

CASE STUDY

NOVI Health Improves Clinical Outcomes for Diabetes

Partnership reduced HbA1c and weight

WHY NOVI HEALTH

Easy Access, Anywhere

NOVI's program is digitally enabled, and is accessible to employees who are constantly on the move.

Holistic Approach

NOVI combines medical specialist care with nutrition and fitness guidance so employees can get a complete solution.

Remote Monitoring

Continuous glucose monitors were included as part of the program for real-time monitoring of blood sugar.

Highly Personalized

NOVI's solution is highly personalized for each employee. From eating and exercise to medication and supplements, each employee gets a tailored plan.

ENROLMENT AND IMPLEMENTATION

To ensure a successful launch, NOVI worked closely with the employer to develop an enrolment outreach and implementation plan.

NOVI supported the delivery of marketing campaigns to drive enrolment. These included support with electronic mailers, program information sheets, as well as announcements on the intranet. A customized landing page dedicated for the program was also developed to facilitate easy understanding of the program, and immediate registration.

The team at NOVI ensured that enrolment of participants and implementation was easy. All in, it took only a few weeks after approval to set-up and run the program.

INDUSTRY LEADING CLIENT SATISFACTION

64

Net Promoter Score

NOVI Health's Net Promoter Score (NPS) was 64 amongst employees who participated in the program.

This is industry leading. For context, the healthcare industry's average NPS is 9.

“Thank you to the team effort. I benefited a lot from this programme. Hope this programme can bring awareness to many others out there.”

Mr B, 42
Participant, NOVI Magnum Program

CLINICAL OUTCOMES THAT MATTER

0.9



Average HbA1c reduction at 3 months

This is a clinically significant reduction in HbA1c. Many of the participants achieved this while decreasing the amount of medication they are taking.

4.1

 kg 

Average weight reduction at 3 months

Amongst participants who were overweight (BMI 23 or more), there was significant weight loss on top of HbA1c reduction, bringing increased health benefits.

“Great team and the holistic approach to manage my diabetes and weight. It's been 20 over years since I am able to lose weight in a systematic manner. Thank you to the team at NOVI Health. Thank you to my employer for sponsoring such a programme.”

Mdm J, 54
Participant, NOVI Magnum

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