



Employer Parameter  
Roanoke County Public Schools

Report Month  
January 2023

Months to Display  
13

Engagement Range  
Last 12 Months

Employees Only



Local Only



Filter to Proximity  
No

Filter to Relation Grouping  
No

Clinic Proximity  
MO

Relation Grouping  
Employee


## Ignite Insights- Snapshot

### Appointments, Surveys, Engagement

Roanoke County Public Schools


January 2023

#### Appointment & Surveys Metrics - January 2023

Appointments  
**346** 

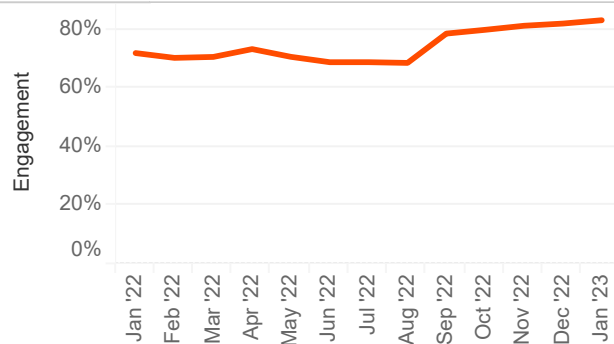
Unique Patients Seen  
**264** 

Net Promoter Score  
**88** 

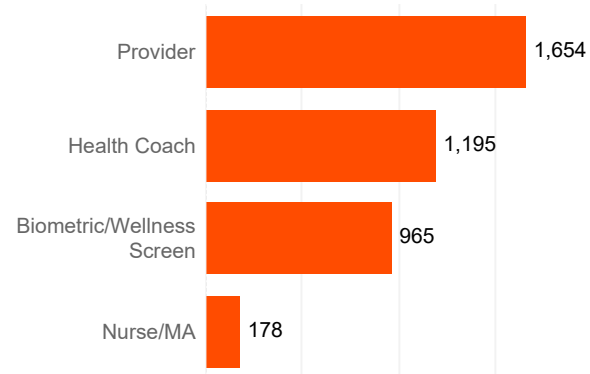
Survey Completion %  
**12%** 

#### Engagement Metrics - January 2023

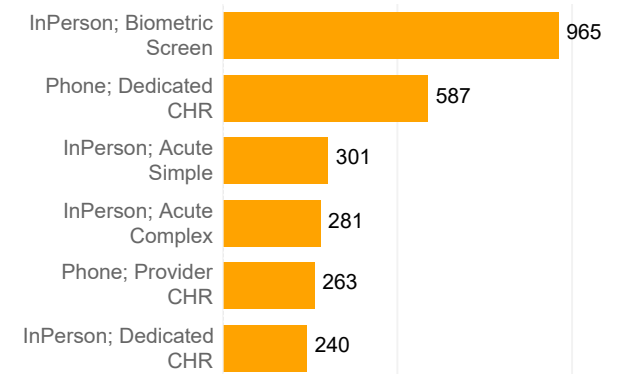
	Eligible Members	Engaged Members	% Engaged Members
Employee	1,635	1,355	83%
Spouse	47	45	96%
Dependent	1	1	100%



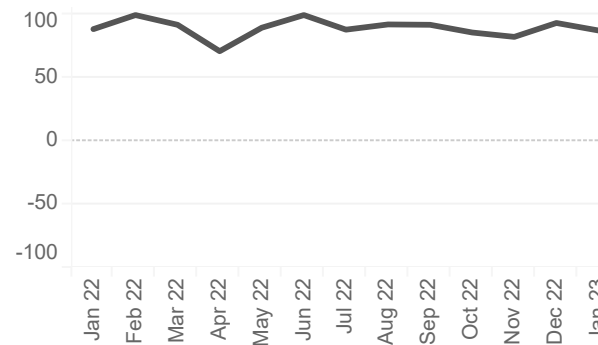
#### Appointment Seen Type



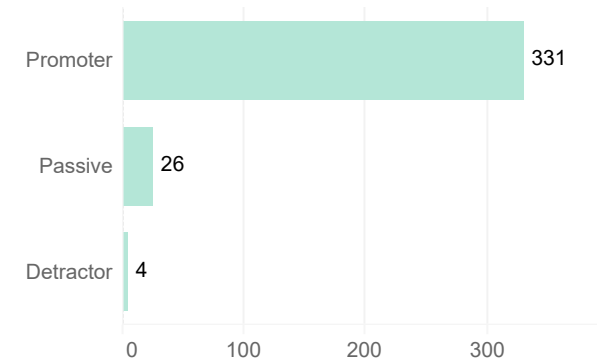
#### Top 6 Appointment Types



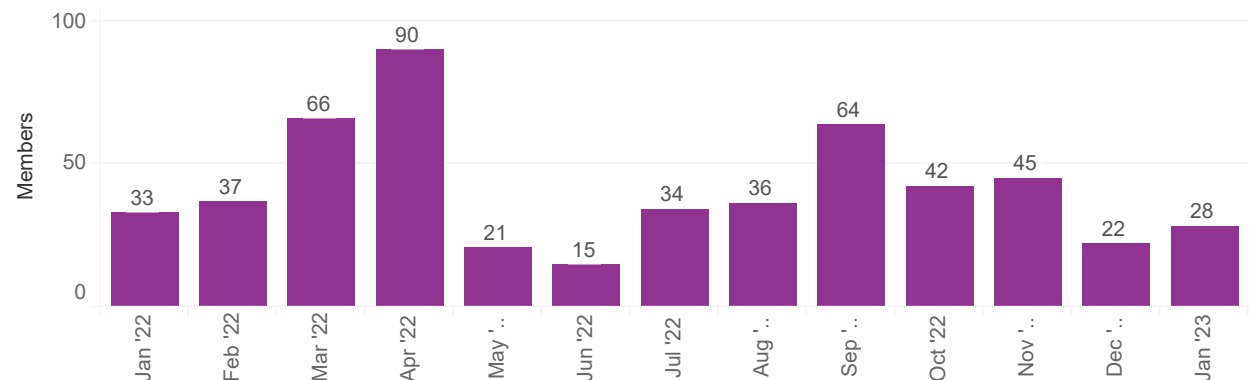
#### Net Promoter Score



#### NPS Respondents



#### New Engagements



# Engagement | New Engagement

Roanoke County Public Schools

Employer Parameter  
Roanoke County Public Schools

Engagement Range  
Last 12 Months

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

Months to Display  
13



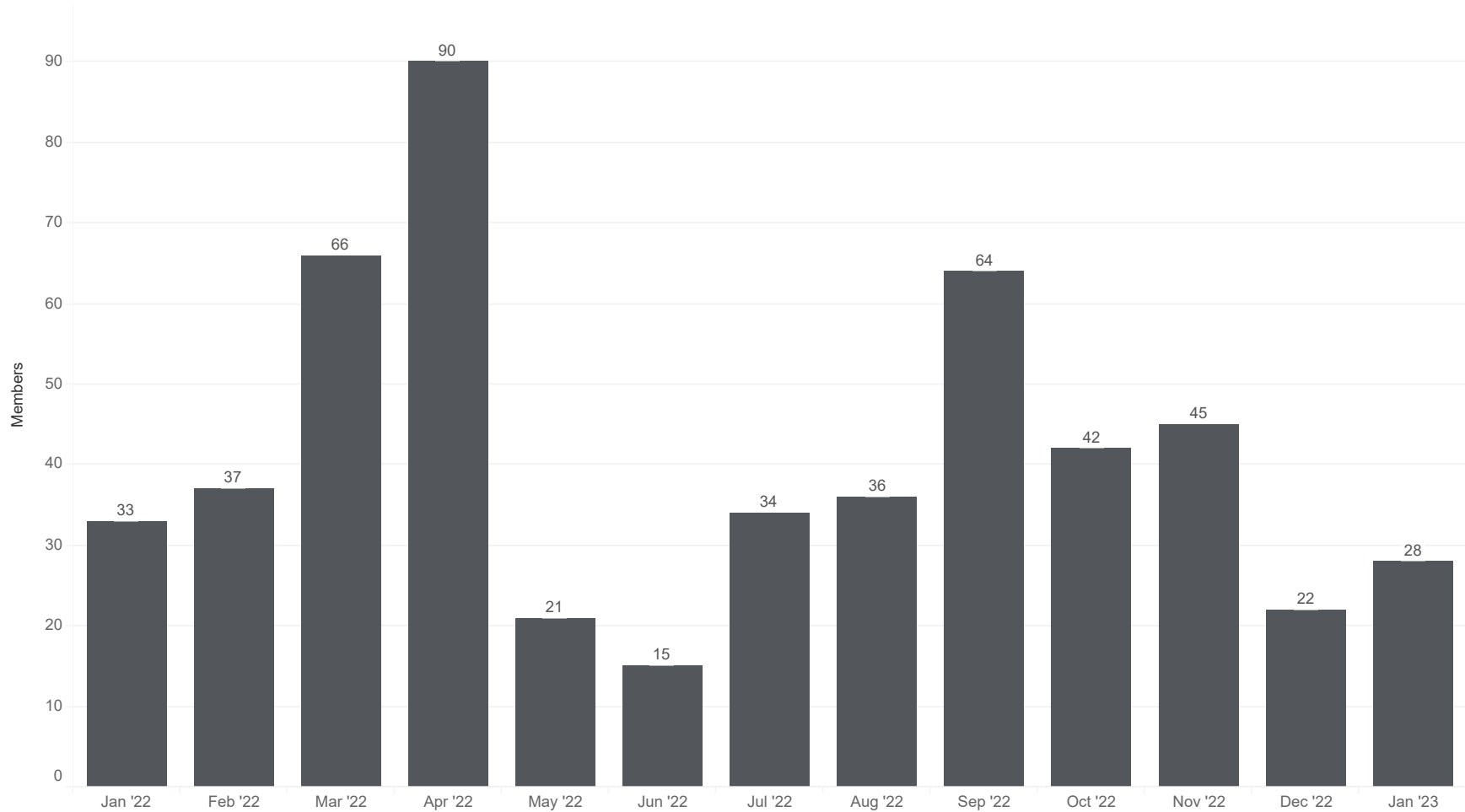
## Using this Dashboard

This dashboard displays the number members who engaged for the first time within the selected engagement look-back range.

Eligible Members: 1,683

Engaged Members: 1,401

Engagement %: 83%



## Definitions

### Engagement

For the purposes of the workbook, a member is engaged if they've had any type of appointment within the time period, excluding webinars and supplemental appointments.

### Engagement Percentage

Calculated by dividing the number of engaged members by the number of total eligible members within the report month.

# Engagement | By Tier

Roanoke County Public Schools

Employer Parameter  
Roanoke County Public Schools

Engagement Range  
Last 12 Months

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

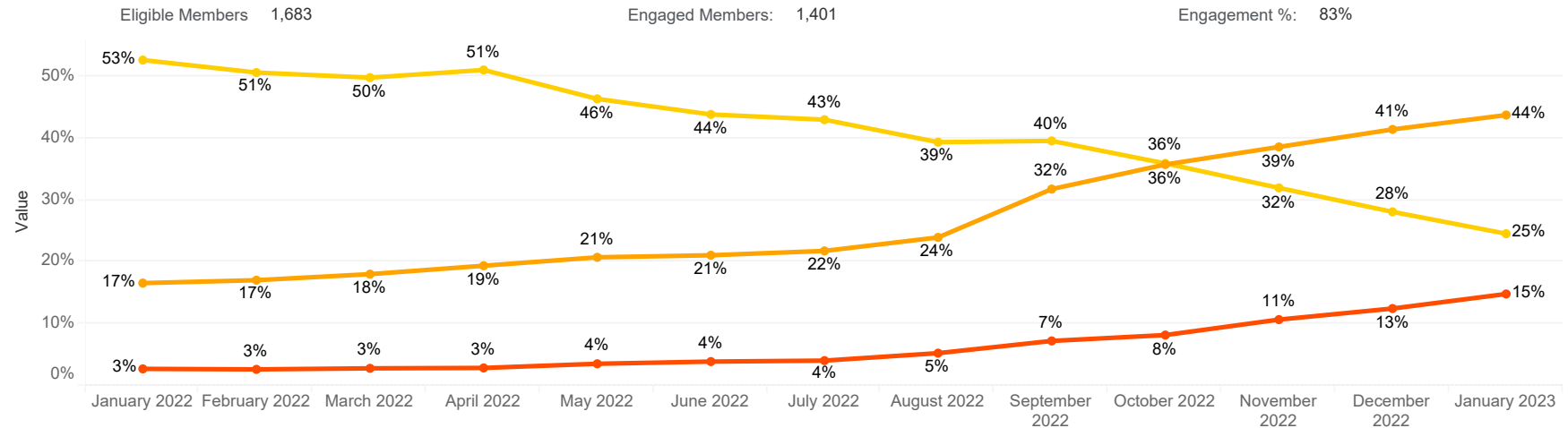
Months to Display  
13



## Using this Dashboard

This dashboard breaks engagement down by the number of service types used (Preventive, Acute, Lab). A member will only be counted in one category for a given month.

- 3 Service Types
- 2 Service Types
- 1 Service Type



Engagement Service Types Group			Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23
1 Service Type	Acute Only	Members	48	44	39	30	32	34	36	42	27	34	31	28	28
		%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
	Lab Only	Members	3	4	4	4	4	4	6	23	43	41	60	60	62
		%	0%	0%	0%	0%	0%	0%	0%	1%	3%	2%	4%	4%	4%
	Preventive Only	Members	929	904	909	955	875	835	824	733	601	534	450	387	324
		%	50%	48%	48%	49%	45%	42%	41%	36%	35%	32%	27%	23%	19%
2 Service Types	Acute + Lab	Members	4	5	4	3	4	2	2	6	8	10	15	17	19
		%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%
	Preventive + Acute	Members	207	216	232	266	283	271	258	231	203	195	173	157	131
		%	11%	11%	12%	14%	14%	14%	13%	11%	12%	12%	10%	9%	8%
	Preventive + Lab	Members	98	100	109	107	121	147	179	249	328	401	465	526	587
		%	5%	5%	6%	6%	6%	7%	9%	12%	19%	24%	28%	31%	35%
3 Service Types	Preventive + Acute + Lab	Members	51	50	54	56	70	78	82	107	123	139	181	211	250
		%	3%	3%	3%	3%	4%	4%	4%	5%	7%	8%	11%	13%	15%

## Definitions

### Engagement

For the purposes of the workbook, a member is engaged if they've had any type of appointment within the time period, excluding webinars and supplemental appointments.

### Engagement Percentage

Calculated by dividing the number of engaged members by the number of total eligible members within the report month.

# Member Satisfaction | Utilization

Roanoke County Public Schools

Employer Parameter  
Roanoke County Public Schools

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

Months to Display  
13

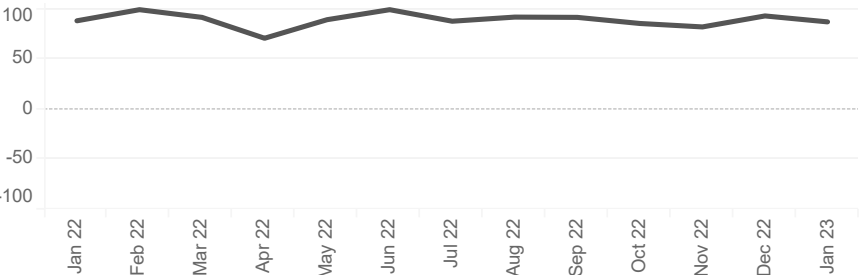


## Using this Dashboard

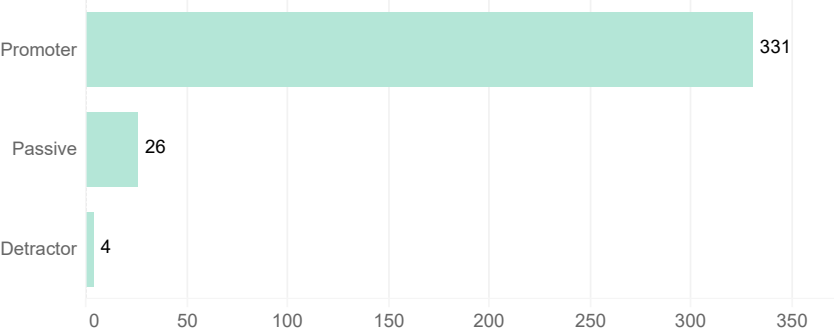
This dashboard provides insight on the overall satisfaction of the members who have completed surveys.

### Net Promoter Score

Average NPS: 90.58

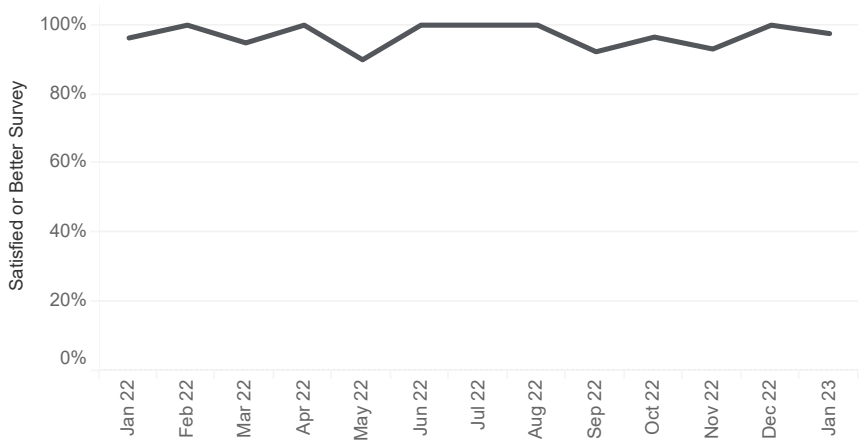


### NPS Respondents



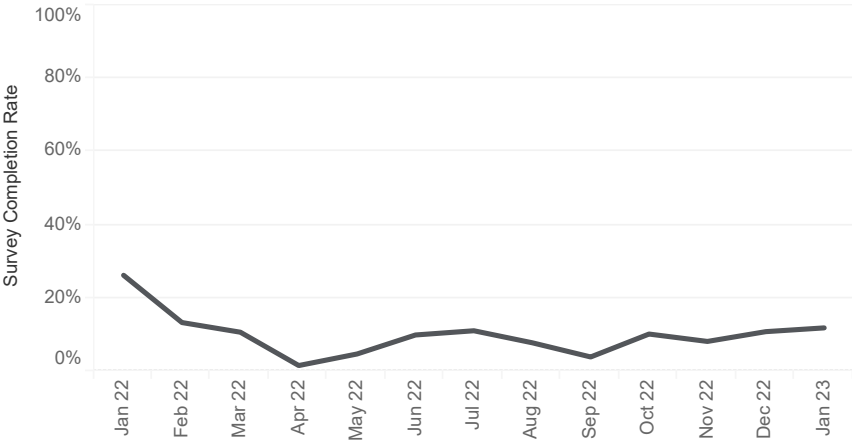
### Overall Experience: % Satisfied or Very Satisfied

Overall Satisfaction Rate (% satisfied or very satisfied): 97.2%



### Survey Completion Rate

Average Completion Rate: 9.34%



## 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

### Overall Experience

How would you rate your overall experience?  
Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied.

### Survey Completion Rate

Total Completed Surveys / Checked-out Appointments

# Appointments | Utilization

Roanoke County Public Schools

Employees Only Toggle  
False

Local Only Toggle  
True

Employer Parameter  
Roanoke County Public Schools

Report Month  
January 2023

Months to Display  
1



## Using this Dashboard

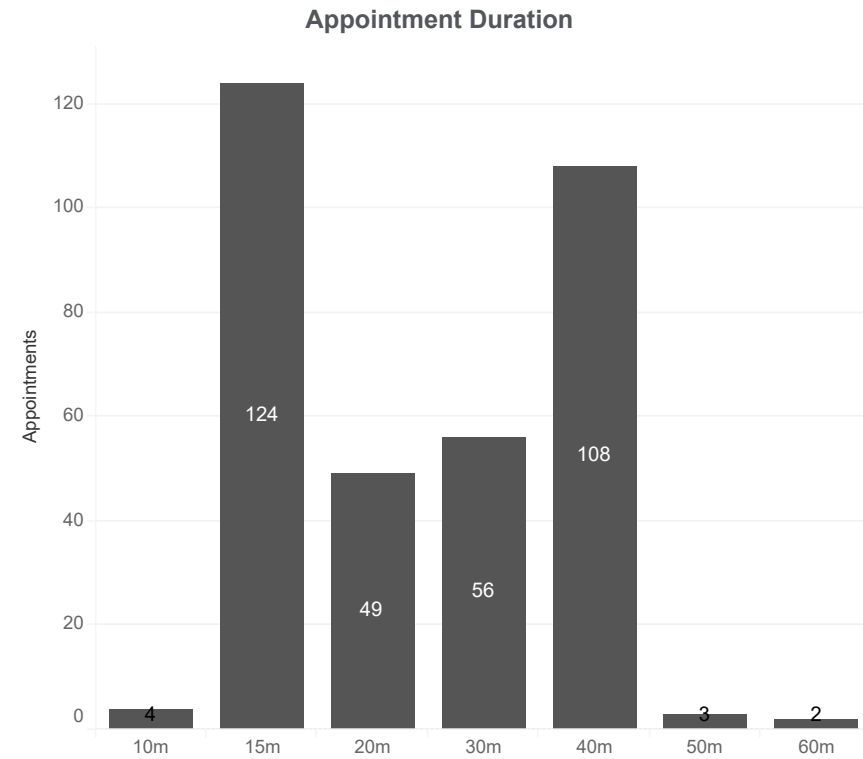
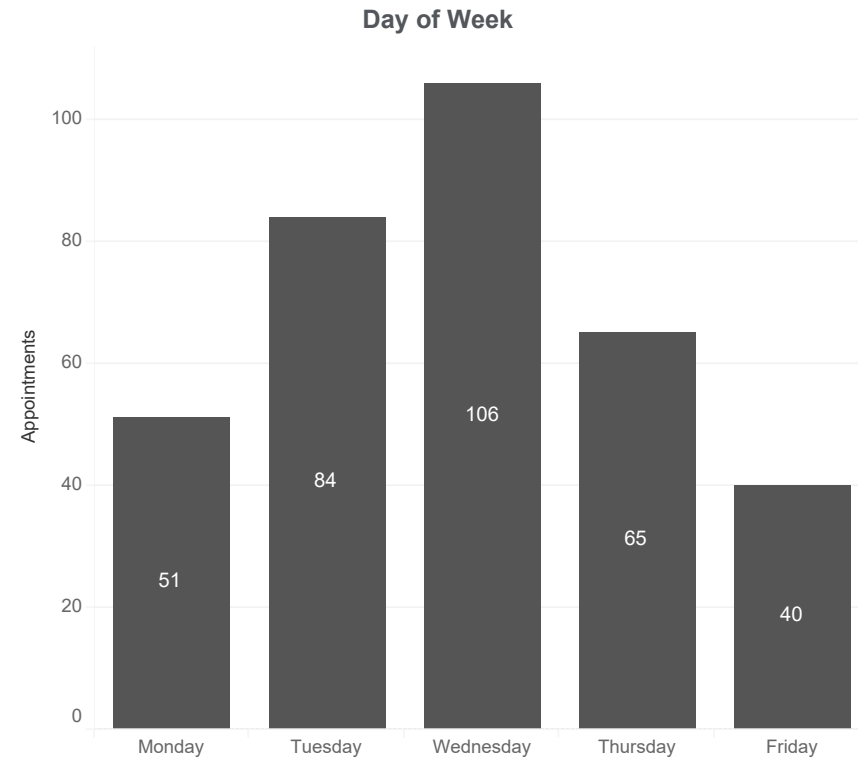
This dashboard provides insights on where and when members have been completing their appointments.

## Utilization by Clinic Location

Marathon Health and Wellness North  
337

Marathon Health and Wellness South  
6

Marathon Health and Wellness North- Occ Health  
3



## Definitions

### Note

Appointment totals may vary slightly from other sources.  
Mis-coded clinic names have been omitted for ease of viewing.

### Duration

Duration is an estimate based on the scheduled start and end appointment times. Actual appointment length may vary.

# Appointments | By Relation

Roanoke County Public Schools

Employer Parameter  
Roanoke County Public Schools

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

Months to Display  
13



## Using this Dashboard

This dashboard breaks down appointment volume by relation grouping.

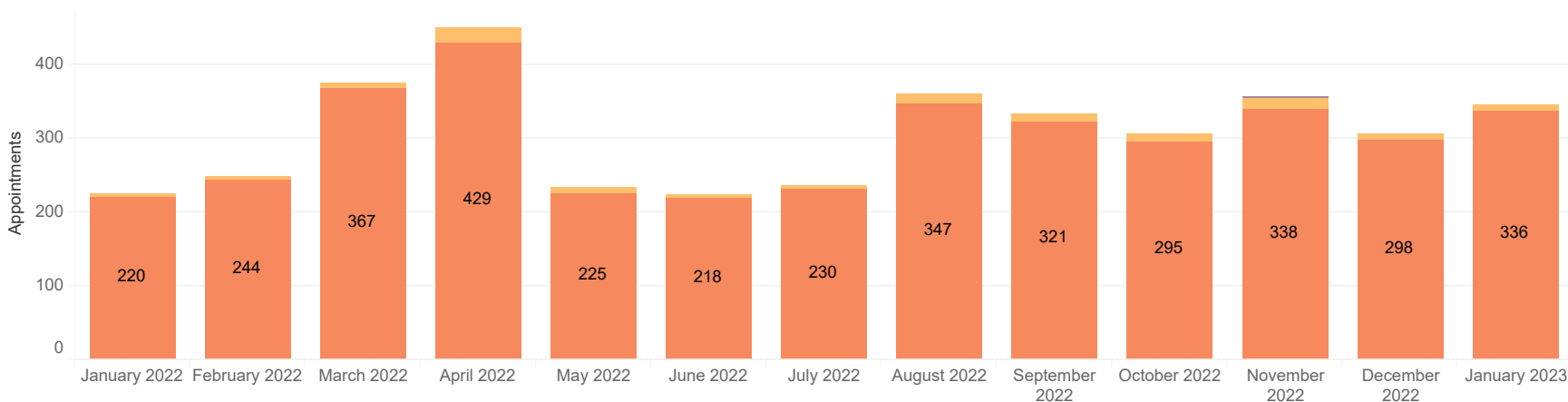
### Relation Grouping

Employee

Spouse

Dependent

## Appointments



	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23
Employee	220	244	367	429	225	218	230	347	323	295	339	298	336
Spouse	5	4	8	20	8	4	5	13	10	10	15	7	10
Dependent											2		
Grand Total	225	248	375	449	233	222	235	360	333	305	356	305	346

## Definitions

### Appointments

Visit at Marathon Health Clinic, Onsite Biometric Screen, or Webinar with Marathon Health.

Visit Type = Checked Out

# Appointments | By Visit Category

Roanoke County Public Schools

Employer Parameter  
Roanoke County Public Schools

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

Months to Display  
13



## Using this Dashboard

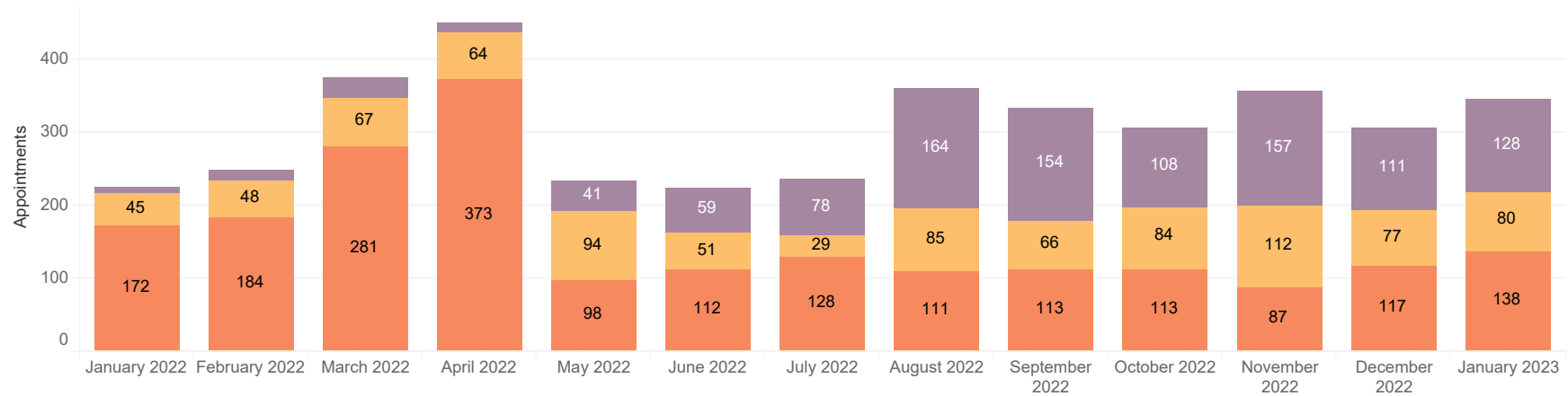
This dashboard breaks down appointment volume by a selected grouping. Use the "Parameter Selector" filter to view the data in different groupings.

## Visit Category

Preventive  
Acute

Lab

## Appointments



	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23
Preventive	172	184	281	373	98	112	128	111	113	113	87	117	138
Acute	45	48	67	64	94	51	29	85	66	84	112	77	80
Lab	8	16	27	12	41	59	78	164	154	108	157	111	128
Grand Total	225	248	375	449	233	222	235	360	333	305	356	305	346

## Definitions

### Appointments

Visit at Marathon Health Clinic, Onsite Biometric Screen, or Webinar with Marathon Health.

Visit Type = Checked Out



# Appointments | By Delivery Method

Roanoke County Public Schools

Employer Parameter  
Roanoke County Public Schools

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

Months to Display  
13



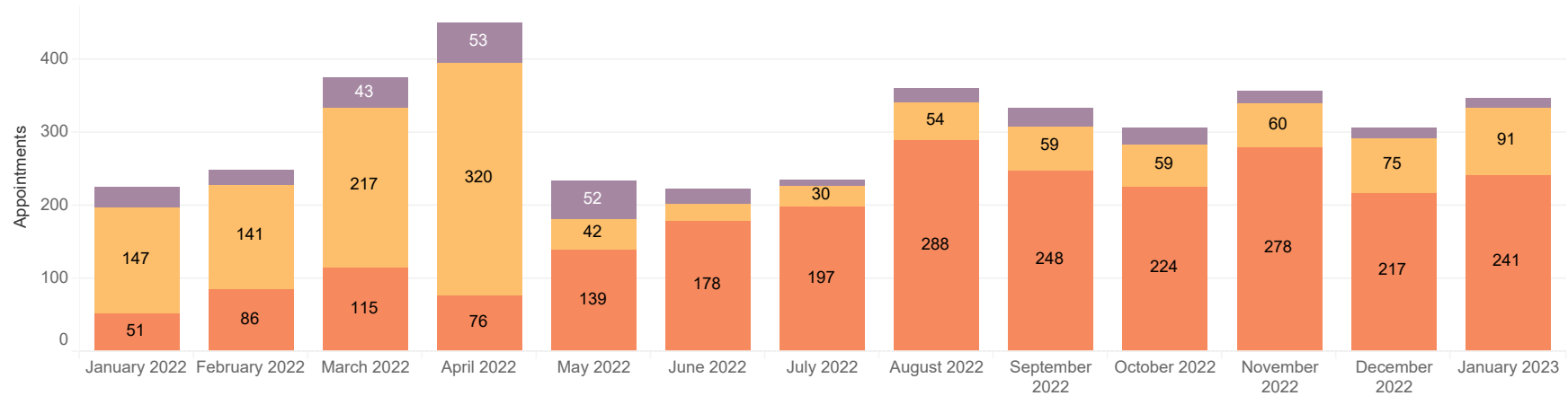
## Using this Dashboard

This dashboard breaks down appointment volume by a selected grouping. Use the "Parameter Selector" filter to view the data in different groupings.

## Care Delivery Method

In-person  
Telephonic  
Virtual

## Appointments



		Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23
In-person	Preventive	25	48	61	38	36	81	93	60	48	49	33	56	50
	Acute	18	22	27	26	62	38	26	64	46	67	88	50	63
	Lab	8	16	27	12	41	59	78	164	154	108	157	111	128
Telephonic	Preventive	124	121	184	289	27	15	28	38	46	47	44	53	80
	Acute	23	20	33	31	15	8	2	16	13	12	16	22	11
Virtual	Preventive	23	15	36	46	35	16	7	13	19	17	10	8	8
	Acute	4	6	7	7	17	5	1	5	7	5	8	5	6
Grand Total		225	248	375	449	233	222	235	360	333	305	356	305	346

## Definitions

### Appointments

Visit at Marathon Health Clinic, Onsite Biometric Screen, or Webinar with Marathon Health.

Visit Type = Checked Out

# Appointments | Utilization

Roanoke County Public Schools

Employer Parameter  
Roanoke County Public Schools

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

Months to Display  
1

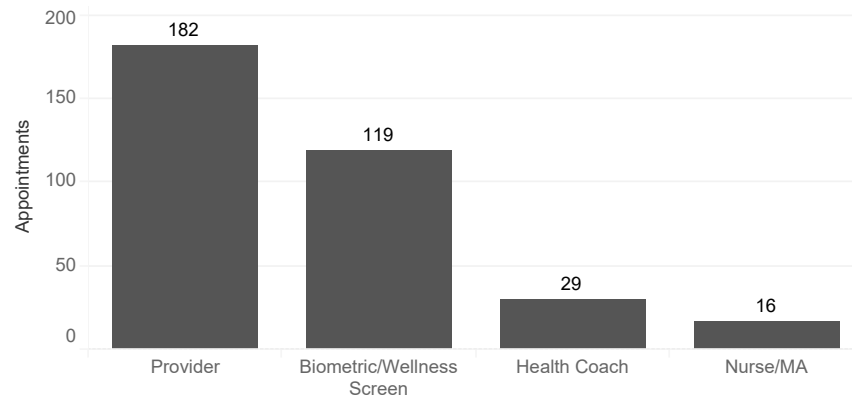


## Using this Dashboard

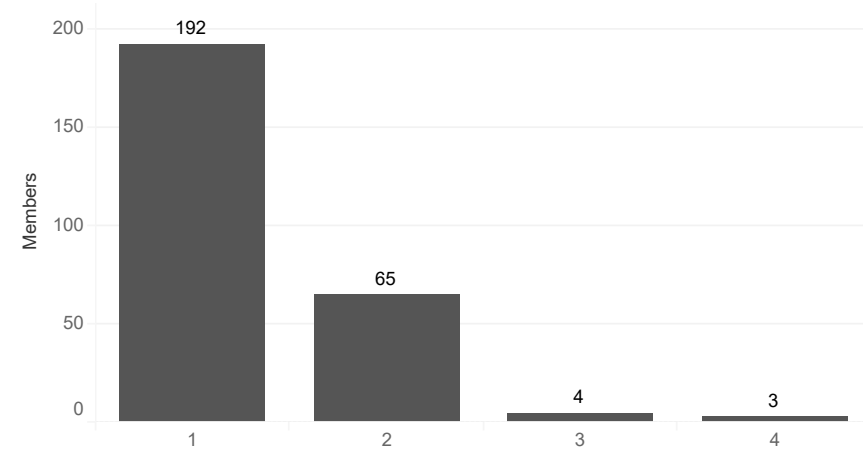
This dashboard provides insights on the seen types of appointments completed and the number of unique patients engaging in certain seen types.

### Appointments by Seen Type

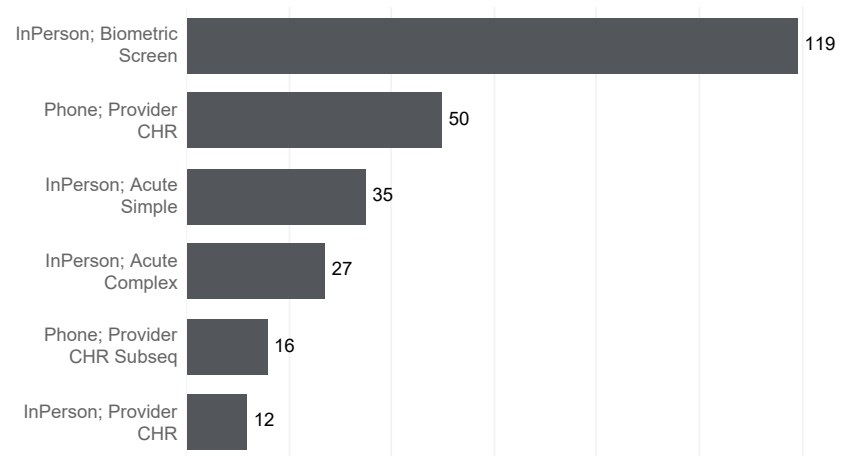
Total Appointments 346



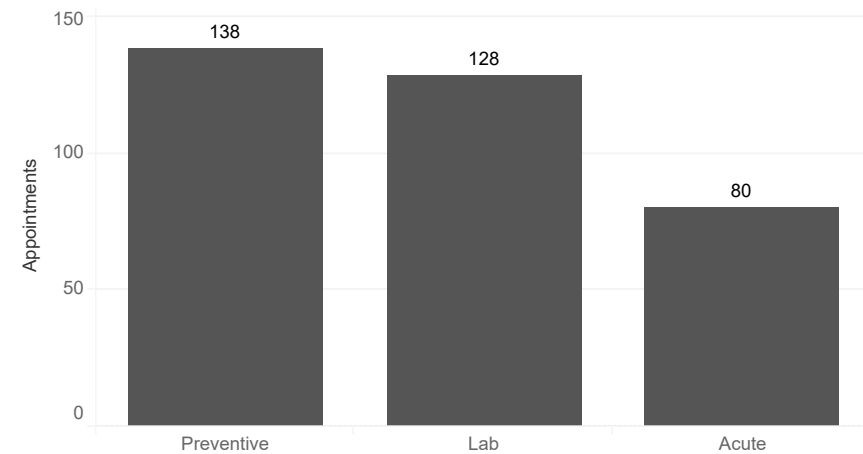
### Member Visit Frequency



### Top 6 Appointment Types



### Provider: Visit Category



#### Definitions

##### Appointments

Visit at Marathon Health Clinic, Onsite Biometric Screen, or Webinar with Marathon Health.  
Visit Type = Checked Out

##### Visit Frequency

Number of distinct members who had various count of appts (1 to 10+) during the time frame.

# Engagement | By Relation

Roanoke County Public Schools

Employer Parameter  
Roanoke County Public Schools

Engagement Range  
Last 12 Months

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

Months to Display  
13

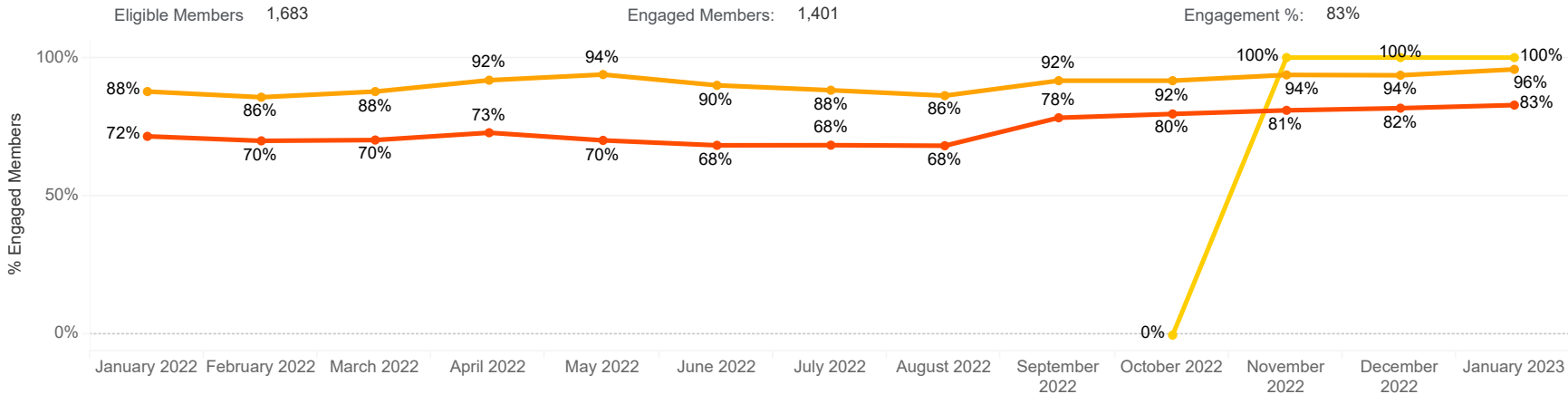


### Using this Dashboard

This dashboard breaks down engagement by relation grouping. Use the "Engagement Range" filter to view the data in different engagement look back periods.

- Employee
- Spouse
- Dependent

## Last 12 Months Engagement by Relation



Patient Relation Grouping		January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023
Employee	Eligible Members	1,811	1,830	1,861	1,887	1,914	1,939	1,961	1,974	1,646	1,644	1,641	1,640	1,635
	Engaged Members	1,297	1,281	1,308	1,376	1,343	1,326	1,342	1,347	1,289	1,310	1,329	1,341	1,355
	% Engaged Members	72%	70%	70%	73%	70%	68%	68%	68%	78%	80%	81%	82%	83%
Spouse	Eligible Members	49	49	49	49	49	50	51	51	48	48	48	47	47
	Engaged Members	43	42	43	45	46	45	45	44	44	44	45	44	45
	% Engaged Members	88%	86%	88%	92%	94%	90%	88%	86%	92%	92%	94%	94%	96%
Dependent	Eligible Members										1	1	1	1
	Engaged Members										0	1	1	1
	% Engaged Members										0%	100%	100%	100%

Definitions

**Engagement**  
For the purposes of the workbook, a member is engaged if they've had any type of appointment within the time period, excluding webinars and supplemental appointments.

**Engagement Percentage**  
Calculated by dividing the number of engaged members by the number of total eligible members within the report month.

## Diagnosis Volume | Top 20 ICD

Employer Parameter  
Roanoke County Public Schools

Employees Only Toggle  
False

Report Month  
January 2023

Local Only Toggle  
True

Months to Display  
1



### Using this Dashboard

This dashboard provides insights on the types of procedures completed in the given time frame.

### Top 20 Appointment Diagnoses

Top 20 Diagnosis Codes	Top 20 Diagnosis Description	
Z139	Encounter for screening, unspecified	126
Z008	Encounter for other general examination	108
J0190	Acute sinusitis, unspecified	11
E119	Type 2 diabetes mellitus without complications	9
I10	Essential (primary) hypertension	8
Z713	Dietary counseling and surveillance	8
J309	Allergic rhinitis, unspecified	7
E785	Hyperlipidemia, unspecified	5
J029	Acute pharyngitis, unspecified	5
M5450	Low back pain, unspecified	5
Z733	Stress, not elsewhere classified	5
R5383	Other fatigue	4
Z6832	Body mass index [BMI] 32.0-32.9, adult	4
F418	Other specified anxiety disorders	3
H109	Unspecified conjunctivitis	3
J069	Acute upper respiratory infection, unspecified	3
R300	Dysuria	3
R350	Frequency of micturition	3
Z0000	Encntr for general adult medical exam w/o abnormal findings	3
F32A	Depression, unspecified	2
All Other	All Other	98