From Fragmented to Strategic: JHHP's Population Health Management Transformation



At a Glance

Johns Hopkins Health Plans (JHHP) manages 500,000+ lives across multiple health plans, with comprehensive analytics infrastructure, expert clinical leadership and dedicated interventions and care management resources. The organization sought to optimize how these capabilities translated into population health outcomes and financial performance.

Using the Johns Hopkins ACG® System, **JHHP transformed its population health management strategy into a focused approach centered on patient-level impact.** The result was a sustainable framework driving measurable improvements across clinical, financial and operational dimensions.

Challenges

JHHP's existing risk-based analytics identified broad cohorts of high-risk and high-cost members. While comprehensive, this approach generated expansive member lists that were difficult to operationalize effectively and led to efforts to engage high volumes of members simultaneously. Subsets of members received overlapping outreach from multiple teams, **while a mutually exclusive approach would allow team members to prioritize focus** on members who would benefit from intervention.

The organization wanted to increase precision in member segmentation to concentrate resources where intervention could generate the greatest clinical and financial impact and improve ROI by identifying at risk members, as well as those positioned for meaningful action at critical moments in their health trajectories.

Solutions

JHHP implemented a clinically precise segmentation approach **designed to identify member populations by intervention opportunity and actionability** rather than by risk or cost alone. Rather than identifying all high-cost or high-risk members, this approach focuses on members where specific, actionable interventions exist and which can be deployed proactively, before acute events occur.

Using this methodology, the team identified members across three dimensions: clinical complexity, true intervention opportunities and concerning health trajectories. Mutually exclusive member lists were used, which **eliminated redundant outreach and ensured each member was assigned to a single, highest-impact intervention pathway.**

Within 12 months, JHHP had reshaped its population health management approach, moving from distributed efforts across broad cohorts to a concentrated strategy prioritized by potential impact.

Contact us today to learn more.

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Solutions (cont.)

The shift from broad risk identification **fundamentally changed operational decision-making** while care coordination, clinical and operational teams now concentrate efforts where ROI and member impact are highest. The result was improved clinical outcomes, measurable cost savings, enhanced member reach and stronger positioning in value-based care arrangements.

Key Metrics

18%

improvement in A1C <9.0 measure for diabetic patients

21%

increase in blood pressure control across the population

2%

decrease in hospital readmissions through proactive intervention

$1.3M

in cost savings attributed to reduction in readmissions

Benefits

1. **Clear identification of members** most likely to benefit from targeted interventions.
2. **Expanded member reach** and improved outcomes within existing resources.
3. **Stronger alignment** among teams, and enhanced collaboration with external providers and vendors.
4. **Improved resource allocation efficiency,** focusing efforts on highest-impact member populations.
5. **Enhanced value-based care performance,** positioning the organization for continued success in risk-based contracts.
6. **Care teams able to invest effort in member touches** with impact potential, rather than overlapping with other clinical interventions.
7. **JHHP able to redeploy existing resources** from broad initiatives to focused, high-impact areas.

Ready to Achieve Similar Results?

The partnership between **Johns Hopkins Health Plans** and **the ACG System** exemplifies the transformative potential of advanced analytics in health care. By leveraging the world-renowned ACG System, organizations can effectively manage risk, enhance patient outcomes and streamline care delivery.

With over 30 years of proven success and continuous evolution, the ACG System stands as the preeminent solution for population health analytics worldwide. Whether you're looking to improve your organization's performance or seeking tailored consulting services, the Johns Hopkins Population Health Analytics team is committed to empowering you with the insights needed to thrive in today's complex health care landscape.

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