

# How a Health System Optimizes Resource Allocation and Care Coordination Using Data-Driven Insights

## At a Glance

A private, not-for-profit health system in New Mexico uses the Johns Hopkins ACG® System to support data-driven care management in a value-based care environment. They have developed a suite of tools that apply ACG System analytics to identify patients most likely to benefit from targeted interventions. These tools are integrated directly into clinical workflows and operational systems, making the approach both scalable and sustainable. By leveraging ACG System insights, the health system improved patient outcomes, streamlined care coordination and optimized resource allocation.

## What the Team is Saying

*Executive Director of Advanced Analytics on the project, says*

**‘By using data-driven insights, we’re able to focus on patients who need us most. With VOS and GII, we’re making smarter decisions that improve efficiency, reduce hospitalizations and ultimately enhance patient lives.’**

**‘The ACG System is a powerful tool that can be used on its own and as a platform for building other analytical products.’**

## Challenges

As the health system transitioned further into value-based care, it faced increasing pressure to use its resources more effectively. Recognizing the risk of missed opportunities for proactive care and a rise in avoidable hospitalizations, the organization saw the need to pinpoint which patients were most likely to benefit from timely, targeted support. Traditional risk scores provided insight into patient complexity and cost, but were limited in identifying which patients were most likely to benefit from interventions or were facing barriers to care.

## Solutions

To overcome these challenges, they have developed several innovative tools using the ACG System, all designed to improve how patients are identified and prioritized for care.

- Barrier to Care Index (BCI): Identifies patients likely to experience obstacles accessing care, including those at risk for low CAHPS survey scores.

- Value Optimization Score (VOS): Uses a single score to prioritize patients based on rising risk, preventive care needs and chronic condition documentation.
- Global Impactability Index (GII): Stratifies members in value-based arrangements to help primary care teams focus on those most likely to benefit from care interventions.
- Complex Case Management (CCM): Produces prioritized outreach lists to support high-touch care coordination for patients with complex needs.

These tools are embedded into everyday workflows via smart alerts, targeted predictive models, chase lists, external partner integrations, and Tableau dashboards and reports. This approach empowers clinical teams to deliver timely, personalized care while reducing administrative burden.

The health system continues to use the ACG System to strengthen patient engagement, reduce avoidable hospitalizations and improve provider performance. The integration of analytics into care delivery helps them meet the demands of value-based care while maintaining high-quality, patient-centered services.

## Key Outcomes

- Reduction in preventable hospitalizations through proactive patient engagement
- Enhanced care coordination leading to improved chronic disease management
- Increased provider efficiency and reduced burnout through balanced workloads

## Benefits



### Reduced readmissions and total cost of care:

Early, targeted interventions drive better outcomes and efficiency.



### More effective patient identification:

Timely identification of high-priority patients results in better outcomes and fewer avoidable hospitalizations.



**Optimized resource allocation:** Providers can focus on high-need patients, leading to better use of care coordination efforts.



**Improved care coordination:** Streamlined workflows and targeted interventions enhance chronic disease management and preventive care effectiveness.



### A flexible, scalable and sustainable model of care:

Adapts to evolving patient and system needs.

Contact us today to learn more.