

welldoc®

AllinaHealth

HEALTH SYSTEM CASE STUDY

Allina achieves 54% more engagement with digital health

Empowering Allina's 55+ diabetes population with Welldoc®

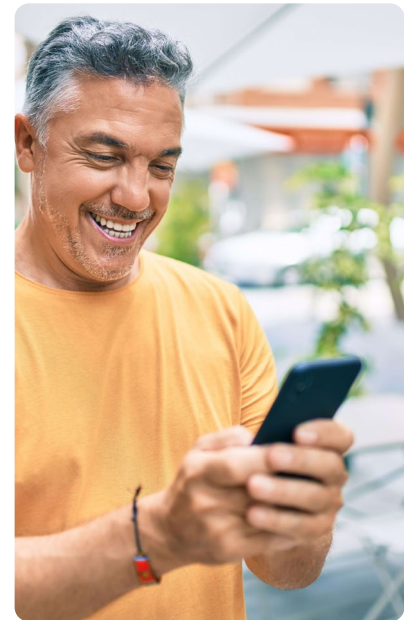


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The Challenge

Allina Health—a nonprofit health system serving individuals, families, and communities across Minnesota and western Wisconsin—recognized a critical need to increase patient engagement in diabetes management. Committed to combining cardiometabolic technology with compassionate clinical support, Allina Health sought to expand its Diabetes Self-Management Education and Support (DSMES) program through a digital health solution.

The initiative was guided by the idea that active patient participation is a key component in managing cardiometabolic conditions, influencing both health outcomes and healthcare costs.



Only 7% of newly diagnosed patients engage in DSMES within their first year, despite the proven benefits, including:

✓ **0.45-0.57%**
average reduction in A1C¹

✓ **34% lower**
hospitalization rate²

✓ **4:1 return**
on investment²

This low participation rate limits access to essential early intervention, potentially affecting patients' long-term health journeys. **To address this gap, Allina Health implemented a digitally integrated cardiometabolic solution into its DSMES program.**

"At Allina Health, we understand that many individuals face challenges in engaging effectively with their diabetes management. By offering personalized support and integrating advanced digital health tools into our diabetes education program, we can connect with individuals at every stage of their health journey."

Dawn McCarter, BSN, RN, CDCES
Diabetes Educator at Allina Health

YOUR BG IS LOW

65
mg/dL

Treat with 15 g carbs and recheck your BG in 15 minutes. If you need immediate medical help, call 9-1-1.

The Solution

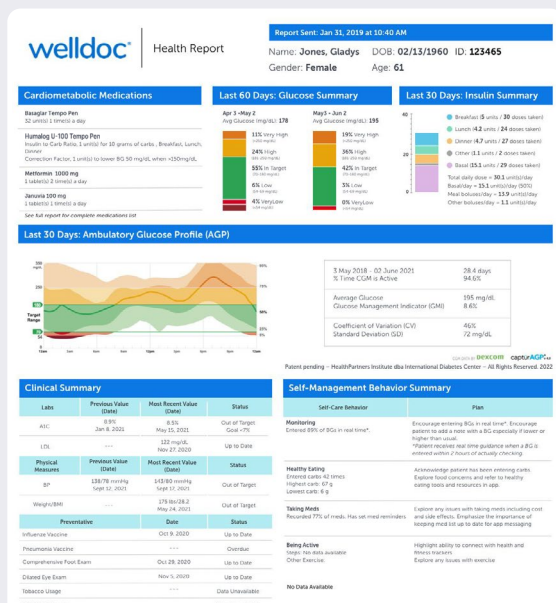
Allina Health partnered with Welldoc to launch a digitally enabled diabetes program. The initiative aimed to enhance reach and accessibility, improve health outcomes for patients, and increase operational efficiency for the clinical care team.


The Certified Diabetes Care and Education Specialists (CDCES) team at Allina Health collaborated with Welldoc to integrate this cost-effective solution for managing cardiometabolic conditions into their clinical care model. Newly diagnosed type 2 diabetes patients were introduced to the app during three structured DSMES classes.



To facilitate rapid integration across the large health system, the CDCES team implemented several strategies to streamline workflows:

- 1 Automated health reports**
 Monthly insights generated by the Welldoc app, were automatically uploaded to the electronic medical records system (EMR), giving providers immediate access to valuable data.
- 2 Provider support**
 The CDCES team actively informed providers about these reports and encouraged their use during clinical visits.
- 3 Clinical training**
 The CDCES team conducted educational sessions to help clinical teams interpret and utilize Welldoc health report data to inform optimal treatment.





"Our collaboration with Allina Health is vital in strengthening clinical support for newly diagnosed type 2 diabetes patients. By integrating Welldoc into their care model, we are empowering healthcare teams to provide more effective, data-driven support, ultimately improving health outcomes for patients."

Jennifer Scarsi, RD, CDCES

Clinical Digital Solutions Specialist
at Welldoc

The Program

The Welldoc platform, a digital health app and a healthcare portal, was seamlessly integrated into Allina's existing provider workflows. This integration allowed clinicians to access real-time patient data and insights, effectively bridging the gap between providers and patients between office visits. This proactive approach promoted timely interventions and enabled more informed clinical decisions, helping patients feel supported and empowered in managing their diabetes.



Accessibility

New blood glucose meters were offered to ensure everyone could participate.



Tailored support

Technology assistance was offered to those with limited digital literacy.



Peer-to-peer guidance

DSMES classes included peer support to facilitate app usage.

Program participant summary

- ✓ 1300+ activate users
- ✓ 62% female
- ✓ 36% connected a Bluetooth enabled BG meter

Do you take any medication?

We can help you keep track of your meds

Get Started >

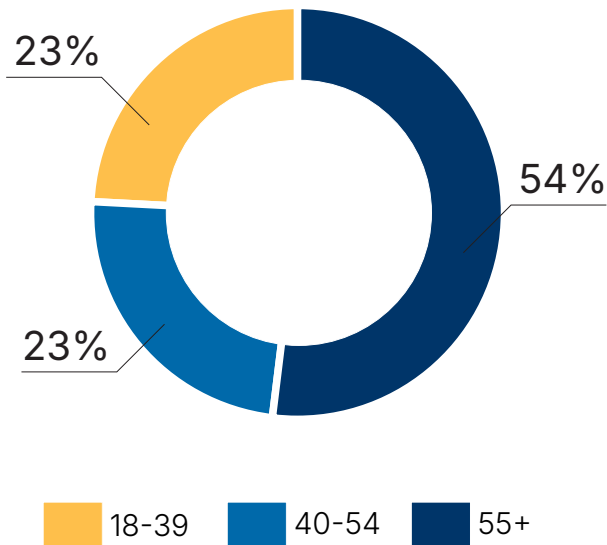


The Results

3.07%
Reduction in A1C among patients
tracking blood glucose readings
over 6 months

Active users

Among newly diagnosed patients, over 50% were 55+ years old.



Engagement duration



10
months

average weighted
lifespan of patient usage



21-29
engagements

average per month per user

Top Welldoc features used

Logbook entries and recipes



Weight

Track your weight



Medications

Record each dose



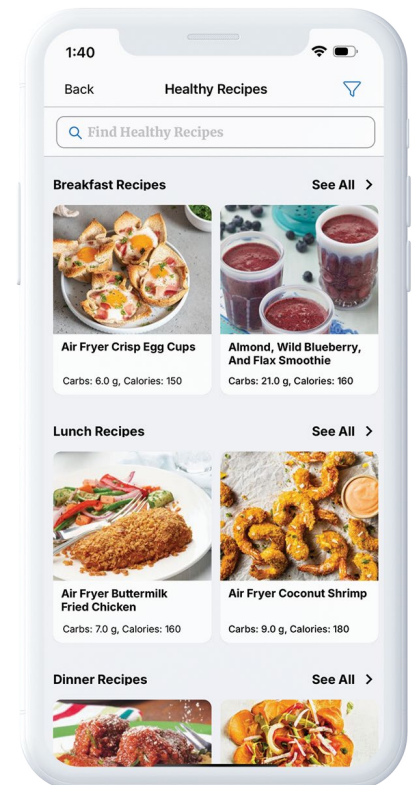
Food

Tell us what you ate!



Blood Glucose

Add every BG



The Conclusion

Integrating the Welldoc digital health platform streamlines workflows by connecting providers to vital health data and giving patients timely, actionable insights, enhancing the entire care continuum.

The partnership between Allina Health and Welldoc demonstrates the power of AI-driven digital health in

- ✓ Enhancing patient engagement
- ✓ Improving outcomes
- ✓ Achieving clinical buy-in through optimized workflows and EMR integration

**Welldoc Diabetes Rx/OTC is an FDA-cleared medical device ("BlueStar"), intended for use by healthcare providers and their adult patients with type 1 or type 2 diabetes. For full labeling information, visit www.welldoc.com.*

References

1. Steinsbekk A, Rygg LO, Lisulo M, Rise MB, Fretheim A. Group based diabetes self-management education compared to routine treatment for people with type 2 diabetes mellitus. A systematic review with meta-analysis. *BMC Health Serv Res*. 2012;12:213.
2. CDC. Building the Business Case for DSMES. Published May 15, 2024. <https://www.cdc.gov/diabetes-toolkit/php/business-case/>
3. CDC. Referring Patients to DSMES. Published May 15, 2024. <https://www.cdc.gov/diabetes/hcp/dsmes/index.html>
4. Welldoc Data on File. Results may vary based on BlueStar App adherence.



"Combining cardiometabolic technology with compassionate clinical support allows us to deliver a comprehensive approach to diabetes management. We are proud to lead the way in empowering our patients to take charge of their health."

Dawn McCarter, BSN, RN, CDCES
Diabetes Educator at Allina Health