

# Improving Completion Rates Without Spending Money

**No-cost improvement for improved completion rates**

## CHALLENGE

A medium-sized health system, in top 10 MSA, was utilizing both Heart and Stroke HRAs with moderately successful completion rates. Seeing a potential in their market to drive more HRA completions, they turned to Medicom Health's client success team for assistance in improving performance.

## SOLUTION

To begin with, we analyzed the promotion of both HRAs. We found our client was using appropriate channels and focusing a significant amount of resources on the project. However, there were a handful of customization and implementation tweaks we identified. These included:

- ▶ Make minor creative changes to landing pages and the HRA itself
- ▶ Implement a shortened legal disclaimer, as opposed to lengthy legal messaging
- ▶ Switch from an active checkbox to a passive "I Agree" button to move forward in the assessment
- ▶ Decrease the amount of user contact information fields so we only capture those required for communication and measurement
- ▶ Remove the secondary marketing communications opt-in from the user contact information form
- ▶ Utilize a gated entry on the HRA landing page for specific campaigns, so that users enter their email address before accessing the HRA for marketing to abandoners

Our client looped in other vendor partners involved in the HRA campaign to implement the changes quickly. Also, they were careful to document the updates to track success.

## SUCCESS

With our help the client implemented changes over a 2-week span. The completion rates went from the 20-25% range to 45-50%! These were even higher than the overall client average during the same time period. After experiencing this success, the system has added both Back & Neck Pain and Knee & Hip Pain HRAs to their evolving marketing mix.

### SUCCESS OF CAMPAIGN

**237%**

increase on average number of monthly leads generated (from 378 to 897).

**47%**

total completion rate, ~100% improvement with no additional spend.

**110%**

increase in Facebook specific completion rates.



# About Medicom Health

Medicom Health provides online evidence-based personal health assessments and personal health planners designed to help hospitals and health care systems meet patient acquisition, consumer engagement, and revenue goals. The platform allows clients to collect consumer-provided health data, stratify and analyze data, and connect with at-risk consumers through automated emails and promotional services.



For more information, contact:

**(800) 971-0785**  
**[www.medicomhealth.com](http://www.medicomhealth.com)**

## Health Risk Assessments

Heart Health*	Weight-Loss Surgery
Stroke	Healthy Weight-Range
PAD	Urinary Incontinence
Diabetes	Sleep Apnea
Breast Cancer	Asthma Symptoms
Prostate Cancer	Asthma Symptoms (Children)
Colorectal Cancer	Anxiety
Lung Cancer	Depression
Knee & Hip	
Back & Neck Pain	

**\*v3 now available**

## Self-Care Planners

Knee & Hip	Urinary Incontinence
Back & Neck Pain	