

JOHNS HOPKINS ACG[®] SYSTEM

Addressing the unique requirements of providers operating in a value-based care environment



The Challenge

In today's value-based care environment, physicians are challenged with management of high-risk patients, attention to utilization and referrals, and leadership of care coordination teams. The deluge of metrics and systems can be overwhelming. Success requires use of analytics, patient-level insights, and actionable opportunities combined with an efficient, clinician-friendly workflow.

ACG System customer Wiseman Innovations solved for these challenges by creating a clinician-friendly, EMR-agnostic tool to deliver actionable analytic insights at the point of care.

The Solution

Wiseman Innovations is a health care technology company that provides health care professionals, management groups, payers and patients with the information needed to enhance continuity of care. Wiseman's suite of population health products, powered by the Johns Hopkins ACG System, provides actionable patient insights during in-person and remote encounters. The solution helps providers improve patient health and achieve success in value-based contracts, while operating within typical cost and resource constraints.

Visibility of key metrics at the point of care, identification of actionable opportunities and in-system coordination with care management resources are lacking in many EMRs today.

Wiseman fills this gap with 360 Ribbon: a unique tool that overlays any EMR system. It provides an efficient care coordination workflow and actionable ACG-generated insights for providers at the point of care.

The screenshot shows a user interface for a patient named John Doe. The main window displays a 'Medical Record Dashboard' with tabs for Dashboard, History, Report, Documents, Transactions, Issues, and Ledger. A '360 Ribbon' overlay is positioned on the right side, titled 'HIGHLIGHTS'. It includes a patient profile for John Doe (DOB: 06/28/1950, 71 Years Male, Medicare Shared Savings Program) and a 'Patient in office?' toggle set to 'No'. The highlights section lists three key items: 3 unplanned admissions in the last 12 months, a 60% probability of readmission in the next 12 months, and a patient who is a frequent ED visitor. Below this, a 'Key Predictions' section shows 'Care Gaps' (8), 'Coding Gaps' (6), and a '0.45 RAF Score (2021)'. A 'Note' states that actions taken will appear in the history tab. At the bottom, there are three items: 'Fall-Risk screening', 'Blood Pressure', and 'Flu shot', each with a 'Codes to Use' indicator.

Wiseman's 360 Ribbon, powered by the ACG System, connects physicians directly to care managers, a crucial linkage for identifying high-need patients and enrolling them in a care coordination program.

Evidence is clear that in-office interactions are the most effective to enroll patients in care coordination programs; but enrollments rarely happen if they require referral in an outside system. The 360 Ribbon makes metric review and referrals seamless for physicians and other providers operating within their existing EMR.

Wiseman Innovations created a novel opportunity score based on the Johns Hopkins ACG System markers and risk scores. **The score was designed to improve the likelihood of a patient enrolling in a care management program and experiencing better results during the care journey.**

Wiseman's opportunity score is built to allow providers quick insights into conditions they can address in the primary care setting such as Emergency Department visits, hospitalizations, care coordination concerns and frailty, while integrating into existing practice workflows and EMRs. The resulting opportunity score combines known information, historic utilization patterns and ACG-driven predictive markers into a single, easy-to-use indicator of patients who would benefit most from care management or care coordination programs.

Wiseman's care management platform also provides a care coordination module with performance dashboards and task management functions to bind the many moving parts of care management into an effective workflow. The frequent additions and innovation to the workflows ensure that the application suite remains ahead of market evolutions.

Outcome

Wiseman Innovations used analytic insights from the ACG System in their 360 Ribbon in order to provide key insights and data points to providers at the point of care. Once implemented, the results were clear: patients referred via the 360 Ribbon, enrolled in the care management program and optimally managed for at least three months **reduced medical expenditures by 23% (or \$239 a month)** while enrolled in the program. Patients were able to improve medication adherence and generally remained compliant with the medical interventions required.

Clinicians identifying the right patients and discussing the care management program during a face-to-face appointment set the tone for care managers to successfully manage a patient's chronic condition.

About the Johns Hopkins ACG System:

The ACG System is a flexible, transparent set of tools developed and validated by scientists and clinicians at the Johns Hopkins Bloomberg School of Public Health. The ACG System is used by Medicare, Medicaid and commercial health plans in the U.S.; health care providers; and technology companies. Customers use the ACG System to segment their patient populations and to process

their organization's existing medical, pharmacy and lab data to generate clinical risk markers and predictive models at the population and patient level. The ACG System provides health care analytics teams with the insights they need to inform rapid decisions about patient care, resource planning and service design.

To learn more about the ACG System, please visit hopkinsacg.org or email info@hopkinsacg.org



JOHNS HOPKINS
MEDICINE