



CASE STUDY

Powerful Data & Tools to Drive Better Care

Furthering our ability to address behavioral health & holistically treat chronic pain

Challenge

An estimated [50 million Americans live with daily or almost daily chronic pain](#) and millions more experience acute pain. [New Day Pain](#) is focused on restoring quality of life by addressing both the physical and emotional repercussions of pain.

Those with frequent pain are at [higher risk for depression, anxiety and substance use disorders](#). Short-term site-specific treatment of pain only provides limited relief and often doesn't address the root causes, proving ineffective and costly. New Day Pain is committed to balanced and comprehensive treatment that has long-lasting impacts that address both physical and mental health.

New Day Pain previously handled behavioral health needs through local referrals. They found that this system often resulted in little follow up and uncertainty on whether a patient received the care they needed. Coupled with up to a 6-month waiting period for psychiatrists in the area, the organization sought a more modern, integrated approach that would help them scale a program eliminating manual, time-consuming processes.

KEY PERFORMANCE METRICS

81 
patients onboarded
in the first six months

74% 
of patients have reduced
depression symptoms

46 
activities per patient
completed in one
month alone

Solution

Each patient's optimal treatment plan looks different. Utilizing patient feedback and data can ensure the New Day Pain team provides patients what they truly need in their long-term pain management journey. In addition to offering a virtual counseling option, New Day Pain partnered with [NeuroFlow](#) to deliver mobile-friendly assessments and engagement tools that ensured data flowed back to the provider seamlessly.

"[NeuroFlow] helps us get a bigger picture of a client's pain, beyond the day of their office visit. We have a month's worth of data or two months' worth of data of their pain, so we can see if it's stable, steady or climbing prior to the visit. I think that's huge for getting an overall picture."

Tracy K. Smith, Grand Lake Health Systems Clinical Coordinator

With this initial partnership program, New Day Pain aims to enhance pain treatment through client digital interaction and consistent data tracking. From day one, the solution measures and reports patient progress through evidence-based activities such as screeners, audio/video guides, pain trackers, and much more.

The Clinical Coordinator sees activity completed by the patient on NeuroFlow and receives direct alerts when additional help is needed. It also provides interactive, gamified features to maximize client engagement.

NeuroFlow's solution creates a personalized experience that allows New Day Pain to efficiently make necessary adjustments to clients' custom treatment plans based on how they interact with the tools and resources.

Results

In the first few months, New Day Pain and NeuroFlow have seen tremendous patient engagement. Each patient completed, on average, 46 activities within the first month alone. 74% have already experienced a reduction in depression scores as measured by PHQ-9 assessments.

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Working with NeuroFlow has been key to helping the organization stay alert and informed on patients' progress in their pain management journey. It has shown clear, positive results helping New Day Pain to better treat chronic and acute pain at the root.

No one should have to put their life on pause because of chronic or acute pain. If you are suffering from frequent pain, please contact New Day Pain today.



Call (419) 394-9520 with a physician's referral +
Visit [New Day Pain Management Center](#) online



Learn more at neuroflow.com

