





How Concordia Plans
mobilized in a pandemic
to cut pain and surgeries in half



SWORD Health was a lifesaver during this pandemic when I began to experience lower back pain. What a gift to be able to have first-class physical therapy at home. After 7 weeks I feel like a new man. I recommend SWORD Health to anyone who needs physical therapy, even when there is no pandemic!

Arthur, SWORD member



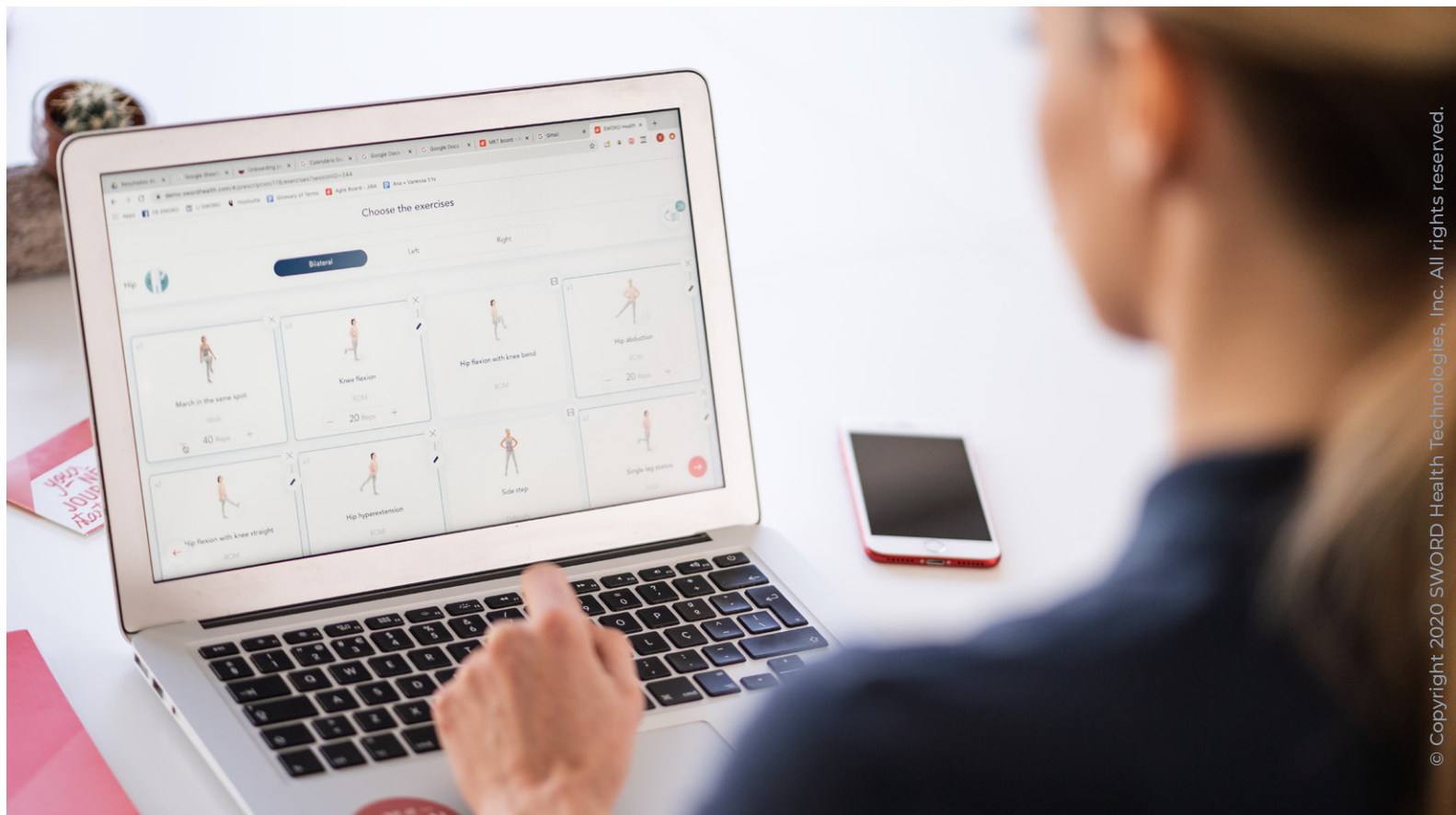
THE CHALLENGE

How do you treat pain in a pandemic?

One in two Americans is struggling with musculoskeletal (MSK) pain, and treating these issues costs the healthcare system more than cancer and mental health combined. Physical therapy (PT) is effective at treating these conditions, but it's too inconvenient to stick to, so people resort to expensive elective surgeries, medications and injections to find relief. The team at Concordia Plans had identified that this was an issue worth addressing, and had planned to look for a solution in the 2020 benefits year.

When the COVID-19 pandemic hit, even fewer people had access to great MSK care. PT clinics were closed, and hospitals delayed elective surgeries and other treatments. To make matters worse, as many in the workforce transitioned to working from home, there was a surge in MSK issues.

Concordia Plans knew they needed to do something about this, and fast. Their members do important work in service of the Lutheran community, and they couldn't afford - and didn't deserve - to be in pain.



THE SOLUTION

Implementing a clinical-grade solution in record time

Concordia Plans worked with SWORD Health on an accelerated launch plan to give their members access to clinical-grade care for their MSK conditions as quickly as possible. We launched the program a mere 15 days after signing the contract.

The benefit was launched on June 14th, 2020 to the entire eligible population. The outcomes in this case study reflect the impact on enrolled members who had completed 8 weeks of the SWORD program as of September 21st. Each member is matched with a licensed physical therapist and completes their exercise program using SWORD's FDA-listed Digital Therapist.

watch video



One of, if not the, most efficient implementation process I have ever been a part of. So many times we left meetings and heard from internal stakeholders "can all of these go this easily?!" Implementation was a dream with the SWORD team.

Sara Correnti,
Concordia Plans

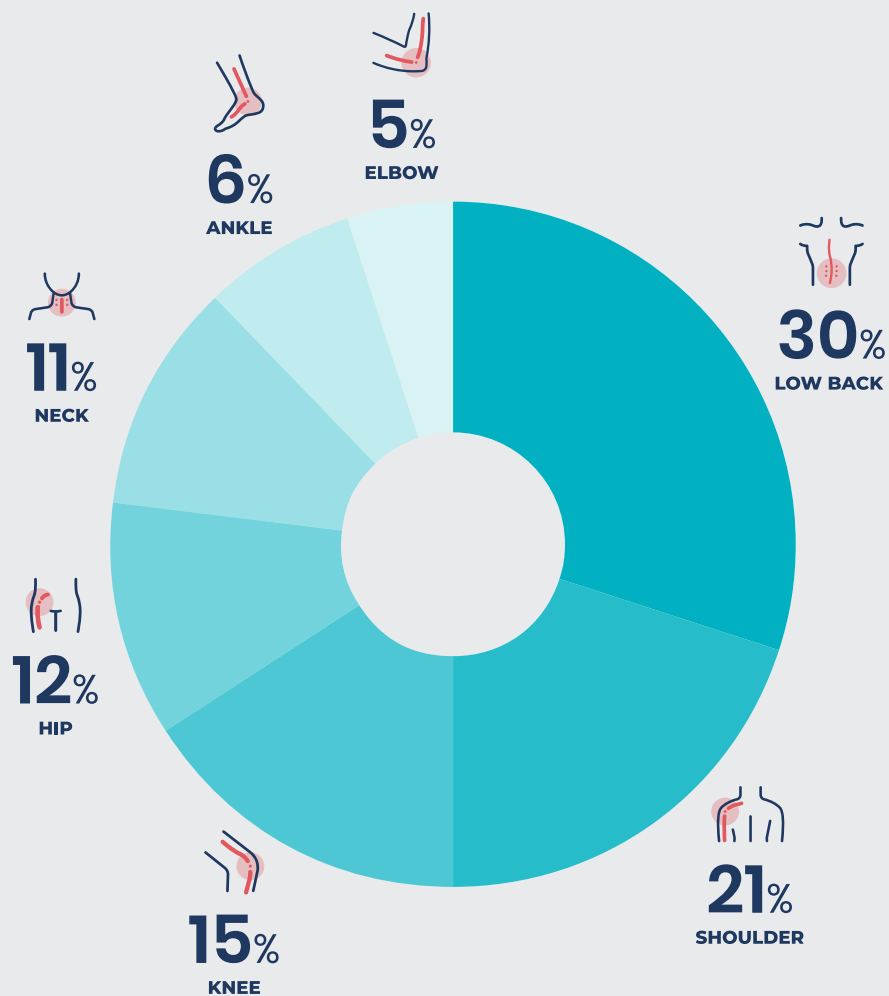




A solution that works for *everyone*

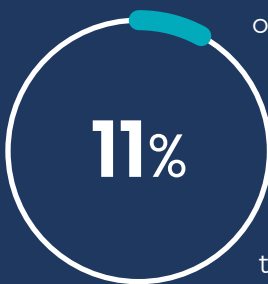
Concordia Plans' member base is diverse, and so are their MSK conditions. SWORD is treating Concordia Plans members with all types of MSK pain, and at every point in the journey, from acute injuries to chronic pain.

Members have a wide range of MSK conditions



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Addressing *the true* source of pain



of Concordia Plans members received a different kit from the one they ordered, indicating that their pain was referred from another source. Only a physical therapist is able to understand and address the true source of pain. To learn more about referred pain and the consequences of misdiagnosis, [click here](#).

THE RESULTS

Less physical pain, less reliance on surgery and medication

Concordia Plans members are enjoying the benefits of less physical pain, are less likely to consider costly interventions such as surgeries, and are less reliant on medication.

After 8 weeks, members have cut their pain levels in half...

↓ 50% PAIN

... and are almost half as likely to consider surgery.

↓ 40% SURGERY INTENT

We have rescued one in four members from pain medications...

24% FEWER MEMBERS ARE TAKING PAIN MEDS

... and reduced medication intake by half in the others.

↓ 48% MEDICATION CONSUMPTION

Just 8 weeks and lots of exercises later I am virtually pain free and back to my normal exercise routine.

Kim, SWORD member



THE RESULTS

Better mental health and productivity

Depression, anxiety and MSK conditions often go hand in hand, and improving physical health leads to better mental health and quality of life. Concordia Plans members who have completed the first eight weeks of our programs are seeing meaningful decreases in their depression and anxiety levels, and increases in productivity and quality of life.

Of the members who were depressed and anxious at the beginning of their program...



1 in 2 members
scored below the threshold
for depression at week 8



1 in 3 members
scored below the threshold
for anxiety at week 8

SWORD members who completed the program are more productive

↑ **32%**

increase in
productivity

THE RESULTS

A program that's **easy to use** and **stick with**

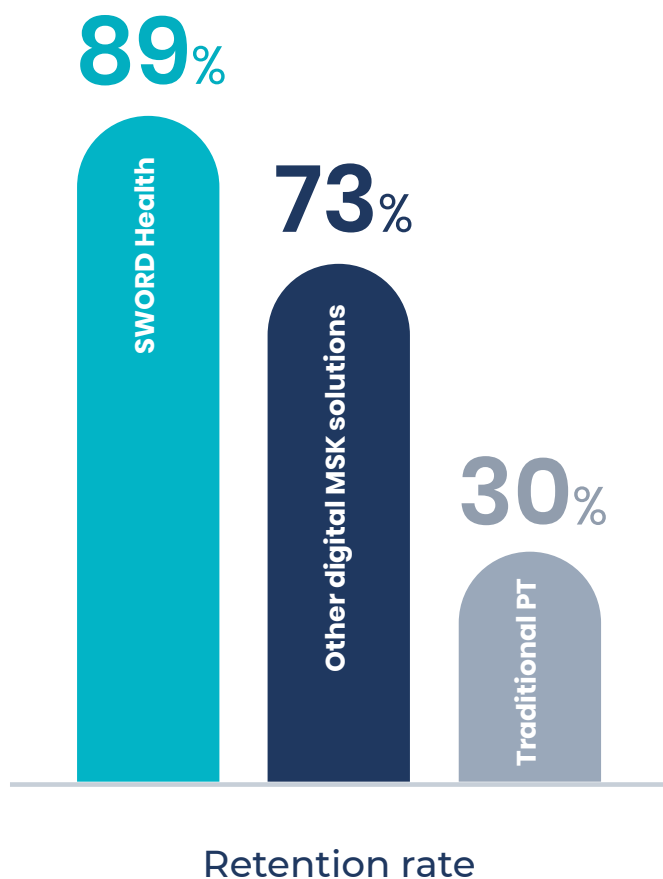
Physical Therapy only works if you stick with it, and adherence rates in traditional PT are strikingly low. SWORD's solution encourages adherence with real-time feedback, gamification and accountability from the physical therapist every step of the way - and the results show for themselves.

Between family and work obligations, I found it difficult to "find the time" for physical therapy. The SWORD Health digital therapy program has been a fantastic fit for me - I can follow my physical therapy program when and even where it works best for me.

Jason, SWORD member



Average member satisfaction



THE RESULTS

What's next: Real Returns

SWORD's digital MSK solution isn't just getting great outcomes for Concordia Plans members. It's having a real impact on their MSK costs, too. To sign up for outcomes and ROI updates, or to learn more about SWORD and see our solution in action, [click here](#) or scan the QR code to your right.



About SWORD Health

SWORD Health is a digital musculoskeletal (MSK) care provider that's on a mission to free two billion people from chronic and post-surgical pain. Our clinical-grade digital MSK care platform pairs expert physical therapists with medical-grade sensor technology to deliver a personalized treatment plan that is more effective, easier and less expensive than traditional physical therapy. We believe in the power of people to recover at home, without resorting to imaging, surgeries or opioids.



SWORD HEALTH

www.swordhealth.com