



# 2023 Member Outcomes Report

Clinical Outcomes, Member Engagement, and Quality of Life

Vivante Health is committed to providing complete care for everyone feeling the burden and stress from digestive health issues. We studied the impact of GIThrive® as well as member engagement across our entire book of business<sup>1</sup>. We found meaningful results showcasing an engaged member base with fewer symptoms and a better quality of life.

## Clinical Outcomes

Not only did 91% of members report digestive symptom improvement, the extent to which their symptoms improved was remarkable. These members reported, on average, feeling 70% better after two to three months using GIThrive. Moreover, members who worked directly with our care team reported an even higher rate of overall symptom improvement at 95%. This makes sense when you consider that overall, members rated our Care Team an overall 9.7/10 satisfaction rating.

**91%** Overall Symptom Improvement

**95%** Symptom Improvement with Care Team Intervention

**9.7/10** Care Team Satisfaction Score

*"Prior to signing up for this program, I had given up on myself and my health. Now I am feeling motivated and I've started making better choices with my food and walking every day."*

- GIThrive Member

<sup>1</sup> Reported results from our members in Q4 2022.

## Engagement Results

We're proud to report high engagement rates across the continuum of our platform thanks to our user-friendly, personalized experience. Because of the high prevalence of digestive health issues, we often see as many as 50% of eligible members engage and sign up to use GIThrive after just six months of partnership. This is partly due to our high inclusivity model as well as our outstanding member marketing team initiatives. Upon signing up, as many as 93% of members engage with their in-app care plan and 92% of them complete their health history intake survey. That's an impressive number of people getting on-demand care and triaged to our Care Team when needed. From there, we saw 62% of members schedule a Care Team appointment, giving our Care Team a Net Promoter Score of 88 (almost 3x higher than industry averages<sup>2</sup>).

**93%** Engaged with In-App Care Plan

**92%** Completed Health History Intake Form

**88** Care Team NPS Score

## Quality of Life Outcomes

In addition to improved clinical outcomes and high levels of engagement, we wanted to know how our members quality of life improved. What we found was that by managing gut health, members overall reported improved quality of life metrics. An astounding 81% of members said they felt like they were in more control of their health, while 76% of members said they were happier after using GIThrive. The majority (56%) reported that they felt more productive at work, while 82% said they could better manage their digestive symptoms. This data continues to prove how gut health impacts not only physical health, but mental health as well.

**81%** "I'm in more control of my health"

**76%** "I'm Happier"

**56%** "I'm more productive at work"

**82%** "I can better manage my digestive symptoms"

*"This program has been so helpful and life changing! I'm eating healthier, getting in movement, finishing so many projects at work and in my house and I'm seeing the benefits! I could not have done this without the support of my Health Coach and Registered Dietitian. I now have energy, focus, and happiness for work and in my life"*

- GIThrive Member

<sup>2</sup> 2020 XMI customer ratings benchmark data <https://www.qualtrics.com/blog/xmi-customer-ratings-benchmark-data>