

# Override

Overriding Chronic Pain for Employers

# Override's Co-founders



**Jennie Shulkin JD**

**CEO & Co-Founder**

- Harvard Law School Graduate
- Former Criminal Attorney at Manhattan DA's Office and Steptoe & Johnson LLP
- Chronic Pain Patient



**David Shulkin MD**

**Executive Chairman & Co-Founder**

- 9th Secretary, US Department of Veterans Affairs
- Former President & CEO, Beth Israel Medical Center
- Former CEO, Morristown Memorial Hospital
- CMO at Penn, Temple, and MCP

# Personal Journey with Pain



## Before chronic pain

- 250 in the US in tennis
- University of Pennsylvania D1 squash player



## With chronic pain

- 10 years battling chronic pain
- 200+ consulted providers
- 50+ failed medications
- 9 states traveled to for care

# Why Traditional Pain Care Failed Me



**Providers operating in silos**

"When all you have is a hammer, everything looks like a nail"



**Access to chronic pain specialists is scarce**

1 pain physician for every 27k Americans with chronic pain  
Pain specialists in behavioral health is scarcer

# A Pain Epidemic



>20%

of Americans  
are living with  
**chronic pain**  
and 10% have high  
impact **pain**



>45%

have associated  
**anxiety** or other  
**behavioral disorders**



#1

reason for **opioid  
misuse**: trying to  
**reduce pain**



#1

reason for missed  
**work days and lost  
productivity**

# The Forgotten Patient

Millions of patients suffering who **don't know where to turn for help.**

They're told things like...

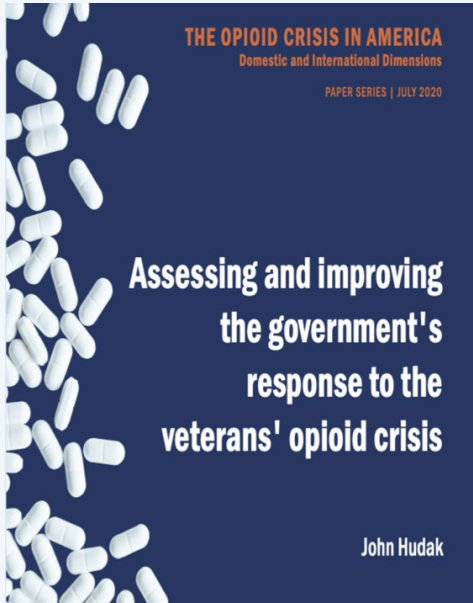
**"There is no  
treatment"**

**"Nothing left to try"**

**"Out of options"**

**"It's all in your head"**

# The White House Opioid Commission



# The VA Whole Health Model (architected by Dr. Shulkin)

## A validated approach for chronic pain



Multi-specialty care teams



Peer support & coaching



Self-management learning

## Significant clinical improvements across:



Pain & stress



Anxiety & depression



Satisfaction in care & engagement in life

## Demonstrated outcomes over 2 years at 18 VA sites:



**30% decrease** in total spend in first 12 months



**11.5% less** pharmaceutical spending



**3x reduction** in opioid use

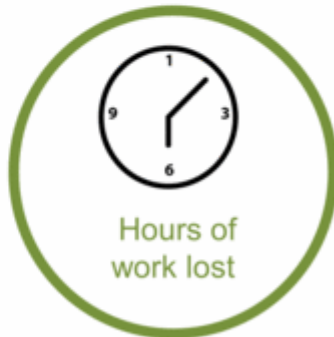
# Pain is a Costly Problem

**\$560** to **\$635**  
BILLION

Annual costs associated with chronic pain, including healthcare cost estimates and value of lost productivity.



\$11.6 to \$12.7 billion



\$95.2 to \$96.5 billion



\$190.6 to \$226.3 billion

Greater than

Heart disease  
\$309B  
+  
Cancer  
\$243B  
+  
Diabetes  
\$188B

# Average Cost of Chronic Pain Patients



**\$86k**

**Chronic Regional  
Pain  
Syndrome**



**\$21k**

**Pelvic Pain**



**\$15k**

**Opioid Use With  
Pain**



**\$12k**

**Fibromyalgia**

# Effect on Employers



**\$1,695** per employee per year in costs due to **back pain alone**<sup>1</sup>



**10 hours** of **reduced productivity each week** for workers with multisite chronic pain<sup>2</sup>



**1/3** of employer-subsidized opioids are abused, driving **+\$8,957 in costs** per affected employee<sup>3</sup>



**64%** of workers with chronic pain are **less likely** to view their **jobs as rewarding**<sup>4</sup>

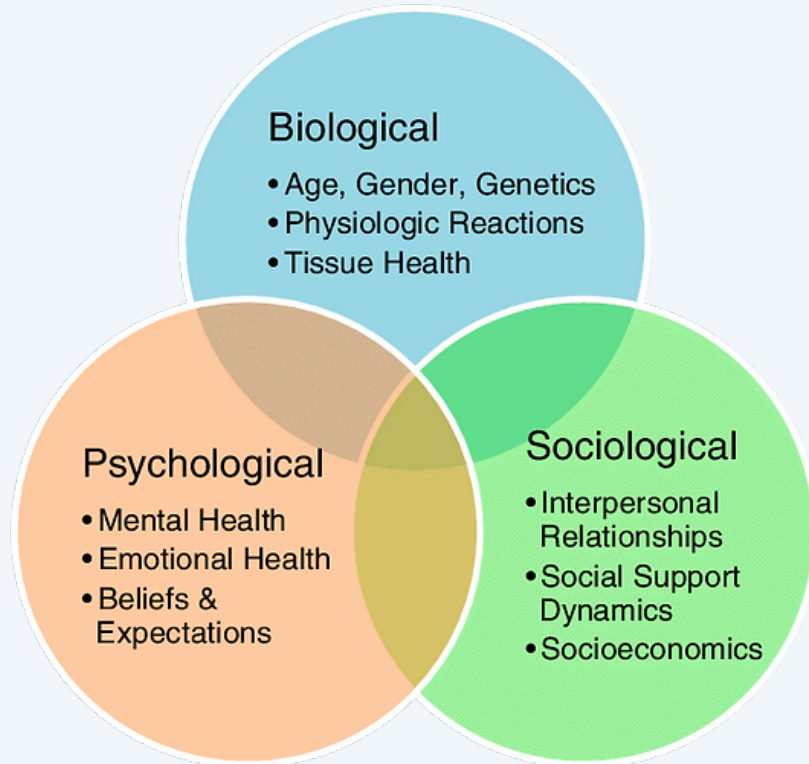
1: <https://fmpglobal.com/blog/the-back-breaking-cost-of-back-pain-in-the-us/>

2: <https://www.treatingpain.com/news-updates/2019/august/work-productivity-and-chronic-pain/>

3: <https://www.castlighthhealth.com/company/news/new-study-reveals-32-percent-of-total-opioid-prescriptions-are-being-abused/>

4: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8210861/>

# Modern Pain Care is Informed by a Biopsychosocial Approach



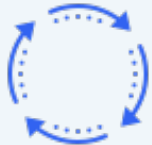
Using pain neuroscience principles, movement, and behavior modification to ***override*** pain neural pathways

# Retraining the Brain

## The Underlying Problem: *Pain & the Brain*



Like learning to ride a bike, the brain can **“learn” pain** with repetition



For some, pain persists longer than 6 months, creating a **pain feedback loop**

## The Solution: *Retraining the Brain*



Just as the brain can **learn** pain, the brain can also **unlearn** pain – virtually!



Traditional pain care focuses on the **body**; Override uses on a **brain-first** approach

# Gaining Recognition: Targeting the Brain to Treat Chronic Pain

“

Think of the **brain** as the control panel for a **pain alarm system** that mostly **protects the body from injury** — but sometimes **goes haywire**. It can blare like a home alarm system that maddeningly thinks a window has been opened when it hasn't been.

Unfortunately, **brain alarms are harder to turn off.**

— The New York Times [\(Source\)](#)



New approach to treating chronic back pain



Info



Watch later



Share

# **PAIN REPROCESSING THERAPY**

## **151 Chronic Back Pain Patients**

Source: CU Boulder

**66%** **pain-free**

**20%** **placebo**

**10%** **non-treatment**



# Override Program for Employers

<b>Pain Coaching</b>	Introduction to an Override Chronic Pain Management Coach
<b>Digital Engagement</b>	Access <a href="#">Override's app</a>
<b>Pain Education</b>	Override's proprietary, digital pain neuroscience education curriculum
<b>Treatment</b>	Individual & group coaching sessions

# What is Override Pain Coaching?

- Pain coaches are nationally certified health & wellness coaches with advanced training and **certification in chronic pain management**
- Override acquired Take Courage Coaching, **the US's leading chronic pain coaching company** with a [proven approach](#) – now incorporated into Override's interdisciplinary care
- Health coaching can lead to **\$286** (outpatient) & **\$412** (total cost) in [savings](#) PMPM



**80%**

reduced medication  
dependence



**70%**

improved  
sleep & function



**9.7/10**

patient  
satisfaction

# The Override Patient App



**Care Coordination**



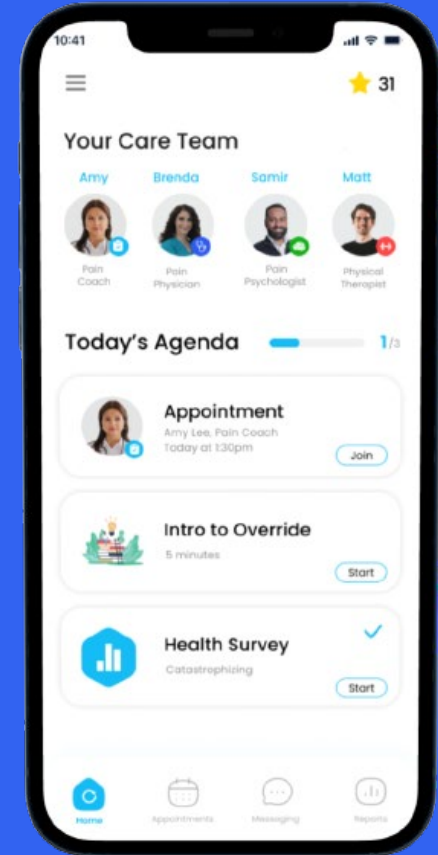
**Personalized care plans**



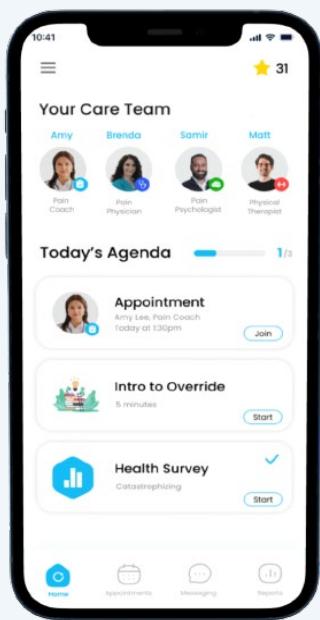
**Pain Education and Tools**



**Data-driven insights**

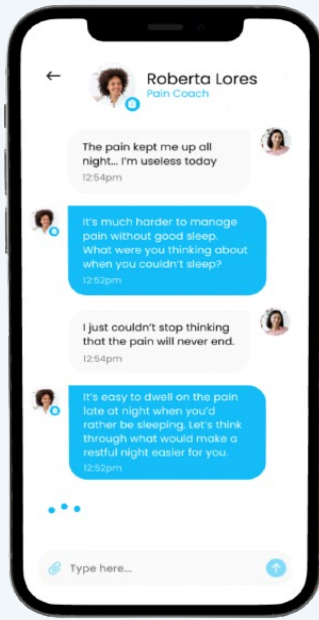


# Override App Overview



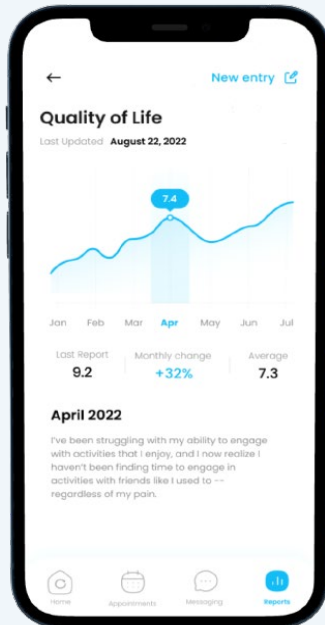
## Daily care agendas

Simplify care across appointments, learning, health tracking, & more



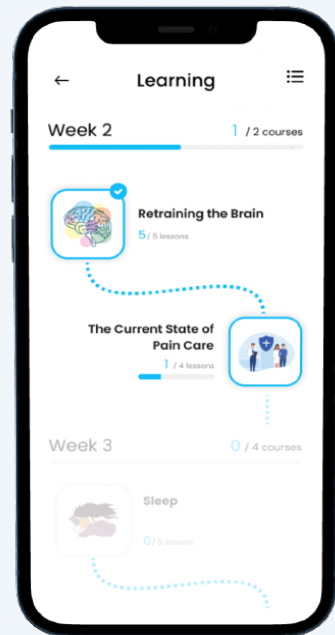
## Easy provider communication

Chat with your care team for guidance & support between visits



## Health tracking insights

Understand progress across 8 health metrics that direct the care experience



## Engaging education

50+ courses with videos, quizzes, journal entries, & more

# Override Results

92%

satisfaction with Override program

75%

report a greater ability to manage pain after Override

# Testimonials

“

**I appreciate that the program was designed for someone like me.**

*– Override patient*

“

**I've had pain for 16 years, and nobody has ever explained it to me this way.**

*I learned about the sympathetic/parasympathetic nervous system and how tapping into the parasympathetic nervous system helps. It makes so much sense.”*

*– Override patient*

# Override Collaboration with Employers

**Step 1:**  
Employee  
Identification

**Patient identification**  
based on Override's  
selection criteria

**Step 2:**  
Employee  
Onboarding

Override **onboards patients onto Override's technology platform** and patient begins **pain neuroscience education** and other

**Step 3:**  
Employee  
Assessment

Initial **assessments** with Override pain coach

**Step 4:**  
Coaching Begins

Patient **meets 1:1 with coach** at a recurring frequency and **messages coach** between sessions

Patient participates in **coach-led group sessions** for peer support and instruction on pain neuroscience education

**Step 5:**  
Progress  
Reporting

Patient **health metrics reported** monthly to employer partner

# Override-Transparent Pilot for Employers - Participants

Of 10,000 Employees and Dependents, you will find:

- **2,000** have chronic pain ([1 in 5 Americans](#) or 20%)
- Of that 2,000:
  - **780 have high-impact chronic pain** ([39%](#) of the 2,000)
  - Our target = these 780 individuals whose lives and are deeply and consistently impacted by the effects of chronic pain
- If we **convert 40%** of these:
  - which is **312 pilot participants** who would begin the program
- With a **60% completion** rate:
  - **187 employees** would see **increased productivity and reduced medical spend** with Override

# Contact

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