

What's Next for NYCHH and Welldoc?

For one of the largest public healthcare systems in the United States, helping its over one million patients achieve their glycemic targets is an ongoing challenge. The New York City Health and Hospital System estimates that half of their patients with diabetes are unable to meet their goals. This is especially concerning as NYCHH serves as a safety net system for a diverse and vulnerable population, many of whom are disproportionately affected by type 2 diabetes.

The Objective: Discover a scalable solution through Welldoc that could be easily integrated into the daily lives of NYCHH's patient population.

The Plan: Develop a pilot program to test a digital, scalable solution designed to enhance blood glucose management among patients across Queens Hospital and Metropolitan Hospital.

The Outcome: Clear-cut achievements, an expansion into Phase 2, and increased consideration for how to service new locations and patient populations in the future.

Phase 1 Success

The pilot program goals were simple: Lower A1C levels, manage medication adherence, and satisfy NYCCH's patient population needs. To achieve these goals, NYCHH and Welldoc established a comprehensive engagement approach built on awareness, registration, and usage/support.

Once registered, patients were able to use the BlueStar app to track and record their blood glucose levels. Using the patient's information, BlueStar was able to deliver individual guidance, weekly reports, and a number of additional reminders, articles, healthy recipes, and videos.

Since the pilot's inception, doctors have observed:

- 1.1 average reduction in A1C Levels.
- 6.2 maximum drop for some patients.
- >50% once-a-week user engagement.
- 82% of patients recorded blood glucose levels.
- 40% of users accessed the Spanish-version of BlueStar.

Phase 2 Underway

As a result of the success sustained in the initial pilot, Phase 2 has seen an expansion in location: NYCCH has added three additional hospitals and their respective patient populations. Both NYCCH and Welldoc are focused on building upon the solid foundation laid in the pilot program.

Many of the key components of Phase 2 revolve around the patient experience, including:

- Working through the BlueStar app to further personalize each patient population's engagement through their wellness journey.
- Promoting the program to patients who already use smartphones.
- Helping care teams leverage digital health data to support the right interventions, conversations, and clinical decisions.
- Understanding the needs of patient populations from digital health data.

Phase 2 and Beyond

Results from the expanded Phase 2 pilot are already promising. Based on current outcomes, it appears that there will be a strong opportunity to expand the program to other hospital locations as well as perhaps to pre-diabetes and management of comorbidities such as hypertension and heart failure, as supported by Welldoc. There may also be an opportunity to leverage Welldoc's member outreach capability to increase awareness and enrollment into the program.

To learn more about how Welldoc and NYCHH are taking diabetes self-management to the next level, listen to this Impact Health Live Presentation—[Keynote Case Study: Integrating Chronic Care Digital Health Platform into Large Safety-Net Hospital System](#).