



# Solving chronic pain for an on-the-move workforce

## US Foods case study



**Industry:**  
Food Distribution/Transportation

**Covered Lives:**  
40,000

**Musculoskeletal (MSK) Challenges:**

- Employs over 7,000 drivers who off-lift over 40,000 lbs of food off their truck on a daily basis
- Predominantly male and highly dispersed workforce that was difficult to engage
- MSK was the #1 cost driver

## Driving & chronic pain

Garry is 52 year old Beverage Chemical Manager at US Foods. He was on the road driving 4,000 miles a month, often struggling to get out of his car from the pain. His doctor recently told him he would eventually need a double knee replacement. The pain started 30 years ago when he had a serious motorcycle accident, tearing 3 of the 4 ligaments in his knee. After the accident, he developed chronic knee pain.

## Reaching goals with 1-on-1 coaching

Garry refused to let his pain limit his lifestyle. He started the Hinge Health program offered through US Foods, and set a goal with his health coach: being able to jump across rocks while fishing without worrying about pain or injury. Within two weeks, he felt a difference in the way he walked and the pain he felt. Garry is now back to hiking long distances and rock climbing like he used to over 30 years ago.

**Hinge Health exceeded our expectations with ease of implementation and member engagement.**

Joe Toniolo  
Sr. Director Health & Welfare Plans



**“ I know I’m not going to have surgery because of what I learned at Hinge Health.”**

Garry T.  
Knee program member

## Turnkey implementation

Hinge Health rolled out a surround sound enrollment campaign to US Foods employees. There was high demand and enrollment quickly spread by word of mouth. Hinge Health’s digital solution delivered all 3 pillars of best-practice back and joint pain care:

1. Exercise therapy guided by wearable sensors
2. Behavioral health with 1-on-1 coaching
3. Education

## Life-changing outcomes

**90%**

Weekly engagement for participants that completed the program

**4x**

Pain reduction compared to opioids

**48%**

Reduction in depression

**2 in 3**

Surgeries avoided

See a demo of the Hinge Health program [www.hingehealth.com/overview-transportation](http://www.hingehealth.com/overview-transportation)