



Marathon
Health™

Roanoke, County of January 2023

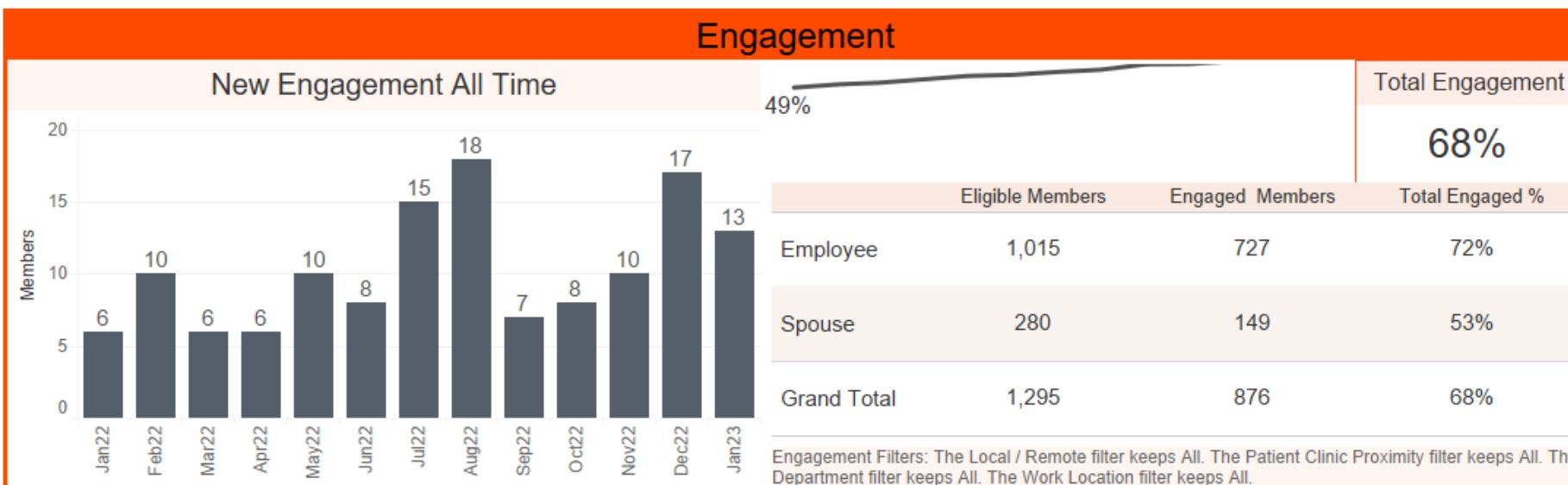
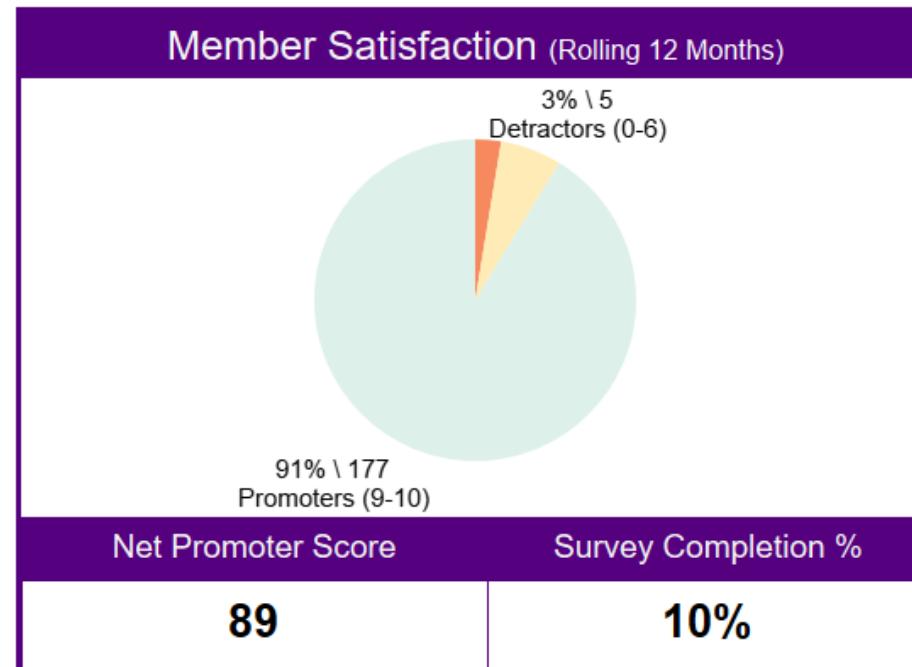
Trend period displays 13 months.

Member engagement lookback period considers the Last 18 Months.

Current Period for Activity Details and Dispensed Rx (if applicable) displays 1 month(s).

Engagement views omit rows with fewer than 0 eligible members for visual clarity.

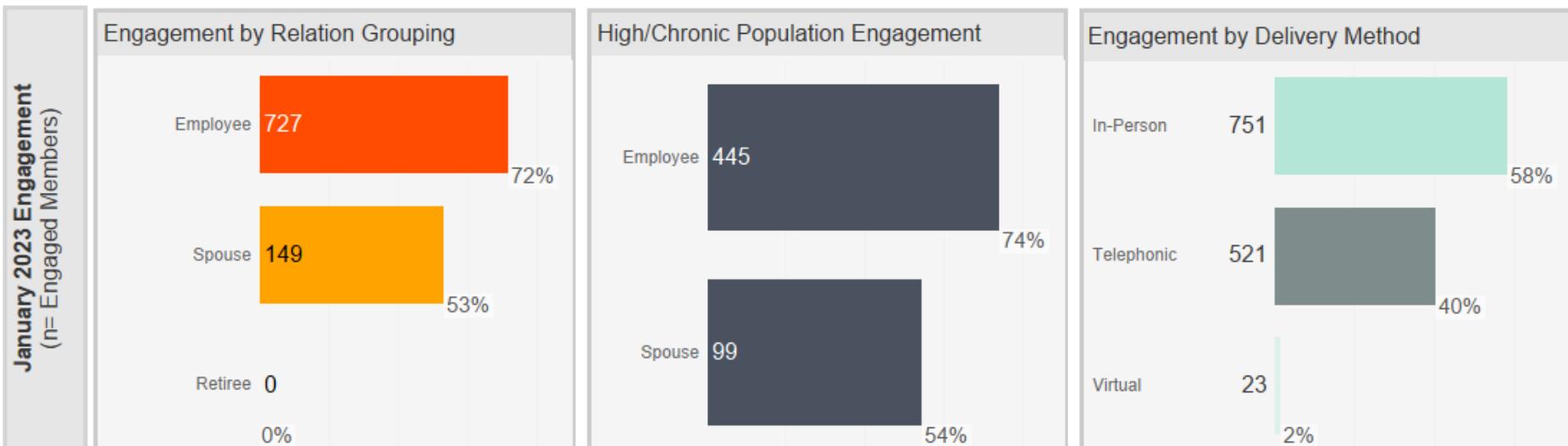
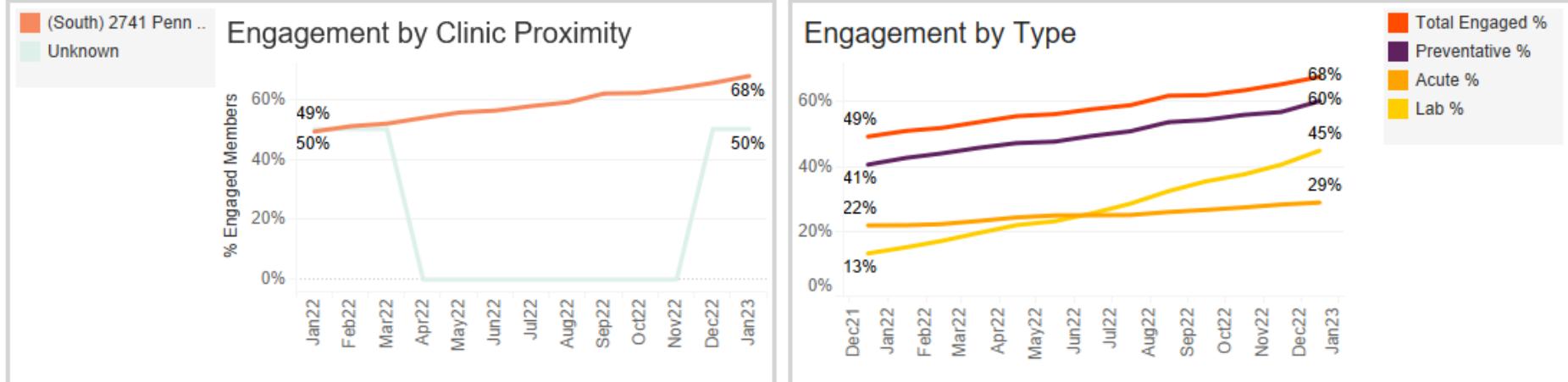
Volume views omit rows with fewer than 0 total appointments for visual clarity.



Engagement includes all visit types unless otherwise noted.



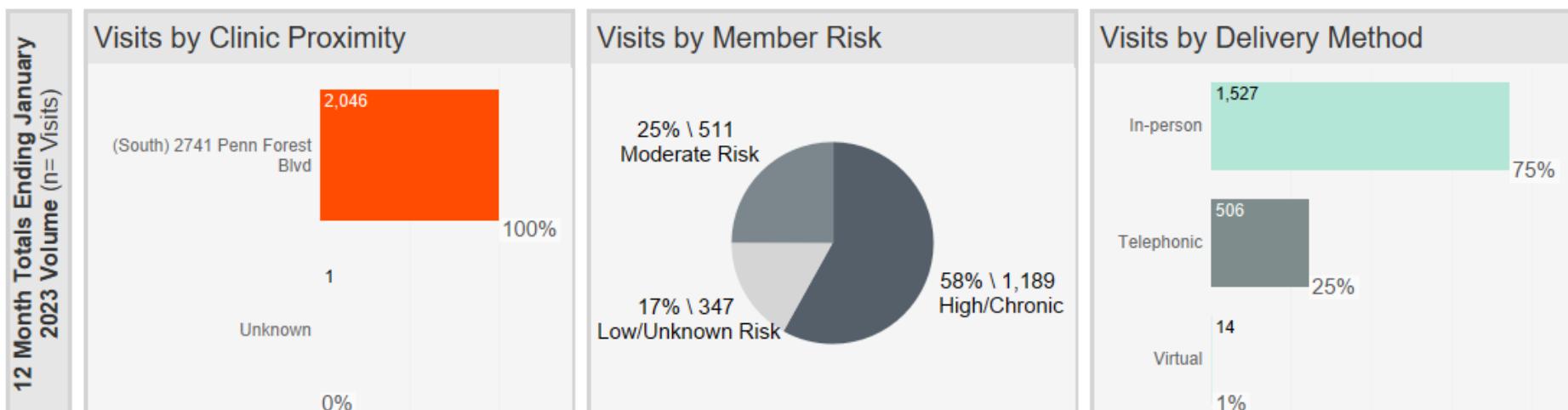
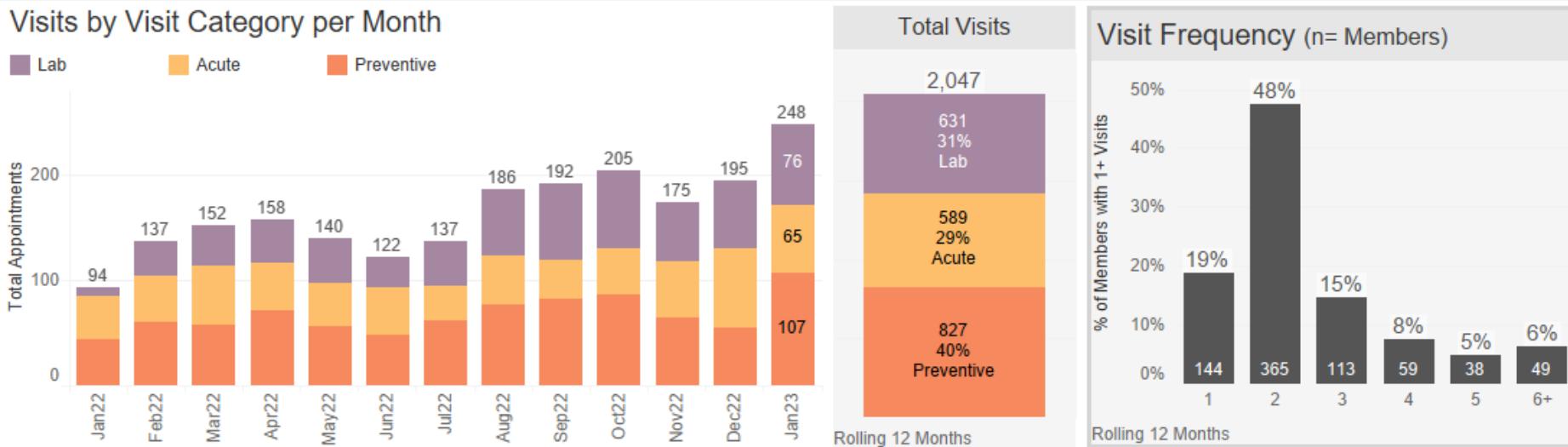
Eligible Members	Engaged Members	Total Engaged %
1,296	876	68%



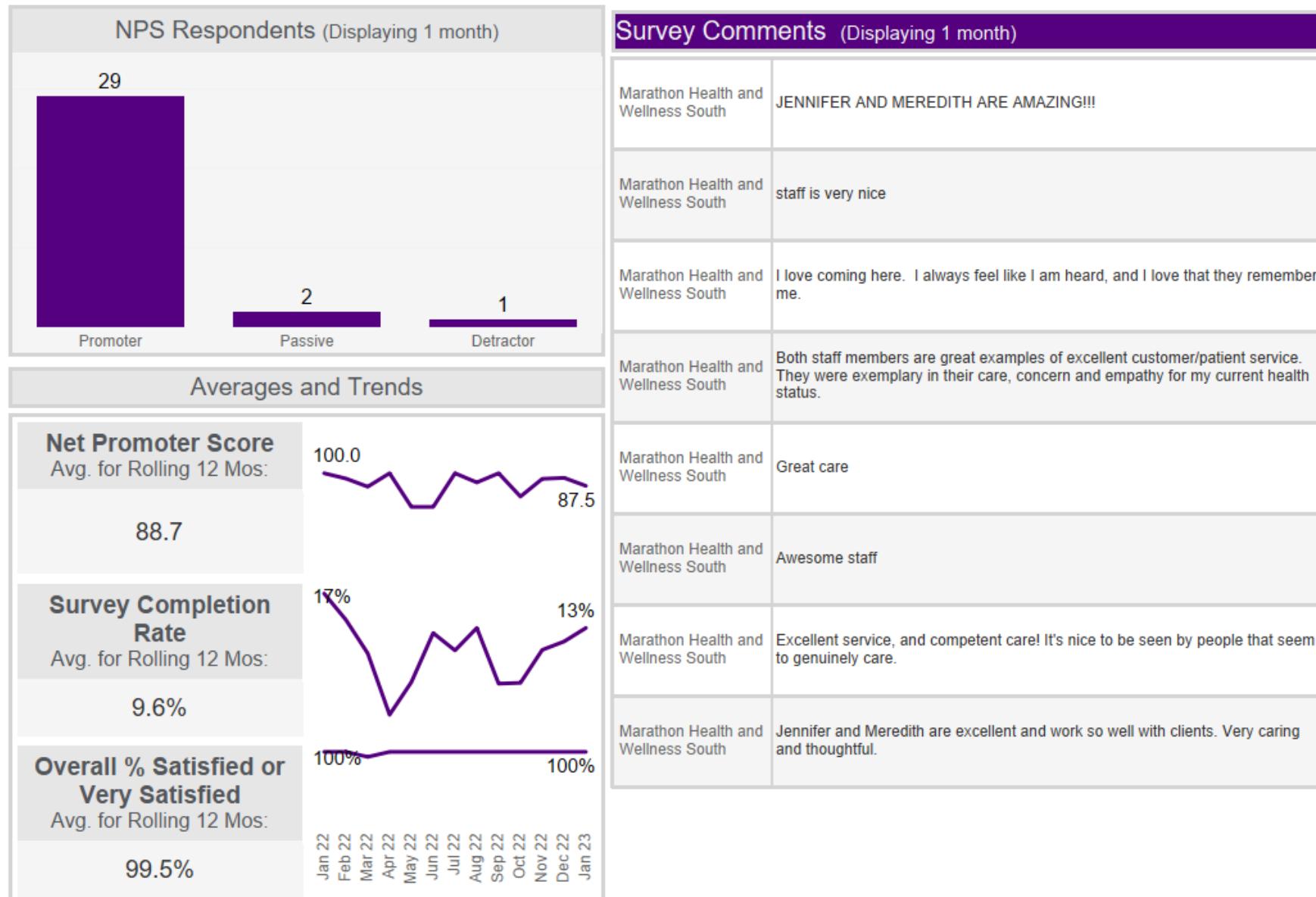
January 2023 Engagement
(n= Engaged Members)

Local / Remote filter keeps All.
The Patient Clinic Proximity filter keeps All.
The Department filter keeps All.
The Work Location filter keeps All.
The Relation Grouping filter keeps All.

Filters Applied



The Clinic Proximity filter keeps All.
The Relation Grouping filter keeps All.



Definitions

Net Promoter Score

How likely are you to recommend Marathon Health to your friends or colleagues?

Promoters: 10 - 9, Passives: 8 - 7, Detractors: 6 - 0

Calculation: (Promoters - Detractors) / Total Responses * 100

Survey Completion Rate
Total Completed Surveys / Checked-out Appointments

Overall Experience

How would you rate your overall experience?

Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied.

