



# Jay's HealthJoy MSK Member Story

## How HealthJoy's Virtual MSK Care Programming Helped One of Our Own Conquer Their Pain

For HealthJoy Regional Sales Executive Jay Johnson, nagging back pain was just part of his daily routine. So when the opportunity to participate in a virtual musculoskeletal (MSK) care program came along, he was eager to forge his very own pain-free path.

"I've been experiencing back pain for six months or so, and it just seemed to be in the morning," Jay said. "It was really difficult for me to get out of bed, to pull myself up and get on my feet in the morning. So when I had the chance to participate, I thought, 'Great!' It was the perfect opportunity to 1) test out the product so I could provide firsthand knowledge and testimonials to clients; and 2) hopefully relieve some back pain."

### Getting into the Swing of Things

Before participating in the program, addressing his pain and mobility posed two challenges for Jay: finding appropriate movements to improve his condition and staying consistent.

"I told myself at the beginning of the year that I needed to stretch more because I'm getting older and I didn't want to continue having back pain," he explained.

"I just wasn't disciplined enough and didn't have the knowledge to do it. Having a coach and a routine to follow was great for me. I liked having the guidance and structure, especially

when I understood what I was doing was specifically addressing my pain."

Although the first week required him to incorporate the 15 minutes of exercise five times a week, Jay appreciated how the program offered so much flexibility.

"Having the ability to do the exercises when and where I wanted was nice. I typically did the exercises in the morning, but if something came up I could easily adjust and do them at a later time," he said.

My coach, Amanda, was flexible when it came to finding a time to talk that was convenient for both of us. I haven't been traveling a lot, but if I was, I wouldn't have to miss a day because it's right on my phone.

## Personalized Programming

Having no previous experience with an MSK program, Jay said he expected the 12 weeks of programming to be the same for everyone. It was only after reaching Week 4 — when he noticed little to no pain in the morning — that he realized the weekly movements were tweaked to fit his specific needs at that point in time.

“At first I thought it was the same exercises for everyone, but as I worked with Amanda, and she understood how my pain affected me, she would adjust the following week's exercises based on my progress and pain level,” he said.

**“I realized there are a lot of different ways to approach the program, and the coaches are really good at understanding your struggles and pain, and tailoring the plan to you, as an individual.”**

Those slight adjustments combined with consistent adherence helped Jay heal quickly. So quickly, in fact, that he could skip a couple weeks' worth of exercises.

“I completed 10 of the 12 weeks,” Jay said. “We skipped the middle two or three weeks. Amanda and Jeremy determined that I was doing well enough and decided to move me into the last four weeks of exercises. They moved me onto the maintenance part of the program so I wouldn't get bored or get complacent with the program.”

## The Human Touch

While the mobile-first experience offered convenience, it was the human element of Jay's experience that made all the difference.

“I just thought there was tremendous value in having a coach be able to reach out with anything,” he said.

**“It's great talking to a person about the movements I needed to do and why. I think the way they have the program structured is extremely smart and it's going to give a lot of people access to an MSK program without losing the one-on-one relationship.”**

## Pain, Managed

Jay's success with HealthJoy's Virtual MSK Care program enabled him to not only manage his pain but also complete tasks that his aching back previously made impossible.

“The two things I really struggled with were getting out of bed in the morning and putting on my shoes,” Jay explained. “I would get sharp, shooting pains in my back, and the fact that I can do those things now with very little worry is amazing.”