



# Helping service-industry workers in pain

A Vail Resorts Case Study

**VAIL RESORTS**  
EXPERIENCE OF A LIFETIME

**Industry:**  
Hospitality and Retail

**Covered Lives:**  
11,000 plan members

**Musculoskeletal (MSK)  
Challenges:**

- Hard to reach mix of active, office, and service-focused roles
- MSK was the #1 cost driver due to overutilization of surgery

## An Uncertain Future

Kevin, a 48 year old Ski Instructor at Vail Resorts, tore his meniscus in a ski accident in 2017. After having surgery, his knee pain continued to bother him on the job and at home. Worried his career of 29 years might be over, Kevin turned to over-the-counter drugs, physical therapy, and gel injections. When those failed, he wondered if he had to have a second surgery.

## Living Without Pain

At the recommendation of a coworker, Kevin decided to try Hinge Health. With the support of his health coach, Kevin was able to meet his exercise therapy goal of 3 sessions a week, something that he wasn't able to do with PT. After a couple of weeks, he noticed a reduction in pain, and with the help of the program's education he learned how to manage upticks in pain. Kevin is back on the slopes and looks forward to continuing his career as a ski instructor.

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**“I am doing fantastic. It’s so nice to not worry about or be distracted by pain anymore.”**

Kevin E  
Knee program user

## Clinically Proven MSK Solution

A digital care program met the needs of a dispersed, mountain-based team with irregular hours. Clinically validated in two randomized control studies, the digital solution delivered all 3 pillars of best-practice back and joint pain care from the comfort of their workforce’s homes:

- Exercise therapy guided by wearable sensors
- Behavioral health with 1-on-1 coaching
- A complete educational curriculum



**“Hinge Health made rollout easy and provides an exceptional user experience.”**

Grady Arnold  
Vail Resorts

## Life-changing outcomes

**58%**

Reduction in pain

**72%**

Reduction in anxiety and depression

**57%**

Reduction in lost work days

**1.5M**

Saved in avoided surgeries in year-1

See a demo of the Hinge Health program  
[hingehealth.com/overview-hospitality](https://hingehealth.com/overview-hospitality)

Hinge Health is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide an online musculoskeletal program for members with coverage through BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third party vendors and the products and services offered by them. Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual