



## The Cost of Chronic Pain, Depression and Anxiety in the Workplace

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How organizations can reduce associated  
absenteeism and medical claim costs



# Meet Today's Speaker



**Chaitali Sinha**

Head of Clinical Research & Development

Speaker

Chaitali Sinha is a psychologist and the head of clinical development and research at Wysa. She has clinical expertise as a therapist across judicial, rural and trauma-focused settings, and as a researcher on large-scale cluster RCTs in clinical and public health contexts..

Her research work with digital mental health interventions involves working on interventions to test for an experimental hypothesis, building research infrastructure for digital health applications, and working with Wysa's key partners across multiple public health and academia.

## Accomplishments & Accolades

- In the last four years, she has worked with Wysa on building products with clinical expertise across the cycle of conception, design, implementation and research.
- Has co-authored 15+ publications under peer review
- Co-investigator of an NIH R01 grant in the US
- Key research partners including the National Health Services in the UK, Harvard and Columbia University, and the Washington University of St. Louis in the US.



Notable Accomplishments & Accolades

# Learning Objectives

- Statistics associated with the gap in pain management and coexisting mental health conditions
- Effectiveness of pain management with an AI digital intervention
- How to establish a therapeutic bond with AI to accomplish scalability
- How a US charity provides 24/7 mental health support for employees abroad

# State of Care: Chronic Pain and Mental Health Comorbidities



**116M**

US adults live with  
common chronic  
pain conditions



**20-50%**

of individuals with  
chronic pain have  
comorbid  
depression



**Up to \$635B**

annual total health  
care cost of chronic  
pain in the United  
States (medical costs  
& absenteeism)



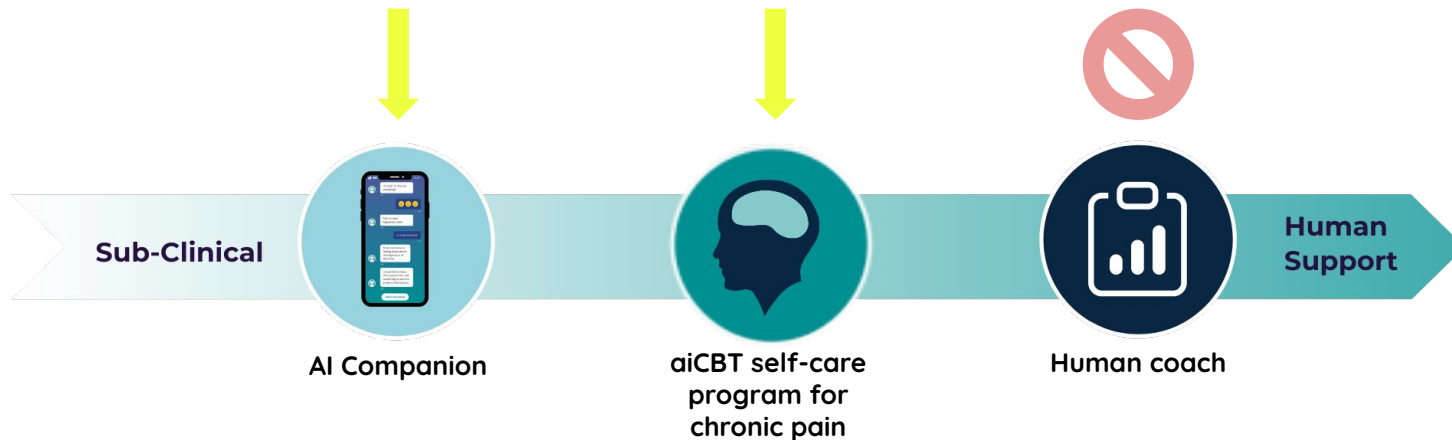
**2-3x**

more susceptible to  
suicidal ideation &  
behaviors while  
struggling chronic  
pain

# Efficacy of Pain Management with AI Digital Interventions

## How can companies care for employees with chronic pain and comorbidities?

Wysa conducted a study aimed to examine the differences in engagement & effectiveness of leveraging isolated AI digital mental health intervention for users experiencing chronic pain vs in conjunction with human support to explore the feasibility of AI as a solution to the disparity in care for chronic pain.



# Outcomes

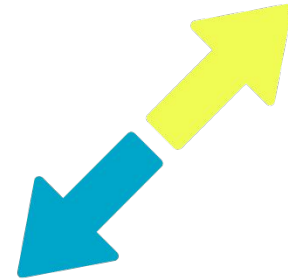
**The Results? AI Digital Intervention is an effective, scalable solution for organizations.**



Clinically meaningful improvements in pain interference and physical function



Reduced PHQ-9 and GHD-7 levels



Support scalability of effective digital mental health interventions via AI without human support

# The Importance of Therapeutic Alliance

Therapeutic alliance is one of the most robust mechanisms of change in psychotherapy interventions.



- Digital interventions are traditionally associated with **low adherence** and **engagement rates**. <sup>1</sup>
- Previous digital intervention study participants **disengage within week 1** with average retention periods of 4-16 days. <sup>2</sup>

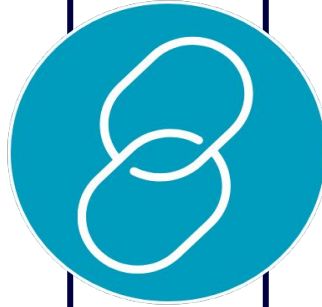
1. [Frontiers](#)  
2. [Adjust](#)

# Establishing Therapeutic Alliance with AI

## Study

**PURPOSE:** Examine user retention & engagement with Wysa for Chronic Pain

- 51 adults with chronic musculoskeletal pain & endorsed coexisting symptoms of depression or anxiety
- 8-week subscription of Wysa for Chronic Pain
- Study outcomes were user retention and user engagement



## Results

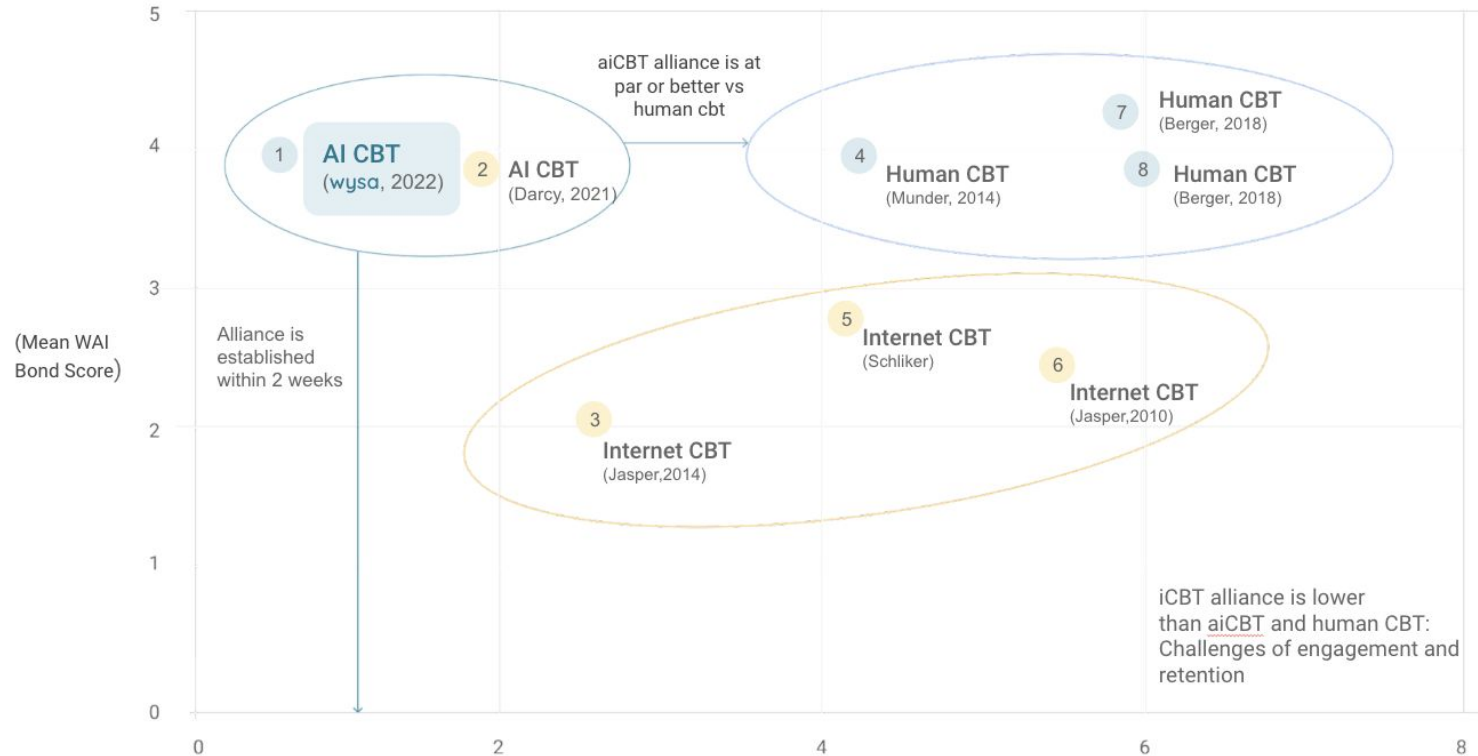
AI-driven mental health conversational agents could be effective in helping patients with chronic pain learn to self-manage their pain & deal with comorbidities like depression and anxiety

- **50% of users** continued returning to the app each week
- Median user retention period was **51 days**



# Human CBT vs aiCBT

Therapeutic Alliance of AI-CBT is at par with Human CBT, and is established within 3-5 days



# Case Study

“

Working directly in the field can encompass **overwhelming workloads and a lack of privacy and personal space** — in addition to the separation from our most familiar bonds (family, friends and other supportive networks we usually rely on). Beyond the daily stresses, **long working hours and resource-limited living conditions**, the experience itself may be one of witnessing human and environmental adversities that can impact our wellbeing.”

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All Hands and Hearts

**aetna**



All Hands and Hearts effectively and efficiently address the immediate and long-term needs of communities impacted by disasters



Provide hands-on assistance to survivors of natural disasters, both within the U.S. and internationally



Intentional and proactive strategies to address the well-being of their staff are critical



## The Impact on All Hands and Hearts Staff

25%



staff uptake rate and nearly half have engaged with a well-being coach for **5+ sessions**

82%



satisfaction rate

70%



reduction in distress levels



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wysa

# Thank you for joining us today!



We will send a follow up email with the webinar recording and presentation slides and a recap blog by next week.



If you have feedback, questions, or topic ideas that you would like us to cover in a webinar, please feel free to reply to the follow-up email.



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