

**THE PROBLEM** | The pandemic increased demand for digital health solutions, leading to an onslaught of virtual-first care choices for organizations and patients. Given the growing number of options and programs, how can we determine that virtual first care care organizations are providing quality care experiences that drive positive outcomes?

**THE INTERVENTION** | Since 2011, Omada Health has been delivering asynchronous, digital, and personalized interventions for diabetes and diabetes prevention, hypertension, musculoskeletal issues and behavioral health. Each of Omada’s virtual first care programs combine the latest clinical protocols with breakthrough behavior science and appropriate digital medical devices to help patients achieve long-term improvements in their health. At the crest of the digital health wave of 2020, Omada dove into the National Committee for Quality Assurance’s (NCQA) Population Health Program (PHP) Accreditation process to certify its quality of care. The rigorous accreditation process put Omada’s Type 2 Diabetes and Type 2 Diabetes+Hypertension programs under a microscope to confirm their grounding in clinically recognized protocols and best practices.

Components:



Synchronous and/or asynchronous virtual interactions between a clinical team and individual



Interdisciplinary approach that includes consults with specialists and other disciplines to provide comprehensive and longitudinal care



Use of biometric and other sensor technologies (e.g. blood pressure cuff, smartwatch)



Personalized digital content supporting individual education and self-management in their health journey



Dynamic patient monitoring capability

**THE RESULTS** | Omada Health became the first virtual-first healthcare provider to earn NCQA’s PHP Accreditation for its Type 2 Diabetes and Type 2 Diabetes+Hypertension programs.

Person-centered care was a main driver of the accreditation to substantiate the programs’ personalized treatment plans and related outcomes. Detailed chart audits were conducted, from dynamic (real-time) glucose values from digital glucose meter and medication management techniques, to advice on weight loss and diet from an interdisciplinary team, all demonstrative of how Omada’s health coaches build rapport with members to support behavioral change.

A member care delivery analysis by Omada Insights Lab found that the patient-care team experience correlates strongly with health outcomes.

**“These accreditations give buyers a benchmark for choosing virtual healthcare partners that deliver excellent quality of care that is essential to their people, their business and the overall future of digital health.”** -

*Margaret E. O’Kane, President, NCQA.*

- Members who complete goals with care team support are **250% more likely** to achieve improved outcomes.
- Members who interact with their care team or community in the first week of the program are **24% more likely** to achieve their health goals.
- Members who message their care teams are **twice as likely** to achieve positive health outcomes.

“I believed that this program was going to work when my coach was willing to meet me where I actually was instead of where I ‘should be.’” - *Omada member*

Associated outcomes and ROI achieved:

- In 2020, Omada found that 78 percent of Type 2 Diabetes program participants with measurable A1C values met A1C reduction goals within an average of six months after starting the program.
- In April 2021, Cigna reported improved health by Omada program members, and reduced healthcare costs for employers with an average savings of \$348 per member in year one and \$989 in year two for Omada for Prevention.

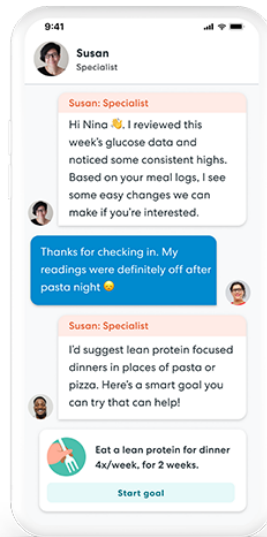
“With Omada, every outcome they promised us, we saw that result” - *Costco*

THE BENEFITS | 💰 **Affordability** + 🌐 **Interconnectedness** + ⚙️ **Efficiency**

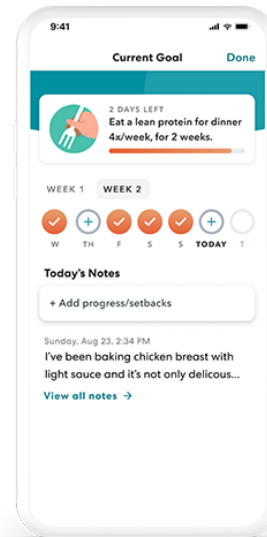
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Trackable Glucose Readings



Real-Time Coaching



Actionable Goals

Disclaimer: This is a sample based on a composite and does not reflect information about a specific person.