

Banner Health

Banner Health is a unique healthcare system that spans six states and includes three teaching medical centers, and numerous independent clinics in an extremely competitive market. To meet their strategic growth goals, Banner recognized they needed a solution to impact an area where ROI could be directly measured, without compromising their high level of patient care - the OR.

Key objectives included: Enhancing OR access and utilization technology to automate processes and eliminate redundancies. This would allow Banner to accommodate more cases despite having fewer scheduling staff, maximize and optimize the utilization of their robotic assets to meet the demand, and implement a technology to provide real-time, actionable insights to identify opportunities where they can drive incremental growth.

Selection & Implementation

The Banner team brought together key stakeholders to ensure the technology worked for the team. The team aligned on four key needs for their evaluation process. After a thorough review of several vendors, they selected Qventus in 2023.

Proven, scalable platform

An enterprise-wide platform capable of rapidly addressing future challenges, such as pre-admission testing.

Configurability

AI/ ML models configured to the nuance of your organization, analytics configured to your team, ability to drill-down in surgeon utilization.

Why Qventus?

Bi-directional EHR APIs

The ability to read and write back, reducing the need to log into multiple applications.

Complete data set

More claims data in real-time creating a broader view, optimizing supply and demand.

Background:

- One of the largest nonprofit healthcare systems nationwide: 33 hospitals spanning six states; 53K+ team members
- 5,866 staffed beds
- \$14B Net revenue (2023)
- Headquartered in Phoenix, AZ
- Principal non-profit hospital provider in served communities
- Numerous independent clinics in competitive markets

EHR:

Cerner

Qventus Solutions:

Perioperative

“Surgical demand is on the rise. Qventus automations helped us identify where OR time was going unused, freeing up those spaces for patients who need it. Their technology has improved our efficiencies, allowing us to predict and meet the evolving needs of our patients seeking timely, compassionate care.”

~ Nirav Patel, MD, FACS

Physician Executive, Surgical Specialties, Banner Medical Group
Medical Director, Surgical and Procedural Services, Banner Health
Associate Professor of Surgery University of Arizona College of Medicine - Phoenix

Proven Concept Period & Enterprise-Wide Adoption

Banner chose their four largest facilities to evaluate the Qventus Perioperative Solution.

The implementation required both Qventus and Banner to collaborate as a team, aligning on goals to maximize user adoption. Qventus was onsite throughout all phases of the installation, meeting the 'teams where they live' to provide training, listen to feedback, and work together to provide the best experience for all level of users. Based on their successful results and high adoption at their four largest facilities, Banner have expanded their Qventus Solution enterprise-wide.

Results 6 Months Post Go-Live

Utilization & Efficiency

359+

hours of block released early per month

89%

of OR requests through Qventus accepted

60%

Year-over-Year increase in Hours of block released early*

97%

Year-over-Year improvement in case minutes performed within released block

6.3%

increase in Primetime Utilization



2X

increased released block hours

Growth

2.1

additional cases per OR per month

148

cases by Qventus block release & marketed time automations

13

robotic cases added per month

Robotics

114

more hours released by month

Benefits

2

months break even achieved on investment

235

cases per month (increased access for patients & providers)

*Released 28 days or earlier before the block date

Optimizations Since Go-Live

- Onsite reinforcement to encourage further engagement
- Digital activation to incentivize engagement and ROI
- Waitlist functionality
- Ability to schedule multiple procedures
- Improved end-user notifications

"The results after the first six months have far exceeded our expectations. The solution has increased access to the OR and streamlined the process of block management. The OR teams can schedule cases real-time, rather than be put on a list and wait for confirmation on availability. This has also positively impacted their patient's care as they can look ahead and schedule their surgery before leaving the doctor's office."

~ **Nicole Fiore** - Senior Director, Division Operations, Surgical Specialties, Banner Health

What's Next?

Banner is committed to continuing their collaboration with Qventus and expanding further in the greater Phoenix area. Banner Health and Qventus continue to partner together to uncover innovative ways to optimize workflows throughout the organization and across the care continuum, potentially expanding solutions toward endoscopy and infusion services.