



Oliver

Customer Profile

- 50-year-old male
- New employee. He and family moved to Florida from out of state.
- Diagnosed with type 2 diabetes in his early 40s. Overweight but no other diagnosed health conditions.
- Reached out to onsite health coach for general information on how to improve overall health and physical activity.

Need: Improve overall health and increase physical activity

Goals

Oliver wanted to improve his physical activity and overall health.

- Establish a relationship with a PCP as he was new to the Orlando area.
- Start a regular exercise routine.

How Coaching Helped

Oliver learned:

- How to find an in-network PCP and navigate myCigna.
- Discovered he was experiencing symptoms of uncontrolled diabetes.
- How to manage diabetes through healthy eating and physical activity and how medication can help support blood glucose control.

Orange County BOCC SUCCESS STORY

Outcomes

Oliver achieved:

- A 5% decrease in A1C, 13% to 8%
- Weight loss of 12 pounds
- He and wife learned about foods and meal planning to support a healthy diet to control blood sugar.
- He became more mindful of his eating habits, decreased his mindless grazing and started choosing his snacks and meals with purpose.
- By the end of coaching, he had increased his physical activity to include daily walks and bike rides with his family in addition to purposeful movement on the weekends.
- His manager learned of his efforts to improve his health and encouraged him to use his breaks to visit the gym and they started adding in walking to their workday by taking stairs to meetings and even having walking meetings themselves.
- Stated he transformed from a “typical male”, ignoring his health to caring about his wellness and sees his PCP every 6 mos.

Post-coaching update

Oliver’s ongoing lifestyle habits have continued to improve his health and resulted in:

- An A1C of 6.5%, half of what it was in the beginning of the year.
- An additional 10 pound weight loss



¹This story is based on an actual customer experience but the customer’s name and other identifying information have been changed to protect their privacy.