something that he wasn't able to do with PT. After a couple of weeks, he noticed a reduction in pain, and with the help of the program's education he learned how to manage upticks in pain. Kevin is back on the slopes and looks forward to continuing his career as a ski instructor.



“ **I am doing fantastic.**  
It's so nice to not worry  
about or be distracted  
by pain anymore.

Kevin E.  
Knee program user

**Industry:** Hospitality and Retail

**Covered Lives:** 11,000

**Musculoskeletal (MSK) Challenges:**

- Hard to reach mix of active, office, and service-focused roles
- MSK was the #1 cost driver due to overutilization of surgery

## Clinically Proven MSK Solution

A digital care program met the needs of a dispersed, mountain-based team with irregular hours. Clinically validated in two randomized control studies, the digital solution delivered all 3 pillars of best-practice back and joint pain care from the comfort of their workforce's homes:

1. Exercise therapy guided by wearable sensors
2. Behavioral health support with 1-on-1 coaching
3. A complete educational curriculum

“Hinge Health made rollout easy and provides an exceptional user experience.”

Grady Arnold  
Vail Resorts Director of Benefits

## Life-Changing Outcomes



↓ **58%**  
reduction in pain

↓ **72%**

reduction in BOTH anxiety & depression



↓ **57%**  
reduction in lost work days

**\$1.5M saved**

in avoided surgeries in year-1

