

Qventus for Emergency Departments

Streamlining Patient Flow Across the ED

Key Benefits

- Decrease length of stay
- Capture greater patient volume
- Improve patient care and experience
- Increase staff retention and engagement

“Qventus brings real-time data, so instead of reacting, we can be proactive. The real-time data shows in advance when surges in demand are developing, so we can prepare before the situation becomes urgent. Now we can look ahead and plan for the future, such as whether we want to open different areas of the ED or a Fast Track line.”

— PEGGY DESSEYN, NURSE MANAGER FOR EMERGENCY SERVICES, FAIRVIEW RIDGES HOSPITAL

The Challenge: Reacting to ED Flow Bottlenecks

Emergency Departments today are under massive pressure to improve the speed and quality of care against a backdrop of increasing demand and patient expectations. Creating continuous patient flow is of critical importance, yet most EDs struggle with the ability to effectively orchestrate and prioritize resources needed to move patients smoothly through the care process. With existing staff already overloaded, EDs can only operate reactively: overflow beds are opened once patients are already waiting outside, staff is called in only when the existing team is already overloaded, and teams scramble to discharge patients after capacity is reached.

Ultimately, patient care suffers: of the acutely ill patients who are seen in the ED, only 67% are seen within recommended times.

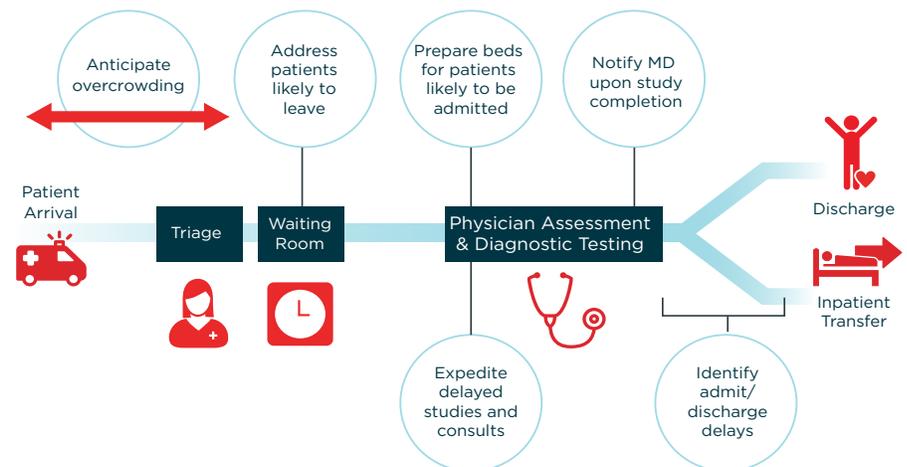
Proactively Streamlining the Patient Journey Across the ED

Qventus monitors multiple data sources in the background and leverages artificial intelligence and machine learning to identify expected bottlenecks in patient flow through the ED. Rather than relying on overburdened staff trying to track patients already stuck in process steps, Qventus recognizes when action is needed and “nudges” teams in real time to proactively address issues. The solution recommends high priority activities directly to frontline staff so that they can effectively mobilize resources to support patient flow.

Qventus makes it simple for EDs to work with radiology to expedite studies before patient flow is impacted, assign resources to assist an overloaded nurse before patient care suffers, or locate an inpatient bed for patients likely to be admitted early to avoid being boarded. Taking the right action at the right time, teams effectively decompress ED areas before capacity is reached, address patients at risk of leaving, and help prepare for incoming patients.

Optimizing ED Patient Flow with Qventus

Example Interventions



About Qventus

The Qventus mission is to simplify how healthcare operates so that hospitals and caregivers can focus on delivering the best possible care to patients. The AI-based software platform helps leaders and frontline staff make better operational decisions in real-time. This improves patient flow, financial performance, and patient and staff experience across the entire health system and in emergency departments, inpatient units, perioperative units, and outpatient facilities.

Qventus recognizes operationalization of technology is difficult and provides deployment and professional services to support sustained results. Qventus works with clients to facilitate change management, adoption and habit formation, and setup of key governance and other organizational structures.

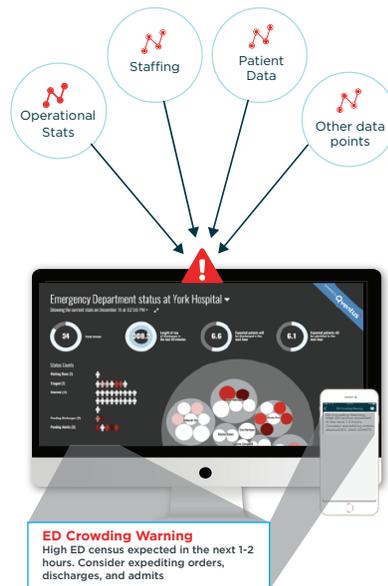


Serving academic, public and community hospitals across the country

Use Case Example: Avoid Anticipated Crowding

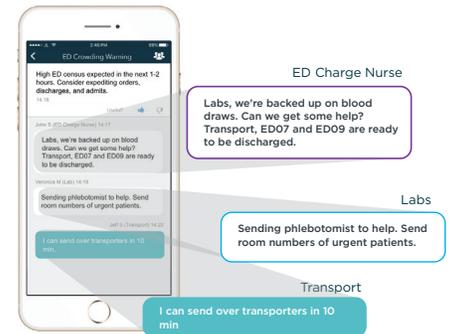
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Qventus predicts high ED census in 1-2 hours and "nudges" the team to take action



2

ED charge nurse, ancillary coordinators, and transport work together to expedite orders and discharges



3

ED director tracks performance and identifies root causes for systemic issues



Operationalization Support for Long-Term Results

Qventus provides implementation, training, and change management support for EDs to anchor and hardwire changes to achieve sustainable results. Hospitals gain access to best practices and custom feedback on further opportunities to streamline patient flow from Qventus' advisory team of experienced hospital operators, process improvement experts, and healthcare operations consultants.

Driving Outcomes

Qventus has helped EDs better prioritize workloads and allocate resources, driving teams to achieve results in reducing length of stay, increasing patient throughput, and decreasing patient leakage. With improved support for the ED and communication across departments, clients have also reported reduced staff turnover and improved patient satisfaction.

Qventus has helped clients achieve:

25M

annual financial impact across EDs for a health system

27%

reduction in patients leaving before being seen

10%

reduction in ED length of stay

6%

increase in patient volumes