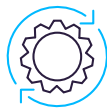


The Challenge: Limited Resources for Innovation

As leading health systems embrace new solutions for real-time operations, one important consideration is the availability of IT and project management capacity. With internal teams already stretched thin, many health systems prefer to work with a strategic partner to support the high complexity of change management needed for operational transformation.

Qventus: Trusted Partner for Driving Outcomes

The Qventus Expert Services team partners with health systems to deploy best-practice solutions and deliver sustained outcomes. Its team of former physician, nursing, and performance improvement leaders work hand in hand with partners to design processes, establish governance, deploy software, and drive change management. Using a proven deployment methodology that ensures implementation fidelity and speed, they work with partners to reinforce behaviors and hard-wire processes for lasting impact.



Co-Designed Processes



Proven Methodology



Sustained Partnership

"Technology absent change management is often a wasted investment. With Qventus, we particularly liked their pathway to get people to effectively engage with the technology and change behaviors."

Alastair Bell, MD, MBA

Chief Operating Officer, Boston Medical Center Health System

"Qventus was sensitive to both our culture and needs from a clinical care perspective to identify what we needed as our standard work."

Laura Reed, DNP, MBA, RN

Chief Operating Officer and Chief Nursing Executive, Fairview Health Services

Delivering Value Through Expert Services



Reduce Impact on Internal Resources



Increase Certainty of Achieving Results



Leverage Industry-Leading Practices & Deep Expertise



Achieve Rapid Speed to Value

Co-Designed Processes Based on Leading Best Practices

The Qventus Expert Services team works with health systems to integrate its AI-based platform into standard work, mapped to best practices. Qventus conducts a deep assessment of current state processes, performance, and culture to identify strengths and opportunities. Based on these findings, Qventus collaborates with cross-functional stakeholders to integrate its software into existing workflows and tools, and customize the solution to the new standard work. This ensures that co-designed processes respect clinical models and cultural norms, creates buy-in and ownership of change, and empowers teams with simple, frictionless workflows that drive impact.

Proven Methodology Ensures Implementation Fidelity & Speed

Through \$50m+ invested across nearly a decade, Qventus has developed a proven playbook to deliver outcomes. With 200+ templates for process redesign, technology implementation, and project management, health systems can avoid pitfalls, drive implementation fidelity, and achieve rapid speed to value.

The deployment process is typically structured into six stages, with parallel technical and operational workstreams:



Ongoing Partnership to Reinforce Behavioral Change & Hardwire Processes

Unlike traditional consulting or lean projects where support ends at the conclusion of the engagement, Qventus provides comprehensive analytics and ongoing services to hardwire processes for lasting change. Curated reports and analytics establish a foundation for managing accountability and outcomes, allowing health systems to track adherence to best practices, monitor adoption and engagement, and measure operational results. For example, ongoing analytics and services for the Inpatient Solution include:

- **Weekly reporting:** automated reports & self-service dashboards to track discharge planning metrics highly correlated with excess day reductions, and identify kudos and coaching opportunities
- **Ongoing working groups:** biweekly sessions with process owners and key functional leaders to review adoption and process adjustments
- **Steering Committee & Business Reviews:** regular review of outcomes, key updates, and opportunities for continuous improvement with site and regional / system leaders

These mechanisms allow Qventus to work with partners to quickly identify and resolve points of friction, reinforce behavioral change, and drive continued organizational alignment. Furthermore, as new features are released, Qventus Expert Services works with partners to ensure teams are maximizing the value of ongoing enhancements.