

# Driving enterprise-wide growth across clinical settings

## KEY RESULTS

### Inpatient Capacity Solution

**0.42**

day reduction in mean excess days

**\$6.7M**

savings (annualized)

**20%**

increase in monthly discharge volumes

**18%**

reduction in ED boarding

### Surgical Growth Solution

**4.5%**

increase in primetime utilization

**2.4**

additional cases per OR per month

**2**

robotic cases added per month

## About Jackson Health System

Jackson Health System is an academic medical center headquartered in Miami, Florida, and employs about 15,000 people. With 107 years of experience, their network of seven hospitals house nearly 2,600 beds, 60 ORs, and six surgical robots. The system is anchored by Jackson Memorial Hospital, one of the most respected hospitals in the nation. In 2024, Jackson Health System recognized \$3.1B in revenue.



## Jackson Health System + Qventus partnership goals

Jackson partnered with Qventus to achieve two critical goals:

1. **Increase capacity by reducing higher-than-average length of stay (LOS)**
2. **Grow surgical volumes and drive primetime utilization**

Qventus was the ideal partner to help Jackson Health meet these ambitious goals. Our enterprise-wide platform and AI-powered solutions gave them the tools they needed to transform their inpatient and perioperative operations.



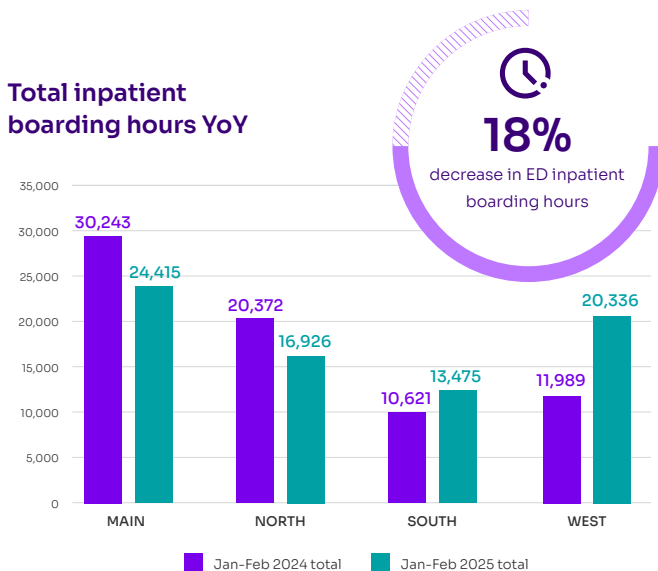
## Inpatient Capacity Solution: Reducing length of stay and increasing capacity

### THE CHALLENGE

Jackson needed to address inefficiencies in patient flow, especially discharge planning, to reduce length of stay (LOS) and create more inpatient bed capacity. These challenges were compounded by the fact that Jackson did not have a standard discharge planning process across their hospitals, and previous attempts at reducing LOS relied on utilizing a labor-intensive, manual spreadsheet, which, not surprisingly, had poor engagement from staff.

### THE SOLUTION

Jackson implemented the Qventus Inpatient Capacity Solution to automate highly effective discharge planning and prioritize paths of action to proactively remove barriers to discharge. Users interact with the solution via Care Progression Manager, a robust visual management tool that is embedded directly into Cerner as an MPage. Results have included reduced length of stay and increased inpatient bed capacity while removing manual tasks from care teams.



- **Early, Accurate Discharge Planning (EDP):** Machine learning models—locally trained on Jackson Health patients and care patterns—auto-populate EDD and dispositions directly into the EHR on the first morning after admission. Models continue to pressure test the discharge plan throughout the patient's stay, identifying opportunities for earlier discharge, and discharges to lower levels of care. With Qventus' Inpatient Capacity Solution, Jackson saved 13,305 excess days (annualized).
- **Flow Prioritization:** Utilizing a sophisticated algorithm, including multiple ML models, Qventus analyzes Jackson's patient and census data to automatically sequence ancillary orders to best support patient flow and discharge success. This enables health systems to maximally leverage their ancillary services, including therapy (PT, OT), imaging (MRI, CT, US, XR, IR, Echo), and lab to reduce length of stay and create capacity. Jackson was able to create 36 beds of additional capacity with Qventus.
- **Care Gap Orchestrations:** Our library of care gap orchestrations evaluate each patient care plan to identify and resolve gaps that could delay discharge, such as physical therapy, MRI, case management consults, foleys, and more.
- **Insights Suite:** Qventus provided Jackson operational and executive leaders with a robust set of real-time analytics dashboards to support discharges, monitor solution engagement and overall solution outcomes, and identify systemic opportunities for continuous improvement.

Within six months of go-live, leaders at all levels report that Qventus is creating additional capacity and providing them with increased transparency into what actions they can take to promote discharges and create even more capacity. This additional capacity has also enabled Jackson to reduce ED boarding by 18% – driving better patient outcomes.



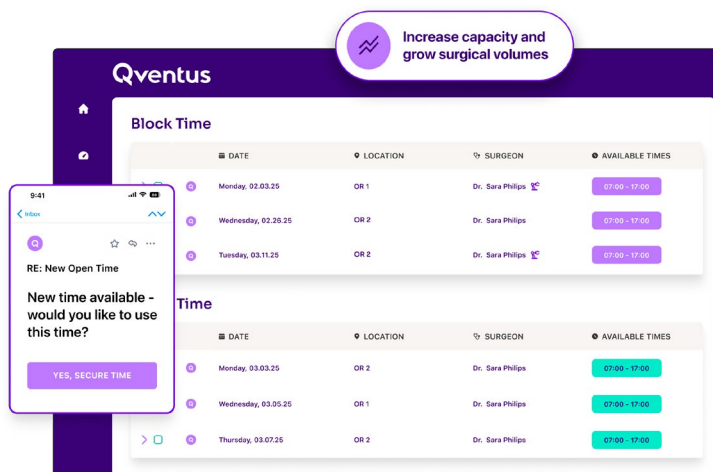
## Surgical Growth Solution: AI-powered OR scheduling for strategic growth

OR schedulers across the organization were bogged down with manual processes. Cases were added manually outside the EHR, and spreadsheets were used to track filled block times. To ensure maximum utilization of OR facilities and assets, a move to a streamlined, digital process was a must-have.

Jackson deployed the Qventus Surgical Growth Solution, which uses AI, machine learning (ML), and behavior science to optimize, forecast, and automate perioperative workflows. Trained on data from their own organization, the Surgical Growth Solution enables Jackson to meet OR access needs for their surgeons and meet their strategic growth goals.

### QVENTUS SURGICAL GROWTH SOLUTION

- **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:** Automatically engages surgeons and schedulers to incentivize proactive 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. By leveraging Qventus' intelligent block release, Jackson saw 140 hours of block released early per month, enabling them to add 229 cases annually.
- **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. Qventus AI and ML models continuously calculate a fit score for all surgeons for all available open time and prioritizes the health system's strategic objectives such as growing targeted service lines or improving robotic utilization. By leveraging Qventus Available Time Outreach, Jackson was able to add 525 additional cases annually.
- **Robotics Optimization:** 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 for two or more robotic cases per month.



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