Boosting strategic surgical volume and optimizing robotics utilization

KEY RESULTS

⬆ **6x**
annualized ROI

⬆ **4%**
primetime utilization increase

⬆ **41%**
robotics volume increase

⬆ **2.3**
additional cases/OR/month

THE CHALLENGE
Static surgical volume, underutilized OR resources

Confronted with unused OR time that wasted productivity and resources, Ardent Health was unable to grow surgical volumes. As more and more procedures were moving to outpatient locations, the health system's hospitals had capacity but were unable to utilize it efficiently.

Additionally, OR operational challenges caused months of delays, preventing patients with acute need from receiving care—leaving healthcare staff and patients frustrated with the average of one to three months' wait time for surgery.

THE GOALS
Strategically fill block to unlock growth

Ardent Health partnered with Qventus to achieve three goals:

1. Drive strategic surgical growth and optimize robotics utilization

2. Strategically release and fill block time

3. Deliver life-saving surgeries to patients sooner

About Ardent Health

Ardent Health, a leading provider of healthcare services in communities across the country, boasts a network of 30 hospitals and more than 280 sites of care. The health system employs over 1,800 providers and 24,000 team members to deliver healthcare to 15,000 lives every day.

"Qventus is simply more of a complete solution. We love that it is EHR-agnostic, web-based, and connectivity-agnostic because it lets us integrate with independent clinics. We looked at other platforms, and the results weren't meaningful and the functionality wasn't comparable."

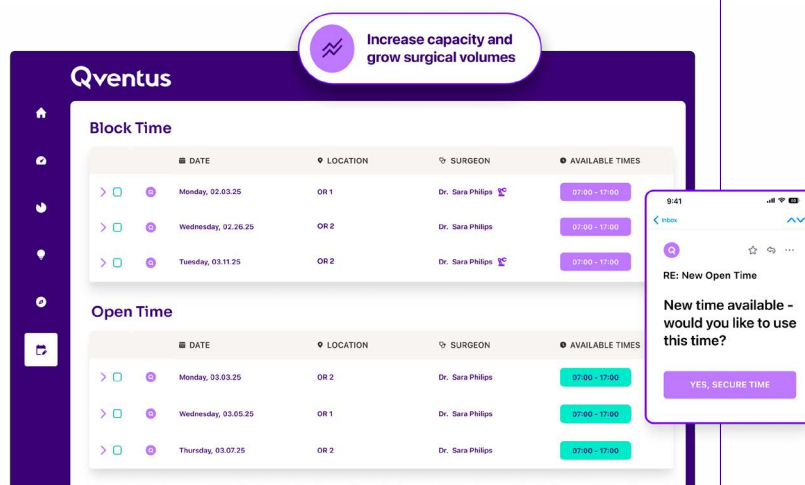**John Latina**, Chief of Enterprise Services, Ardent Health

THE SOLUTION

Ardent Health selected the Qventus Surgical Growth Solution for its unmatched functionality to empower the health system to strategically free and fill block time, enable them to identify independent surgeon splitters, and ensure that Ardent had the capacity and da Vinci assets to support their OR needs.

In the effort to secure more outpatient surgery volume, Ardent is also seeing additional benefits. New surgeons are ramping up more quickly, and physician satisfaction has increased as the ability to quickly and easily find time at two different surgical locations without placing calls takes hold.
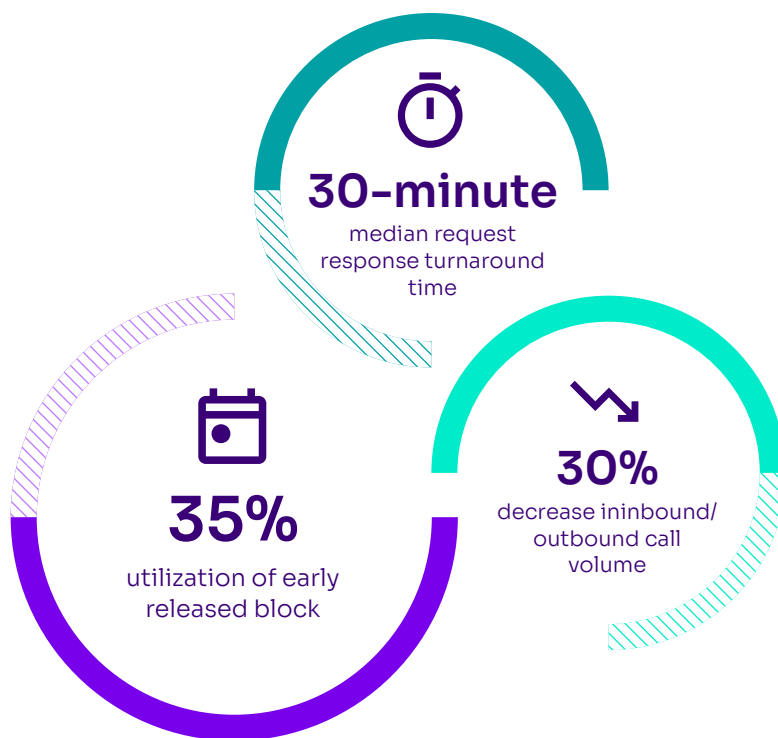
The Surgical Growth Solution goes beyond simply increasing OR availability. Rather, it uses AI and machine learning to proactively fill ORs with the cases that matter most—delivering Ardent a 6X ROI.

Our cutting-edge machine learning algorithms are dynamically personalized to your surgeons' preferences, intelligently matching open OR slots to the best-fit surgeons and eliminating first-come, first-served inefficiencies. Our solution optimizes every moment in your ORs—releasing block time down to the hour, maximizing robotic access and utilization, and even shaping surgical demand with our strategic control panel—all to ensure your white space is used the way you intended.
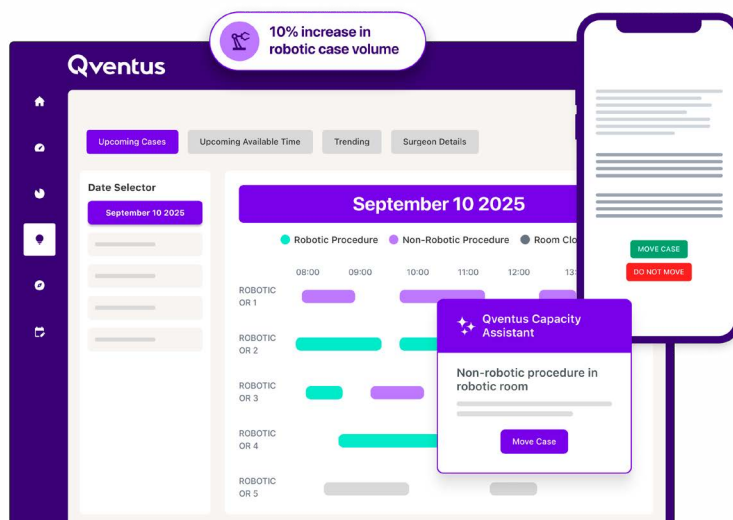
Key features of the Qventus Surgical Growth Solution leveraged by Ardent Health include:

- **TimeFinder:** Surgeons and their schedulers can view relevant OR time in seconds in an intuitive interface without having to log in to the EHR. Qventus algorithms intelligently predict the wheels-in to wheels-out case length based on the surgeons' past performance, CLE trends at the surgeon and department level, time of day, and more, allowing the prioritizing and requesting of available surgical slots.

- **Block Release:** Proactively engages surgeons and schedulers to incentivize block release weeks in advance of auto-release. Qventus ML models predict with high confidence which partial or full blocks are unlikely to be used up to a month in advance and send schedulers timely and actionable emails to release those blocks, ultimately helping to increase their utilization scores.

30-minute
median request response turnaround time

35%
utilization of early released block

30%
decrease ininbound/ outbound call volume

- **Available Time Outreach (ATO):** Automatically markets time to surgeons who are the best fit based on practice patterns, past booking behavior, case mix, average case lengths, and more, removing the burden on schedulers of manually calling to fill time. Qventus AI and ML models continuously calculate a fit score for all surgeons for all available open time and prioritize the health system strategic objectives, such as growing targeted service lines or improving robotic utilization.

- **da Vinci Optimizer:** Maximize ROI for high-value robotic assets with automated and ML-driven personalization communications that strategically market time to robotics surgeons to automatically fill white space with robotic cases.

Qventus Insights Suite: Arm executives with the analytics and insights they need to grow their perioperative program.

- Our **OR Leader Insights (ORLI)** is a "one-stop shop" for Perioperative Leaders to understand key performance measures, identify opportunities to improve utilization & throughput, surface actionable insights to drive meaningful improvements and streamline Block Allocation decisions.

- Our one-of-a-kind **Market Insights** are powered by billions of claims data combined with EHR data, equipping hospital leaders with the information they need to understand their position in the market, engage independent surgeon practices and more.

> **"Qventus software has made it exponentially easier for our team to book surgeries at the best time for our clinicians and in the most appropriate and convenient setting for patients—driving strategic growth for Ardent without increasing the burden on our teams."**
>
> **Brad Hoyt**, MD, Chief Medical Information Officer, Ardent Health

Learn how you can automate your operations today at qventus.com

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