

Case Study



Chronic Care Program

Australia's largest not-for-profit health insurer was looking to reduce the rate of hospital admissions for their members with heart disease and diabetes. – Launched in 2009, Healthways' service provides members tackling chronic conditions with personalized care coaching calls, online health support, regular health assessments and health action plans, as well as the ability to track their progress.

The study "[Impact of a Chronic Disease Management Program on Hospital Admissions and Readmissions in an Australian Population with Heart Disease or Diabetes](#)" shows the results achieved by our proactive disease management program. The effective and scalable solutions offered by Healthways have also inspired the program participants and their coaches on their pursuit of a healthier way.



[Healthways.com/international](https://www.healthways.com/international)

Facts & Figures

- ▶ The participants uniformly recorded lower hospital admission and readmission rates than non-participants after both the 12-month and 18-month periods.
- ▶ The change in hospital admission rates in the participants with diabetes dropped by 7.8 % and 13.4 % over 12-months and 18-months respectively when compared to the rates of non-participants.
- ▶ The outperformance of program participants versus nonparticipants on all measures widened the longer they were in the program.
- ▶ [Find out how we improve health and Well-Being to generate economic value for you.](#)