

# The Johns Hopkins ACG® System

## Identifying Marathon Health patients at higher risk for COVID-19 complications



At Marathon Health, the overall well-being of patients is what matters most. As leading providers of onsite and nearsite employer health centers, delivering thoughtful, compassionate, individualized care means understanding that patients have real needs that really matter.

That's why proactively providing patients with resources during an unprecedented pandemic was so critical. By leveraging the Johns Hopkins ACG System, Marathon Health was able to offer outreach and options to individuals identified as being at a higher risk of contracting or experiencing complications as a result of COVID-19.

## ACG SYSTEM ENABLES PRIORITIZED CARE FOR THE MOST VULNERABLE PATIENTS

**The Johns Hopkins ACG System methodology is clinically derived, evidence-based, and takes a whole person approach to analyzing risk.**

Marathon Health was able to create their own customized algorithm using ACG System risk markers including age, gender, chronic conditions, probability of hospitalization, and predicted costs. Consequently, they were able to identify – and provide prioritized care for – the group of individuals who were most vulnerable to complications as a result of contracting COVID-19. For the purpose of this outreach, only patients with chronic conditions were considered.

## APPLICATION

### *Personalized primary care*

With the shift to focus on targeted outreach for COVID-19, the ACG System allowed Marathon Health to provide proactive support to high-risk patients. Analysis from the ACG System empowered primary care providers to personalize the care of their high-risk patients, providing those patients with the tools they need for managing pre-existing conditions such as diabetes, high cholesterol, high blood pressure, and more.

*I received a call making sure I knew that the clinic was still there for me and asking in general how I was doing during this challenging time. While on the call, I asked about getting on the waiting list for the shingles shot. I was informed a pre-call was needed and she scheduled that as we spoke. Within 20-30 minutes the doctor called, and I was put on the list. I really appreciated being called to see how I was doing.*

– Marathon Health Patient

# OUTCOME

*By the numbers*

As a result of using the ACG System, over **66,000** Marathon Health patients were called and **13,000 (19.6 percent)** were identified as high-risk of complications as a result of contracting COVID-19. Ten percent of those contacted individuals scheduled and attended at least one virtual appointment within just 7 days of completed outreach and it is anticipated that the outreach process has helped to reduce elective deferment of care.

Based on the results of the outreach, Marathon Health estimates that they have avoided 800 visits to Urgent Care / Emergency Department and over \$475,000 in provider office visit costs deferred.



**13,037**

*Members identified who are at higher risk of COVID-19 complications*



**66,239**

*Total members receiving an outreach call*



**85**

*Cross organization Net Promotor Score (high patient satisfaction)*



## High Patient Satisfaction

*“...I received a call to check in and see how I was doing. The care in her voice was so welcomed. It also triggered a reminder that I was almost out of medicine and needed a refill. A call was then scheduled with the provider later that day and my refills were called into the pharmacy. Her contacting me showed how much Marathon Health truly cares for their patients. Thank you for going above and beyond to care for us.*

**– Marathon Health Patient**