

# Driving strategic growth through OR resource optimization

## KEY RESULTS WITHIN 14 WEEKS OF GOING LIVE

↑ **4x**  
annualized ROI

↑ **9%**  
orthopedic service line growth –  
commercial payers

↑ **61**  
cases added in the first 100 days  
from independent surgeons and  
clinic schedulers

↑ **90%**  
of value driven by independent clinics  
choosing to bring volume



### THE CHALLENGE

## Outdated processes, underutilized resources, increased competition

Outdated scheduling systems blocked surgeons from optimal use of OR and robotics assets. Like so many health systems, West Tennessee's EHR couldn't anticipate perioperative team needs and make intelligent recommendations, and manual efforts to solve this problem weren't effective or scalable.

Compounding the problem, newly opened competitive Ambulatory Surgery Centers (ASCs) threatened to take volume from the hospital. The unmet revenue growth objectives and strained relationships with independent clinicians sent West Tennessee looking for solutions.

### West Tennessee Healthcare

Headquartered in Jackson, Tennessee, West Tennessee Healthcare is a not-for-profit healthcare system serving more than 500,000 patients in West Tennessee and Southeast Missouri. The network of six critical access hospitals houses 96 ORs and is completely self-supporting with no operations leveraging local tax revenues. For over 75 years, West Tennessee Healthcare has provided millions of dollars in free care to low-income patients. In 2023, they recognized a revenue of \$7.38M, and through a unique revenue-sharing agreement, they have contributed over a total of \$20 million to the City of Jackson and Madison County over the years.



## THE GOALS

# Modernize processes, maximize resources

West Tennessee Healthcare partnered with Qventus to achieve three critical goals:

1. Maximize surgical assets to meet demand and unlock strategic growth
2. Streamline the surgical scheduling processes for patients, surgeons, and staff
3. Provide advanced surgical care to their local community

**“Surgical availability is key to serving our community well. Qventus is helping our organization streamline and transform the surgical scheduling processes for our patients, surgeons, and staff. This new technology helps us fill every white space with the most appropriate surgeon and case. Ultimately, Qventus reduces the noise to enable us to provide the care that truly matters.”**

**Melissa Hayden, MSN, CRNA, Executive Director,**  
Surgical Services of West Tennessee Healthcare



## THE SOLUTION

# Qventus' Surgical Growth Solution

West Tennessee Healthcare selected the Qventus Surgical Growth Solution to help recover its strategic case volume, establish itself as the region's preferred hospital and enable their patients to receive the procedures they need, sooner. The solution created a personalized experience for every surgeon, service, and OR room, and proactively offering OR time to the best-suited surgeons and schedulers.

Qventus worked closely with West Tennessee Healthcare to conduct targeted outreach and fill time with high-value cases that risked being taken to competitors. Within 100 days of implementation, 61 cases were added by independent surgeons who found the open time more appealing.

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.

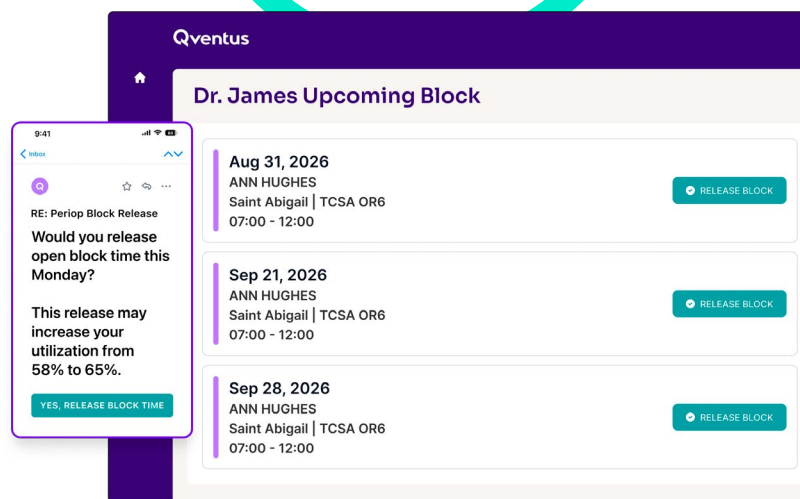
Our cutting-edge machine learning algorithms are dynamically personalized to your surgeons' preferences, intelligently matching open OR slots to the best-fit surgeons and eliminating first-come, first-served inefficiencies. Our solution optimizes every moment in your ORs—releasing block time down to 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.

DATE	LOCATION	SURGEON	AVAILABLE TIMES
Monday, 02.03.25	OR 1	Dr. Sara Philips	
Wednesday, 02.26.25	OR 2	Dr. Sara Philips	
Tuesday, 03.11.25	OR 2	Dr. Sara Philips	

DATE	LOCATION	SURGEON	AVAILABLE TIMES
Monday, 03.03.25	OR 2	Dr. Sara Philips	
Wednesday, 03.05.25	OR 1	Dr. Sara Philips	
Thursday, 03.07.25	OR 2	Dr. Sara Philips	

**Key features of the Qventus Surgical Growth Solution leveraged by West Tennessee Healthcare 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.
- **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's strategic objectives such as growing targeted service lines or improving robotic utilization.



**“As both a fellowship trained orthopedic surgeon and engineer, I am always drawn to technologies that catch my attention from both perspectives. Qventus is one of those unicorn technologies. Being able to view available room time in seconds while scheduling in minutes is everything for my staff and patients. The simple, yet elegant, interface helps keep the burdensome administrative tasks to an absolute minimum.”**

**Keith M. Nord, M.D.**, Chairman of Orthopedic Surgery at West Tennessee Health

**Learn how you can automate your operations  
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