

Reducing Chronic Pain for Employees on Their Feet

Retail case study

When it Hurts to Stand

Michelle is a Pharmacist at one of the largest pharmacy store chains in America. Working 7–12 hour shifts on her feet, she began to experience chronic knee pain 2 years ago. She was in so much pain that she no longer found pleasure in activities she enjoyed, such as hiking, and began to avoid them. As her days began to consist almost entirely of work and sitting on her couch, it took an emotional toll.

Regaining Control

Michelle decided to give Hinge Health a try. Her health coach helped her find time in her busy, unpredictable schedule, and she met her exercise therapy goals each week. Educational articles helped Michelle understand that movement is medicine. She has lost over 32 pounds since the start of the program and on a recent vacation hiked 44 miles with no pain. Being able to move more has helped her regain happiness and confidence.



“ I literally climbed mountains, and I feel great! Hinge Health has helped me take control of my life.

Michelle G.
Knee program user

Company Profile

Industry: National Retail & Pharmacy Store Chain
(over 8,000 stores)

Covered Lives: 245,000

Musculoskeletal (MSK) Challenges:

- Retail workforce on their feet and often lifting boxes were at high risk for chronic pain
- Irregular work hours made scheduling PT difficult
- MSK spend was 8.4% higher than industry average

Expert MSK Care Anytime, Anywhere

For a highly dispersed team with irregular, shift-based hours, Hinge Health's digital solution delivered all 3 pillars of best-practice back and joint pain care, whenever it was convenient for them:

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

“ Hinge Health's program was so simple— anyone could use it.”

VP Global HRIS
Benefits & Mobility

Life-Changing Outcomes



↓ 57%
reduction in pain

↓ 86%
reduction in depression



↓ 59%
reduction in lost work days

2 out of 3
surgeries AVOIDED



See a demo of the Hinge Health program

www.hingehealth.com/overview-retail